





Donbas is in distress. Donbas is on fire!

What is happening now - this is the most difficult and tragic time in the history of our country. There is no food, no water, and no medicine. Cities, towns and infrastructure are being destroyed. But the most terrible thing is that peaceful residents are suffering and dying every day. Many people are leaving their homes and towns to survive and save their children. But not all people can or are able to leave their homes.

And our mission is to help these people survive through this difficult time. I am sure that everybody is helping as much as possible. To make the assistance more effective, we got everybody together who has a soul and a heart and who is not indifferent to this disaster and to the destiny of the peaceful residents of Donbas. We united all the potential of SCM Group's enterprises, Shakhtar Football Club and my Charitable Foundation to help the elderly people, children, women, and disabled people - the most vulnerable people.

I would like to thank everyone, I am lucky to work on the same team with you. Thank you so much! You are strong, warm-hearted and caring people. Because you take on the pain of others as your own.

The quality of our work is appreciated by Donbas residents. This is the most important thing for me. Everything we do is coming from the bottom of our heart and soul. And I would like to reassure: we will fight for every life! We were helping, we are helping and we will be helping our fellow countrymen to survive during this hard and tragic time.

Peace to our native Donbas. Peace to our land!

Rinat Akhmetov

A handwritten signature in black ink, appearing to read 'Rinat Akhmetov' in a cursive style.

#PSYCHOLOGICALAID
#FIRSTAIDKIT **#CHALLENGES**
#RESQUE **#HELP**
#MEDICINES
#DONBAS
#AKHMETOVCENTER
#CIVILRESIDENTS
#FOODSTUFFPACK
#HUMANITARIANDRIVE
#HEREANDNOW
#HUMANITARIANAID
#FOODSTUFF
#HELPTOCHILDREN

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УМ  **ЖЕМ**
ТАРНЫЙ ШТАБ
чата АХМЕТОВА



To provide the most support to the peaceful residents of Donetsk and Luhansk regions, we established the Humanitarian Center on August 6, 2014 to combine the resources and capabilities of the Rinat Akhmetov Foundation, SCM Group businesses and Shakhtar Football Club. The tangible results of the Humanitarian Center's activity in 2014 are: the organized evacuation of about 40,000 people from the conflict zone and the organization of 257 humanitarian aid issue points in 57 districts and settlements in Donetsk and Luhansk regions that secured the distribution of 1.35 million food packages to categories of civilians requiring help.

In 2014 Rinat Akhmetov Humanitarian Center helped 712,379 people.

MAIN DATES AND FIGURES



September 2014/ Mariupol/ Humanitarian Aid Drive



December 2014/ Donetsk / Let's Help Children



September 2014/ Donetsk / Receiving Aid

This is the performance report of the Rinat Akhmetov Humanitarian Center for 2014.

It is fundamentally different from the previous reports prepared by the Rinat Akhmetov Foundation. Firstly, because military operations still continue in Donbas and the real human tragedies of millions of people lie behind the dry numbers and facts describing the evacuation or provision of humanitarian aid.

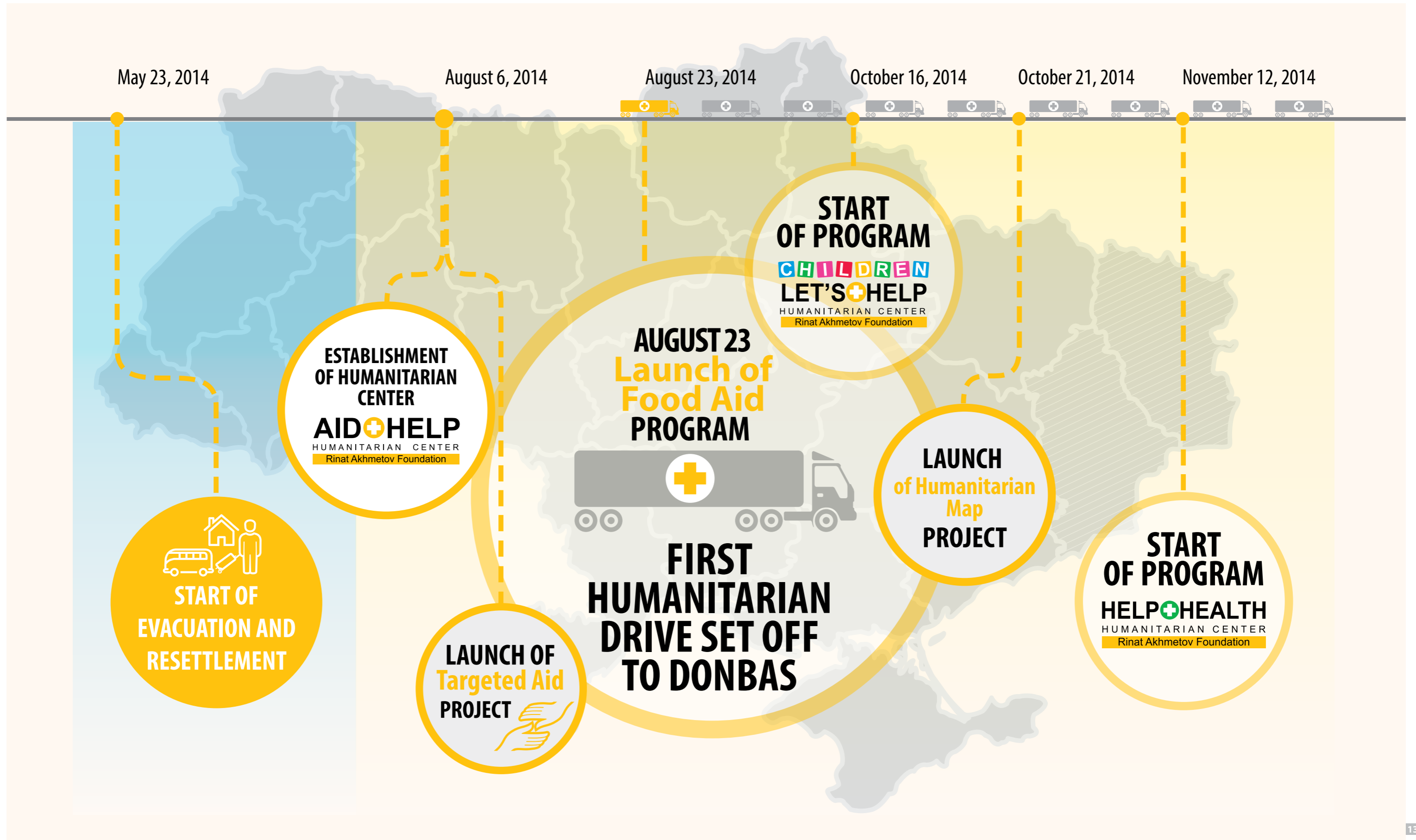
Being committed to giving the most help to civilians in Donetsk and Luhansk regions, we established the Humanitarian Center on August 6, 2014 to consolidate resources and capacities of the Rinat Akhmetov Foundation, SCM Group businesses and FC Shakhtar. In 2014, we effectively helped to evacuate about 40,000 people from the area of the conflict and established 257 humanitarian aid distribution points in 57 districts and towns of Donetsk and Luhansk regions that have dispensed 1.5 million food parcels to the most vulnerable civilians.

But despite the fundamental differences this report shows that Rinat Akhmetov remains true to his approaches of systematic philanthropy. First, the humanitarian aid remains focused on helping the most vulnerable individuals: orphans, women with children, the disabled and

pensioners. That is why the Center launched the targeted programs "Let's Help Children" and "Health. Help" in the fall 2014 for infants and children, expectant mothers, people with disabilities, and also to hospitals in the Donetsk region.

Second, the Humanitarian Center continues to fully comply with international humanitarian assistance principles that require efficiency, transparency, independence and strict neutrality. For this reason we are trying to operate across the whole of Donbas, closely monitor the aid provision process and provide regular updates about our performance, people's needs and the humanitarian situation in Donetsk and Luhansk regions.

Third, the Rinat Akhmetov Humanitarian Center remains open for cooperation with domestic and international volunteer, civil and government organizations that specialize in helping people. We are thankful to more than 3,000 volunteers of the Foundation and over 100 partner organizations for their big contribution, for helping to evacuate and accommodate people, buy, unload, pack and distribute humanitarian aid.







