

AID+HELP

HUMANITARIAN CENTER

Rinat Akhmetov Foundation

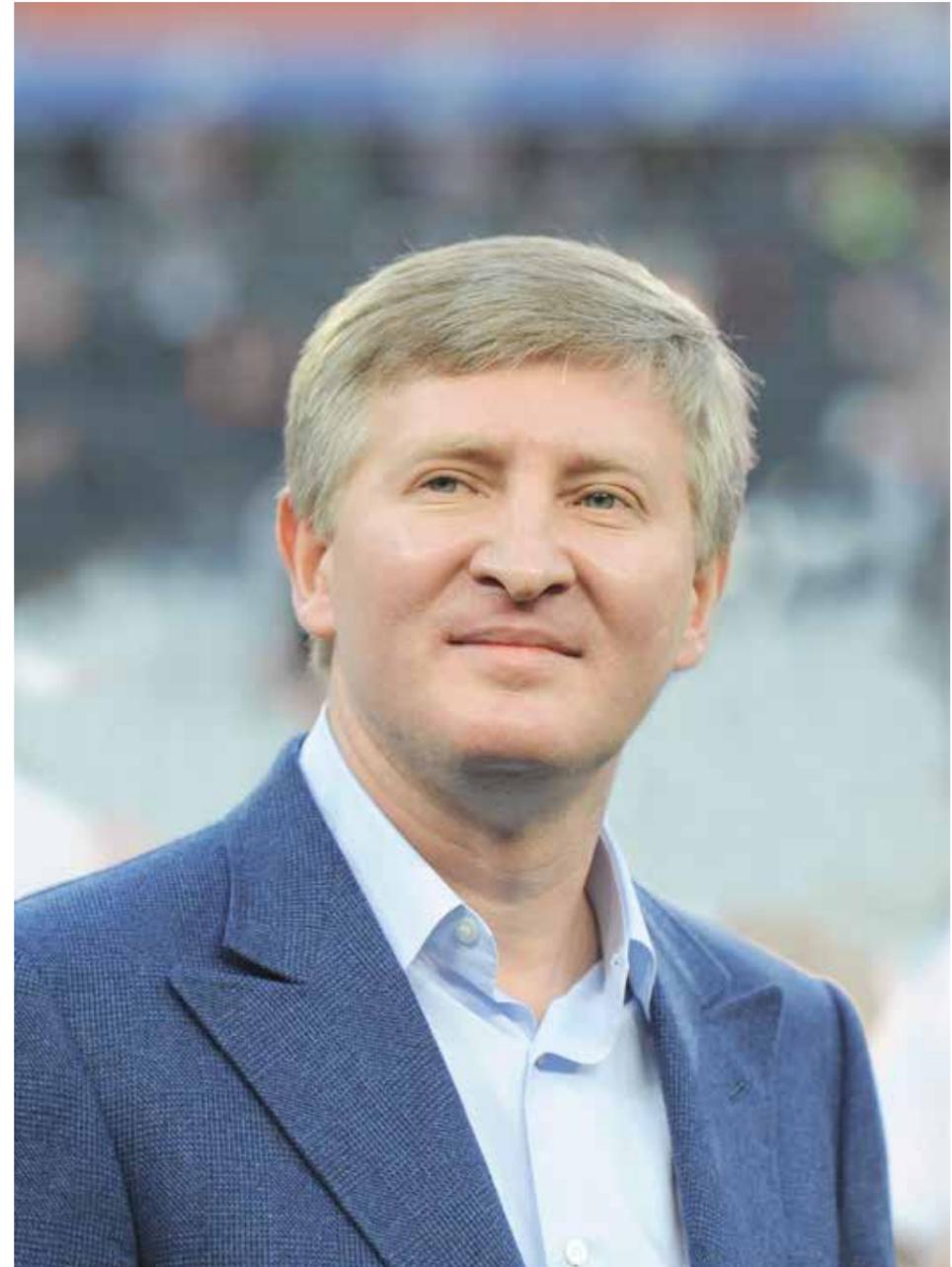


REPORT OF RINAT AKHMETOV HUMANITARIAN CENTER

2015

HELP TO SURVIVE

HELP TO SURVIVE



«We won't leave anyone alone in trouble until the firm peace is established – we helped, we help and we will help, as long as our assistance is needed»

Rinat Akhmetov

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2015

**KEY EVENTS AND
PERFORMANCE**

RESULTS

OF RINAT AKHMETOV

HUMANITARIAN

CENTER



Arrival of truck convoy with humanitarian aid at Donbas Arena Donetsk, September 2015

«Here is the second report about the activity of Rinat Akhmetov Humanitarian Center. We report about the Center's key programs and results achieved in 2015. We also tell the real stories of people who found themselves "on the other side of the war" and whom the Humanitarian Center worked with in 2015.



Helping Donbas civilians who suffered during the conflict is the main goal set by Rinat Akhmetov. It is very important for us that every survival kit reaches the addressee, regardless of the circumstances. In our business we are united by love for people. It is in our hearts, our eyes, and these are not just words».

Oleksandr Vyshniakov,
Director of Rinat Akhmetov
Humanitarian Center

RINAT AKHMETOV HUMANITARIAN CENTER WAS ESTABLISHED ON AUGUST 6, 2014 IN ORDER TO PROVIDE THE MAXIMUM ASSISTANCE TO ALL CIVILIANS OF DONETSK AND LUHANSK REGIONS AFFECTED BY MILITARY ACTIONS. THE CENTER HAS POOLED THE RESOURCES OF RINAT AKHMETOV FOUNDATION, ALL SCM GROUP'S BUSINESSES AND SHAKHTAR FOOTBALL CLUB.

What was memorable in 2015

1. In 2015 Rinat Akhmetov Humanitarian Center worked in four main directions: delivery and issuance of survival kits for adults and babies up to 35 months old, targeted assistance, psychological assistance and help with medications. The number of people who got real help from Rinat Akhmetov Humanitarian Center since the beginning of its operation reached one million people in October 2015.

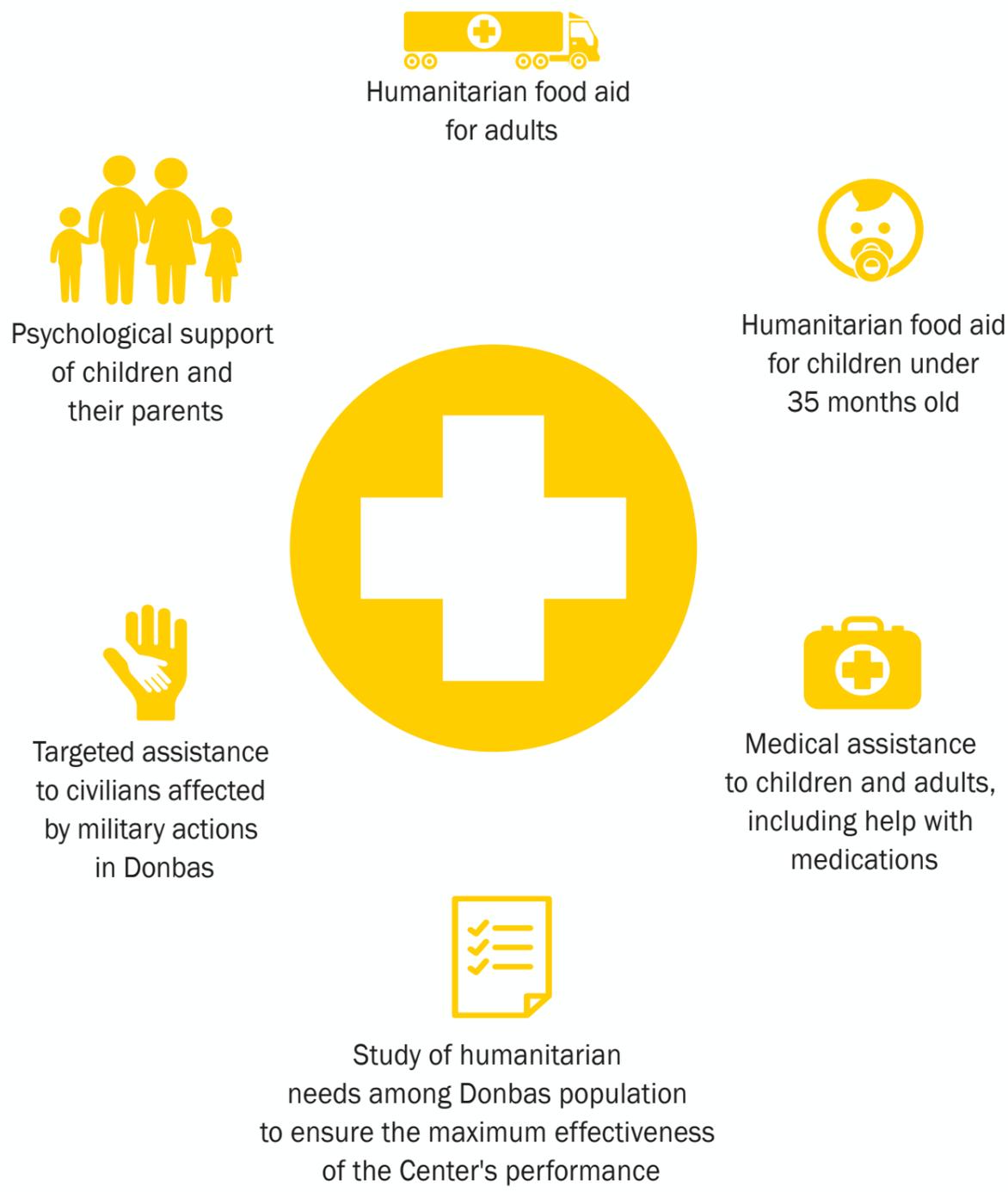
2. In May 2015 the Center launched mobile issuance teams that deliver survival kits to the most remote settlements of the frontline area. As a result, food products have been issued to local residents and IDPs in 210 Donbas settlements and villages that were visited by mobile volunteer teams at least once.

3. In 2015 the Humanitarian Center has implemented a project on providing a qualified psychological assistance. By order of Rinat Akhmetov 250 crisis psychologists have been trained in the "War Trauma" course. They will be able to work across the whole territory of Ukraine, helping people to cope with the consequences of traumatic events they experienced.

4. The Humanitarian Center's focus is helping children. In 2015 Rinat Akhmetov Humanitarian Center supplied food to babies and orphans, provided targeted assistance to conduct complex surgeries. Injured children were provided with required medical assistance, severely ill kids received pharmaceuticals as part of "Medications for Children" program. Also more than 36,000 children were provided with primary psychological assistance. 2,800 children rested and improved their health thanks to "Peaceful Summer for Donbas Children" project.

5. In 2015 every 35 days the survival kits from Rinat Akhmetov Humanitarian Center were provided up to half million people. Thanks to the established effective system of humanitarian assistance, Donbas civilians were issued more than 4.6 million survival kits.

Key focus areas of Rinat Akhmetov Humanitarian center in 2015



Logistic warehouse of the Humanitarian Center. Mariupol, September 2014

Principles of Rinat Akhmetov Humanitarian Center

- Efficiency.** The humanitarian crisis in Donbas is so large-scale that we cannot contribute to addressing 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 is helping the most vulnerable categories of population: children, elderly and disabled people. 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 firstly reach those who need it the most.
- 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 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.
- Neutrality and balance.** We are independent of politics and politicians. The Humanitarian Center helps civilian population across the whole ATO area, regardless of sex, religion, living standard before the military conflict in Donbas and other parameters. The Center operates both on the territory controlled by Ukraine and in non-government controlled areas.

