

MY HOUSE IS ALL DESTROYED.
THERE IS NOWHERE TO COME BACK

I AM 82 YEARS OLD. I WITNESSED A SCARY
WAR WHEN I WAS LITTLE, AND GOD KNOWS
THAT I WOULD GIVE EVERYTHING FOR
PEACE RIGHT NOW

THANK YOU FOR NOT LEAVING AND NOT FORGETTING US

SUDDENLY, A FLASH OF LIGHT APPEARED,
I FELL TO THE GROUND AND FAINTED. I
RECOVERED CONSCIOUSNESS FROM MY
BROTHER SCREAMING. HE WAS CRYING:
«MOMMY, MOMMY, IT HURTS!» I TRIED TO
GET UP TO TAKE DANIA IN MY ARMS, AND
FELL AGAIN...



I WAS BORN DURING THE WORLD WAR II,
I SUFFERED HUNGER, COLD AND ALL THE
RELATED HARDSHIPS. I NEVER KNEW MY
FATHER – HE WAS KILLED IN WAR IN 1942.
AND NOW, LATE IN LIFE, I HAVE TO SUFFER
THE HARDSHIPS OF ANOTHER WAR...

WAR BRINGS ONLY SORROW AND DEATHS...

THANK YOU FOR YOUR HELP, FOR
SUPPORTING US FROM THE FIRST DAYS
OF THE HORRIBLE WAR

I BELIEVE THAT COMMON
SENSE WINS. BUT WHEN?
AND WILL WE LIVE LONG
ENOUGH TO SEE IT?

HELP TO SURVIVE.

THE ACCOUNTS OF EYEWITNESSES

REPORT OF THE HUMANITARIAN CENTER AND RINAT AKHMETOV FOUNDATION

2016



From the very first day of the Humanitarian Center's operation we all live in the dream that peace will return to Donbas. So that people in Donbas were happy and could start living, not surviving.

I'm sure that it will happen. But until Donbas is in trouble, the Humanitarian Center will keep saving the most vulnerable civilians.

It really hurts me that today we cannot deliver food and medications to Donetsk. But as soon as we have this opportunity, I want to let you know that we resume our assistance immediately.

The Center will continue its operation in Donbas, wherever possible. I will always help my compatriots, we will not leave anyone in trouble.

Rinat Akhmetov

March 2017

2016



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DIRECTOR'S OPENING REMARKS

1 139 908

PEOPLE WERE PROVIDED WITH ASSISTANCE FROM THE RINAT AKHMETOV HUMANITARIAN CENTER

**REPORT OF THE HUMANITARIAN CENTER AND RINAT AKHMETOV FOUNDATION**

2016 is the third calendar year of the Humanitarian Center's operation. The third year since on August 6, 2014 Rinat Akhmetov founded the Humanitarian Center based on the Charitable Foundation to provide assistance to the most vulnerable civilians of Donetsk and Luhansk regions.

The immense faith and strength of one person's spirit united a large professional team of volunteers and the Center's staff. And it turned into a huge help to people.

The number of people provided with assistance from the Center at least once, from the very beginning of its operation and till December 31, 2016, reached 1,139,908 people. To date, there is no evidence of other similar facts. Perhaps this is the first time in history when one person saved a million human lives. There is no one and nothing more important than these millions.

During its entire operation period, Rinat Akhmetov Humanitarian Center gained a unique experience in the field of charity and became the largest humanitarian aid mission in Ukraine in the volumes of aid. By order of Rinat Akhmetov, they built the system of aid assembling and its distribution «from scratch», and Donbas Arena stadium was turned into the largest logistic humanitarian hub.

Only in 2016 the Center issued 4.6 million adult and children food packages to people. Targeted assistance was provided to 16,600 people. 1,500 sets of medications were issued to severely ill children. Along with the food and targeted assistance, new projects have appeared, such as «Rehabilitation of Injured Children» and «Mentorship».

The report about the Humanitarian Center's activity for 2016 unites the accounts of eyewitnesses, just ordinary people, who were provided with assistance, and those who helped them every day. Every day there are letters coming to Rinat Akhmetov and the Humanitarian Center. Hotline receives dozens of calls. People thank for not being left alone and for the fact that one person with a big heart offered them a helping hand. And his charity philosophy was picked up by 5,000 volunteers.

We work for saving people, and we do everything possible, so that our work wouldn't stop even for a minute.

Oleksandr Vyshniakov,
Acting Director of the Rinat Akhmetov Charitable Foundation

WORK PRINCIPLES OF THE RINAT AKHMETOV HUMANITARIAN CENTER

1

EFFICIENCY

The humanitarian crisis in Donbas is so large-scale that we cannot address all the problems. Therefore, the Center works in clearly defined areas, where it provides assistance on a regular and systematic basis. Being aware of the actual situation, the Humanitarian Center helps the most vulnerable categories of the population: children, elderly and disabled people. The interests of citizens are at the core of our work. Our main objective is to assist civilians affected by the conflict as efficiently as possible and within the available resources. The Center's aid must firstly reach those who need it the most.

2

TRANSPARENCY

In our work we are guided only by clear and understandable principles and procedures in accordance with the best international standards. Our decisions are in line with the mission of the Rinat Akhmetov Foundation, as well as the goals and objectives of the Center. We work with humanitarian partners who share our principles and values. Commercial or governmental organizations have no impact on the Center's decisions. No one can influence our decision-making if it goes against our principles.

3

NEUTRALITY AND BALANCE

We are independent of politics and politicians. The Humanitarian Center helps the civilian population on both sides of the contact line, which separates government controlled from non-government controlled territory in the east of Ukraine, regardless of sex, religion, living standards before the military conflict in Donbas and other parameters. The Center operates both on the territory controlled by Ukraine and non-government controlled areas.



REPORT OF THE HUMANITARIAN CENTER AND RINAT AKHMETOV FOUNDATION





HUMANITARIAN AID

- delivery and issuance of adult survival kits in the Center's fixed issuing points
- «mobile» assistance with food products to people in the «grey zone» and remote settlements of Donbas
- address delivery of food packages to lonely elderly and disabled people



LET'S HELP CHILDREN

- delivery and issuance of children food packages to families with babies from 0 to 35 months old
- food and informational support to mothers who breastfeed their babies under one year old



TARGETED ASSISTANCE

- individual medical assistance for complex treatment and surgeries
- medications to children who were diagnosed asthma, diabetes mellitus, epilepsy and cerebral palsy
- assistance to people suffering cardiovascular diseases
- rehabilitation of injured children affected by the military actions in Donbas



PEACEFUL SUMMER FOR DONBAS CHILDREN

- organization of summer vacation and health improvement for Donbas children



SAY NO TO ORPHANHOOD!

- ensuring the right of every orphan and child deprived of parental care to be raised in family
- helping orphaned children over 12 years old to form the skills that are required for adaptation to an independent adult life through assistance of mentors



HUMANITARIAN MAP

- studying of humanitarian needs and expectations of Donbas population
- determination of priorities and directions of assistance based on the data obtained



HUMANITARIAN AID

«WE BOW IN RESPECT TO RINAT AKHMETOV AND EXPRESS SINCERE GRATITUDE TO THE HUMANITARIAN CENTER FOR NOT LETTING US DIE FROM STARVATION IN THIS HORRIBLE WAR. THE FOOD FROM YOUR HUMANITARIAN AID HELPS US TO SURVIVE»

VALENTYNA, PENSIONER, SHAKHTARSK

HUMANITARIAN AID

GOAL

covering basic food requirements in the midst of the armed conflict in Eastern Ukraine; organization, delivery and issuance of food for the most vulnerable categories of Donbas population on both sides of the contact line

PROGRAM START

August 22, 2014

GEOGRAPHY

500 towns and villages of Donetsk and Luhansk regions

ASSISTANCE PROVIDED TO

retired people; disabled people; families with many children; pregnant women; single parents; families raising orphans and disabled children; orphaned children

TOTAL RESULT

10,285,497 adult food packages were issued over the period from August 22, 2014 to December 31, 2016



The Center's food package issuing point, Snizhne, Donetsk region

2016



Humanitarian aid issuing point, Donetsk

2016

«I WAS BORN IN 1948, BUT I EXPERIENCED TWO WARS. THE FIRST ONE WAS A TERRIBLE CHERNOBYL TRAGEDY THAT TOOK AWAY MY HUSBAND, THE FATHER OF MY TWO CHILDREN. THE SECOND ONE IS THE INCREDIBLE HUMAN TRAGEDY OF THE PRESENT WAR, THE CRIPPLED DESTINIES OF THOUSANDS OF PEOPLE. SOMETIMES YOU JUST WONDER, WHERE YOU GET THE STRENGTH TO BEAR IT ALL. NOT A SINGLE DAY WITHOUT TEARS. THE ONLY PERSON WHO HELPS TO COPE WITH THE MONSTROUS GRIEF IS RINAT AKHMETOV AND HIS NUMEROUS TEAM. THANKS FOR YOUR KINDNESS.»