August 6, 2014

30.12.2014

2015

Start of Humanitarian Center activity
1st drive

13th drive

	Prior to launching the Humanitarian Center	August, 2014	September, 2014	October, 2014	November, 2014	December, 2014
 People evacuated	14,031	10,503	5,351	4,152	4,993	432
 Humanitarian aid sets		27,588	265,152	373,110	338,607	352,298
 People resettled	5430	793	198	333	165	20
 People provided with targeted help	28	49	109	423	475	765

Results through all the time of Center operation



Evacuation and Temporary Resettlement program

39,462 people,

including **14,784** children were evacuated from the war zone

6,939 people received assistance in resettlement in places of temporary compact settlement. First of all, these are orphans, mothers of large families with minor children, disabled and seriously ill people, pensioners, as well as SCM employees and members of their families



Foodstuff aid program

1,356,755

Food packages were sent as humanitarian aid



Let's Help Children program

78,318 children sets were provided to children



Health.Help program

17,689 people received medical care

Number of first-aid kits provided for:
Elderly people – **10,000**
Mother and child – **1,000**
Bombshelters – **20**

5,672 people suffering from insulin-dependent diabetes mellitus received a monthly dose of insulin

10 medical institutions of Donetsk and Luhansk regions received aid from Rinat Akhmetov Humanitarian Center, namely: medicines and equipment

504 people suffering from cardiovascular diseases received heart medications



Targeted Assistance program

2,523 people received targeted assistance on the territory of war zone and in liberated cities. Targeted assistance is provided for medical treatment, medicine, and reconstruction of houses, destroyed in the course military actions.

CITIES OF EVACUATION:

Avdiivka, Horlivka, Debaltseve, Donetsk, Yelenivka, Yenakiieve, Zuhres, Kirovske, Konstantynivka, Kramatorsk, Krasnyi Partyzan, Makiivka, Mariupol, Mykytivka, Novoazovsk, Panteleimonivka, Sloviansk, Snizhne, Torez, Vuhlegirsk, Khartsyzk, Shakhtarsk, Yasynuvata (Donetsk region). Alchevsk, Brianka, Krasnyi Luch, Luhasnk, Pervomaisk, Stakhaniv (Luhansk region).

CITIES OF NEW SETTLEMENT

Bezymenne, Melekyne, Pionerske, Sviatohirsk, Sedove, Sopino, Urzuf, Schiurove, Yuriivka, Yalta (Donetsk region). Berdiansk, Zaporizhzhia (Zaporizhzhia region). Rybalivka (Mykolaiv region). Belgorod-Dnistrovskiyi (Odesa region). Gavryshy, Hlushkovka, Kharkiv (Kharkiv region). Strilkove, Schslyvtseve (Kherson region).

CITIES OF PROVISION OF HUMANITARIAN AID:

Avdiivka, Amvrosvivka district, Artemivsk and Artemivsk district, Volnovakha, Volodarsk district, Horlivka, Debaltseve, Dzerzhynsk, Dobropillia and Dobropilla district, Donetsk, Yenakiieve, Zuhres, Kirovske, Kostiantynivka and Konstantynivka district, Krasnyi Lyman and Krasnyi Lyman district, Kurakhove, Makiivka, Mariupol, Mariinka and Mariinka district, Myronivka, Novhorodske, Novhorodivka, Novoazovsk district, Pervomaisk district, Selidove, Sloviansk and Sloviansk district, Snizhne, Soledar, Starobesheve, Vuhlehisk, Vuhledar, Khartsyzsk, Yasynuvata (Donetsk region). Lysychansk, Krasnodon, Kremenna district, Novoaydar district, Popasna and Popasna district, Rovenky, Rubizhne, Sverdlovsk, Stanytsia-Luhanska district, Starobilsk district, Shchastia, Triokhyzbenka (Luhansk region).

OPERATION PRINCIPLES AND OBJECTIVES



Principles of the Rinat Akhmetov Humanitarian Center:

Efficiency

The humanitarian crisis in Donbass is so large that we cannot contribute to addressing all the problems. Therefore, the Center works in clearly defined areas, where it provides assistance on a systematic basis, being aware of the actual situation and helping those who need it the most. The interests of citizens are at the core of our focus. Our main objective is to assist civilians, who have suffered during the conflict, as efficiently as possible and within the available resources. The Center's aid must reach firstly those who need it the most (children, the elderly and disabled).

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 and the goals and objectives of the Center. We work with humanitarian partners who share our principles and values. Commercial or government organizations have no impact on the Center's decisions. No one can influence our decision-making if it goes against our principles.

Neutrality and balance

We are independent of politics and politicians. We help civilians throughout the whole anti-terrorist operation (ATO) area regardless of gender, religion or living standards before the military conflict in Donbass or other aspects. The Center operates both in the territory controlled by Ukraine and the areas of non-governmental control.



Context: The armed conflict developed in Donbass during April and May 2014. The fighting with use of heavy weapons in Sloviansk, Kramatorsk and nearby towns led to the first civilian casualties. Shops, banks, pharmacies ceased working in these areas. Many people fled their homes.

Program goal: Help evacuate and provide temporary housing to the most vulnerable IPDs in Donbass.

Program start: May 2014.

Total people helped in 2014: 46,401.

Geographical scope

From: ATO area, towns of Donetsk and Lugansk regions.

To: Bezymenne, Melekine, Pionerske, Urzuf, Sviatohirsk, Sedove, Sopyne, Shchurove, Yuriyivka, Yalta (Donetsk region), Zaporizhia, Berdiansk (Zaporizhia region), Rybakivka (Mykolaiv region), Sergiyivka (Odesa region), Kharkiv, Havryshi, Hlushkivka, Bohodykhove, Dachne (Kharkiv region), Henichesk, Strelkove, Shchastlyvtseve (Kherson region).

Partners: The State Service for Emergency Situations of Ukraine, the Petro Dudnyk Tvoja Peremoga (Your Victory) organization, the Spasemo Ukrainu (Save Ukraine) mutual aid center, the Slovianske Sertse (Slavic Heart) volunteer movement of Natalia Kirkach, voluntary organizations Donbass - SOS and Vostok - SOS.

EVACUATION AND TEMPORARY RESETTLEMENT

CHALLENGE — No one in Ukraine was prepared to evacuate so many civilians. Ukraine had no experience or established evacuation procedures. There were an insufficient number of available residential spaces to house the displaced.

SOLUTION OF RINAT AKHMETOV HUMANITARIAN CENTER — Provide help “here and now”. Evacuate civilians from the areas that witnessed heavy shelling. Quickly give temporary housing to the most vulnerable IPDs for the short term.



August 2014 / Brianka / Evacuation



August 2014 / Mariupol / Representative of the United Nations High Commissioner for Refugees in a camp for IDPs



August 2014 / Brianka / Evacuation

EVACUATION

How we did it

The first buses of Rinat Akhmetov Charitable Foundation carrying women and children left **Sloviansk to Sviatohirsk on May 23, 2014, immediately after the fighting began in the city.**

The Foundation and later the Rinat Akhmetov Humanitarian Center focused on:

- ✚ the civilians from the ATO area (women, elderly, children) and the border towns of Donetsk and Luhansk regions
- ✚ public social institutions, e.g. children orphanages, shelters and homes as well as residential care institutions of the Department of Labor and Social Protection of Donetsk Oblast for the elderly and single people
- ✚ individuals requiring urgent evacuation, e.g. children with serious illnesses, people who need regular hemodialysis and insulin intake
- ✚ SCM Group employees and their families

Key transit places for evacuation: Sviatohirsk, Kharkiv, Izium, Kurakhove.

In total, we helped **39,462** civilians of Donbass including **14,784** children leave the conflict area in 2014.