Number of the year

1 million people

RINAT AKHMETOV HUMANITARIAN CENTER OVERCAME A LANDMARK MILESTONE IN OCTOBER 2015. THE NUMBER OF PEOPLE PROVIDED WITH HELP FROM RINAT AKHMETOV SINCE THE BEGINNING OF THE HUMANITARIAN CENTER'S OPERATION EXCEEDED ONE MILLION PEOPLE.

This is a unique case for Europe! History doesn't know such examples, when one person helped so many people during a military conflict.

The most large-scale direction of Rinat Akhmetov Humanitarian Center's work in 2015 is providing survival kits for adults and children. They make more than 80% of all aid. Food packages are aimed at retired and disabled people, families with many children and foster families, orphans, single mothers and babies under 35 months old.



Assistance to retired people of "grey zone". Bugas, September 2015



Issuance of humanitarian aid in Budenovskiy district of Donetsk, December 2015

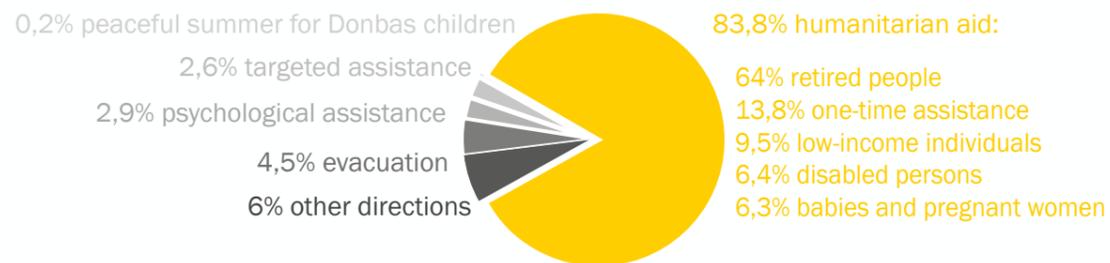


Aid recipients in Kirovskiy district of Donetsk, December 2015



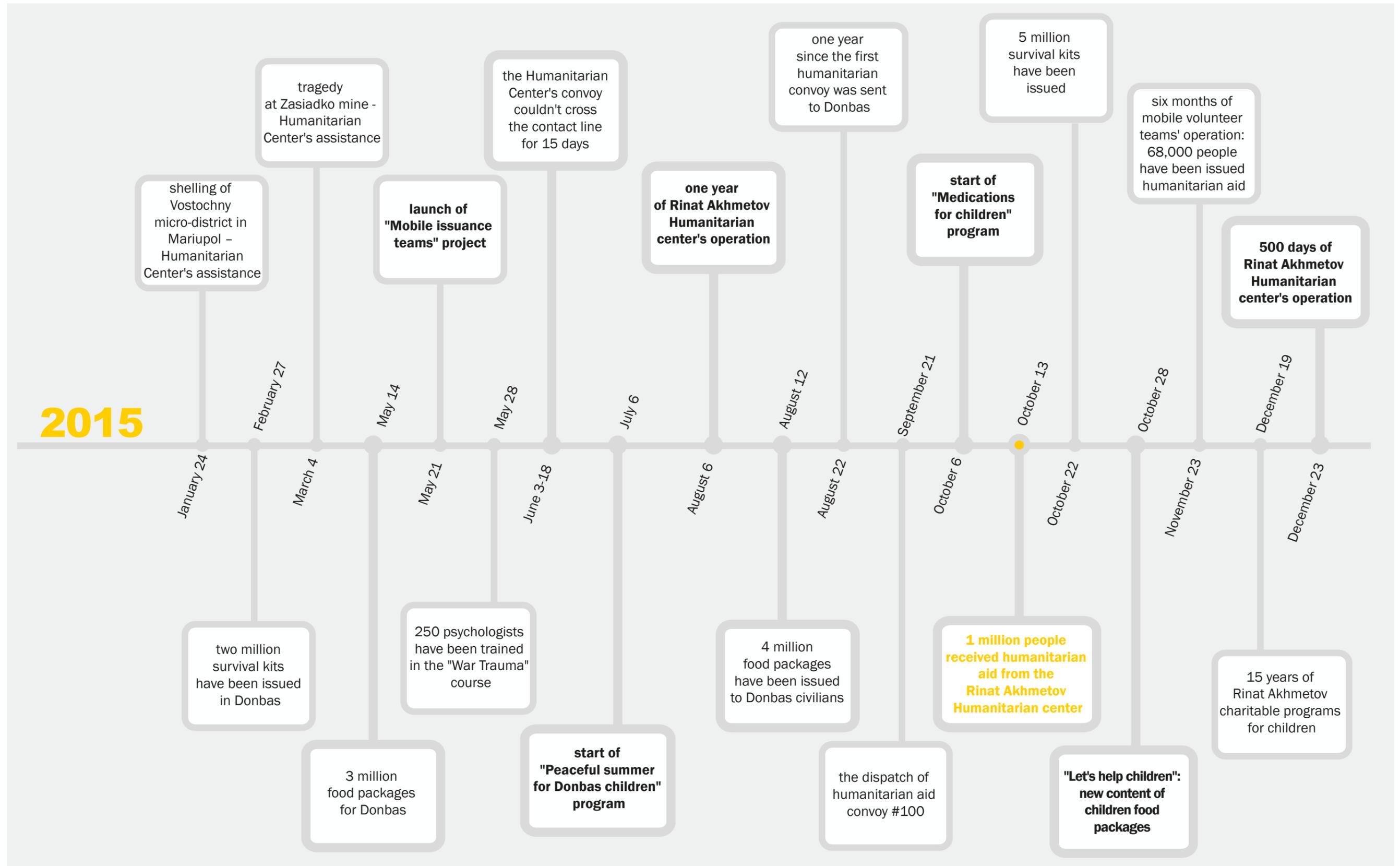
Issuance of survival kits in Kyivskiy district of Donetsk, December 2015

Assistance from Rinat Akhmetov Humanitarian Center in 2015: who got help and what kind of it



Food package issuance in Makiivka, August 2015

Key events of 2015



Key figures of the Humanitarian Center in 2015



4 640 983

adult survival kits have been issued to Donbas civilians



373 631

children packages have been issued to families with babies under 35 months old



21 353

people have been provided with targeted assistance



40 224

people have been provided with psychological assistance



Product unloading to Donbas Arena warehouse. Donetsk, September 2015

Interesting facts about the work of Rinat Akhmetov Humanitarian Center in 2015



The volume of humanitarian aid is **4.6 million**

survival kits can be compared to the population of three southern regions of Ukraine: Odesa, Mykolaiv and Kherson



Half million people,

receiving food aid from the Center every month, can be compared to the population of Mykolaiv or four towns in Western Ukraine, such as Ivano-Frankivsk, Uzhhorod, Kamianets-Podilskyi and Mukacheve all together.



The distance of 810 ths. kilometres, covered by the Humanitarian Center's truck convoys over the year, would allow to go around the globe 20 times



If to line up 2,615 twenty-ton trucks with food sent by the Center to Donbas over the year, they could cover the road from Kyiv to Chernivtsy, which is stretching for 523 km



MAJOR PRIORITY – CHILDREN

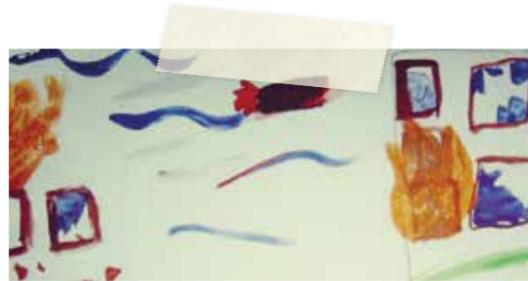


«When the trouble came to Donbas, children turned out to be the most vulnerable category. And the first thing done by Rinat Akhmetov was setting a goal to save children by taking the family-type orphanages and boarding schools out from the area of military actions. This is how the first Humanitarian Center's project started, it was "Evacuation".

Life, personal and civil philosophy of Rinat Akhmetov remains unchanged – helping the most vulnerable people. That is why "children of war" remained the main 2015 priority of the Humanitarian Center, which provided babies with food, helped injured and severely ill children with medications and treatment, provided them with psychological assistance».

Rimma Fil,
coordinator of Rinat Akhmetov Humanitarian Center

Children's drawings during the group classes with the Humanitarian Center's psychologists



I am from Donetsk, there are guns there and they are killing my home. It's my birthday soon, but I don't want any presents. It is possible that the war is over?

Tania, 5 years old



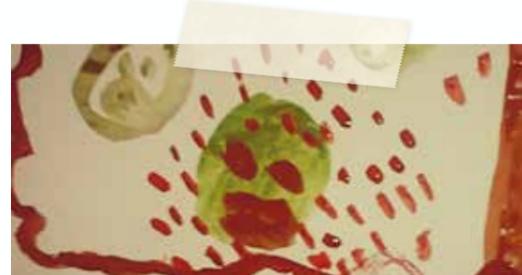
I was sitting in the room, and then suddenly it became very loud. I saw dead bodies on the street. Everything around was burning. I am scared to stay alone in a room now.

Karina, 7 years old



This is cemetery. It is quiet, because there is no one living here and no one to be afraid of.

Eldar, 11 years old



My father died. I will never have a sister now.

Alisa, 5 years old

Assistance of Rinat Akhmetov Humanitarian center to children in 2015

93 764 children were provided with assistance from Rinat Akhmetov Humanitarian Center in 2015



53 658

babies under 35 months old received children food packages



36 201

children have been provided with psychological assistance



2 800

children rested and improved their health in camps and summer centres



1 105

children were provided with targeted assistance



СПАСИБО РИНАТУ ЛЕОНИДОВИЧУ!
ЗА ЕГО ПОМОЩЬ,
ЗА ТО ЧТО ОН НАС ЛЮБИТ.
МЫ ЕГО ТОЖЕ ЛЮБИМ.
ЯРОСЛАВ ОСЬМЬ
7 ЛЕТ



Спасибо за то, что вы помогаете мам выжить в это непростое страшное время... Спасибо, что работницы фонда "просто живут", не меняя своего времени и здоровья.

The words of gratitude from people who got help in 2015

Уважаемый Ринат Леонидович!
Спасибо Вам огромное от всех жителей Донбасса!!! За Ваше милосердие, работу и время, которое вы посвящаете нам. И не забывайте нас не смотря ни на что!!!

Ув. Ринат Леонидович! Огромное спасибо за вашу работу, за ваш труд, за все, что вы делаете для нас. Мы вам очень благодарны и хотим выразить вам огромную признательность и сказать вам еще раз спасибо!!!

Наконец-то я смогу пройти реабилитационный курс лечения. Большое спасибо Вам, Ринат Леонидович за неоценимую помощь, а Вашим сотрудникам за чуткость и внимание. Вы нам спасаете! Вы нам близки - хранители! Держите за нас жизни и успехов в благотворительности!

Балабанова Елена Михайловна
г. Мариуполь

С. Ф. Ефименко И.А. г. Кировоград.
У вас просто замечательный коллектив, ребята просто чемпионы Терпения и огромного!!!

Зрелище перед нами поистине благодарности! Руководитель фонда, и именно его руководителю - Владимиру Р. Л. за эту огромную помощь в тяжелый период жизни оказавшейся среди нас. Без этой помощи трудно было бы набраться нам пенсионерам бы бы невозможно выжить в это время.

