

Working with the national information bureaux of Ukraine and Russia, the ICRC informs families where their detained or missing loved ones are and facilitates the transmission of messages and letters between them. We also provide various forms of support to families of missing persons and prisoners of war, and family associations representing them.

## INCREASING AWARENESS ABOUT UNEXPLODED ORDNANCE AND MITIGATING RISKS

The ICRC has a team of specialists dedicated to reducing the risks of civilians being harmed by landmines and unexploded ordnance. Working in partnership with the URCS, the State Emergency Service of Ukraine (SESU) and the police, the ICRC raises communities' awareness of the dangers of these weapons and promotes safe behaviours. We also provide specialized training to emergency responders in the URCS and the SESU.

## COOPERATION AND COORDINATION WITHIN THE INTERNATIONAL RED CROSS AND RED CRESCENT MOVEMENT

The ICRC works with the URCS and other National Societies from the International Red Cross and Red Crescent Movement to address the needs of people affected by the conflict. For the past decade, we have been supporting the URCS financially and providing technical assistance to boost its emergency-preparedness and response capacities.



## GIVE US YOUR FEEDBACK OR MAKE A COMPLAINT

It is important for us to hear the voices of people in need and ensure we did our best to address issues raised by people affected by the conflict. If you have an inquiry or request, want to share information or feedback, or would like to make a complaint, you can contact our Community Contact Centre at 0 800 300 155 or by email at [KYI\\_KYIVHOTLINEMAILBOX@icrc.org](mailto:KYI_KYIVHOTLINEMAILBOX@icrc.org). Any information provided will be treated in the strictest confidence.

## WHERE WE WORK

The ICRC is mandated by the international community to work in countries affected by armed conflict or other violence. We are present in over 100 countries and have around 20,000 employees worldwide. Over 950 of our employees – of which around 750 are Ukrainian – work in our offices in Kyiv, Poltava, Lviv, Dnipro, Donetsk, Vinnytsia, Luhansk and Odesa.



# INTERNATIONAL COMMITTEE OF THE RED CROSS

WHO WE ARE AND WHAT WE DO



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IN BRIEF



ICRC

## WHO WE ARE

The International Committee of the Red Cross (ICRC) is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of the victims of armed conflict and other situations of violence and to provide them with assistance.

## WHAT WE DO

- We strive to visit places of detention and internment on both sides of the front line to ensure that people deprived of their liberty in relation to the international armed conflict (such as prisoners of war and civilian internees) are treated humanely and with dignity. Access is granted by the parties to the conflict in line with their obligations under the Geneva Conventions.

- We inform families of the whereabouts of their detained or missing loved ones by working closely with the national information bureaux of Ukraine and Russia. Through our Central Tracing Agency and these bureaux, the ICRC facilitates the regular exchange of letters between families and prisoners of war on both sides.

- We remind parties to the conflict of their obligations under international humanitarian law – that is, the rules of war – in order to mitigate the devastating impact of military hostilities on civilian populations, infrastructure and livelihoods. We raise people’s awareness of risks and promote safe behaviours in relation to landmines and unexploded ordnance.

- We deliver humanitarian assistance to the most vulnerable people and communities affected by the conflict on both sides of the front line. This includes support for health facilities, critical water supplies, wastewater, heating infrastructure and detention facilities.

- We help restore critical infrastructure that has been destroyed or damaged as a result of the conflict to ensure communities continue to receive essential services, such as water, electricity and heating.

- We provide cash, solid fuel and construction materials, such as timber and roofing sheets, to help civilians rebuild homes damaged as a result of the conflict.

- We help the Ukrainian Red Cross Society (URCS) and other partners in the International Red Cross and Red Crescent Movement to provide assistance as first responders to people in need across the country.

- We help the Ukrainian authorities to search for, recover, transport, examine, store and identify human remains to ensure the protection and dignity of the dead, prevent disappearances and clarify the fate and whereabouts of missing persons.

## ASSISTANCE AND SUPPORT FOR ESSENTIAL SERVICE

Our humanitarian response is adapted to people’s needs. It can be provided in cash, essential aid (e.g. food and hygiene items) or other material assistance to help communities sustain their livelihoods. The ICRC also financially supports service providers and local authorities to maintain and restore essential services to communities, particularly the water supply.

## SAFEGUARDING HEALTH CARE

The ICRC donates medical equipment and consumables to health-care facilities on both sides of the front line and supports hospitals that receive wounded or sick patients. We also work closely with the Ministry of Health and the URCS to strengthen the continuum of care for wounded civilians and soldiers needing physical rehabilitation or mental-health support.

## PROTECTING THE DEAD AND THEIR FAMILIES

The ICRC is one of the only international organizations working on forensic-related matters and supporting the medico-legal system in Ukraine. We provide training and material support to medico-legal agencies involved in searching for and identifying missing persons. We provide temporary body-storage solutions, recovery tools, examination instruments equipment for DNA analysis, and refurbish and build facilities for forensic institutions. The ICRC also acts as a neutral intermediary for repatriating fallen servicemen, providing material support and facilitating the exchange of information between the parties for identification purposes.

## PRESERVING LIVES AND DIGNITY

Through confidential, bilateral dialogue with the parties to the conflict, the ICRC strives to influence belligerents to respect their obligations under international humanitarian law and to ensure that civilians and those who are not or are no longer taking part in the hostilities are kept safe from harm.

In line with Geneva Conventions, parties to the conflict have a duty to give the ICRC access to places of detention so that we can not only register prisoners of war, civilian internees and other protected persons but also support the authorities to ensure they provide essential items and services. The ICRC addresses issues related to the conditions of detention in confidential discussions with the detaining authorities.