TEMPORARY RESETTLEMENT

How we did it

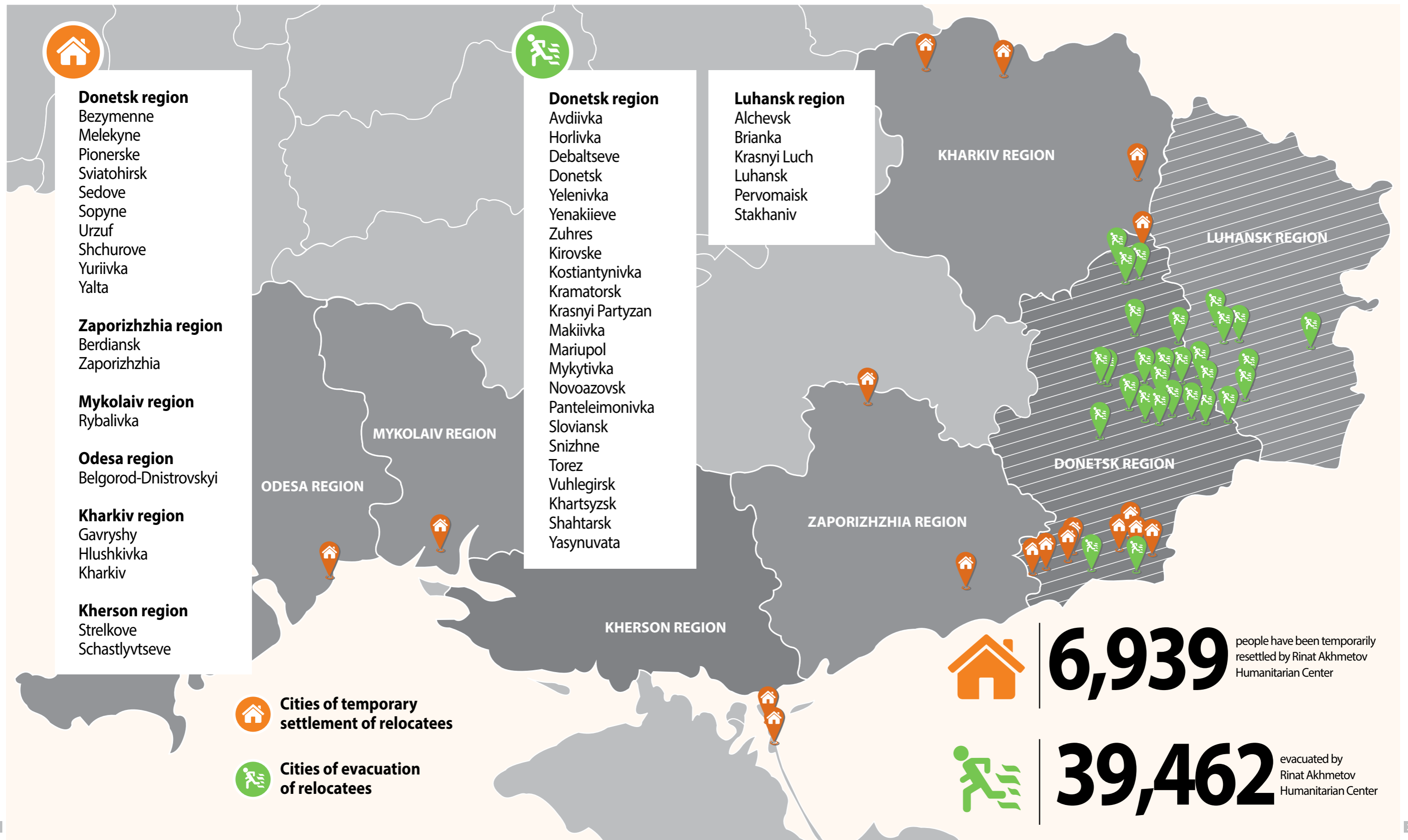
Since the beginning of the evacuation IDPs were placed in 29 summer resort centers, 19 of which belong to SCM Group.

The Humanitarian Center also allocated **UAH 7 million** for the displaced to stay at summer resort facilities in Odesa, Kherson and Mykolaiv regions.

In total, **6,939 people** received a short term place to live from the Rinat Akhmetov Humanitarian Center in 2014. Following evacuation the people stayed in these summer centers from periods of one week up to several months.

If IDPs chose to leave, the Humanitarian Center provided them vouchers to cover relocation expenses to the amount of UAH 1,500 per each family member.

Since July 2014 we have provided grants to the IDP transit points established by the State Emergency Service in Volnovakha and Krasnoarmiisk (Donetsk Oblast). Since October 2014 the Center has housed **1,200 individuals** at facilities prepared for the winter season.



Context: The fighting with use of heavy weapons began in the towns of Donbas in April-May 2015 injuring civilians, destroying houses and shutting down businesses. Pharmacies and hospitals closed.

Program goal: Provide help “here and now” to the Donbass residents who need urgent assistance.

Program start: May 2014.

Total people helped in 2014: 2,523.

Geographical scope: Donetsk and Lugansk regions, IDP temporary residence areas.

Partners: Central, regional and city hospitals of Ukraine, regional and city health care administrations, social service centers in Donetsk region, leading medical and health care experts.

TARGETED AID

CHALLENGE — as a result of the fighting, civilians from the ATO area needed urgent help, particularly medical treatment, reconstruction of destroyed houses and money for burial of killed relatives.

SOLUTION OF THE RINAT AKHMETOV HUMANITARIAN CENTER — provide targeted aid “here and now” to those who need it the most.



How we did it

- ⊕ The targeted aid program was one of the first initiatives that the Rinat Akhmetov Foundation launched and effectively carried out at the time of peace.
- ⊕ In June 2014, the Foundation provided financial aid to the families of people killed during the clashes in Mariupol in May 2014.
- ⊕ In August 2014, the Humanitarian Center began to provide targeted assistance for the reconstruction of houses. Vulnerable groups of citizens in Donetsk and Lugansk regions receive money to replace windows in their houses and apartments damaged by shelling.
- ⊕ In August 2014, Rinat Akhmetov Humanitarian Center launched a new project to give targeted assistance to wounded civilians.
- ⊕ The injured SCM Group employees and families of the employees killed as a result of the conflict also received targeted aid.

In 2014, Rinat Akhmetov Humanitarian Center provided **targeted aid to 2,523 people.**



Context: By August 2014, many businesses had closed in the ATO area. Public servants were not paid their salaries. Pensioners and other vulnerable individuals did not receive allowances and benefits in certain areas of Donetsk and Lugansk regions. People had no money to buy food or hygiene items.

Program goal: cover the basic needs for food of the most vulnerable residents in the conflict area in eastern Ukraine and IDPs.

Program start: August 2014.

Total people helped in 2014: 573,375.

Geographical scope: 57 districts and towns of Donetsk and Lugansk regions as well as help to IDPs in Kyiv.

Partners of the program: UN World Food Program, Otvetstvennye Grazhdane Initiative Group, Veteran Volodar District Charitable Foundation, Pervomaisk Center of Primary Medicine, the Mariupol Youth Union non-governmental organization, Turbota Charitable Foundation of Social Security, Volnovakha District Office of the Red Cross Society of Ukraine, the Dzherelo Nadii non-governmental organization, the Christian Broadcasting Agency non-governmental organization, Krasny Lyman Center of Social Service, Debaltseve Servicing Center for Lonely and Elderly Citizens, Artemivsk City Council (Center of Social Servicing), the Kurakhove Center of Local Economic Development, the Dobropillya Municipal Development Center, Oleksandrivsk District State Administration, Golos Gromady Social Movement of Novoazovsk district, the Yednist Avdiivka Youth Union non-governmental organization, Vuhlehirsk Community Development Foundation, Starobesheve District State Administration, My Town Kirove Charitable Foundation, Kramatorsk Aid Center for Migrants, Turbota Charitable Foundation of Social Security, Zhdaniv City Council (Center of Social Servicing), Donetskoblenerho, Executive Committee of Novgorodivka City Council, Selydove city organization of Afghanistan war veterans, the Yedyna Konstanyivka non-governmental organization, Kurakhove Center of Local Economic Development, Torez City Center of Social Services for Families, Children and Youth, the Krayina Vilnykh Liudey (Free People Country) non-governmental organization, the Syoma Liniya (Seventh Line) non-governmental organization, Kremensk District State Administration, Rubizhansk City Council (Center of Social Servicing), Novoaydar District Office of the Red Cross Society of Ukraine, Starobilsk District State Administration, Nasha Popasna Charitable Foundation, Sverdlovsk City Council, Rovenky Territorial Center of Social Services, Shchastya City Executive Committee, Stanytsia Luhanska District State Administration, volunteer Yury Pecheny, Pershotsvit Krasnodon City Charitable Foundation.

FOOD AID

CHALLENGE — over 1 million people do not have access to food.