БОЛЬШОЕ ВАМ СПАСИБО!
Уважаемый Ринат Леонидович!

В жизни всегда есть место подвигу. Есть такие подвиги, о которых не знают миллионы, но которые очень дороги, потому что делаются бескорыстно, от чистого сердца. Именно о таком подвиге и хочется сказать несколько слов. Уважаемый Ринат Леонидович! Наш д/с "Ладушки" в г. Ровеньки (Луганской области), получил благотворительную помощь от Вашего фонда. Наверное, слова благодарности Вы слышите каждый день, но наши слова благодарности совсем другие. Их Вам сказали малыши, которым исполнилось полтора года (это наши ясли), и дети, которым исполнилось 6-7 лет (старшие группы). Подарки получать приятно всем, и взрослым, и конечно же малышам. Вы не представляете, сколько было радости, когда дети рисковали подарки в которых лежали конфеты, футбольные мячи, пицца, календари. Все это сразу примерялось и пробовалось на вкус. Вам сказали спасибо! д/с благодарных ребятишек. Детский сад - это особое место, это место, где живет детство. Спасибо Вам огромное, что делаете это детство красивым, веселым, добрым, в столь трудные времена. Такие поступки очень важны. Если хочешь стать сильным - сделай добро слабому. Пусть Ваши сильные поступки делают Вас еще сильнее, а добрые дела возвращаются к Вам сторицей.

Коллектив д/с "Ладушки"
г. Ровеньки, Луганская область



2015

**"HUMANITARIAN AID.
FOOD PACKAGES"
PROGRAM**



Information about "Humanitarian Aid. Food packages" program

-  **Goal:** provide basic demand for food, arrange delivery and issuance of food for socially vulnerable groups of population (retired and disabled people, families with many children) from Donbas civilians on both sides of the contact line that suffered from the conflict the most
-  **Implementation:** since August 22, 2014 till the present time
-  **Geography of activity:** 310 towns and villages in Donetsk and Luhansk regions
-  **Humanitarian aid is issued to:** retired and disabled people, families with many children, pregnant women, single parents, orphans

The stories of people's survival. "Grey zone". Told by Coordinator of "mobile" volunteers Yulia Malakhova



Юлія Малахова, координатор бригад мобільних волонтерів

SINCE MAY 2015 THE HUMANITARIAN CENTER'S MOBILE TEAMS HAVE BEEN OPERATING IN "GREY ZONE" SETTLEMENTS AND REMOTE VILLAGES OF NON-GOVERNMENT-CONTROLLED DONBAS AREAS. THE VOLUNTEERS SEE ALL THE HORRORS OF SURVIVAL THAT ELDERLY PEOPLE AND CHILDREN SUFFER UNDER SHELLING, LIVING IN HELLISH CONDITIONS. THE LIFE AND HOPES OF PEOPLE IN THE "GREY ZONE" AND ARE DESCRIBED BY YULIA MALAKHOVA, THE COORDINATOR OF "MOBILE" VOLUNTEERS:

- "Grey zone" is a special area. In all the senses. There's a completely different life and energy in it. It's hard to breathe there, and people are devastated. There is no fear in their eyes, only indifference and emptiness. They don't hope anymore. They got used to everything.

The most intense of our trips were made to Pisky, Novotroitske and Novoluhanske. Numerous checkpoints, inspections. We were losing time, and locals started lining up for humanitarian aid in their settlements since 3 o'clock in the morning. Our "loudest" work day was during the trip to Novotroitske. The artillery shelling was non-stop, the aid issuance reminded a blockbuster shooting.



Aid issuance in Novotroitske urban-type settlement, July 2015

Every trip of our "mobile" team to a village is meeting people and listening to their stories. I remember an old lady in Dzerzhynsk, she was in her 80s, a very thin lonely woman, who could barely walk. She got a food package in the morning and she brought us pies in the evening. For no special reason. She cried and asked our team to take them, otherwise it would be offensive for her. She thanked the volunteers for help.

There are not many children in the "grey area", mainly those, whose relatives have no place and no money to leave. They kick the ball. And they look at everything like wolves, without children's sparkles in their eyes. Parents are following them, not leaving them alone for a while. And the playground area is strictly limited. People who stay there go everywhere with their entire families. Because they don't know what happens the next minute. The whole family goes for bread to the village store. So that everybody is together in case something happens. People also come to pick their packages with their whole family, even if a package is provided only to one family member.

I remember a mother with a baby in Kurdiumivka. I say: "Let me stay in the shade, under the tent, with

your baby, while you go through registration and find a place for the food package in your baby carriage". And she held her child even closer and would not let it go: "I am sorry, but I don't put my child away further than the length of my arm. I will cope myself, thanks."

DURING THE ENTIRE MILITARY CONFLICT NOBODY CAME TO THESE VILLAGES, NOT A SINGLE HUMANITARIAN MISSION. IT WAS A COMPLETE ISOLATION. AND NO BLESSINGS OF CIVILIZATION. IN THEIR EYES WE ARE THE ONLY ONES COMING FROM THERE, FROM THAT FORTUNATE LAND. THEIR WORDS ARE WORTH MAKING RECORDS. THERE IS SO MUCH PAIN IN THEIR WORDS. EVERY SECOND OF THEM HAS A MYTHICAL CHARACTER CALLED "THERE": "PLEASE, TELL THERE THAT WE STILL EXIST HERE!"

And in the evening, by the end of issuing day, we can hear: "Thanks to Rinat Akhmetov for help and remembering his compatriots. Come to us again. We promise to wait!". People become more open by the evening. They really hope for peace. And we hope for it too.



"Mobile" assistance to Amvrosiivka raion, December 2015



Aid issuance in Leninsky district of Donetsk, December 2015



Fixed issuing point. Donetsk, December 2015

"Humanitarian aid. Food packages" 2015

HUMANITARIAN FOOD AID IS THE MOST LARGE-SCALE DIRECTION OF RINAT AKHMETOV HUMANITARIAN CENTER. OVER THE PAST YEAR THE HUMANITARIAN CENTER BECAME THE LARGEST HUMANITARIAN ORGANIZATION, BOTH IN THE VOLUMES OF AID DELIVERED TO EASTERN UKRAINE AND THE NUMBER OF PEOPLE WHO RECEIVE IT REGULARLY, I.E. NEARLY HALF MILLION PEOPLE EVERY MONTH.

In May 2015 the Humanitarian Center launched the project on mobile humanitarian aid issuance. Since then almost every day the volunteers went to the distant villages and settlements of Donetsk region on both sides of the contact line, where it is not possible to open fixed issuing points. Thanks to the mobile teams, it was possible to provide food aid to local residents and IDPs in 210 Donbas settlements and villages on both sides of the contact line in 2015.

The first humanitarian convoy was sent to Donbas on August 22, 2014. 60 heavy-duty trucks started the trip with food products, baby food and hygiene items. From the first batch of humanitarian cargo the volunteers formed 200,000 food packages, 10,000 hygiene sets and 5,000 kits for children. The categories of aid recipients were determined in accordance with the Humanitarian Center's principles.

THE TOTAL NUMBER OF VEHICLES SENT TO DONBAS IN 2015 IS 2,615 TWENTY-TON TRUCKS. THEY DELIVERED OVER 52,000 TONS OF FOOD PRODUCTS TO TWO LOGISTIC WAREHOUSES OF THE HUMANITARIAN CENTER – TO DONBAS ARENA IN DONETSK AND TO MARIUPOL. THEY WERE USED TO FORM AND ISSUE 4,640,983 SURVIVAL KITS TO THE MOST VULNERABLE CATEGORIES OF DONBAS CIVILIANS. THIS GIGANTIC NUMBER REPRESENTS MILLIONS OF SAVED LIVES. THESE ARE RETIRED AND DISABLED PEOPLE, FAMILIES WITH MANY CHILDREN AND ORPHANS.

In 2015 the geography of humanitarian food aid provision expanded significantly. The Center's humanitarian aid was received by local civilians and IDPs from Donbas, living on both sides of the contact line. 100 points for food issuance were opened in towns of Donetsk and Luhansk regions.



A trip of mobile team to Telmanove raion, October 2015



Humanitarian aid in Donetsk, December 2015



4 640 983 food packages for adults have been issued in Donbas

2 500 volunteers and employees are working at the Humanitarian Center

76 000 survival kits have been issued by mobile volunteer teams in the most remote settlements and villages



500 000 people receive humanitarian aid every month

2 615 trucks were sent to Donbas

38 000 gift sets were issued for the World War II veterans, which was dedicated to the 70th anniversary of the victory in the Great Patriotic War



«It would be difficult for people to live without these kits and most necessary food products. Our aid comes to the places where it is desperately needed. That is why Rinat Akhmetov Humanitarian Center pays special attention to residents of small settlements and villages in "grey zone". Despite the shelling the volunteers come to the spots where it is impossible to open a fixed issuing point. Even risking our lives we are trying to help the maximum number of people in trouble».

Yevheniya Rzaieva,
the Head of "Humanitarian Aid" direction at Rinat Akhmetov Humanitarian Center



Humanitarian Aid. Food packages program. Donetsk, December 2015

Who can get food packages for adults from Rinat Akhmetov Humanitarian center

Humanitarian aid is issued to local residents and IDPs, who are registered according to the established procedure and fall under the following criteria

Local residents in towns not controlled by Ukrainian government:

- People with the 1st and the 2nd disability groups
- Single parents with children under 18 (including widows/widowers with children under 18)
- 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 with disabled children
- Families with adopted children, orphans and children, whose parents have their rights annulled
- People, who obtained disability during the military actions in Afghanistan or other places of military operations
- Pregnant women at all stages of pregnancy that are registered according to the established procedure
- Orphans

IDPS in towns controlled by Ukrainian government and local residents in towns on the contact line *:

- People with the 1st and the 2nd disability groups
- Single parents with children under 18 inclusive (including widows/widowers with children under 18 inclusive)
- Families with many children (3 or more children, all of them are under 18).
- Retired people over 65 years old
- Families with disabled children
- Families with adopted children, orphans and children, whose parents have their rights annulled
- People, who obtained disability during the military actions in Afghanistan or other places of military operations
- People, who are registered in district administrations for labour and social protection of the population as low-income individuals
- Pregnant women at all stages of pregnancy that are registered according to the established procedure
- Orphans
- Displaced families with 1 or 2 children under 18, who have faced difficult life circumstances

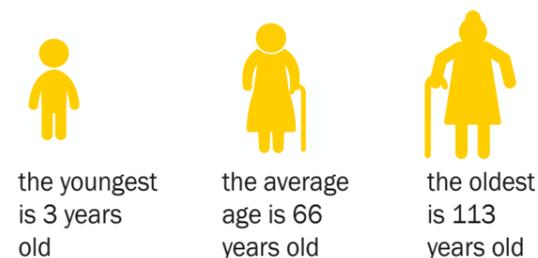
*The following settlements are referred to the contact line towns:

Donetsk region: Avdiivka, Artemivsk raion (Luhanske, Novoluhanske, Kodemo, Komuna, Novohryhorivka), Telmanove raion, Marinka raion, Shyrokyne, Berdianske, Lebedynske, Svitlodarsk, Myronivsky, Novhorodske, Dzerzhynsk
Luhansk region: Shchastia, Stanytsia Luhanska, Zolote, Popasna, Hirske, Novotoshkivka.