VERA, PENSIONER, YASYNUVATA, 2016

4 287 759

SURVIVAL KITS WERE RECEIVED BY DONBAS RESIDENTS IN 2016

HUMANITARIAN AID MOBILE TEAMS OF VOLUNTEERS

GOAL

help people living on the contact line, in the «grey zone», remote villages in non-government-controlled areas, where it's impossible to open a fixed issuing point, and settlements with many IDPs

GEOGRAPHY

425 settlements of Donetsk region

TOTAL RESULT

264,561 survival kits were issued over the period from May 2015 till December 31, 2016

PROJECT START

May 2015



Mobile delivery of humanitarian aid, Amvrosiivka raion, Donetsk region

2016



Pisky settlement, Donetsk region

2016

«WHEN I FOUND OUT THAT OUR HOUSE WAS BOMBED, I HIRED A CAR AND WENT TO PISKY. WHEN I SAW MY HUSBAND, I WAS LOST FOR WORDS. WE HAVEN'T SEEN EACH OTHER FOR FOUR MONTHS, AND DURING THIS TIME HE SEEMED TO GET 20 YEARS OLDER. HIS HAIR WAS COMPLETELY GREY, HIS FACE HAD DEEP WRINKLES, HE SCUFFLED AND BECAME DEAF DUE TO EXPLOSIONS...»

TETIANA, PENSIONER, IDP FROM PISKY, 2016

185 379

SURVIVAL KITS WERE ISSUED BY THE CENTER'S MOBILE TEAMS IN 2016

HUMANITARIAN AID. ADDRESS DELIVERY OF FOOD PACKAGES

GOAL

deliver humanitarian aid to the homes of lonely elderly and disabled people, who cannot come to the issuing point and receive their package for health reasons

PROJECT START

October 14, 2014

GEOGRAPHY

Donetsk, Makiivka, Yenakiieve, Torez, Snizhne, Khanzhonkove, Khartsyzk, Shakhtarsk

TOTAL RESULT

44,174 food packages were issued over the period from October 14, 2014 to December 31, 2016



Address delivery of food packages, Donetsk

2016



Assistance to lonely elderly people, Yenakiieve

2016

«I AM VISUALLY IMPAIRED. I CAN HARDLY MOVE ACROSS MY FLAT. LET ME EXPRESS MY SINCERE GRATITUDE TO VOLUNTEERS OF THE RINAT AKHMETOV HUMANITARIAN CENTER FOR EACH VISIT, FOR EVERY NICE WORD THEY SAID. THANKS TO THEM I WANT TO KEEP ON LIVING. AND I EVEN FORGET ABOUT MY PAIN FOR A WHILE»

KATERYNA, DISABLED, TOREZ, 2016

23 402

FOOD PACKAGES WERE DELIVERED TO PEOPLE'S HOMES IN 2016

CONTROL OF HUMANITARIAN AID QUALITY

Over the entire operation period the Center has built one big mechanism of humanitarian assistance "from scratch": purchase of products, their storage in distribution centre in Dnipro, delivery to logistic centres in Donetsk and Mariupol, organization of survival kit distribution.

In 2016 more than 400,000 people received food packages from the Humanitarian Center every month.

The Center ensures constant quality control over the issued food products. The quality control process consists of five stages.

STAGE 1. CHECKING PRODUCTS BEFORE PURCHASE AND LABORATORY STUDIES

When planning a purchase, we test products from different manufacturers and hold a tender between them. Then goes anonymous product investigation in the independent laboratories. They check physicochemical and organoleptic characteristics of the products. The expertise lasts for 7-14 days. If the food products comply with standards, the Center gets a certified protocol with the results of the study.

STAGE 2. QUALITY INSPECTION BEFORE CONVOY'S DISPATCH FROM DISTRIBUTION CENTRE IN DNIPO

The convoy is loaded the night before dispatch. Each product type is checked for:

- package integrity;
- expiration dates;
- product quality;
- weight;
- compliance with quality certificates.

STAGE 3. INSPECTION AT THE CENTER'S WAREHOUSES IN DONETSK AND MARIUPOL

Volunteers at logistic centres in Donetsk and Mariupol check the products when unloading convoys: compliance with temperature requirements in the trucks and quality of product package. The warehouses of distribution centres observe all sanitary norms and zoning rules, products are stored according to the temperature mode and humidity level.

STAGE 4. CHECKING PRODUCTS WHEN STICKERING AND PACKAGING

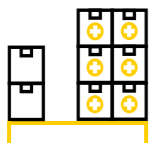
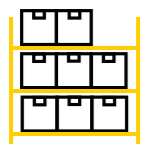
The procedures are carried out right during the food package formation in logistic centres of Rinat Akhmetov Humanitarian Center. Volunteers label every product unit with a special «Humanitarian Aid. Not for Sale» sticker and check the products one more time.

STAGE 5. MONITORING OF RECIPIENTS' FEEDBACKS: HOTLINE, SOCIAL NETWORKS, INTERNET

The Center's hotline. People leave their suggestions on improvement of the Center's and its issuing points' operation and feedbacks about packages. The Center's employees process every feedback and eliminate problems. Besides, hotline operators make calls to nearly 5,000 aid recipients per month to get their feedbacks about the Center's work.

Quality assessment bureau. The operators call 3,000 people a month. Based on their answers the Center gets credible opinion about food package composition, the quality of products and organization level of aid receiving process.

Social networks and Internet. The employees of Rinat Akhmetov Humanitarian Center also monitor publications and comments in social networks, forums and electronic mass media.



Food quality and storage control at the logistic centre of Donbas Arena, Donetsk

2016

«DURING THE ENTIRE PERIOD OF THE MILITARY ACTIONS RINAT AKHMETOV HAS BEEN HELPING US TO SURVIVE. FLOUR, OIL, SUGAR, CEREALS – ALL PRODUCTS ARE GOOD, HIGH-QUALITY, WITH A LONG SHELF LIFE. GREAT PRODUCTS FOR ALL ELDERLY PEOPLE LIVING IN THE ARMED CONFLICT AREA. WE ARE SO THANKFUL TO RINAT AKHMETOV AND THE ENTIRE HUMANITARIAN CENTER FOR NOT LETTING US DIE FROM STARVATION.»

MARIYA, PENSIONER, TOREZ, 2016

99,9%

OF THE CENTER'S AID RECIPIENTS ARE SATISFIED WITH THE QUALITY OF ISSUED PRODUCTS, ACCORDING TO THE POLL CONDUCTED BY THE CENTER'S QUALITY ASSESSMENT BUREAU IN 2016



LET'S HELP CHILDREN

«I AM A SINGLE MOTHER AND INTERNALLY DISPLACED PERSON. AT THAT TIME, WHEN WE HAD TO LEAVE OUR HOME JUST WEARING SLIPPERS, YOUR ASSISTANCE WAS A REAL SALVATION FOR ME AND MY BABY. AND I REALLY KNOW HOW MUCH YOU CARE ABOUT US. WE CONSTANTLY RECEIVE HUMANITARIAN AID, FEEL YOUR SUPPORT AND SUPPORT OF YOUR TEAM»

ANNA, SINGLE MOTHER, SCHASTIA, 2016

LET'S HELP CHILDREN

GOAL

provide assistance with food to families with children from 0 to 35 months old, and also support young mothers, who breastfeed their babies under one year old, with food packages

PROGRAM START

October 16, 2014

GEOGRAPHY

Donetsk and Luhansk regions

ASSISTANCE PROVIDED TO

families with children from 0 to 35 months old

TOTAL RESULT

812,436 children packages were issued over the period from October 16, 2014 to December 31, 2016



Humanitarian aid issuing point, Donetsk

2016



The Center's food package issuing point, Donetsk

2016

«FOR MORE THAN TWO YEARS WE SURVIVE THANKS TO THE SUPPORT OF RINAT AKHMETOV. WE RECEIVE TEST STRIPES FOR OUR ELDER SON, SUFFERING FROM DIABETES, AND FOOD PACKAGES. MY YOUNGER SON, TYMOFIY, GREW UP ON THESE FOOD PRODUCTS. THE QUALITY IS EXCELLENT, WE REALLY LIKE THEM. THE PACKAGE CONTAINS ESSENTIAL FOOD. ASSISTANCE FROM RINAT AKHMETOV CAME AT A VERY DIFFICULT MOMENT. NO OTHER PEOPLE PROVIDED SUCH A LARGE-SCALE ASSISTANCE TO THE ENTIRE CIVILIAN POPULATION OF DONBAS. THANK YOU!»