SOLUTION OF THE RINAT AKHMETOV HUMANITARIAN CENTER — arrange delivery and distribution of food and hygiene items to the vulnerable, namely the retired, disabled and large families. According to the Center's estimates, these categories include around 500,000 people.



October 2014 / Donetsk / Receiving Aid



September 2014 / Dnipropetrovsk / Humanitarian Aid Drive



November 2014 / Donetsk / A Food Parcel

How we did it

In August 2014, the Rinat Akhmetov Humanitarian Center began to help civilians with food.

On August 22, 2014 the first **Rinat Akhmetov Humanitarian Drive** consisting of 60 trucks departed from Dnepropetrovsk to Mariupol carrying groceries, hygiene items and baby food. Later, the assistance was packed into 200,000 food parcels, 10,000 hygiene parcels and 5,000 children parcels at our storage in Mariupol. Following its principles the Center determined the categories of recipients of the aid: pensioners of over 65 years old, the disabled, large and foster families, orphaned children, single mothers, pregnant women and low-income individuals.

Early in October 2014, representatives of the UN World Food Program analyzed the items in the food parcels delivered by the Rinat Akhmetov Humanitarian Drive. The international experts concluded that energy value of one parcel is enough for a person to live on for 17 days.

Initially we worked on the territories controlled by the Ukrainian government where IDPs lived in compact settlements. On the second stage we extended our operations to the cities and towns in the ATO area.

On November 8-13, over 100 trucks drove directly from Dnepropetrovsk to Donetsk for the first time. The convoy delivered groceries for 150,000 food parcels and 20,000 children packages.

As winter set in, the Center increase the number of items in the parcels, its energy value to 4,850 kcal and its weight to 13 kg.

In December 2014, **257 humanitarian aid distribution points** of Rinat Akhmetov Humanitarian Center were operating in **57 districts and towns** of Donetsk and Lugansk regions. Assistance was also provided to IDPs in Kiev.

Over the five months of its operations the Center has sent 13 humanitarian convoys. Our volunteers have given over **1.3 million food parcels** to civilians in Donetsk and Lugansk oblasts. This is enough to feed a city with a million residents, e.g. Kharkiv, Odesa or Lviv for a month.

As of 30 December 2014, the number of unique recipients of food parcels exceeded 570,000 people, focusing on pensioners, the disabled and large families.

FOOD AID

FOOD PACKAGE CONTENTS (13 kg)

Sugar	Cereals (buckwheat, fine-ground barley)	Cereals (oat flakes)	Canned fish (sprats in tomato paste)	Canned corn
Flour	Cereals (rice, pearl barley)	Pasta	Condensed milk	
Sunflower oil	Cereals (wheat)	Canned stewed meat	Gingerbread cookies/biscuits	

CONTENTS OF HYGIENE PACK (7 kg)

Baby toilet soap	Toilet paper	Sanitary pads	Toothbrush
Laundry soap	Toothpaste	Shampoo	

WHO CAN GET PRODUCTS FROM RINAT AKHMETOV HUMANITARIAN CENTER?

IN THE ATO AREA CITIES (BEYOND CONTROL OF UKRAINIAN GOVERNMENT)

Food packages are issued to the following categories of people:

People of the 1st and 2nd disability category
Single mothers with children under 18 y.o. (including widows/widowers with children under 18)
Large families (number of children either equals or is over 3; all children are under 18).
Pensioners over 65 y.o.
Families raising children with disabilities
Families raising foster-children, orphans, children whose parents are deprived of parental rights
Persons disabled as a result of military actions in Afghanistan or other places of hostilities
People registered with local departments of labor and social protection — financially disadvantaged people (income below living-wage level)
Pregnant women at all stages of pregnancy registered in duly manner
Orphaned children

IN CITIES UNDER CONTROL OF UKRAINIAN GOVERNMENT

Food packages are issued only to duly registered relocatees covered by the following categories

People of the 1st and 2nd disability groups
Single mothers with children under 18 (including widows/widowers with children under 18)
Large families (number of children either equals or is over 3; all children are under 18).
Pensioners over 65 y.o.
Families raising children with disabilities
Families raising foster-children, orphans, children whose parents are deprived of parental rights
Persons disabled as a result of military actions in Afghanistan or other places of hostilities
People registered with local departments of labor and social protection — financially disadvantaged people (income below living-wage level)
Pregnant women at all stages of pregnancy registered in duly manner
Orphaned children
Families of relocatees with 1 or 2 children under 18 encountering difficulties (if proved by documents)

Я НЕ ХОЧУ

Е ВОИНЫ

Context: Business does not work and nor are salaries paid in the cities and towns of the ATO area. Economically active people including young parents have nothing to live on. They cannot even buy infant formula and diapers for babies.

Project goal: Provide babies and infants in the armed conflict area with infant formula, hygiene items and medical supplies.

Project start: October 2014.

Total people helped in 2014: 29,347.

Geographical scope: 28 cities and towns of Donbas.

Partners of the Project: UNICEF, the Moye Misto charity foundation (Kirovske), the Dim Miloserdia non-governmental organization (Zuhres), the Pershotsvit Krasnodon Charity Foundation, the Mariupol Youth Union non-governmental organization, Myronivka Non-Governmental Organization of War and Labor Veterans, Sverdlovsk Organization of Veterans of Ukraine in Luhansk oblast, Charity Organization of Charity Foundation "Help to Injured and Bereaved Families", Shchastia Organization "Afghanistan Veterans Union", Torez Primary Health Care Center, Kurakhove Center of Town Economic Development, the Yednist Youth Union (Avdiivka), the Mriya Association of the Disabled (Zuhres), the Turbota charity foundation for social protection (Dokuchayivsk), the PIRS non-governmental organization (Horlivka).

LET'S HELP CHILDREN

CHALLENGE — 300,000 babies and infants stay in the ATO area. Parents cannot provide their children with basic essentials such as infant formula and diapers.

SOLUTION OF THE RINAT AKHMETOV HUMANITARIAN CENTER — arrange delivery and distribution of infant formula and hygiene items to babies and infants in the ATO area.



FOOD SETS FOR BABIES FROM 0 TO 1 YEAR OLD



FOOD SETS FOR BABIES FROM 1 TO 2 YEARS OLD



How we did it

The Let's Help Children project was launched in October 2014 as a personal initiative of Rinat Akhmetov and is implemented in cooperation with FC Shakhtar.

As of the end of December, **78,318** parcels with infant cereals and formula, vegetable and fruit purees, semolina, oat flakes and personal care items were distributed in 28 cities and towns of Donbas.

The aid from the Rinat Akhmetov Humanitarian Center covers the needs of 80% of babies and infants at the hottest conflict spots in Donbas.

Context: People in the ATO area are under permanent psychological stress. Many of them suffer from a psychological trauma of war. Even young people are having high blood pressure and heart disorders. Hospitals have no medicines. Almost every day civilians are injured and need urgent help.

Project goal: Help with skilled medical care and psychological aid to civilians in the armed conflict zone and also to the IDPs.

Project start: November 2014.

Total people helped in 2014: 17,952.

Geographical scope: cities and towns of Donetsk and Luhansk oblasts.

Project partners: hospitals and preventive health care institution in Donbas.

HELP. HEALTH

CHALLENGE — 53% of people in the ATO zone need medicines but have no access to them. Ukraine is short of skilled psychologists prepared to deal with 'the trauma of war'.

SOLUTION OF THE RINAT AKHMETOV HUMANITARIAN CENTER — deliver and distribute medicines among the elderly, children and people forced to stay in bomb shelters; help injured civilians; and train crisis psychologists.