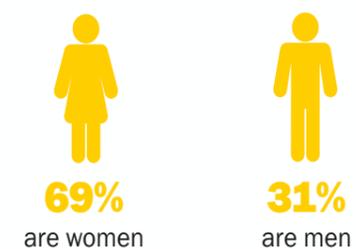
The composition of adult food package (as of December 2015)



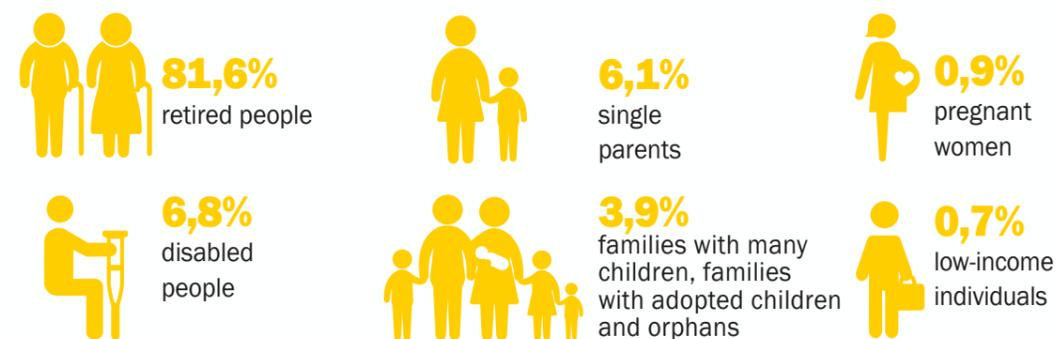
The age of humanitarian aid recipients in 2015



Gender proportions



The categories of humanitarian aid recipients





Product quality control

In 2015 Rinat Akhmetov Humanitarian Center strictly controlled both the assistance process at the issuing points, and secured the quality control of issued food products at all stages – product purchasing, their storage in the distribution centre in Dnipropetrovsk, delivery to the Humanitarian Center's logistic warehouses in Donetsk and Mariupol and organization of survival kit issuance. Every month 500,000 people receive food packages. The quality control of products from the Humanitarian Center consists of five stages:

1

Inspection when delivering products from a supplier. All the purchased products are delivered to distribution centre in Dnipropetrovsk. When receiving a new batch of food we check the certificates of quality, package integrity and shelf-life of the product. In the case the supplied products are of low quality, the supplier is responsible and obligated to make the complete replacement of the goods.

2

Inspection by an independent laboratory. Each product from food package undergoes quality inspection by an independent laboratory: organoleptic (indicators of taste, smell, texture, colour, absence of foreign admixtures) and physical-technical (indicators of product weight and amount of salt in it). After the expertise is finished the Humanitarian Center gets certified report with the study results.

3

Inspection at the Humanitarian Center's warehouses in Donetsk and Mariupol. The volunteers of logistic centres in Donetsk and Mariupol make product inspections during truck convoy unloading: compliance with temperature control in the trucks and the quality of product packaging. The warehouse centres observe all health standards and zoning rules, the products are stored in compliance with temperature and humidity levels.

4

Product inspection during stickering and packaging. These procedures are made during food package formation at the logistic centres. The volunteers sticker every product units with a sign saying "Humanitarian aid. Not for sale" and double-check the products again.

5

Monitoring of recipients' feedbacks. People leave their suggestions on improvement of the Center's and the issuing points' work and give feedbacks about the packages. The Humanitarian Center's employees are processing every feedback and eliminate the problems. Also our hotline operators call about 5,000 recipients a month to get a feedback on out work. The Humanitarian Center's employees also keep track of users' comments and feedbacks in social networks and Internet, to get feedbacks about the quality of products.





2015

**"LET'S HELP
CHILDREN"**

PROGRAM



Information about "Let's help children" program

+ **Goal:** provide children under 35 months old living in Donbas on both sides of the contact line with baby food and support nursing mothers, who have children under one year old and breastfeed them, with food packages

📅 Implementation: since October 2014 till present

📍 Geography: Donetsk and Luhansk regions

👤 Humanitarian aid is issued to: children from 0 to 35 months old

The story of internally displaced little girl told by Natalya, the girl's mom



Assistance to children under 35 months old. Donetsk, December 2015



Food package issuing point at Donbas Arena. Donetsk, December 2015

TWO-YEAR OLD SASHENKA DOESN'T REMEMBER HER FATHER. HE STAYED IN DONETSK, AND THE GIRL WITH HER MOM HAVEN'T BEEN THERE FOR 1.5 YEARS.

She said her first words and made her first steps after displacement, in the south of Donetsk region, near Velyka Novosilka. The head of the family sent them away from the dangers, first of all to protect the baby from the events that were taking place in Donetsk. And he stayed, although he could refer to a young child and also leave the dangerous Donetsk. But he knew that he was needed there, and it literally would become worse and darker without him. Sergey is an electrician at Donetskoblenenergo, whose peaceful profession became dangerous in a moment. The company lost 9 employees, who died at work, when restoring power lines. But the most important thing for Sergey is having his family in a safe place. How does this family live and who is helping them during this difficult time?

"We've been away from home and our daddy for a year and a half, - young mother Natalya shares their story. - My husband works as an electrician at Donetskoblenenergo. Despite the military actions he decided to stay in Donetsk. His team repairs power lines under fire. Every day they all risk their lives by doing their job.



Food package issuing point in Leninsky district of Donetsk, December 2015

We hope that we all get together soon. In the meantime, I am trying to tell our little girl about her daddy as much as I can, because she does not remember him..."

A settlement near Velyka Novosilka became the second home for the family in July 2014. Having changed several places, Natalya and little Sashenka settled in a small rented house with a garden. "I don't know what other IDPs feel in the similar situation, but I have a feeling of a parallel reality. Quiet and comfortable life, the child is safe. But there is a war just a few dozen kilometres away from us. And my close relatives stayed there", - Natalya shares.

A few times Natalya and her baby tried to go home to see their family. They took a bus to get to Donetsk. Everything was fine until they were stopped by shelling of one of the checkpoints - their bus was not allowed to drive further. Natasha remembers that it was the first time, when their daughter heard the sound of shelling for the first time. After that she thoughtfully repeated that sound for a long time and whispered: "Bang!", even though she couldn't understand what it was.

When getting ready to take a trip to Donetsk for the second time, the mother and daughter couldn't get an entry permit on time. "We have no support here, which is the most difficult thing. We can make it financially only due to social benefits and humanitarian aid from Rinat Akhmetov Humanitarian Center. Thanks to the children packages issued by the Humanitarian Center's volunteers we have the essential products. My daughter really needs them, but we have to be practical and economical about many things" - the woman says.

There are a few more internally displaced families living in this settlement as well. Some of them have already decided to settle here for a long time, the others do not lose their hope of returning home.

"We live the way we can. The major priority is the child's safety and health. We believe that peace comes back, and we see our husband and father soon. And every day we thank Rinat Akhmetov for the assistance provided, which helps us to survive during this war", - Natasha smiles.



Humanitarian aid issuing point in Mariupol, October 2015

Let's help children 2015

"Let's Help Children" program started by decision of Rinat Akhmetov in October 2014. As part of this program the Humanitarian Center issues children food packages in Donbas. The aid is aimed at families with children from 0 to 35 months old living in Donetsk and Luhansk regions on both sides of the contact line.

In 2015 Rinat Akhmetov Humanitarian Center regularly issued children packages every 28 days. The total number of children packages issued from January till December 2015 is 373,631 pcs.

In October 2015 the Center joined the initiative of the UN Children's Fund (UNICEF) and the World Health Organization.

TO PROMOTE BREASTFEEDING AMONG THE MOTHERS WHO SUFFERED DUE TO DONBAS CONFLICT, THE HUMANITARIAN CENTER CHANGED THE COMPOSITION OF FOOD PACKAGES FOR CHILDREN.

Families with children from 0 to 11 months old were offered two types of packages to choose: mother's food package to improve the quality of nursing mother's nutrition or baby formula set (if mother switched for an artificial feeding). The humanitarian aid package for children from 12 to 25 months old includes the most essential products.

To inform young mothers about breastfeeding practices in emergencies, the Center distributed 50,000 brochures with UNICEF expert recommendations. The Humanitarian Center's volunteers took the course on "Breastfeeding advantages" and consulting mothers on this issue now.

As a result, three out of four women (74%), receiving aid from Rinat Akhmetov Humanitarian Center, preferred food packages supporting nursing mothers' nutrition.



Aid issuance in Proletarsky district of Donetsk, November 2015



Aid issuance in Kyivsky district of Donetsk, November 2015



Mothers with babies are receiving children packages at Donbas Arena, June 2015

53 658

babies under 35 months old received children food packages



Children package issuance at Donbas Arena, May 2015

Who can get children food packages from Rinat Akhmetov Humanitarian center

Children food packages are aimed at babies under 35 months old and issued to local residents and IDPs, who are registered according to the established procedure and fall under the following benefit-entitled categories:

Local residents in towns not controlled by Ukrainian government:

- All children from 0 to 35 months old

Internally displaced persons in towns controlled by Ukrainian government and local residents in towns on the contact line*:

- 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 brought up by single mothers (including widows/widowers with children)
- Children from multi-child families (with 3 or more children, 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
- Children, who are brought up by a parent with the 1st and the 2nd disability groups

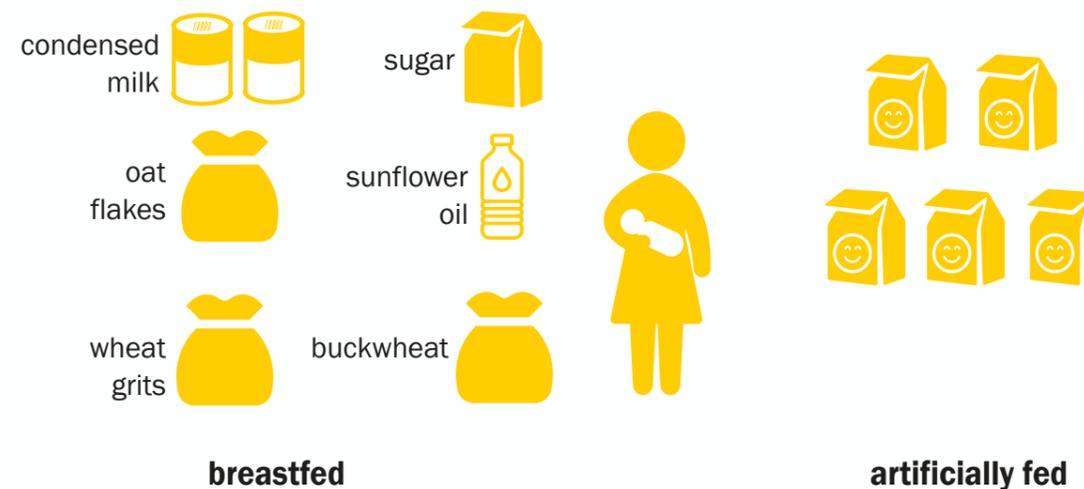
*The following settlements are referred to the contact line towns:

Donetsk region: Avdiivka, Artemivsk raion (Kodemo, Komuna, Luhanske, Novoluhanske, Novohryhorivka), Berdianske, Dzerzhynsk, Lebedynske, Marinka raion, Myronivsky, Novhorodske, Svitlodarsk, Telmanove raion, Shyrokyne.