ANNA, DONETSK, 2016

368 211

SURVIVAL KITS WERE RECEIVED BY FAMILIES WITH CHILDREN IN 2016

INITIATIVE. PROMOTION OF BREASTFEEDING

GOAL

supply food packages to nursing mothers, affected by the armed conflict in Donbas; provide women with informational support and recommendations about advantages of breastfeeding in emergency

START

October 28, 2015

ASSISTANCE PROVIDED TO

families with children from 0 to 11 months old

TOTAL RESULT

85,902 food packages for nursing mothers and 40,622 sets of baby formula were issued during the period from October 28, 2015 to December 31, 2016



The Center's food package issuing point, Donetsk

2016



The Center's mobile point of aid issuance, Donetsk region

2016

«SOMETIMES MOTHERS GET LOST IN DIFFICULT CIRCUMSTANCES SO MUCH, THAT THE ONLY SOLUTION THEY SEE IS USING BABY FORMULA. THAT IS WHY THE ACTIVITY OF THE RINAT AKHMETOV HUMANITARIAN CENTER IS VERY IMPORTANT AND DEMANDED – NOT ONLY IT HELPS DONBAS CHILDREN AND MOTHERS WITH FOOD, BUT ALSO EXPLAINS WOMEN WHY BREASTFEEDING IS NECESSARY. IT IS BREAST MILK THAT CAN COVER ALL THE NEEDS OF A CHILD UNDER THE AGE OF SIX MONTHS OLD. IT IS SAFE, ALWAYS AVAILABLE, PROTECTS CHILD FROM DISEASES AND GIVES THE BABY A SENSE OF WARMTH AND SECURITY.»

KSENIYA SOLOVEI, THE LEADER OF THE “MILK RIVERS OF UKRAINE” MOVEMENT, UNICEF PARTNER IN THE PROGRAM SUPPORTING BREASTFEEDING IN CRISIS SITUATIONS, 2016

69%

OF WOMEN CHOSE FOOD PACKAGES SUPPORTING NURSING MOTHERS



TARGETED ASSISTANCE

«WHEN THE DISASTER HAPPENED, THE RINAT AKHMETOV HUMANITARIAN CENTER WAS THE FIRST ONE TO HELP. WE WERE PROVIDED WITH ALL THE NECESSARY MEDICATIONS FOR SURGERY AND TREATMENT, CONSUMABLES AND BABY FOOD. I ALSO WANT TO THANK THE CENTER FOR ITS PSYCHOLOGIST. IT WAS EXTREMELY HARD FOR MILANA TO LOSE HER MOM AT THE AGE OF THREE, GET INJURED AND SEE SHELLS EXPLODING FIVE METRES AWAY FROM HER. SHE WAS AFRAID OF FLASH LIGHTS, KNOCKING AT THE DOOR AND THE SOUND OF AIRCRAFT. SHE WAS HIDING ALL THE TIME, CALLED HER MOM EVERY SECOND. BUT PSYCHOLOGISTS HELPED US A LOT.»

OLHA, GRANDMOTHER OF INJURED MILANA,
MARIUPOL, 2016

TARGETED ASSISTANCE

GOAL

provide «here and now» help to Donbas civilians, who found themselves in difficult life circumstances. Be useful for those, who need urgent assistance for medical treatment and surgeries. Provide children and adults with essential medications. Provide assistance with rehabilitation of injured children

PROGRAM START

January 16, 2006 (Rinat Akhmetov Foundation), since 2014 the program has been operating as part of the Humanitarian Center's activity

GEOGRAPHY

Donetsk and Luhansk regions

PROJECTS IN 2016

«Targeted Medical Assistance»;
«Medications for Children»;
«Rehabilitation of Injured Children»;
«Cardiac Care»

TOTAL RESULT

back in the peaceful time the Rinat Akhmetov Foundation provided targeted assistance to 20,702 Ukrainians; and 51,607 Donbas residents were provided with assistance during the period from August 6, 2014 to December 31, 2016



The bear is the Center's gift to all injured children

2016



Issuance of heart disease medications, Donetsk

2016

«WE ARE SO THANKFUL TO RINAT AKHMETOV HUMANITARIAN CENTER FOR HELPING WITH MEDICATIONS FOR MY 65-YEAR-OLD WIFE, WHO HAD A HEART SURGERY. WHEN WE WERE RECEIVING MEDICATIONS AT DONBAS ARENA, I HAD A LUMP IN MY THROAT. BECAUSE MY GRANDCHILDREN AND I NEVER MISSED A SINGLE MATCH. WE DREAM THAT ALL THIS COMES BACK!»

SERHII, PENSIONER, DONETSK, 2016

16 651

PEOPLE WERE PROVIDED WITH TARGETED ASSISTANCE IN 2016

**TARGETED ASSISTANCE.
MEDICATIONS FOR CHILDREN**

GOAL

Provide seriously ill children, who have chronic diagnoses, with anticonvulsants and asthma drugs, insulin and test strips for 3 months of treatment; keep the disease in remission due to timely assistance with medication

INFORMATION

According to the health department of Donetsk region and following the results of the monitored situation with medication supply on the territory of Donetsk region, there is an acute need for several types of medicines for children. Due to the absence of essential medications in pharmacies and hospitals of the region, as well as inadequate supplies from the state, children are deprived of the opportunity to undergo treatment.

PROGRAM START

October 6, 2015

GEOGRAPHY

Donetsk and Luhansk regions

ISSUANCE OF MEDICATIONS

In pharmacies of Artemivsk, Kramatorsk and Mariupol

ASSISTANCE PROVIDED TO

children from 0 to 18 years old diagnosed with diabetes, asthma and various forms of cerebral palsy

TOTAL RESULT

2,168 sets of medications were received by severely ill children over the period from September 20, 2015 to December 31, 2016, including 827 anticonvulsants, 630 asthma medications, 480 test stripes, 231 packs of insulin.



Assistance with medications: anticonvulsants, asthma medications, insulin, test stripes, Mariupol, 2016

2016



Assistance to severely ill Donbas children, Donetsk, 2016

2016

«I WANT TO THANK RINAT AKHMETOV AND THE HUMANITARIAN CENTER FOR THE ENORMOUS HELP THAT'S BEING PROVIDED TO PEOPLE. MY SON AND I HAVE BEEN RECEIVING FOOD PACKAGES AND MEDICATIONS STARTING FROM THE VERY FIRST DAYS OF THE CENTER'S OPERATION. YOU HELP TO OVERCOME FEAR, WHICH PREVENTS PEOPLE FROM MOVING FORWARD TO THEIR DREAM. THANK YOU SO MUCH!»

SVITLANA, MOTHER OF NINE-YEAR-OLD FEDOR, DONETSK, 2016

1 525

SETS OF MEDICATIONS WERE ISSUED TO CHILDREN IN 2016

**TARGETED ASSISTANCE.
REHABILITATION OF INJURED CHILDREN**

GOAL

help children, affected by hostilities in the Eastern Ukraine, who got injuries of various severity and need rehabilitation

PROJECT START

March 10, 2016

GEOGRAPHY

Donetsk and Luhansk regions

TOTAL RESULT

102 people participated in the project: 58 children and 44 adults



11-year-old Kyrylo is undergoing a rehabilitation course, Sloviansk

2016



10-year-old Danylo, «Slavkurort» health centre

2016

«DEAR RINAT LEONIDOVYCH! THANK YOU FOR NOT LEAVING MY FAMILY ALONE WITH TROUBLE DURING THIS DIFFICULT TIME. I UNDERSTAND THAT THERE ARE MANY FAMILIES LIKE OURS OUT THERE, AND ALL OF THEM NEED ATTENTION. BUT THE TROUBLE HAPPENED TO MY CHILDREN, AND IT TOUCHED YOUR FEELINGS. THANK YOU FOR THE QUALIFIED MEDICAL ASSISTANCE TO SASHKO AND DANYLO AFTER THEIR SEVERE INJURIES AND FOR ARRANGING CHILDREN'S REHABILITATION IN ZAPORIZHIA. THANK YOU SO MUCH FOR EVERYTHING»

TETIANA, BERESTOVE VILLAGE, 2016

58

INJURED CHILDREN GOT HELP WITH REHABILITATION IN 2016



PEACEFUL SUMMER FOR DONBAS CHILDREN

«TODAY WE CAME BACK FROM ALBATROS. MY SON HAS SO MUCH OF GREAT IMPRESSIONS! THE COUNSELLORS, EDUCATORS AND THE WHOLE ENVIRONMENT IN THE CAMP ITSELF WERE EXCELLENT. AND FOR ME, AS FOR THE MOTHER, MY CHILD'S OPINION IS VERY IMPORTANT. THANKS A LOT TO THE RINAT AKHMETOV FOUNDATION AND EVERYBODY WHO TOOK PART IN ORGANIZATION OF CHILDREN'S VACATION DURING SUCH A DIFFICULT TIME!»