October 2014 / Donetsk / Medical kit with heart disease drugs



October 2014 / Mariupol / Mobile Women Consultation



December 2014 / Donetsk / An expectant mother will receives an assistance package

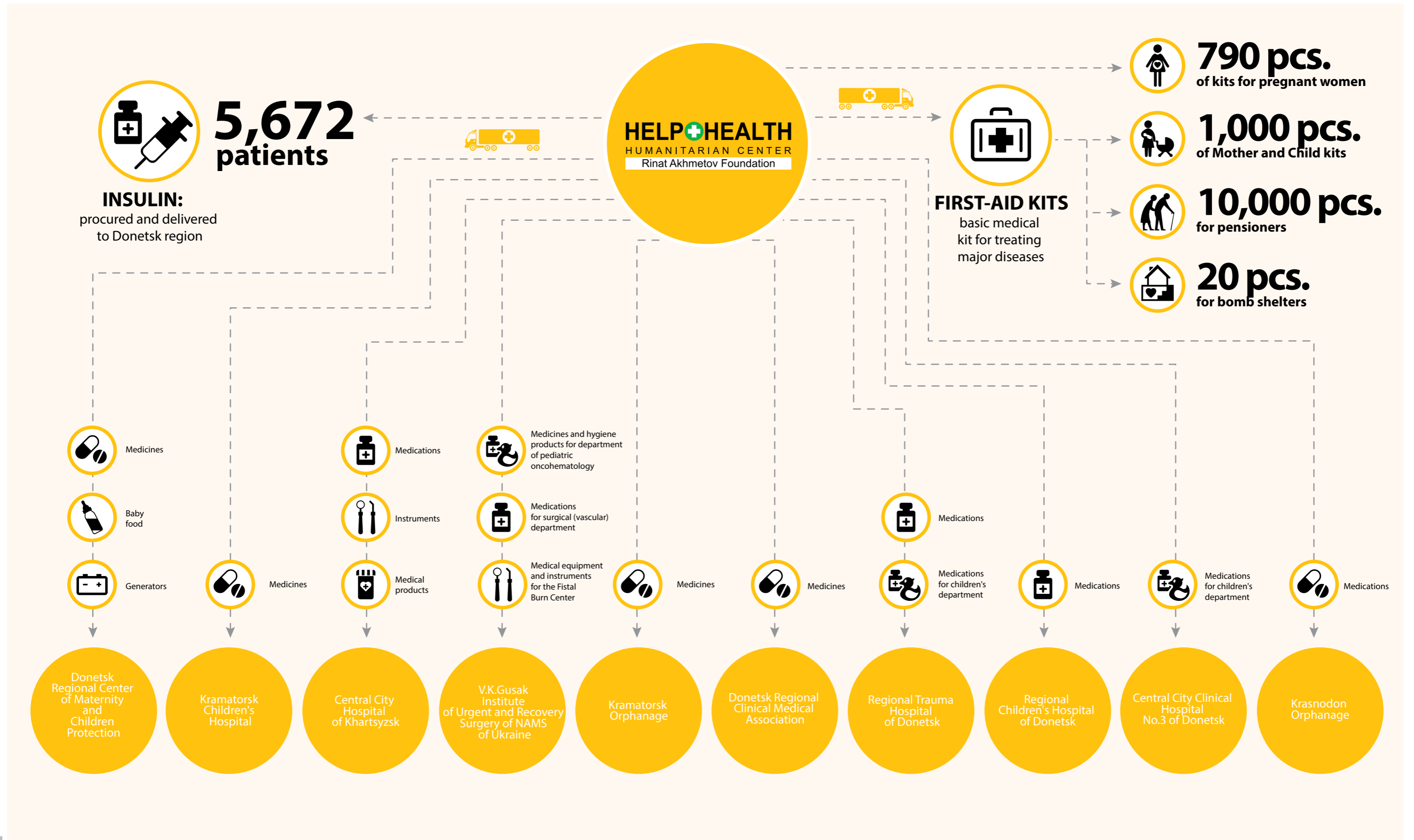
How we did it

The Health Help program was initiated by Rinat Akhmetov in November 2014 to consolidate all medicine and health care projects of the Humanitarian Center. It focuses on expectant mothers, children of 3 to 12 years old and people who have no money to buy vital medicines.

Projects:

- + **First-aid kits.** A total of **1,000 first-aid kits** were provided to mothers with children, **10,000** to the elderly and **20** to bomb shelters.
- + **CardioHelp.** Heart disease drugs were given to **504** people aged over 50.
- + **Insulin.** Our team provided **5,672 Donbas residents** with free insulin.
- + **Expectant Mother Assistance Package.** In December all expectant mothers of Donetsk and Makiivka whose due date was planned before 31 January 2015 were provided with kits that contain all necessities for a mother, a newborn and a doctor during labour and postnatal period. By the end of December 2014, we had handed over **790** of **such kits**.

- + **Training Program for Crisis Psychologists.** The psychological service (team of 25 people) of the Rinat Akhmetov Humanitarian Center was launched in August 2014. In autumn 2014 Rinat Akhmetov instructed the Center to train extra **300 psychologist** to a Trauma of War course so that they could give help to civilians in Donbas. The training started in December 2014.
- + **Aid for Donbas Hospitals.** Necessary help e.g. medicines, self-generated power supplies was provided to **ten** hospitals.
- + **Mobile Women Consultation** offered free medical examination to **953** displaced women including 224 with disabilities and 12 who were wheelchair bound.





Context: Humanitarian disaster is growing. Tension remains and new areas of conflict appear rapidly. The number of humanitarian missions in the ATO zones is rising. The aid does not always reach the destination where it is needed the most.

Project goal: receive structured information on humanitarian needs of civilians in Donetsk oblast and Luhansk oblast; forecast further situation developments based on the data.

Project start: October 2014.




Geography: cities and towns of Donetsk oblast and Luhansk oblast.

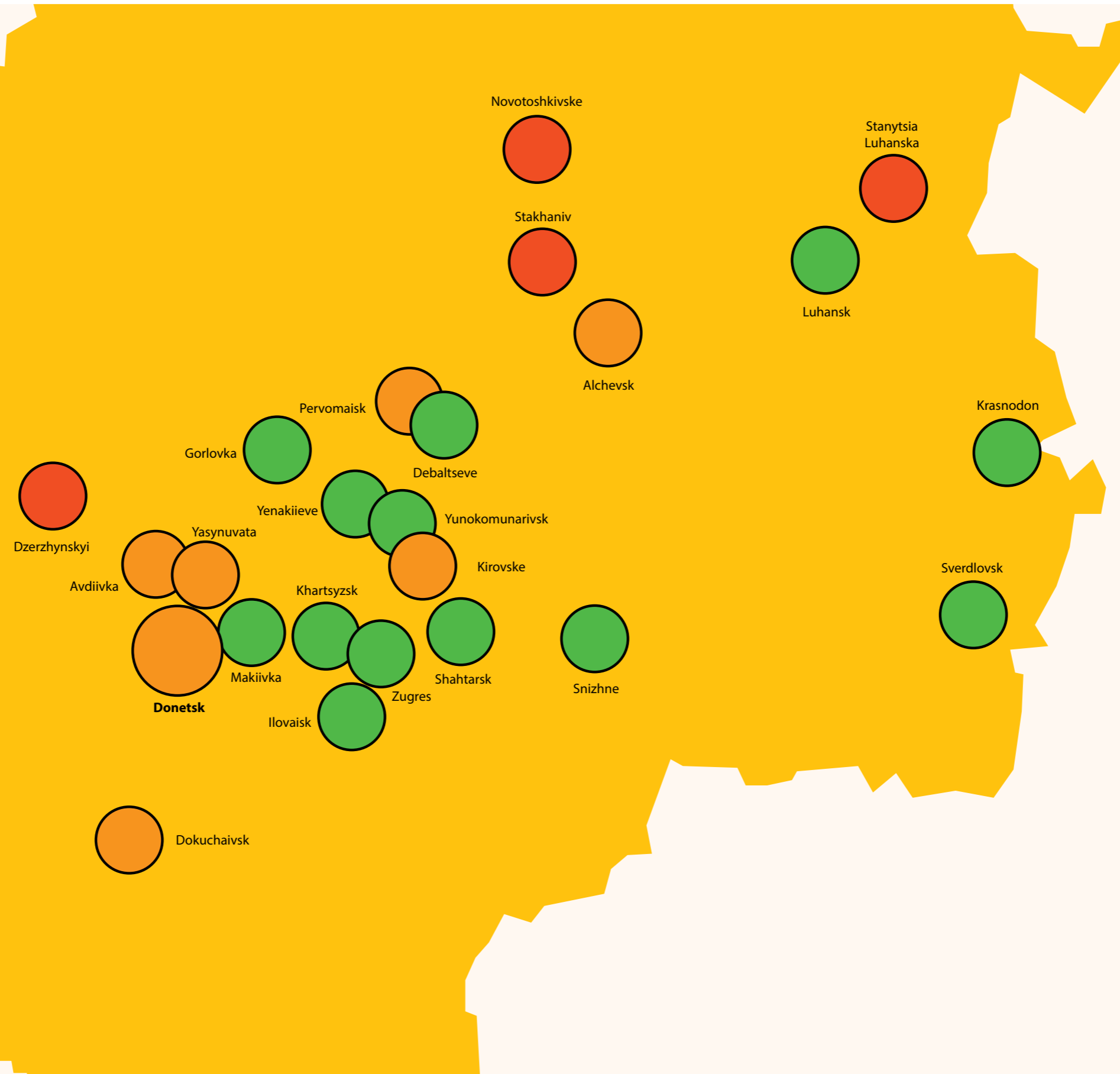
Project partners: Dopomozhemo TV, Kyiv International Institute of Sociology.