Luhansk region: Hirske, Zolote, Novotoshkivka, Popasna, Shchastia, Stanytsia Luhanska.

The composition of children food packages (as of December 2015)

babies from 0 to 11 months old



children of 12-35 months old



Issuing points of Rinat Akhmetov Humanitarian Center

AID+HELP

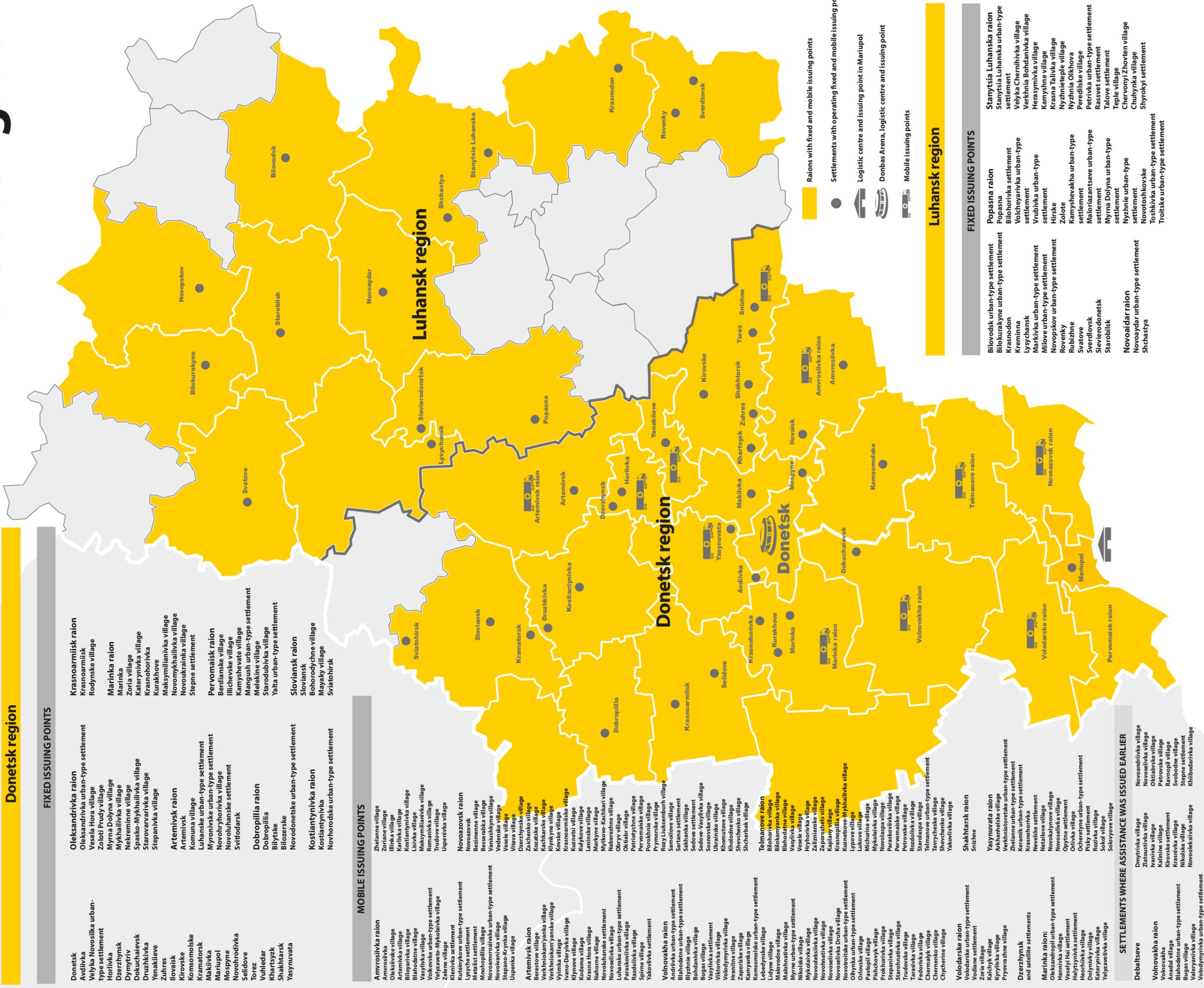
Hotline

HUMANITARIAN CENTER

0 800 50 9001

Rinat Akhmetov Foundation

www.fdu.org.ua



Donetsk region

FIXED ISSUING POINTS

Donetsk	Oleksandrivka raion	Krasnoarmiisk raion
Avdiivka	Oleksandrivka urban-type settlement	Krasnoarmiisk
Velyka Novosilka urban-type settlement	Zoloti Prudy village	Rodynske village
Dzerzhynsk	Myrna Dolyna village	Marinka raion
Horlivka	Mykhailivka village	Marinka
Dymytriv	Nekremine village	Zoria village
Dokuchayevsk	Spasko-Mykhailivka village	Katerynivka village
Druzhkivka	Starovanarivka village	Krasnohorivka
Yurakieve	Stepanivka village	Kurakhove
Zuhres	Artemivsk raion	Maksymilianivka village
Ilovaisk	Artemivsk	Novomykhailivka village
Kirovsk	Komuna village	Novoukrainka village
Komsomolske	Luhanske urban-type settlement	Stepne settlement
Kramatorsk	Myronivske urban-type settlement	Pervomaisk raion
Makiivka	Novohryhorivka village	Berdianske village
Mariupol	Novoluhanske settlement	Ilichevske village
Mospyne	Svitlodarsk	Kamyshvate village
Novohrodivka	Dobropillia raion	Mangush urban-type settlement
Selidove	Dobropillia	Melekine village
Torez	Bilytske	Starodubivka village
Vuhledar	Bilozerske	Yalta urban-type settlement
Khartsyzk	Novodonetske urban-type settlement	Sloviansk raion
Shakhtarsk	Kostiantynivka raion	Sloviansk
Yasynuvata	Kostiantynivka	Bohorodychne village
	Novhorodske urban-type settlement	Mayaky village
		Sviatohirsk

MOBILE ISSUING POINTS

Amvrosiivka raion	Volnovakha raion	Donetsk
Amvrosiivka	Andriivka urban-type settlement	Bilohorivka village
Oleksivka village	Blyhadatne urban-type settlement	Bilohoditne village
Artemivka village	Blyzhnie village	Blyzhnie village
Bilohorivka village	Bohdanivka village	Bohdanivka village
Bilohoditne village	Bugas village	Bugas village
Vasyhivka village	Viktorivka village	Viktorivka village
Voikovske urban-type settlement	Hranitne village	Hranitne village
Zelene village	Kamyanka village	Kamyanka village
Klunivka settlement	Kamyshevatka village	Kamyshevatka village
Kuramyne urban-type settlement	Lobovskivka village	Lobovskivka village
Lysytsia settlement	Lidyne village	Lidyne village
Mehopillia village	Malyonodivka village	Malyonodivka village
Novomiroslivske urban-type settlement	Myrne urban-type settlement	Myrne urban-type settlement
Novoivanivka village	Nikolske village	Nikolske village
Uspenka village	Nykolaivka village	Nykolaivka village
Artemivsk raion	Novohnativka village	Novohnativka village
Berestove village	Novoselivka village	Novoselivka village
Verkhnioak'm'yanska village	Novoselivka Druha village	Novoselivka Druha village
Verkhnioak'm'yanske village	Novotroitske urban-type settlement	Novotroitske urban-type settlement
Yimka village	Ohrivka village	Ohrivka village
Klyuvne village	Orivske village	Orivske village
Kodema village	Parashkivka village	Parashkivka village
Krasna Hora village	Prakivka village	Prakivka village
Naborne village	Prekivka village	Prekivka village
Novodonetske settlement	Starobahivka village	Starobahivka village
Novohrodivka village	Starobahivka village	Starobahivka village
Luhanske settlement	Starobahivka village	Starobahivka village
Parashkivka village	Starobahivka village	Starobahivka village
Razdolivka village	Starobahivka village	Starobahivka village
Spirne village	Starobahivka village	Starobahivka village
Yakovivka settlement	Starobahivka village	Starobahivka village
Volnovakha raion	Volnovakha raion	Volnovakha raion
Andriivka urban-type settlement	Andriivka village	Andriivka village
Blyhadatne urban-type settlement	Bilohorivka village	Bilohorivka village
Blyzhnie village	Bilohoditne village	Bilohoditne village
Bugas village	Blyhadatne village	Blyhadatne village
Viktorivka village	Vesele village	Vesele village
Hranitne village	Zaluzianske village	Zaluzianske village
Kamyanka village	Zaporozhets village	Zaporozhets village
Kamyshevatka village	Kaplanivka village	Kaplanivka village
Lidyne village	Krasnopillia village	Krasnopillia village
Malyonodivka village	Kuznetsove-Mykhailivka village	Kuznetsove-Mykhailivka village
Myrne urban-type settlement	Lypove village	Lypove village
Nikolske village	Milove village	Milove village
Nykolaivka village	Mikolajivka village	Mikolajivka village
Novohnativka village	Novolaspava village	Novolaspava village
Novoselivka village	Novoselivka village	Novoselivka village
Novotroitske urban-type settlement	Novoselivka village	Novoselivka village
Ohrivka village	Novoselivka village	Novoselivka village
Orivske village	Novoselivka village	Novoselivka village
Parashkivka village	Novoselivka village	Novoselivka village
Prekivka village	Novoselivka village	Novoselivka village
Starobahivka village	Novoselivka village	Novoselivka village
Starobahivka village	Novoselivka village	Novoselivka village
Tarasivka village	Novoselivka village	Novoselivka village
Fedorivka village	Novoselivka village	Novoselivka village
Chernykh village	Novoselivka village	Novoselivka village
Cycherine village	Novoselivka village	Novoselivka village
Volodarske raion	Volodarske raion	Volodarske raion
Volodarske urban-type settlement	Volodarske urban-type settlement	Volodarske urban-type settlement
Zoria village	Volodarske urban-type settlement	Volodarske urban-type settlement
Kaichivka village	Volodarske urban-type settlement	Volodarske urban-type settlement
Kyrylivka village	Volodarske urban-type settlement	Volodarske urban-type settlement
Pyrovazhne village	Volodarske urban-type settlement	Volodarske urban-type settlement
Dzerzhynsk	Dzerzhynsk	Dzerzhynsk
and satellite settlements	and satellite settlements	and satellite settlements
Marinka raion:	Marinka raion:	Marinka raion:
Hamnivka village	Hamnivka village	Hamnivka village
Har'pyrivka settlement	Har'pyrivka settlement	Har'pyrivka settlement
Heorhiivka village	Heorhiivka village	Heorhiivka village
Dolynivka village	Dolynivka village	Dolynivka village
Katerynivka village	Katerynivka village	Katerynivka village
Yeljazavivka village	Yeljazavivka village	Yeljazavivka village
Debaltseve	Debaltseve	Debaltseve
Dmyrivka village	Dmyrivka village	Dmyrivka village
Zlatoustivka village	Zlatoustivka village	Zlatoustivka village
Ivanivka village	Ivanivka village	Ivanivka village
Novoselivka village	Novoselivka village	Novoselivka village
Kalinine village	Kalinine village	Kalinine village
Kirovske settlement	Kirovske settlement	Kirovske settlement
Anadol village	Anadol village	Anadol village
Bilohoditne urban-type settlement	Bilohoditne urban-type settlement	Bilohoditne urban-type settlement
Bugas village	Bugas village	Bugas village
Valeriyivka village	Valeriyivka village	Valeriyivka village
Volodymyrivka urban-type settlement	Volodymyrivka urban-type settlement	Volodymyrivka urban-type settlement