OLHA, DONETSK, 2016

PEACEFUL SUMMER FOR DONBAS CHILDREN

GOAL

organization of summer vacation for Donbas children affected by the armed conflict

PROGRAM START

July 2015; August 2016

GEOGRAPHY

Strilkove settlement, Kherson region; Sviatohirsk, Donetsk region

ASSISTANCE PROVIDED TO

children of 8-14 years old living in non-government-controlled areas and in the «grey zone»

TOTAL RESULT

3,160 children provided with summer vacations in 2015 and 2016



«Albatros» camp, Strilkove settlement, Kherson region
2016



«Soniachnyi» camp, Sviatohirsk, Donetsk region

2016

«WE LIVED IN A BASEMENT FOR A LONG TIME. WE COOKED MEALS ON OPEN FIRE. WE WENT HOME VERY SELDOM, ONLY TO PICK UP SOME WARM CLOTHES»

DIMA, 8 YEARS OLD, PARTICIPANT OF “PEACEFUL SUMMER FOR DONBAS CHILDREN” PROJECT, AVDIIVKA

360

CHILDREN FROM DONBAS COULD REST AND IMPROVE THEIR HEALTH IN 2016

SAY NO TO ORPHANHOOD!



«MY HUSBAND HAD THE SAME DREAM ALL OVER AGAIN: HE WALKS ALONG THE PATH TO THE HOUSE, HOLDING HAND OF A LITTLE GIRL IN A DENIM SUIT. AND WE SAW THIS GIRL ON «SAY NO TO ORPHANHOOD» PORTAL. THE DECISION WAS MADE. SIX YEARS AGO WE ADOPTED MILANA. THE CHILD WAS REALLY ILL AND PRACTICALLY COULD NOT WALK. BUT THE EFFORTS OF DOCTORS, OUR LOVE AND CARE HELPED TO PUT OUR DAUGHTER ON HER FEET. AND SIX MONTHS AGO MILANA WAS JOINED BY A SISTER, NADIA. THE GIRLS BRING SO MUCH HAPPINESS TO OUR LIVES. MANY THANKS TO THE FOUNDATION AND THE EMPLOYEES OF «SAY NO TO ORPHANHOOD!» PROGRAM»

OLENA AND OLEKSANDR, ADOPTIVE PARENTS,
KYIV REGION, 2016

SAY NO TO ORPHANHOOD!

GOAL

ensure the right of every orphan and child deprived of parental care to be raised in family; promote the creation of foster families and family-type orphanages

PROGRAM START

June 1, 2008 (Rinat Akhmetov Foundation)

GEOGRAPHY

the whole Ukraine

TOTAL RESULT

8,388 children were adopted or taken to foster families (FF) and family-type orphanages (FTO) over the period from June 1, 2008 to December 31, 2016



Goriachkin family, Adoption day, Kyiv

2016



Flashmob for Adoption Day, Kyiv

2016

«MOMMY SHOULD BE BEAUTIFUL AND NICE. THAT'S ENOUGH. DADDY SHOULD BE NICE TOO. MOST IMPORTANTLY, HE HAS TO BE STRONG, PROTECT MY MOTHER AND LOVE ME. I WILL LOVE MY PARENTS VERY MUCH. AND I WILL BE HAPPY, WHEN THEY COME TO PICK ME UP»

ILYA, 11 YEARS OLD, CHARITY BOY FROM ORPHANAGE IN ODESA REGION, 2016

499

CHILDREN FROM DIFFERENT REGIONS OF UKRAINE FOUND THEIR FAMILY IN 2016

**SAY NO TO ORPHANHOOD!
MENTORSHIP**

GOAL

help orphans and children deprived of parental care with formation of skills that are necessary to adjust to adult life on their own; through personal interaction help children with studies and comprehensive development, promote their socialization and career guidance

PROJECT START

April 13, 2016

GEOGRAPHY

Mariupol and Sviatohirsk

TOTAL RESULT

103 mentors were prepared and trained over the period from April 13, 2016 till December 31, 2016



Training for mentors, Kyiv

2016



Professional orientation brain-ring called «The world of professions», Sviatohirsk

2016

«IT IS VERY IMPORTANT THAT A TEENAGER, WHO IS LEFT WITHOUT PARENTAL CARE, HAS AN OLDER FRIEND, WHOM HE/SHE CAN ALWAYS CALL OR VISIT, SHARE PROBLEMS, ASK FOR ADVICE. EVEN IF THERE IS NO POSSIBILITY TO TAKE THE CHILD TO YOUR FAMILY, IT'S STILL POSSIBLE TO INFLUENCE HIS/HER DESTINY AND BE A MENTOR.»

SERHII, PARENT AND HOUSEFATHER IN FAMILY-TYPE ORPHANAGE, BYLBASIVKA SETTLEMENT, DONETSK REGION, 2016

36

MENTOR-MENTEE COUPLES STARTED THEIR INTERACTION IN 2016



HUMANITARIAN MAP

«THE IMPORTANT DECISIONS ON THE DIRECTIONS OF HUMANITARIAN ASSISTANCE ARE BASED ON ACTUAL NEEDS OF THE POPULATION. THE RESULTS OF SOCIOLOGICAL STUDIES ALLOW ASSESSING THE SEVERITY OF HUMANITARIAN PROBLEMS IN DIFFERENT SETTLEMENTS OF DONBAS AND IMPROVE THE QUALITY OF ASSISTANCE TO RESIDENTS OF TOWNS AND VILLAGES»

VOLODYMYR PANIOTTO, GENERAL DIRECTOR
AT KYIV INTERNATIONAL INSTITUTE OF SOCIOLOGY, 2016

HUMANITARIAN MAP

GOAL

conduct of regular sociological studies of humanitarian situation in Donbas to get systematized information about the basic needs of civilians. Determination of priorities and assistance directions based on the information obtained

PROJECT START

October 2014

INFORMATION UPDATE

November and December 2014; March, June, September and December 2015; June and November 2016

SURVEY PARTICIPANTS

more than 2,000 Donbas residents older than 18 in each survey

SOCIOLOGICAL STUDIES-2016

«Humanitarian Map 2.0. Map of expectations and moods (from May 29 till June 12); «Donbas: life and barriers» (from October 21 till November 5)

CONDUCTED BY

Kyiv International Institute of Sociology (KIIS)

GEOGRAPHY

100 towns and villages of Donetsk region, both in government-controlled and non-government-controlled areas



Presentation of sociological research called «Donbas: life and barriers» held in Kyiv

2016



Pisky settlement, Donetsk region

2016

«IT IS IMPORTANT THAT RINAT AKHMETOV HUMANITARIAN CENTER PRIORITIZES THE NEEDS OF POPULATION IN THE CONTACT LINE SETTLEMENTS. THE SITUATION IS REALLY THE MOST DIFFICULT THERE»

IVANE BOCHORISHVILI, DEPUTY HEAD OF THE UN OFFICE FOR THE COORDINATION OF HUMANITARIAN AFFAIRS IN UKRAINE

80%

OF HUMANITARIAN AID TO DONBAS IS COMING FROM RINAT AKHMETOV HUMANITARIAN CENTER (ACCORDING TO SOCIOLOGICAL STUDIES CALLED «DONBAS: LIFE AND BARRIERS»)

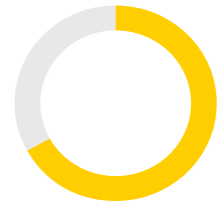
5 FACTS ABOUT DONBAS*



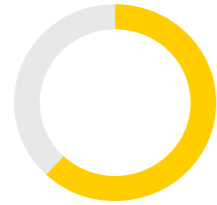
1
Every third resident of Donetsk region needs medications, every fourth needs food.



2
26% of the region residents expressed an opinion that «it's impossible to handle this distress anymore».



3
67% of respondents mentioned that humanitarian aid was provided in their settlement. 80% of all humanitarian aid is coming from the Rinat Akhmetov Humanitarian Center.



4
62% of Donetsk region families are separated by the contact line. More than 500,000 people crossed it at least once over the last six months.



5
45% residents of the region cannot imagine, when the conflict will be over. Every sixth believes that the conflict will stretch on for more than five years.

*the research was commissioned by Rinat Akhmetov Humanitarian Center and carried out through October 24 - November 5, 2016. The poll was conducted by KIIS through computer-assisted telephone interview (CATI), both via landline and mobile phones. They polled 2,102 people older than 18.



Donbas Arena logistic centre, Donetsk

2016

«I WANT TO EXPRESS MY GRATITUDE TO RINAT AKHMETOV FOR THE HUMANITARIAN AID, THANKS TO WHICH WE SURVIVED DURING THE DIFFICULT TIME, WHEN WE WERE LEFT WITHOUT OUR PENSIONS. AND THIS AID KEEPS HELPING US NOW. ONLY YOU, FROM ALL THE SUFFICIENT NUMBER OF RICH PEOPLE, THINK ABOUT THE ELDERLY. MANY THANKS TO THE CENTER'S VOLUNTEERS FOR THEIR PATIENCE AND UNDERSTANDING. THANK YOU FOR THE ORGANIZED AID DISTRIBUTION – EVERYTHING IS WELL-PLANNED UP TO EACH DETAIL.»