HUMANITARIAN MAP OF THE NEEDS AND SITUATION IN DONETSK AND LUHANSK REGION

CHALLENGE — Ukraine is short of accurate, up-to-date and structured information on the assistance needed by the people in the ATO zone.

SOLUTION OF THE RINAT AKHMETOV HUMANITARIAN CENTER — establish and regularly update an interactive humanitarian map and ensure an open access to the data.

-  Migration level
-  Homeware
-  Gas supply
-  Intercity transportation
-  Children's needs
-  Foodstuffs
-  Power supply
-  City transport
-  Pharmacies
-  Schools
-  Medications
-  Water supply
-  Heating
 -  Out of order
 -  Intermittent operation
 -  In operation
-  Hospitals
-  Financial circumstances



How we did it

In October 2014, the Rinat Akhmetov Humanitarian Center in cooperation with Dopomozhemo TV developed a map based on the results of the research conducted by the Kyiv International Institute of Sociology in 27 cities and towns of Donbas.

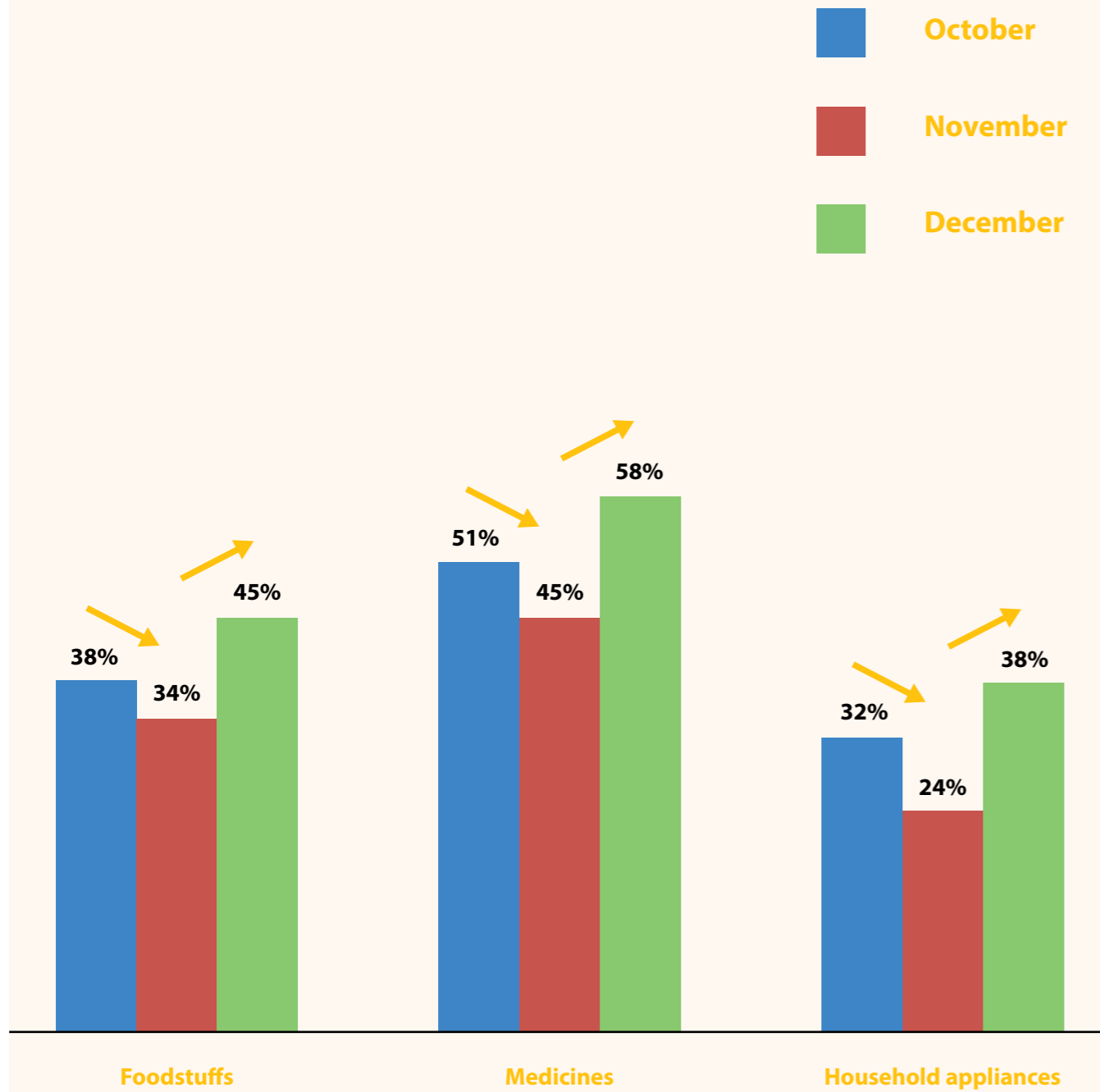
The Center uses the humanitarian data map in decision making. This is the only resource offering detailed organized information about the needs of Donbas residents for food, medicines and domestic items. It also gives specific information about the humanitarian situation in the region, e.g. availability of utility services: gas, electricity, communications, and water, the work of health care facilities, schools and public transportation service.

In October, November and December 2014, the Rinat Akhmetov Center and Dopomozhemo TV presented updated Humanitarian maps based on the research of the Kyiv International Institute of Sociology. The results of each research project were discussed at a roundtable attended by international organizations, NGOs, government agencies and volunteers.

The resource is widely used by international organizations.

The map is available with no access restrictions at <http://dopomozhemo.tv/>.

Change in the situation according to people's needs in October-December 2014

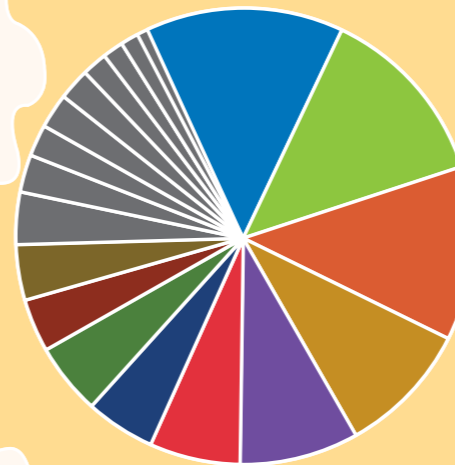


- Migration level
- Foodstuffs
- Medications
- Homeware
- Power supply
- Water supply
- Gas supply
- City transport
- Heating
- Intercity transportation
- Pharmacies
- Hospitals
- Children's needs
- Schools
- Financial circumstances

DONETSK

Population as of January 1, 2014 — 949,825 people
 Estimated population considering migration (20%) as of November 2014 — 761,498 people

Percentage of city residents acknowledging the shortage



Classification of needs

Volumes of needs

- 15% Canned meat and fish
- 13% Cereals
- 12% Fresh meat
- 10% Sunflower oil
- 9% Milk concentrates and canned food
- 7% Butter
- 5% Sugar
- 4% Flour
- 4% Fish
- 4% Fresh dairy products
- 3% Pasta
- 3% Fresh fruits
- 2% Bread
- 2% Potato
- 2% Root vegetables
- 2% Confectionery
- 2% Other
- 1% Bottled water
- 1% Baby food

Details: Supermarkets are open. In general, grocery stores are open until 7-8 PM. The choice of products is quite wide. Many stores are closed in areas adjacent to the airport; there are problems with the products delivery.

Context in 2015:

Escalation of the military conflict / hostilities in 2015 and as a result a new wave of migration from the area of conflict on the one hand, and significant destruction in the towns located on the front line on the other hand.