SETTLEMENTS WHERE ASSISTANCE WAS ISSUED EARLIER

Donetsk	Novoselivka raion	Novoselivka raion
Avdiivka	Dmyrivka village	Novoandriivka village
Velyka Novosilka urban-type settlement	Ivanivka village	Novoselivka village
Dzerzhynsk	Novosilka village	Oktabrskye village
Horlivka	Kalinine village	Petrovske village
Dymytriv	Kirovske settlement	Ravnopil village
Dokuchayevsk	Krasnivka village	Svobodne village
Druzhkivka	Nikolske village	Stepne settlement
Yurakieve	Novooleksivka village	Khlibodarivka village
Zuhres		
Ilovaisk		
Kirovsk		
Komsomolske		
Kramatorsk		
Makiivka		
Mariupol		
Mospyne		
Novohrodivka		
Selidove		
Torez		
Vuhledar		
Khartsyzk		
Shakhtarsk		
Yasynuvata		

- Raions with fixed and mobile issuing points
- Settlements with operating fixed and mobile issuing points
- 🏠 Logistic centre and issuing point in Mariupol
- 🚚 Donbas Arena, logistic centre and issuing point
- 📶 Mobile issuing points

Luhansk region

FIXED ISSUING POINTS

Bilovodsk urban-type settlement	Popasna raion	Stanytsia Luhanska raion
Bilokurakivne urban-type settlement	Popasna	Stanytsia Luhanska urban-type settlement
Kremenna	Volcheyarivka urban-type settlement	Velyka Chernihivka village
Lysychansk	Vrubivka urban-type settlement	Verkhnia Bohdanivka village
Mariivka urban-type settlement	Milove urban-type settlement	Herasmivka village
Milove urban-type settlement	Hirsk	Kamyshine village
Novopskov urban-type settlement	Zolote	Krasna Talivka village
Rovenky	Kamyshchevka urban-type settlement	Nyzhnietepele village
Rubizhne	Svatove	Nyzhnia Olkhova
Sverdlovsk	Malorizantseve urban-type settlement	Peredilske village
Sivierodonetsk	Myrna Dolyna urban-type settlement	Patriivka urban-type settlement
Starobilsk	Nyzhnie urban-type settlement	Rassvet settlement
Novoaidar raion	Novotoshkivsk	Talove settlement
Novoaidar urban-type settlement	Novotoshkivsk	Talove settlement
Shchashtya	Toshkivka urban-type settlement	Chervoniy Zhovten village
	Troitske urban-type settlement	Chulyivka village
		Shyrokyi settlement



2015

**"HELP.
HEALTH"
PROGRAM**



Information about "Help. Health" program

Goal: help in providing qualified medical assistance, deliver and distribute medications to the most vulnerable categories of Donbas civilians: pregnant women, mothers and children, elderly people

Implementation: November 2014 – February 2015, the program is complete

Geography: Donetsk and Luhansk regions

Assistance was provided to: retired and disabled people, women and children

The story of one birth accompanied by salvo fire and shots. The story of young mother from Artemivsk



Учасниця програми «Доможемо. Здоров'я». Артемівськ, лютий 2015



The components of expectant mother's kit. Donetsk, January 2015

A LITTLE GIRL VALERIA WAS BORN ON JANUARY 8, 2015 IN ARTEMIVSK MATERNITY HOSPITAL, HER BIRTH WAS ACCOMPANIED BY GUNFIRE.

"For several months prior to delivery, instead of listening to classical music, which is useful for pregnant women, my daughter and I heard explosions and salvoes - young mother Anna is joking. – The day Lera was born was very loud. But my daughter was born healthy, and this is the most important thing. We also have a five-year-old son, and like any mother I care about health and safety of my children the most. When we hear explosions, we try not to bring attention to it, not to concentrate on them. Then my son doesn't worry about them".

Before the delivery the young mother received a maternity pack from Rinat Akhmetov Humanitarian Center. It helped to prepare for the first days of her daughter's life in a difficult financial situation.

"When we were getting ready for delivery, we realized that the funds we saved wouldn't be enough with these high prices. My husband works, his salary isn't high, but that's what we have. A lot of people lost their jobs and couldn't even buy food, - Anna shares. – I am so grateful to the founder of the Humanitarian Center, Rinat Akhmetov, for the birthing kit. All the necessary things for child care came in handy during the first days of our baby's life". Before the maternity leave the woman worked as a pastry chef. And during the past few years she created original sweet bouquets made of candy. Anna hopes that the situation in her home region stabilizes. And she will have her job back, as well as the joy of her favourite occupation.



«Доможемо. Здоров'я» брифінг Гуманітарного штабу Київ, січень 2015

Performance results of "Help. Health" program



An expectant mother is getting a set for childbirth. Donetsk, January 2015

"Help. Health" program was successfully operating from November 2014 till February 2015. It united all the Humanitarian Center's projects in medicine and healthcare.

IT WAS FOCUSED ON FUTURE MOMS, CHILDREN FROM 3 TO 12 YEARS OLD AND PEOPLE, WHO HAVE NO POSSIBILITY TO PURCHASE ESSENTIAL MEDICATIONS.

Over four months of "Help. Health" program the following projects have been implemented.

- **"Medical Kits" project.** Altogether they prepared 1,000 mother and child medical kits, 10,000 medical kits for elderly people and 20 large first aid kits for bomb shelters.
- **Providing insulin.** 6,550 Donbas civilians were provided with insulin from Rinat Akhmetov Humanitarian Center.
- **"Mother-Child Health Kits" project.** 2,500 health kits, containing all the necessary things for mother, child and a doctor during the obstetric and the postnatal period were received by those women of Donetsk and Makiivka, whose date of childbirth was planned up to March 31, 2015.
- **"Mobile Female Counselling" project.** 953 women from the number of internally displaced persons had a free medical examination, including 224 disabled women.



Getting insulin. Donetsk, January 2015

20 060
people got help from the
Humanitarian Center as part
of "Help. Health" program



2015
"TARGETED
ASSISTANCE"
PROGRAM

Information about "Targeted assistance" program

Goal: provide help "here" and "now" to Donbas civilians who found themselves in difficult life circumstances. To be useful for those who require emergency assistance in complex treatment and surgeries, vitally important medications for children and adults and address delivery of food packages.

Implementation: since August 6, 2014 till the present time

Geography: Donetsk and Luhansk regions

Humanitarian aid is issued to: children under 18 and benefit-entitled categories of Donbas adult civilians

The story of one injury. 10-year-old Vladik has learned to walk and talk again. Told by boy's parents



Assistance to injured Vladik. Dnipropetrovsk, February 2015



After the operation in Dnipropetrovsk regional children's hospital, February 2015

LAST WINTER, DURING THE FIERCE BATTLE FOR DONETSK AIRPORT, THE SHELLS EXPLODED IN AVDIIVKA AS WELL. AFTER ONE OF THE MISSILES HIT THE NINE-STORY BUILDING, SVITLANA AND MAKSYM TOOK THEIR ONLY SON VLADIK TO HIS GRANDMOTHER. THE PARENTS THOUGHT THAT THE WOMAN LIVED IN A QUIET MICRO-DISTRICT OF AVDIIVKA.

The morning was very quiet that day. The grandmother took Vladik for a walk. And suddenly an explosion occurred. The shell exploded in the yard near the entrance to the building, it shattered all windows in the house. Vlad fell unconscious, his grandmother and their neighbour didn't get even a scratch. First the boy was taken to the local hospital and later was transferred to the field hospital in Dymytriv. The topography image showed that the boy had multiple fractures of the frontal bone and extensive brain hematoma. A fragment entered the right side of the forehead, went through both cerebral hemispheres, destroying 60% of the brain, and stuck in the back of the head. Later the doctors said that Vlad was born under a lucky star: the fragment did not touch a single major artery in the head. After the operation in the field hospital Vladik was taken to Dnipropetrovsk regional children's hospital.



Vladik Potin five months after the operation. Dnipropetrovsk, June 2015

"Our son was in coma for nine days after the operation, — Maksym, the boy's father, remembers. — The doctors couldn't say for sure, whether he comes out of coma or not. I don't know how my wife and I survived these days. We were literally going crazy from all the stress. The doctors gave the lists of medications, and I had no clue, where to find them or what to buy them for. During this difficult moment I was found by employees of Rinat Akhmetov Humanitarian Center (the doctors told them about our trouble). They said they would purchase medications and everything that was needed for Vladik's treatment".

Vlad's body coped with serious injuries, and the boy came out of the coma in February 2015. Doctors explained to parents that the fragment injured the brain structures responsible for speech and movement of the right extremities. After this kind of trauma the recovery process is very long, sometimes it takes years. There were no guarantees that the child would be able to walk and talk again. Parents had to learn alphabet with their son again. Vladik gradually got to his feet, but needed rehabilitation facilities to start walking again.

"We could ask Rinat Akhmetov Humanitarian Center for help again, my conscience would not let me do this. Rinat Akhmetov has already done so many great things for us. After the injury our son was missing most of the bones of his skull, and his pulsing brain could be seen. Rinat Akhmetov Humanitarian Center bought titanium plates, and with their help doctors closed our son's skull defect, - Svitlana remembers. — While my husband and I were puzzled over finding the funds for rehabilitation equipment, I got a call from the Head of "Targeted Assistance", made by order of the Humanitarian Center's Founder, and she asked: "How is Vladik? Maybe he needs training equipment for rehabilitation?" "He needs it very much! — I say. — But I was too shy to ask you..." And I'm thinking: is it possible that miracles happen all the time? At the end of the year the Humanitarian Center gave us the "wall bars", a special training simulator (elliptical trainer), a fitball, a hoop, waist twister and dumb-bells for children. I even cried from joy. I am so grateful to Rinat Akhmetov for help and being sensitive to the pain of others!".

Targeted assistance 2015

"Targeted Assistance" is one of the first programs of Rinat Akhmetov Foundation that was successfully operating back in the peaceful time. Since the active hostilities commenced, this program became especially timely and relevant. Targeted assistance was demanded by civilians of Donetsk and Luhansk regions and internally displaced persons, who found themselves in difficult life circumstances.

In 2015 the Center continued providing medical assistance to all children and benefit-entitled categories of adults. It included payments for complex surgeries, medical procedures and medication supply.

According to the Humanitarian map, the most acute problem of Donbas in 2015 was the lack of medications. The Center analysed numerous calls coming on its hotline. Based on this data, the Center determined the most demanded directions of pharmaceutical assistance.

OCTOBER 2015 MARKED THE OPENING OF A NEW HUMANITARIAN CENTER'S DIRECTION CALLED "MEDICATIONS FOR CHILDREN".

This program secured a systematic issuance of insulin, anticonvulsants and asthma medications for severely ill Donbas children. The supply of medications for three months ahead is provided to each child with the following diagnoses: diabetes, asthma, epilepsy, cerebral palsy, hydrocephalus, craniocerebral traumas and their

consequences, damage to the central nervous system, encephalitides and their forms. Also during the whole year the Humanitarian Center provided address delivery of food aid to the homes of lonely retired and disabled people, who cannot move on their own and live in Donetsk, Makiivka, Khanzhonkove, Khartsyzk, Yenakieve, Zhdanivka, Snizhne, Shakhtarsk and Torez.