LIUDMYLA, PENSIONER, DONETSK, 2016

STUDY OF PUBLIC OPINION

GOAL

Carrying out sociological research of moods among the population of Ukraine in general and Donbas population separately, including Donetsk and Luhansk regions and people provided with assistance from Rinat Akhmetov Humanitarian Center

PROJECT PERIOD

November-December 2016

CONDUCTED BY

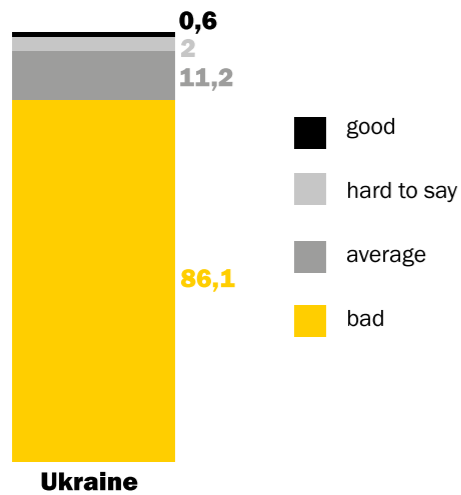
Kyiv International Institute of Sociology (KIIS)

SURVEY PARTICIPANTS

- population of Ukraine older than 18 – 3,009 respondents. The data represent Ukraine as a whole and also separately (the west, centre, south, east of Ukraine and Kyiv)
 - Donbas residents older than 18 – 2,102 respondents. The data represent Donbas in general and Donetsk/Luhansk regions separately, both government-controlled and non-government-controlled areas and the contact line.
 - people provided with assistance from Rinat Akhmetov Humanitarian Center, 1,433 respondents

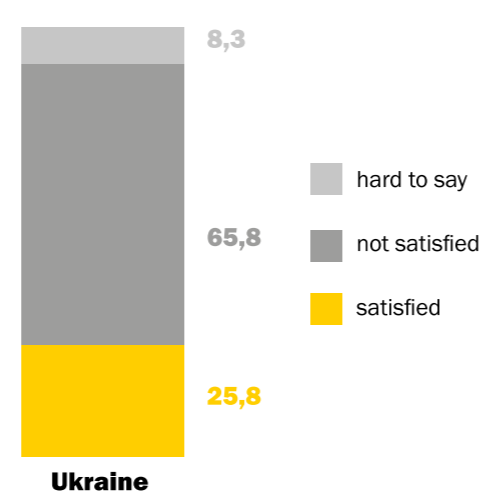


ASSESSMENT OF ECONOMIC SITUATION

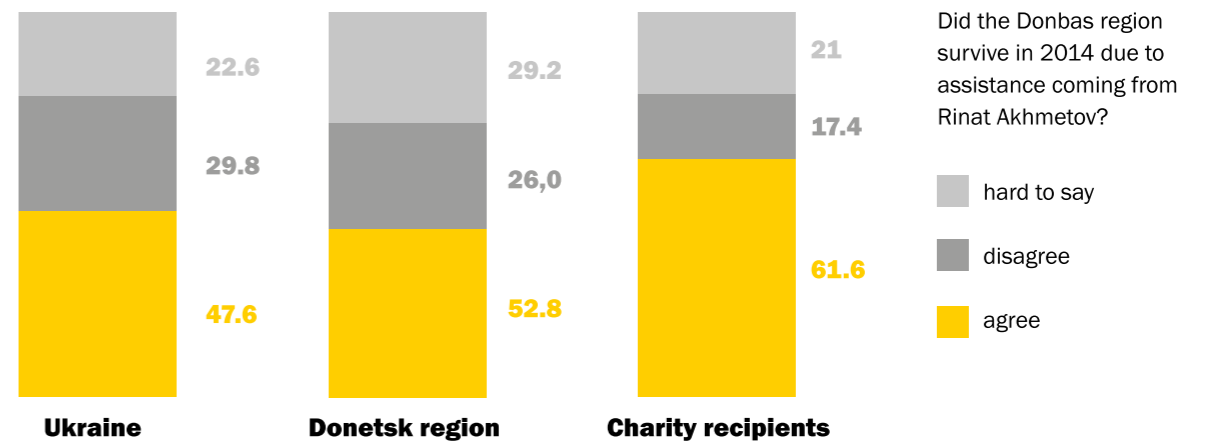


86%
 OF POPULATION IN THE COUNTRY ASSESS THE ECONOMIC SITUATION AS POOR

SATISFACTION WITH LIFE



66%
 OF UKRAINIANS ARE NOT SATISFIED WITH THE WAY THEIR LIVES ARE DEVELOPING



53%
 RESIDENTS OF DONETSK REGION BELIEVE THAT IN 2014 THEY SURVIVED THANKS TO ASSISTANCE COMING FROM RINAT AKHMETOV



VOLUNTEERS

«EVERY MONTH FOR MORE THAN TWO YEARS YOUR HARD WORK SAVES US, DONBAS RESIDENTS, FROM STARVATION. AND EVEN DURING SEVERE BOMBING YOU NEVER STOPPED YOUR GENEROUS WORK. WE RECEIVED AND KEEP ON RECEIVING THE PACKAGES THAT WE NEED SO MUCH. I WANT TO THANK ALL VOLUNTEERS AND CENTER'S EMPLOYEES FOR HELPING PEOPLE»

TAMARA, PENSIONER, DONETSK, 2016

VOLUNTEERS

Over 2.5 years more than 5,000 people took part in the volunteer movement of the Rinat Akhmetov Humanitarian Center, willing to help their compatriots.

Volunteers helped to evacuate people from the areas of active hostilities, delivered medications to the ill, repaired damaged power lines, restored glazing of houses, organized first aid rooms.



But the main direction of their activity remains humanitarian aid. They accept and unload the convoys, check products and put stickers on them, form survival kits from the products, deliver these packages to the issuing points and distribute them to people.

Without their selfless and dedicated work it would be impossible to issue hundreds of thousands survival kits every month.



The Center's food package issuing point, Donetsk

2016



Humanitarian aid issuing point, Donetsk

2016

FIVE FACTS ABOUT THE HUMANITARIAN CENTER'S VOLUNTEERS

- 1.** There are 19 people working on unloading of one convoy: three coordinators of storage areas, four drivers of electric forklifts, four operators of electric trucks, eight loaders.
- 2.** It takes 30 minutes to unload one truck with food.
- 3.** It takes one minute to form a food package.
- 4.** The Center has three teams of mobile issuance, seven people in each team. They deliver food packages to the most dangerous and hard-to-reach settlements.
- 5.** Six groups of volunteers are dealing with direct home delivery of food to lonely elderly and disabled people.

5 000

VOLUNTEERS TOOK PART IN OPERATION OF RINAT AKHMETOV HUMANITARIAN CENTER

PEOPLE AND DESTINIES

«I DON'T KNOW WHO'S RIGHT OR WRONG. BUT I KNOW ONE THING: WAR BRINGS ONLY SORROW AND DEATHS. AND NOT EVERYONE CAN STAND IT. THERE WERE MANY CASES WHEN PEOPLE WERE EVACUATED TO THE PEACEFUL TERRITORY, AND THEY DIED ALMOST IMMEDIATELY FROM A HEART ATTACK THERE. PEOPLE SAW SO MUCH DISASTER HERE, THAT THEY COULDN'T LIVE WITH IT ANYMORE. SO MANY TYPES OF ARMOURY WERE USED FOR SHOOTING! «GRADS», MORTARS, AND PHOSPHOR BOMBS ...»

TETIANA, PENSIONER, IDP FROM PISKY, 2016



A 77-year-old woman, who had her hip fractured during another shelling, had a complicated operation and returned home to her ill son.

Before the war, Pisky was an elite suburb of Donetsk, where wealthy people liked to settle. Once beautiful and well-kept settlement is completely destroyed now. Pisky is located right on the frontline. For more than 2.5 years it observes continuing hostilities. Before the war the population of Pisky was 5,000 residents. Now there are only 12 people living there.

In late summer 2016 Ukrainian military brought an elderly woman to the municipal hospital of Selidove. She was screaming from pain so loud that she gathered the whole medical personnel there. Doctors diagnosed a closed fracture of the upper thigh with displacement. It turned out that the pensioner, who had been seriously injured, stayed at home without medical assistance for more than a week.

- I live on Stepna street, and there is no one else around. The only people staying in the settlement are those who have no place to go, - Sophia Tolmachiova shares. - My son is 53, he is disabled. When Volodya was nine months old, he had meningitis. My son can't speak and can't hear. He can understand only me: he reads lips. For more than half a century I have been a nurse for my son. Volodia cannot make a single step without me. We would leave, but where to go? We have no relatives and cannot afford renting a place.

We live in someone else's summer kitchen. Our house and farmstead were bombed back in 2014. During the shelling Vova and I were sitting in our neighbours' basement, that's why we stayed alive. When it got quiet, I left the basement, looked around and burst into tears.

I lost everything: my cow was killed, my chickens were ripped, the house and the barn were burnt. Then soldiers transported us to the other end of the village, to Stepna street, and settled in someone's place. When the war started, the owners locked their house and left for Donetsk, but their summer kitchen was open. And we started living there.