In addition to the financial blockade, restrictions on people and freight movement, tighter procedures imposed on passing the military contact line.

A significant complication of the access of humanitarian aid to the areas that are not under control of the Ukrainian government.

Involvement of the largest international humanitarian missions to minimize the consequences of the humanitarian crisis.

The economic crisis in Ukraine including GDP drop and inflation.

Active participation of the volunteer groups and local NGOs in humanitarian activity.

STRATEGY 2015

According to the UN, in the course of the conflict in Ukraine:

10 thousand people were injured

1 million people left their homes

5.2 million people stay in the conflict zone

1.4 million people are "in extremely vulnerable position and need humanitarian assistance."



October 2014 / Donetsk / Receiving aid



December 2014 / Mariupol / Targeted assistance



December 2014 / Makiivka / Targeted assistance

The key principles of Rinat Akhmetov Humanitarian Center remain unchanged in 2015:

Efficiency

The humanitarian crisis in Donbass is so large that we cannot contribute to addressing all the problems. Therefore, the Center works in clearly defined areas, where it provides assistance on a systematic basis, being aware of the actual situation and helping those who need it the most. The interests of citizens are at the core of our focus. Our main objective is to assist civilians, who have suffered during the conflict, as efficiently as possible and within the available resources. The Center's aid must reach firstly those who need it the most (children, the elderly and disabled).

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 and the goals and objectives of the Center. We work with humanitarian partners who share our principles and values. Commercial or government organizations have no impact on the Center's decisions. No one can influence our decision-making if it goes against our principles.

Neutrality and balance

We are independent of politics and politicians. We help civilians throughout the whole anti-terrorist operation (ATO) area regardless of gender, religion or living standards before the military conflict in Donbass or other aspects. The Center operates both in the territory controlled by Ukraine and the areas of non-governmental control.



2015 / 300 thousand children live in Donbas



2015 / 1 million people left their homes in Donbas



2015 / 10 thousand people were injured in Donbas

Key problems of people affected by the armed conflict

People staying in the ATO area:

- ⊕ no social benefits (pensions, benefits, etc.)
- ⊕ restriction on freedom of movement
- ⊕ no corridors for safe passage of refugees
- ⊕ impossible to supply medicines to seriously ill patients and people who need lifelong medication (insulin, hemodialysis, hemophilia, chemotherapy, etc.)
- ⊕ the problem of stamps "DNR" and "LNR" in passports and other documents of Ukrainian citizens that invalidate the documents.

IDPs:

- ⊕ restriction on freedom of movement
- ⊕ insufficient number of places for temporary housing of IDPs
- ⊕ the difficulty of the re-issue of identity documents (passports, birth certificates, etc.)
- ⊕ no state program of employment assistance
- ⊕ no state funding of medicines for seriously ill patients and people who need lifelong medication and who were evacuated from the ATO area (insulin, hemodialysis, hemophilia, chemotherapy, etc.)
- ⊕ the threat of illegal alienation of property from citizens who left the ATO area (apartments, cars) "in favor of the DNR and LNR"
- ⊕ the workers who left the companies registered in the ATO area cannot receive the temporary disability allowance (a sick leave, a maternity leave, etc.)
- ⊕ problems with children's rights observance if children left the ATO area with close relatives (not with parents)



January 2015 / Humanitarian Center continues to support the program "Let's Help Children"



February 2015 / Delivery of food to Donbas civilians



January 2015 / "Targeted assistance" program for Donbas civilians

Strategy of Rinat Akhmetov Humanitarian Center

In 2015 Rinat Akhmetov Humanitarian Center focuses on rendering aid to those who are most affected by the armed conflict and need help "here and now". In 2015 the Humanitarian Center is determining its priorities in the work, taking into account what is being done by the other players (the state, international humanitarian missions, Ukrainian NGOs and charities).

In this regard, in 2015 we decided that our work to be extremely hinged on helping those who can hardly survive physically and preserve their health without our assistance.

In 2015 the Humanitarian Center focuses on the targeted responsibility in the following areas:

- ⊕ Delivery of food for the civilian population having no access to food (due to lack of food or money).
- ⊕ Delivery of children food for children under 2 years old for those who have no access to it;
- ⊕ Targeted assistance for the population (heart disease drugs).
- ⊕ Targeted assistance for the civilian population injured seriously in the fighting.
- ⊕ Psychological support for people who were injured in the course of war.

We are working at the territories controlled by the Ukrainian government (helping the most vulnerable IDPs until they get their social benefits resumed), in the towns situated in the firing line, as well as on the territory that is not controlled by the Ukrainian government.

These areas of work are the basis of the strategy of the Center in 2015 UNTIL the completion of the conflict.

Our strategy is to increase our presence at the territories where our help is needed, since one of the main problems in the work of all humanitarian missions are limited human resources in the area of an armed conflict.

As the situation is extremely unstable, we will constantly monitor the humanitarian landscape and are ready to open up new areas of work, if the situation requires this. We will respond promptly to new challenges in order to stay in line with objective stated by Rinat Akhmetov, which is to provide assistance to Donbass civilians as much as possible.

Our plan is to render assistance at least for 400,000 people as late as the first quarter of the year 2015, bringing them no less than 1.2 million food packages and 90,000 children sets, as well as to deliver medicines.

TRUE STORIES

Important Help for Little Yura

The Kuleshovs from Debaltseve received medicines from Rinat Akhmetov Humanitarian Center to treat their son who has epilepsy.

Little Yura is a real swiftie (not english term I know, sweetie maybe?). You would hardly say he is an epileptic. He was diagnosed with the disease when he was two. Doctors prescribed drugs to be taken for life. Yura is five now. His parents don't lose courage and do their best to ensure his full mental and physical development.

Yura's father, Anton teaches the little boy to do sports. "We read books earlier but now we have a new interest, physical exercises. Anton studies at the department of physical education in Luhansk. He even wanted to take an exam for the title of the master of sports in weight-lifting. Anton trains and so does his son. We have a punch bag in the flat, so his favorite activity is punch it," his mother says. "My husband also would go to a gym but it burned down," she said with sorrow.

The family lives in Debaltseve or, to be more precise, they are surviving. There is a shortage of food and medicines in the half-ruined city. "Only a few stores are open where you can buy food but the choice is poor and prices have doubled or even tripled. The market burned down. Essential household goods are in scarce. It's very difficult to find them," Nadezhda says.

But the lack of medicines in pharmacies has been a serious issue. Yura needs his medication every day. Any interruption to his therapy schedule can lead to an epileptic seizure. "We bought anti-epileptic drugs by ourselves earlier. Despite the price we manage to do that. But now the drugs are no longer available. We tried to buy them in a nearby city but they did not let us: we had no prescription from a local doctor, while the pharmacies there are short of the medicines too. Moreover, we don't have money," she says.

The only breadwinner in the family is her husband, Anton. He works as a court guard. It reopened but the salary is not even in question (?). "We were looking for a solution to the problem and then approached the Humanitarian Center. The medicines that we take are difficult to find but the Center took every effort. We are very thankful for their help. Now we have one problem less, but it was the most challenging problem."



The second war in life: The story of a pensioner and a veteran of the Great Patriotic War who stayed in the ATO zone

The Rinat Akhmetov Humanitarian Center continues to provide food to pensioners who are staying in the ATO zone. A mobile team of volunteers from the Center regularly delivers food parcels to an 82-year-old pensioner from Donetsk.

This is the second war in life for Nina Grygorievna. Back in 1941, when she was 9, she went to work at a state-owned farm to help her parents feed the family. She worked there during all four years of the Great Patriotic War. Now, after so many years, the terror and starvation of war came into her house again.

Her daughter Liudmyla says the struggle for survival began when pension payments were cancelled. "We live in the Voroshylovsky district of Donetsk and there is not much shelling here. And the shops are open. I know people are staying in basements for days and nights and have nothing to eat in other districts. I have not received any salary and my mother has not had her pension for several months. The company I work for as an advertising specialist is going to close in a couple of weeks."

The women had to go to Zaporizhia region to renew pension payments for Nina Grygorievna. "It could only be described as a real torture. It was snowing heavily, we waited in long lines, spent more than UAH 1,000 on the trip," Liudmila says.

This ride was very hard for the pensioner. She has been suffering from cardiovascular diseases for many years. Blood pressure increases, heart pains and problems with memory torment her. The woman has not left the house for long.