THE KEY FOCUS AREAS AND IMPLEMENTATION RESULTS OF "TARGETED ASSISTANCE" PROGRAM OVER 2015:

- ➕ Assistance for complex treatment and surgeries - 916 people, where 102 are injured children provided with medical assistance.
- ➕ Assistance for Donetsk and Makiivka residents with heart disease medications - 728 people.
- ➕ Assistance in "Medications for Children" direction: insulin - 221, test stripes - 168, anticonvulsants - 150, asthma medications - 104 children
- ➕ Address delivery of humanitarian aid - 14,726 survival kits
- ➕ Assistance of SCM Group enterprises (for reconstruction of housing, medical treatment, help for the families of killed and injured employees) - 3,994 people
- ➕ Assistance to the families of killed miners at Zasiadko mine - 99 people
- ➕ Other (assistance to the families of killed and injured employees, restoration of window constructions, food packages to 'Soleny Lyman' hospital) - 247 people



Food aid to the veteran. Frontline Dymytriv, July 2015



Assistance with heart medications. Donetsk, September 2015



Assistance for surgery. Okhmatdet hospital, pediatric ophthalmology, Kyiv, August 2015



Address delivery of food packages. Yenakieve, June 2015



"Govoryt Ukraina" TV program. Kyiv, July 2015



Assistance to injured after the tragedy in Vostochny micro-district. Mariupol, February 2015



«Human life and health are the biggest value for Rinat Akhmetov. That is why the Center is helping according to "right here, right now" principle with medical treatment of severely ill and injured Donbas civilians, who found themselves in difficult life circumstances. Our duty is not leaving a person along with the trouble during this difficult time.»

Iryna Temerko,
the Head of "Targeted Assistance" program

21 353 people were provided with individual targeted assistance from the Humanitarian Center in 2015, including: 1,105 severely ill children



2015

**"PSYCHOLOGICAL
ASSISTANCE
FOR CHILDREN"
PROGRAM**

Information about "Psychological assistance for children" program

- +** **Goal:** help children and their parents to cope with the consequences of stress, caused by the military conflict in Donbas, train crisis psychologists according to the "Trauma of War" course, for them to provide qualified psychological assistance to civilian population of Donetsk and Luhansk regions and internally displaced persons
- 📅** **Implementation:** from November 2014 till December 2015. In 2016 the Center provides methodological support to the trained psychologists and secures psychological assistance for children in the most difficult cases
- 📍** **Geography of activity:** Donetsk, Luhansk, Dnipropetrovsk, Zaporizhia, Kyiv, Lviv, Mykolaiv, Odesa, Poltava, Kharkiv and Kherson regions
- 👤** **Assistance was provided to:** children from 4 to 16 years old, their parents

The story of one shelling. The fears of Radchenko family. Oksana Radchenko shares



Оксана Радченко. Маріуполь, квітень 2015



Radchenko family. Mariupol, April 2015

RADCHENKO FAMILY GOT TO KNOW WHAT WAR SYNDROME WAS ON JANUARY 24, 2015, WHEN THE TOWN WAS SHELLED.

"I will never forget that day, — Oksana, a 37-year-old mother, sighs. — My deceased grandfather often told me about war. Back then I could not think that one day this nightmare comes to Ukraine and my home in particular.

That morning I went to kitchen to make breakfast. After the first explosions I ran to my children. I grabbed them and pushed to the living room, closer to the supporting wall. My mother and husband also fell on the floor, and I just froze. Our multi-story building twitched like a plastic bag in the wind. Later we found out that the missile broke the roof. The shelling continued four minutes, but they felt like eternity to me. Our Vostochny micro-district was caught in fire. The market, the post offices, several houses were burning, the victims' bodies were lying on the pavement. The whole family was shell-shocked. After staying at our relatives for a week we came back home. And that was the day when shelling repeated.



Psychological support centre. Mariupol, spring 2015

The shells fell in the forest behind our house. Children were screaming from fear. After that we moved to a settlement in the outskirts of Mariupol. But it did not help to calm the boys. When somebody dropped a fork in the kitchen, they screamed: "Mommy, it's a shelling again!" Children became very nervous and irritable.

When the family situation became unbearable, I addressed Rinat Akhmetov Humanitarian Center and asked for a psychologist. This is how I met a great professional. First of all she took care of me. Using the set of exercises she took away my fears. She taught me how to stay calm during the shelling. The psychologist taught me to work with children's fears too. She dictated different exercises and techniques for me, she instructed me how to work with my sons. I am a sceptic by nature and did not believe in the success of this idea. But later I was amazed how easy and simple it had turned out.

During the intensive shelling of Shyrokyne settlement our Kiriusha started trembling and crying. But we began to make up a kind and positive fairy-tale. I took the child away to the world of fantasy.

The child didn't even notice how he got distracted from the roar of explosions, and enthusiastically began to invent his story. By the way, this method works flawlessly, when children go into hysterics. As for my elder children, I practised to eliminate their fears through a drawing. We did that every day, and I saw how children were changing with my own eyes. Hysterics, aggression and nervousness are gone. We could have a calm discussion on what we should do in case of the next missile attack. We trained a lot, practising the actions of every family member. It was a very important moment in the process of overcoming our fear. Having heard about our achievements, the psychologist admitted that such a fast result became possible only due to the methods of "War Trauma" course that was taken by the Humanitarian Center's specialists.

I used to be afraid of psychologists before. I thought they could only get people hooked on antidepressants. But now I changed my opinion. A good psychologist works wonders without any pills. I would like to thank Rinat Akhmetov for the training of the Humanitarian Center's employees and a possibility to get free psychological assistance".

"Psychological assistance to children" 2015

The Humanitarian Center's psychological service has been operating since August 2014. According to the Humanitarian map 93% of the polled residents of Donetsk and Luhansk regions mentioned that since the conflict started they experienced a potentially traumatic event and/or have symptoms of "war trauma". And first of all the war affected Donbas children. They often suffer sleep and behaviour disorders, fears and anxiety. In more complex cases the symptoms develop into psychosomatic diseases.

In spring 2015 Psychological support centres were opened in Donetsk, Makiivka, Mariupol, Kyiv and in Dnipropetrovsk region. The Center's crisis psychologists held group classes with children and family counselling.

In 2015 the Humanitarian Center's psychological service operated in 11 regions of Ukraine. Psychologists helped children in kindergartens and schools, social institutions, hospitals, bomb shelters, summer recreation camps and summer centres.

Rinat Akhmetov ordered the Humanitarian Center to train specialists that would provide a qualified assistance to children and their parents, who witnessed the military actions. **SINCE DECEMBER 2014 TILL MAY 2015 250 CRISIS PSYCHOLOGISTS FROM DIFFERENT TOWNS OF UKRAINE WERE TRAINED IN THE "WAR TRAUMA" COURSE.** During six months the best specialists of the world were holding master classes for them.

40,000 people were provided with the Humanitarian Center's primary psychological assistance in 2015. To have the maximum effect the "war trauma" problem shall be solved over the long term and with participation of the state.



Delivery of certificates to psychologists who completed the "War Trauma" course. Kyiv, May 2015



Psychological support centre. Kyiv, March 2015



«In 2015 the Humanitarian Center's Psychological service helped children and their parents to cope with "war trauma". During the year the Center trained psychologists, selected the best world practices and passed the proven techniques to the professional community. We understand that to get the maximum effect, the activity of psychologists shall be professional and long-lasting. The culture of providing and receiving psychological assistance is being formed now, and the role of state is significant here. The consequences of children's war trauma can come out after years. It is important to have an access to a high-quality psychological assistance, work together with kids' parents and instruct the school teachers about techniques of psychosocial assistance. This complex approach is the most effective».

Darya Kasyanova,
the Head of
"Psychological Assistance for Children"
program



Classes at the "Emerald City" orphanage. Sviatohirsk, October 2015

Performance results of the Humanitarian Center's psychologists in 2015



4 023
adults



36 201
children



250
psychologists



11 regions
of Ukraine

Psychologists had children groups in:



**schools/kindergartens/
orphanages**



hospitals



**summer
camps**

4-8 years old



The age of children provided with assistance from the Humanitarian Center's psychologists

9-12 years old



13-16 years old



40 224 people were provided with psychological assistance in 2015



2015
**"PEACEFUL
SUMMER FOR
DONBAS CHILDREN"
PROGRAM**

Report about "Peaceful summer for Donbas children" program

 **Goal:** give Donbas children a chance to rest, gain positive emotions and improve their health during the summer holidays. Because children have a right for childhood, regardless of what is happening around us

 **Implementation:** July 6 – August 29, 2015, the program is complete

 **Geography of activity:** Berdiansk, Donetsk, Yenakiieve, Komsomolske, Khartsyzk

 **Who could be provided with it:** children under the age of 14 living in non-government-controlled areas of Donetsk and Luhansk regions and internally displaced children

Feedbacks about recreation and health improvement program. Told by children and parents



Vacation in Berdiansk summer camp - Fakel, July 2015

«I love sports and tourism, therefore I come to the children centre during summer holidays with great pleasure! And I have also got a lot of new friends».

Danylo Yanykh,
9 years old, Khartsyzk

«I liked the tour of Donbas Arena, I enjoyed playing badminton outdoors».

Maria Bulanaya, 9 years old, Donetsk

«I am so glad that these centres have been organized for our children. Now I am really calm - my child will not be left to himself for a half-day, he will be taken care by good teachers and competent psychologists. And the volunteers from our enterprise are so inventive! They invented so many games, competitions and contests for children! Now my son is telling about his new friends and his impressions all day long».

Tetiana Lebedeva,
the mother of Viacheslav Bochkariov,
Yenakiieve



Peaceful summer vacation. Berdiansk, July 2015



Children summer centre. Yenakiieve, July 2015

"Peaceful summer for Donbas children" 2015

A good rest is necessary for those who spent the whole year in the area of military conflict. That is why in summer 2015, by order of Rinat Akhmetov, the Humanitarian Center focused the maximum of its attention on work with children. For this matter the Center established a program called "Peaceful summer for Donbas children", which was working in two directions.

1. Vacation in children health-improving summer camp in Berdiansk. During three shifts on the coast of Azov Sea, 600 children, both from non-government controlled areas of Donbas and IDPs living in government-controlled territories of Donetsk and Luhansk regions, were able to rest and improve their health.

2. Vacations in children summer centres. 2,200 children from 8 to 14 years old visited the summer centres, located in non-government-controlled areas, particularly in Donetsk, Yenakiieve, Khartsyzk and Komsomolske.

In the 'Fakel' summer camp and the centres children were spending time not only with professional teachers and counsellors, but also the Humanitarian Center's team of psychologists. Through active games and art therapy they helped children to reduce their anxiety, increase their self-confidence, develop fantasy and imagination. Besides, children were taught the rules of behaviour in emergency situations.

2 800 Donbas children were able to rest and improve their health in summer 2015



2015
SOCIAL
ADVERTISING

Information about #HELPTOSURVIVE social initiative

 **Goal:** actualize the problems that Donbas civilians face and support the most vulnerable of them – children, elderly and disabled people who found themselves in trouble

 **Implementation:** September 21 – October 31, 2015

 **Geography of TV coverage:** all Ukraine

 **Audience:** 18+



Bohdanivka village, Donetsk region, April 2015



«#HelpToSurvive calls on people to help each other. Helping others to survive is not difficult. Sometimes it is enough for people in trouble to know that there are others who know about their problems and willing to help. Help people with a kind word, contribution, volunteering, things, food and money. Help people on both sides of the contact line».