Soldiers bring water in canisters, they also installed electricity. We wash ourselves in a basin, I do laundry anyhow, because I save water. If it rains, it's a real happiness for us. I put a trough outside, and I get so happy, when it's filled with water: I'll have water to do the dishes. Thank God, we have soap and washing detergents, they were provided by the Humanitarian Center. Its employees have been delivering survival kits to Pisky for two years now. We have no TV and radio.

And every single day there is a shelling... You cannot get used to it. War is sorrow and tears. I remember that ten houses with people burned down one night. For the third year we've been living on the firing line. Day and night I pray to God to save my son's and my lives. And he evidently hears my prayers...

How did I get a hip fracture? The shelling started and I ran to the house. I am running, and bullets fly around the yard like flies. I jumped into the barn and forgot that there was a hole just beyond the threshold. My leg got into this hole. I fell and started screaming from pain. A man living on the next street heard me screaming, he ran to the rescue and carried me to the house in his arms.

I was lying on the couch for two days, was crying and screaming, until one soldier took me to the hospital in Selidove.

Volunteers immediately reported to the Rinat Akhmetov Humanitarian Center that the oldest resident of Pisky settlement needed assistance for medical treatment. The Center contacted doctors and transferred funds to purchase a titanium plate for the operation. Without this plate, there was practically no chance of recovery.

- Give my gratitude to Rinat Akhmetov, - Sophia Antonivna says with tears in her voice. - If not for him, I probably would have been in another world now. When they brought me to the hospital and told me that I needed an operation, moreover, an expensive plate, I thought: that's it, this is the end for me. I have no money at all. What do we do? I decided: at night, when everyone is asleep, I will crawl up to the window and jump down on the asphalt. And then the doctor comes and says: «Rinat Akhmetov Humanitarian Center will pay for the surgery. We'll do it tomorrow».

After the surgery Sophia Antonivna came back home. The woman moves slowly with the help of walkers.

- I am doing well, - she says. - The operation was successful. Thanks to you I can walk and take care of my son. And who else will look after him, if not me? I hope the war ends soon, and I'll be waiting for having the Humanitarian Center as my guest. Come visit the old lady.

«IF NOT FOR YOUR HELP, I PROBABLY WOULD NOT HAVE SURVIVED»

THE OLDEST RESIDENT OF PISKY, SOPHIA TOLMACHIOVA



A story of three-year-old Milana from Mariupol became one of the symbols of Donbas war. January 24, 2015 marked the shelling of a residential area in the frontline town. 118 people, including children, got injuries of various severity. The heavy shelling of Vostochny district took away the lives of 31 civilians. 27-year-old Olha Abdurashytova died, having covered her little daughter with her body. The girl survived, but she lost her leg.

– My daughter had a premonition that a disaster would happen,
 – Milana's grandmother, Olha Ivanivna, shares. – The first shelling of Mariupol happened in September 2014. Back then Olia and Milana moved to the village. But later they came back to the town. «I am so afraid of grads, mom», – my daughter said. – «And I'm really scared for Milana». Four days before the tragedy Olia said: «Something scary will happen. My soul hurts». «Let's leave everything and go back to the village, – I suggested. – It's much more quiet there». But Olia didn't want to lose her job. Shortly before the tragedy, my daughter went through a job cut, and her acquaintance offered her a salesperson position in a store. Olia worked there only for a few weeks. And she died there.

That day Olia took her daughter Milana to her work. Later my granddaughter told me that she was sitting on her mother's knees, when the shelling started. «Grad» explosion was so heavy that the store building crumbled like a house of cards: the bricks, windows and doors crushed right on Olia and Milana... My daughter died immediately. A second before the explosion she managed to cover the child with her body. That's why Milana survived. A random man, who happened to be nearby, heard my granddaughter screaming. He took Milana out of destroyed building and brought her to the hospital.

As surgeons explained to me, shrapnel crushed my granddaughter's foot and a half of her lower leg. That's why doctors couldn't save her leg.

The girl had many operations. To get a prosthesis for Milana, Oleksandr Stetsenko addressed the German fund of Fritz Kreuzer (the fund provides children affected by war with prostheses, pays for their replacement and repair, gives special cosmetics, etc.). The problem of renting a place in Kyiv for Milana and her grandmother was solved. They had to come to the workshop often, so that specialists could fit the prosthesis perfectly for the child's leg.

In fall 2016 Milana started going to a small kindergarten, she really likes it there. On the outside my granddaughter is no different from other children: she runs, jumps, rides a bicycle... Milana got so much used to the prosthesis that she believes it to be her real leg. But she cannot get, why her «foot» does not have toes. «Why wouldn't my toes appear? – she's asking. – I keep waiting for them, but they've hidden and not coming out».

Every day I thank God for the miracle he made by sending so many kind-hearted people to us! They all gave a piece of their heart to my granddaughter. Thanks to this Milana has a normal childhood - she goes to the circus and theatre, she's got everything she needs. I would like to express special gratitude to Rinat Akhmetov. He took over all the costs for Milana's treatment (we stayed in hospital for three months).

In summer 2016 my granddaughter took a rehabilitation course in a specialized sanatorium as part of the Humanitarian Center's program called «Rehabilitation of Injured Children». Doctors treated us very nice, we had a great rest and health improvement.

From the very first days after the tragedy the Humanitarian Center's crisis psychologists started working with us. They helped me get out of the shock and advised me to tell my granddaughter the truth: her mother died. Otherwise, the child's mental trauma only gets worse. But I didn't know how to do it right. Psychologists explained the features of child's psyche, taught me how to behave with my granddaughter, what to say ...

I would have never thought that drawing could help to heal the child from such a terrible trauma. But it helped. The Center's psychologist is still working with Milana, and I see that with each passing day my granddaughter becomes calmer and getting used to peaceful life.

Once I pulled myself up and told Milana: «I also love your mom very much, she's my daughter. But she's not here anymore». «And where is my mommy?» – my granddaughter asked. I took her in my arms and carried her outside: «Do you see the biggest and the brightest star in the sky? Mommy lives there now. She looks at you from above and enjoys every smile of yours».

«DO YOU SEE THE BIGGEST AND THE BRIGHTEST STAR IN THE SKY? MOMMY LIVES THERE NOW. SHE LOOKS AT YOU FROM THE ABOVE AND ENJOYS EVERY SMILE OF YOURS»

MILANA'S GRANDMOTHER OLHA IVANIVNA



Even when child's health problems are detected on time, parents do not always have a possibility to provide the kid with quality treatment and relieve his condition. An ordinary family from Donbas town Yenakiieve, who appeared to be in non-government-controlled areas by circumstance, was forced to address the Rinat Akhmetov Humanitarian Center for help – and they were provided with it

Yaroslav Ilyin is only four years old, but he already knows that childhood is not always bright and cloudless. Little Yaroslav has diabetes mellitus. Last year in November his mother Nadezhda anxiously noticed that her son drank a lot of water.

– First we thought that our son caught a cold somewhere. We rushed to the hospital for tests, and the blood sugar level read off scale: the normal level is 6 and Yarik had 14, – Nadezhda Ilyina shares.
– First we were put to Yenakiieve hospital immediately, then we were transferred to Donetsk Children's hospital.

The child was delivered to Donetsk with sugar level of 30, he was taken to the intensive care. Doctors told the boy's parents that in a few hours the child could have fallen into a diabetic coma.

- Nobody can tell why would my son have diabetes mellitus all over sudden, - Nadezhda shrugs her shoulders. - Maybe it is the result of stress over the last two years in Donbas. Or maybe it was a viral infection of some sort. In Yenakiieve hospital, where we stayed with Yaroslav, there were many young children with the same diagnosis.

After a course of treatment Ilyin family faced a problem of buying glucometer and test strips to measure the boy's blood sugar levels.

The attending physician really helped here, she recommended to address the Rinat Akhmetov Humanitarian Center for test stripes, because you wouldn't find them in non-government-controlled areas of Donbas. And if you find some, they do not always fit for specific models of glucometers.

We sent a request for test stripes to the Humanitarian Center, and soon we received the necessary medications. As part of «Medications for Children» project, more than 1,000 severely ill children are provided with assistance from the Rinat Akhmetov Humanitarian Center.

It was difficult for Yaroslav to battle his illness. In a moment all the sweet treats became forbidden for him. Nadezhda has to put up with Yaroslav's mood changes, from his joyful laugh to bitter tears.

«There is nothing you can do here, the mood of diabetics depends on their blood sugar level», – Nadezhda sighs. – But the solution is found. Instead of sweets – active outdoor games and exercises in the pool. The child's body completely stopped producing its own insulin, and he will have to control the blood sugar for the rest of his life. Many thanks to the Rinat Akhmetov Humanitarian Center for medications. This help is vitally important in our situation.