The District Center of Social Security told Rinat Akhmetov Humanitarian Center about Nina Grygorievna. Now the food parcels are delivered to her home. Liudmila says the pensioner saw off the Center's team of mobile volunteers with tears in her eyes as she was surprised and thankful. "We did not expect anyone to take care of us. And they brought it all to our home. Many thanks to the Center and these brave people risking their lives to feed the poor old people."

Nina Grygorievna is living for her family. Her real wealth is her children, grandchildren and six great-grandchildren. She gives them her care and shares her memories that were doomed to happen again.



“God gave me a child but has not given peace to the country” - a Donetsk resident Natalia who has born a baby girl with severe complications

The Rinat Akhmetov Humanitarian Center purchased the necessary medicines to stabilize the health condition of newborn Ania. During the first days this helped save her life.

Natalia tells about her past sorrows with a smile without blaming anybody and without complaining about the military situation. She worked as a mechanic in the Gorgaz City Gas Authority in Donetsk up to the last month of her pregnancy. Natasha says jokingly, “In our department they even hung a reminder with instruction that in case of shelling you need to fall on your belly and cover head with hands. And I asked the managers, “What would I do? I cannot fall on my belly!”... But as time went by I realized I could not go on like that, so my husband and I went to Kyiv for a month.”

But they had to come back as her husband did not find a job in the capital and also Natalia felt worse. She began to make preparation for childbirth in her hometown of Donetsk which remains under regular shelling. “Pregnancy was going fine without any particular complications. I did regular medical examinations. Everything was all right,” she says.

An unexpected meeting happened soon that later appeared to be vital for her unborn child. “I went to the social security building to have documents prepared. Passing by the Kuybyshevsky community center, I saw old ladies standing in line for aid from the Rinat Akhmetov Humanitarian Center. And then, a volunteer came to me and said I should go to another place and gave me address. I said I was not going for help at all. And he said, “How is that? You are pregnant. We help women like you.” And he gave me the address and a hotline number.”

Ania was born in early October with big complications. Doctors did not fulfill recommendations of their colleagues who had examined Natasha during her pregnancy. Nor did they listen to the request of her husband about a caesarean section and ultrasonography before the birth. As a result, Ania was born with a brain edema, light asphyxia and an intestinal infection.

The struggle for survival began. The little girl could not take food and could scarcely breathe. She needed expensive medicines. Natalia’s husband and relatives spent all their savings during the first days.

“I suddenly thought of the phone number of your Center, the one the volunteer gave to me very insistently. So, I called. Within days they helped with documents and brought us the drugs,” Natalia says. “Many thanks to Rinat Leonydovych and all employees for saving our girl. They delivered all necessary quality drugs. You won’t find them in local pharmacies, especially when you need them urgently. It was already a matter of hours for us.”

Now little Ania has to take medicines regularly to ensure the full development of her brain cells and a total recovery. She also needs to be under continuous medical supervision. Natalia is recovering from the stress and looks to the future with optimism. “We will recover for sure. We are doing our best. We also want very much that everything works out in our native city. Thank God, He has given me a child, but unfortunately, has not given peace to the country yet.”



**A kindness that returns:
A story of IDPs who became volunteers**

A family of IDPs along with the disabled individuals from Donetsk evacuated by the Rinat Akhmetov Humanitarian Center are helping volunteers in a camp for IDPs from the ATO area.

Oleksandr and Victoria do not like talking about what they do. They believe actions speak louder than words. Giving help is something personal for them, it is not for publicity or sympathy.

The couple has been together for almost a decade. Both suffer from cerebral palsy due to birth injuries. They are always friendly, active and ready to help each other and others. In Donetsk they worked together at Donbass Palace Hotel. Now they are concerned about their city very much, "We believe that we will return there and that our favorite places in the city will remain intact. There will be no deaths and destruction any longer."

In late July, Oleksandr called the hotline of Rinat Akhmetov Humanitarian Center with a request for evacuation. Their one year-old son Ivan was afraid of shelling. "Our son went into hysterics when a shell exploded near the first city pond – we live nearby," he says. "Before that, we tried not to focus on what was going on, but it was no longer possible to keep it back from him. But it is difficult to explain to such a small child what is going on. And I do not think we should have."

The Humanitarian Center provided free housing to the family in the Prometey recreation facility in Kharkiv. They stayed there until the first frosts. Later they moved to Berdiansk to a place with heating. "We are very grateful to the Center for the care and assistance. They rescued us in the situation of total uncertainty," Oleksandr says.

Having settled in a new place, the family started to help their fellow sufferers. Volunteers of the Humanitarian Center speak gratefully about them and tell stories of their assistance. Staying in Kharkiv, Oleksandr and Victoria helped a family of a wheelchair bound mother with daughter and made ramps for them. The couple also helps buy food and medicines, address household issues and collects the clothes needed by IDPs.

Oleksandr and Victoria are going to continue to help other IDPs whenever possible as they realize how it is important to return kindness. You do not need any great opportunities for that. All you need is a simple desire to help.



Memories in black: A story of IDPs from Donetsk

The volunteers of Rinat Akhmetov Humanitarian Center helped two sisters, young mothers with children, to leave Donetsk. The family are settling down in a new place of residence after staying in a camp for the displaced during four months.

Katia decided to leave everything and leave her home city because of her daughter. The fear hung over their house after her three-year-old Marina saw several shelling attacks. "My daughter was crying constantly. We fell asleep and woke up in hysterics. She could not tell what exactly she was afraid of. Neither could I explain to her what was actually going on," the young mother says.

Prior to the outbreak of hostilities Yekateryna worked in a Donetsk district council. Along with the horror of shelling attacks, she experienced threats and moral pressure from the people around her. "Many of the employees received letters and messages with threats. We could not understand why," the young woman looks back. "I had to delete all my pages on social networks and tell others about my views and plans as little as possible."

When Katia learned that the Humanitarian Center helped evacuate people, she made up her mind to leave. The young mother and her daughter initially stayed at a summer recreation facility in Odesa region. A few days later Katia's sister and her little son joined them. When winter came, the Humanitarian Center moved them to a heated recreation facility in Berdiansk, Zaporizhia region.

While the family lived in a camp for IDPs, a psychologist of the Humanitarian Center worked with little Marina. He recommended spending more time with the child and replacing her terrible impressions with new and joyful ones.

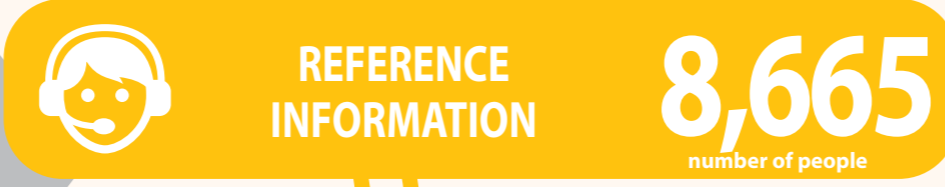
In late November, the sisters went to Velykonovosilkivsky district in Donetsk region, where they could settle in a village, find a place to live and a job.

"We are very grateful to the Center for the care and accommodation. During the time spent in the recreation facilities, we could come up with what to do further. We cannot return to Donetsk. We do not want our children to see what is going on there," Katia says.

The family is trying to start a new life. Unfortunately, the bad memories remain. Little Marina is drawing all her pictures in black...



Hotline of Humanitarian Center



AID+HELP
HUMANITARIAN CENTER
Rinat Akhmetov Foundation



123,039
PEOPLE CALLED THE HOTLINE IN 2014

0 800 50 9001

Free from landline and mobile phones in Ukraine

helpdonbass@fdu.org.ua

HOTLINE How we did it

Since May 2014 the personal mobile phones of our employees served as the means of communication on evacuation, housing, and targeted assistance. The scope of work was increasing every month. The calls were continuously coming 24/7.

In August we made a decision to establish the Humanitarian Center hotline. The hotline operators are the volunteers from those IDPs, who left ATO zone. The line receives up to 9 000 calls every day. The calls are received 24/7. All the calls are toll-free from landline and mobile phones in Ukraine.

In 2014 the hotline helped to find the answers for 123 thousand people.

AID+HELP
HUMANITARIAN CENTER
Rinat Akhmetov Foundation

Hotline of Humanitarian Center
AID+HELP:

0 800 50 9001

Free from landline
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