«A FEW MORE HOURS AND THE CHILD COULD HAVE FALLEN INTO A DIABETIC COMA»

YAROSLAV ILYIN'S MOTHER



PERFORMANCE RESULTS OF THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2014 – 2016

«I'VE BEEN RECEIVING HUMANITARIAN AID FROM RINAT AKHMETOV SINCE DECEMBER 2014 TILL THE PRESENT TIME, I SUFFERED TWO SEVERE STROKES AND I AM PARTICIPANT OF THE MILITARY ACTIONS IN WORLD WAR II, AND I WANT TO EXPRESS MY SINCERE GRATITUDE TO THE DEAREST, THE MOST RESPECTED AND BELOVED RINAT AKHMETOV. FOR HIS HUMANE DEED AND ATTITUDE TO ALL OF US. FOR HIS HELP AND CARE FOR PEOPLE. AND ALSO I REMAIN CORDIALLY GRATEFUL TO THE WHOLE STAFF OF VOLUNTEER WORKERS FOR YOUR CARE, ATTENTION, SENSITIVITY AND RESPONSIVENESS, FOR YOUR KINDNESS AND LOVE FOR US ...»

MARIA, VETERAN OF WORLD WAR II, MAKIIVKA, 2016

**PERFORMANCE RESULTS
AUGUST 6, 2014 – DECEMBER 31, 2016**



11 097 933

adult and children food packages were issued to Donbas residents



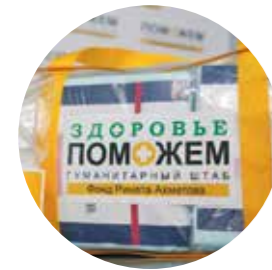
51 607

people were provided with targeted assistance



39 462

people were evacuated from the armed conflict area



20 150

people were provided with medical assistance, including medications and first-aid kits



55 915

children and adults were provided with primary psychological assistance



3 160

children rested and improved their health in summer camps and centres

1 139 908

PEOPLE WERE PROVIDED WITH ASSISTANCE FROM THE RINAT AKHMETOV HUMANITARIAN CENTER



Humanitarian aid issuing point, Donetsk

2016

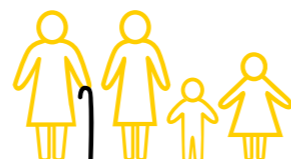
«WHEN RINAT AKHMETOV MADE A DECISION TO ESTABLISH THE HUMANITARIAN CENTER, HE NAMED THE MAIN IDEA - HELPING PEOPLE AFFECTED BY THE WAR. THE CENTER'S TEAM WAS FORMED AROUND THIS GOAL. TO PROVIDE EFFECTIVE AND TIMELY ASSISTANCE. TO MAKE SNATCH DECISIONS AND WORK 24/7. FOR THOSE WHO SUFFERED HUNGER, SHELLING AND VIOLENCE. DURING THE ENTIRE PERIOD OF ITS OPERATION THE CENTER BECAME THE LEADER OF HUMANITARIAN AID IN EASTERN UKRAINE. INITIATOR OF EVACUATION FROM THE CONFLICT ZONE, SUPPORT OF SERIOUSLY ILL AND WOUNDED CHILDREN, ASSISTANCE WITH FOOD PRODUCTS. MORE THAN ONE MILLION OF SAVED LIVES. ASSISTANCE COMING FROM RINAT AKHMETOV HAS ALWAYS BEEN AND REMAINS SINCERE. THIS IS AN EXPRESSION OF LOVE AND RESPECT TO HIS COMPATRIOTS, WHO SUFFER FROM THE ARMED CONFLICT»

RIMMA FIL, COORDINATOR OF RINAT AKHMETOV HUMANITARIAN CENTER, 2016

FIVE FACTS ABOUT THE HUMANITARIAN CENTER'S OPERATION IN 2014-2016



1
 The volume of humanitarian aid at 11 million survival kits can be compared to the population of eight southern regions of Ukraine: Zaporizhia, Kirovohrad, Odesa, Mykolaiv, Poltava, Kherson, Vinnytsia and Chernihiv regions



2
 400,000 people, provided with the Center's food aid every month, can be compared to the population of Mariupol or three big towns in Western Ukraine: Ivano-Frankivsk, Uzhhorod and Mukacheve all together



3
 The distance of 2.2 million kilometres, covered by the Humanitarian Center's truck convoys over the year, would allow to make 55 trips around the globe



4
 If to line up all the trucks with humanitarian aid that were sent to Donbas over 28 months of the Center's operation, the line will stretch from Sviatohirsk to Donetsk



5
 123,000 tons of humanitarian aid, delivered by the Rinat Akhmetov Humanitarian Center to Donbas, could fit in 492 Mriya airplanes.





2014

- May 23** start of evacuation from the conflict area
- August 6** establishment of the Humanitarian Center
- August 22** the first convoy with humanitarian aid sets off for Donbas
- October 16** start of «Let's Help Children» program
- November 26** the first million survival kits were delivered to Donbas

2015

- May 21** start of «Mobile issuance teams» project
- September 21** the 100th convoy of humanitarian aid
- October 6** start of «Medications for Children» project
- October 13** one million people received humanitarian aid from the Center

KEY EVENTS OF THE HUMANITARIAN CENTER

2016

- March 10** start of «Rehabilitation of Injured Children» project
- April 13** start of «Mentorship» project
- September 21** the 250th convoy with humanitarian aid reaches Donetsk
- December 20** the 11-millionth survival kit was issued



COMMUNICATIONS

THE FOUNDATION'S AND THE CENTER'S HOTLINE AND INTERNET RESOURCES ARE THE KEY CHANNELS FOR COMMUNICATION AND FEEDBACKS FROM DONBAS RESIDENTS

COMMUNICATIONS. HOTLINE

GOAL

Ensure 24/7 feedback on the issues related to providing and receiving of humanitarian aid from the Rinat Akhmetov Humanitarian Center

THE NUMBER OF CALLS IN 2016

up to 1,500 every day

THE NUMBER OF CALLS DURING ACTIVE SHELLING AND CLOSED ISSUING POINTS

up to 10,000 a day

QUESTIONS IN 2016

84% — humanitarian aid, 8% — targeted and medical assistance, 8% —reference information and other

TOTAL RESULT

622,905 people called the hotline during the period from August 6, 2014 till December 31, 2016



0 800 509 001

The hotline of the Rinat Akhmetov Humanitarian Center works 24/7 with no days off. The calls are free, both from landline and mobile phones



«MANY THANKS TO RINAT AKHMETOV FOR SUPPORTING THE ENTIRE DONBAS, FOR HELPING CHILDREN. WE ARE THANKFUL TO THIS WONDERFUL KINDEST MAN FOR NOT LEAVING US ALONE. NO WORDS OF GRATITUDE ARE GOOD ENOUGH TO EXPLAIN HOW MUCH IS BEING DONE BY THIS MAN. MANY PEOPLE WANT HIM TO BE WITH US. THERE IS NO OTHER OLIGARCH IN THE WHOLE WORLD, WHO WOULD LOVE THE PEOPLE OF DONBAS, PENSIONERS, CHILDREN AND ORDINARY PEOPLE AS MUCH AS HE DOES. WE THANK HIM SO MUCH. IF HE IS WITH US, THE REGION WILL FLOURISH.»

SVITLANA HUMENIUK, VOLUNTEER, DONETSK, 2016

162 761

PEOPLE CALLED THE HUMANITARIAN CENTER'S HOTLINE IN 2016

COMMUNICATIONS. WEBSITES

OFFICIAL WEBSITES

fd.u.org.ua – Rinat Akhmetov Humanitarian Center

fund.fdu.org.ua – The Rinat Akhmetov Charitable Foundation

GOAL

comprehensive coverage of charitable activities aimed at helping Donbas residents; informing about all directions and work results of the Humanitarian Center and the Foundation, categories of charity recipients and conditions for receiving our assistance

«ONLINE HELP» SERVICE

in 2016 more than 101,550 people asked online questions

TOTAL RESULT

the Humanitarian Center's website traffic amounted to more than 10 million visits, where practically 2.5 million visits are unique over the period from August 6, 2014 till December 31, 2016.

COMMUNITIES IN SOCIAL NETWORKS

GOAL

daily publication of information about all programs and projects of the Humanitarian Center and the Foundation - photo and video materials, news; announcement of events; feedbacks from charity recipients

TOTAL RESULT

the number of subscribers in Facebook -16,000 people, VKontakte -31,000, Odnoklassniki -15,500 people



REPORT OF THE HUMANITARIAN CENTER AND RINAT AKHMETOV FOUNDATION



4 120 280

VIEWS GOT THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2016



ADDITIONAL INFORMATION



RESULTS OF PROGRAMS AND PROJECTS IMPLEMENTED BY THE HUMANITARIAN CENTER AND RINAT AKHMETOV FOUNDATION

PROGRAM	PROGRAM/PROJECT PASSPORT	TYPES OF ASSISTANCE	2016	2014 – 2016
HUMANITARIAN AID	Goal: providing basic food requirement in the armed conflict situation; organization, delivery and issuance of food for the most vulnerable categories of Donbas population. The first Humanitarian Aid Drive set off for Donbas: August 22, 2014	The total amount of issued food packages:	4 287 759	10 285 497
	«Address food delivery» project: delivering food for lonely retired and disabled people, who cannot move on their own. Start - October 14, 2014	Address delivery of food packages:	23 402	44 174
	«Mobile teams of issuance» project: helping people in the «grey zone» and remote villages, where it's impossible to open a fixed issuing point. Start - May 2015	Total packages: adults: children:	185 379 173 742 11 637	264 561 250 083 14 478
LET'S HELP CHILDREN	Goal: provide food aid to families with children from 0 to 35 months old and also support nursing mothers with food packages. Start – October 16, 2014	The total number of children food packages issued:	368 211	812 436
TARGETED ASSISTANCE	Goal: provide «here and now» help to Donbas civilians, who found themselves in difficult life circumstances.	Total number of people provided with targeted assistance:	16 651	51 607
	Individual medical assistance – assistance for complex treatment and surgeries.	Assistance for complex treatment and surgeries, people:	2 666	7 771
	«Cardiac Care» project: assistance to people suffering cardiovascular diseases.	Cardiac care, people:	278	1 964
	«Medications for Children» project: helping severely ill children with anticonvulsants, asthma medications, insulin and test stripes. Start – October 20, 2015	Medications to children, total number of packages:	1 525	2 168
		<i>anticonvulsants:</i>	677	827
		<i>asthma medications:</i>	526	630
		<i>insulin:</i>	10	231
	«Rehabilitation of Injured Children» project helping children, who were injured due to hostilities, with rehabilitation treatment and rehabilitation equipment. Start - March 10, 2016	Rehabilitation of injured children, pers.:	58	58
		Escorts, pers.:	44	44
	Other types of assistance	Other, pers.:	934	4 998


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PROGRAM	PROGRAM/PROJECT PASSPORT	TYPES OF ASSISTANCE	2016	2014 – 2016
TARGETED ASSISTANCE	«Providing Novohrodivka residents with coal» project (pensioners and disabled people of Novohrodivska mine #2, low-income and multi-child families). Implementation: October-November 2016	Total number of coal recipients, pers.:	720	720
		Total amount of coal, tons:	1 070	1 070
PEACEFUL SUMMER FOR DONBAS CHILDREN	Goal: organization of summer vacation and health improvement of children affected by the military conflict. Implementation: summer 2015, summer, 2016	The total number of people who rested and improved their health:	360	3 160
SAY NO TO ORPHANHOOD!	Goal: ensure the right of every orphan and child deprived of parental care to be raised in family. Program start – June 1, 2008 www.sirotsvy.net portal was launched on December 9, 2009	Total number of children who found family:	499	8 388
		<i>adopted</i>	370	4 949
		<i>custody:</i>	84	1 342
		<i>taken to family-type orphanages and foster families:</i>	45	2 097
		«Mentorship» project: provide help to orphaned children with formation of skills, that are necessary to adjust to adult life on their own, with the help of mentors; Start – April 13, 2016 The project is being implemented in Mariupol and Sviatohirsk.	Mentors prepared, people:	103
PSYCHOLOGICAL ASSISTANCE	Goal: help children and their parents to cope with the consequences of stress caused by the armed conflict in Donbas. Started in November 2014	Number of couples who started «mentor-mentee» interaction:	36	36
		Total number of recipients, pers.:	35	55 915
		children:	19	49 920
		adults:	16	5 995
Psychologists trained:	–	250		
EVACUATION AND TEMPORARY ACCOMMODATION	Goal: help with evacuation and temporary accommodation for IDPs, represented by the most vulnerable categories of Donbas civilians, due to commenced military conflict. Provide them accommodation for the start. Implementation: May-December 2014	The total number of people evacuated from the military conflict area:	–	39 462
HELP. HEALTH	Goal: help by providing qualified medical assistance, deliver and distribute medications to the most vulnerable categories of Donbas civilians: pregnant women, expectant mothers, elderly people. Implementation: November 2014 – February 2015	Assistance with accommodation, people:	–	6 939
		Total numbers of people provide with assistance:	–	20 150
		<i>maternity packs:</i>	–	2 412
		<i>insulin:</i>	–	6 718
		<i>first aid kits for bomb shelters:</i>	–	20
		<i>medical kits for mother and child:</i>	–	1 000
<i>medical kits for the elderly:</i>	–	10 000		

CATEGORIES OF CHARITY RECIPIENTS

WHO RECEIVED ADULT FOOD PACKAGES FROM THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2016

NON-GOVERNMENT-CONTROLLED AREAS

Survival kits were issued to the following categories of local residents:

- people with the 1st and the 2nd disability groups;
- single parents with children under 18 (including widows/widowers);
- families with many children (3 or more children, all of them are under 18);
- retired people older than 65 years old, for Donetsk and Makiivka - older than 60 years old;
- families raising disabled children;
- families with adopted children, orphans and children, whose parents have their rights annulled;
- disabled veterans of the World War II; people, who obtained disability due to liquidation of accident consequences at Chernobyl nuclear power plant and those equated to disabled war veterans; disabled veterans of Afghanistan war;
- pregnant women of any gestational age that are registered according to the established procedure;
- orphaned children under 23 years old.

GOVERNMENT-CONTROLLED AREAS

Survival kits were issued to IDPs registered according to the established procedure and belonging to the following categories:

- people with the 1st and the 2nd disability groups;
- single parents with children under 18 (including widows/widowers);
- families with many children (3 or more children, all of them are under 18);
- retired people older than 65;
- families raising disabled children;
- families with adopted children, orphans and children, whose parents have their rights annulled;
- disabled veterans of the World War II; people, who obtained disability due to liquidation of accident consequences at Chernobyl nuclear power plant and those equated to disabled war veterans; disabled veterans of Afghanistan war;
- people, who are registered in district administrations for labour and social protection of the population as low-income individuals;
- pregnant women of any gestational age that are registered according to the established procedure;
- orphaned children under 23 years old.

CONTACT LINE

Survival kits were issued to the following categories of local residents and IDPs registered according to the established procedure:

- people with the 1st and the 2nd disability groups;
- single parents with children under 18 (including widows/widowers);
- families with many children (3 or more children, all of them are under 18);
- retired people from 65 years old;
- families with adopted children, orphans and children, whose parents have their rights annulled;
- disabled veterans of the World War II; people, who obtained disability due to liquidation of accident consequences at Chernobyl nuclear power plant and those equated to disabled war veterans; disabled veterans of Afghanistan war;
- people, who are registered in district administrations for labour and social protection of the population as low-income individuals;
- pregnant women of any gestational age that are registered according to the established procedure;
- orphaned children under 23 years old;
- internally displaced families with one or two children under 18, who have a status of family in difficult life circumstances (the exemption make the settlements with not operating departments of social security).



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WHO RECEIVED CHILDREN FOOD PACKAGES FROM THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2016

NON-GOVERNMENT-CONTROLLED AREAS

Children food packages were issued to all children from 0 to 35 months old from local residents.

GOVERNMENT-CONTROLLED AREAS AND CONTACT LINE

Children food packages were provided to babies from 0 to 35 months old from internally displaced families, who are registered according to the established procedure and belong to the following categories:

- orphans and children deprived of parental care, residing in a family-type orphanage, with foster family, under custody; and abandoned children in hospitals;
- children, who are being raised by single mothers (including widows/widowers);
- children from large families (from 3 children and more, all of them are under 18);
- children from low-income families, who are registered in district administrations for labour and social protection of the population;
- disabled children.

WHO WAS PROVIDED WITH ADDRESS DELIVERY OF FOOD FROM THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2016

Address delivery of food is provided in Donetsk, Makiivka, Khanzhonkove, Khartsyzk, Yenakiieve, Snizhne, Shakhtarsk and Torez. Address delivery of food packages can be provided to civilians that belong to the following benefit-entitled categories:

- lonely disabled people of the 1st and the 2nd categories, who cannot move on their own;
- lonely severely ill people, those who have undergone surgeries or suffer complex chronic diseases that are documented;
- lonely retired people older than 60, who cannot move on their own.

WHO WAS PROVIDED WITH TARGETED MEDICAL ASSISTANCE OF FOOD FROM THE RINAT AKHMETOV HUMANITARIAN CENTER IN 2016

Targeted medical assistance was provided to residents of non-government-controlled areas and IDPs with a corresponding certificate. Assistance is provided to children and adult civilians belonging to the following benefit-entitled categories:

- families raising orphans and children under custody;
- large families with three and more children under 18;
- single mothers or widows with children under 18;
- families in difficult life circumstances (families, who have more than one severely ill family member, for example, mother with cancer and her child with ICP, or two disabled persons of the 1st group etc).

CONTACT INFORMATION

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