Natalia Yemchenko,
Director of Public Relations and Communications at SCM
Supervisory Board member at Rinat Akhmetov Humanitarian Center



Vodiane, Donetsk region, June 2015



Sloviansk, June 2015



Triokhizbenka, Luhansk region, June 2015



Internally displaced children from Donetsk: Vlad (7 years old), Khrystyna (7 years old), Sasha (4 years old), Tania (3 years old). Sloviansk, July 2015

Rinat Akhmetov Humanitarian Center launched the series of social videos as part of #HelpToSurvive national campaign that took place in September 2015. The goal of the initiative is support of the most vulnerable groups of population (children, elderly citizens, people with special needs), who found themselves in trouble in the East of Ukraine. These are the videos of children from all over Ukraine, who were asked what they would feel in case they get into the situations that Donbas civilians face. And children gave honest answers to simple questions: from "What is happiness for you?" to "Should one help random people who are in trouble?".

The social campaign of Rinat Akhmetov Humanitarian Center lasted from September 21 till October 31, 2015. Over this period the videos were shown more than a thousand times on the leading TV channels of the country: Ukraina, Inter, STB, ICTV, NTN, Novy, NLO, M1, M2, Indigo TV. The social commercial covered over 25 million of Ukrainian residents older than 18*.

Currently the videos are in public access on the Internet. There is also a website helptosurvive.org.ua with informational materials on the humanitarian situation in the East of Ukraine, statistics, and the list of organizations helping people in trouble.

The video creation partner is Art management agency, which is specialized on social and cultural projects. Other partners of #HelpToSurvive: "Responsible Citizens" initiative group, charitable organizations "Right for Health" and "Ukrainian Forum of Charity Providers", representative of the charitable organization "Hope and Homes for Children" in Ukraine.

ACCORDING TO THE UN ESTIMATES AS OF AUGUST 2015, THERE WERE MORE THAN 3.2 MILLION UKRAINIAN CITIZENS THAT NEEDED HELP ACROSS THE CONTACT LINE, MORE THAN 500,000 OF THEM ARE CHILDREN. ACCORDING TO THE MINISTRY OF LABOUR AND SOCIAL PROTECTION, THE NUMBER OF INTERNALLY DISPLACED PERSONS EXCEEDS 1.3 MILLION PEOPLE.

*The data of TV audience research belong to the Industrial Television Committee. Panel operator – Nielsen; monitoring – Communications Alliance. The data was provided by Ukraina TV channel. The data was calculated for the target audience: 18+, Ukraine. The data is calculated over September-November 2015 according to cov# indicator. More details about indicators and target audience definition can be found in the ITC glossary



2015
HUMANITARIAN MAP
OF NEEDS AND
THE SITUATION
IN DONETSK
AND LUHANSK
REGIONS

Information about "Humanitarian map" project

Goal: conduct regular sociological study of humanitarian situation in Donbas to get systematized information about the basic needs of civilians. Based on the data obtained the aid is to be directed to the places that need it the most

Implementation: project start - October 2014, information updates - November and December 2014, March, June, September and December 2015

Geography of activity: the research is conducted by Kyiv International Institute of Sociology in 30 most distressed towns in Donetsk and Luhansk regions

Survey participants: more than 2,000 Donbas residents older than 18



"Humanitarian map of Donbas: basic needs and the situation in education and employment sectors". Kyiv, September 2015

In October, 2014 Rinat Akhmetov Humanitarian Center together with Dopomozhemo TV, based on research results of Kyiv International Institute of Sociology, created an interactive Humanitarian map of current situation and needs in Donetsk and Luhansk regions with an open access to it.

The resource contains detailed and systematized information on the needs of Donbas civilians in food, medications and household products, describes the humanitarian situation in the region and raises the issues of safety, education and job search.

THIS PROJECT HAS BECOME ONE OF THE MOST IMPORTANT TOOLS TO ACHIEVE THE GOAL THAT WAS SET FOR THE HUMANITARIAN CENTER: PROVIDE EFFECTIVE ASSISTANCE WHERE IT IS PARTICULARLY NECESSARY.

In 2015 Rinat Akhmetov Humanitarian Center presented the Humanitarian map updates in March, June, September and December. Based on the research results it is possible to track how the basic requirements of Donbas civilians were changing during the past year and what their current needs are.



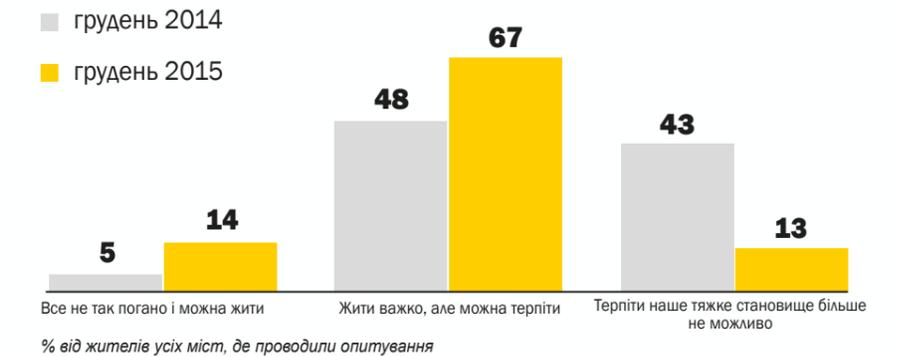
"Humanitarian map of Donbas: results of the year and expectations of civilian population". Kyiv, December 2015

The research results of Donbas civilians' requirements in humanitarian aid

Assessment of life situation

The assessment of moods' dynamics over 2015 shows a significant increase of resilience, i.e. the number of those who find the situation intolerable has reduced by three times and the number of those who find the situation fairly good has increased.

Яке із тверджень більше відповідає ситуації, що склалася?



Major requirements

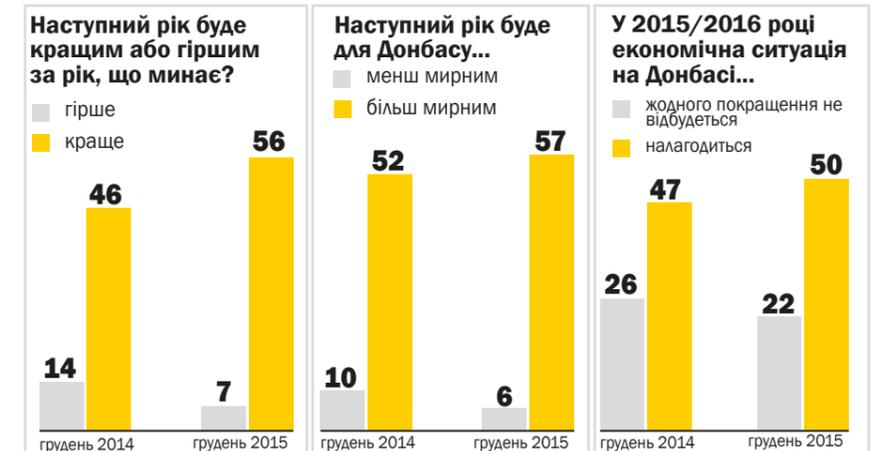
There is a tendency to improvement of the situation with satisfaction of people's basic needs in food, medications and household products. Nevertheless, 45% respondents feel the lack of medications, 30% of respondents do not have enough food, 22% are pressed for non-food items.

Брак медикаментів, продуктів і побутових товарів



Forecasts for 2015 and 2016

More than half of Donbas civilians think that 2016 will be better than the previous year and will bring peace and improvement of economic situation to Donbas civilians. Compared to last year, the overall outlook and expectations of peace are more optimistic.



The latest data of December research from "Humanitarian map of Donbas: results of the year and expectations of civilians" are in the public domain on the following link: <http://dopomozhemo.tv/>.



2015

VOLUNTEERS

AND EMPLOYEES

OF RINAT AKHMETOV

HUMANITARIAN

CENTER

The feat of volunteers in the year of charity



A friendly team of volunteers near the logistic centre in Donetsk, August 2015

Almost 5 million survival kits, over one million people provided with assistance – this is the result of Rinat Akhmetov Humanitarian Center's work in 2015. During this time assistance to Donbas civilian population has become a great and important matter for many people. And quite often this willing to help became personal. That is why the friendly and professional team of 2,500 volunteers and 80 employees of the Humanitarian Center showed incredible results of their work, helping the most vulnerable people to survive until the peace come back.



«The main factor, explaining how we achieved this result, is the Humanitarian Center's team. No words are enough to express the gratitude to all volunteers, who help people in the peaceful territories, non-government-controlled areas and villages on the contact line that observe regular shelling. And they are doing it without thinking of risk for their lives. All these people are united by one goal: give a helping hand to those who live in war. Because most of our employees and volunteers come from Donbas, and they understand and feel the pain about everything that is happening».

Oleksandr Vyshniakov,
director of Rinat Akhmetov Humanitarian Center



«Donbas Arena stadium is the largest humanitarian logistics hub, created by order of Rinat Akhmetov. Every day from 400 to 800 volunteers form 20,000 food packages here, later they are taken to the fixed and mobile issuance points in non-government-controlled areas of Donbas. Despite the intensive work schedule and continuous shelling, the volunteers not only never give up, but show the great results of their work. And today we hear the most flattering reviews about the system of humanitarian aidformation and distribution that we built from scratch. The United Nations, the International Red Cross, Save the Children, and dozens of other international humanitarian organizations address us for an expertise».

Andriy Sanin,
the Head of logistic centre at Donbas Arena



Donbas Arena volunteers. Donetsk, August 2015

A story of love under the arches of the "Arena of Charity" told by the newly-weds



Весілля волонтерів, Донецьк, липень 2015

Dozens of cars arrive at Donbas Arena. It takes 40 minutes to unload one truck, and 20,000 survival kits are formed here during one day. This would be impossible without the involvement of volunteers. There are hundreds of them here - people who are compassionate to the troubles of others. They line up in several ranks, becoming a live conveyor and form children and adult survival kits.

Two of the volunteers – Svitlana Rizak and Yevhen Molchanov – used to work at Donbas Arena, in the football attribute section, before the war. Now they are responsible for registration and distribution of the Humanitarian Center's cargo. Joint work and common interests brought the young people together - they had a feeling. Neither the severity of the war realities, nor physical fatigue became an obstacle for their love: in summer 2015 the young people decided to get married.

According to the loving couple, the tense situation in Donetsk did not affect their decision to make a wedding. After all, no matter what, they wanted a holiday and a simple human joy.

And this young family does not stop volunteering. Because Donbas Arena, which united them, needs hard-working and compassionate people. Their work cannot be overestimated: thousands of people need the support of volunteers.

IN AUGUST 2014 THE FIRST TRUCK CONVOY OF RINAT AKHMETOV HUMANITARIAN CENTER DELIVERED 6,000 FOOD PACKAGES TO DONETSK. THE PERFECT PLACE TO FORM AND DISTRIBUTE HUMANITARIAN AID FOR CIVILIANS BECAME DONBAS ARENA STADIUM. THAT IS WHY THE STADIUM HAS GOT ITS SECOND NAME – THE ARENA OF CHARITY.

Every day hundreds of Donetsk residents come to the stadium and help to unload, prepack and distribute humanitarian aid. Everybody is welcome here – neither age or sex, nor the character of people really matter to us. The only thing important here is their willing to help compatriots, do everything so that hundreds of thousands Donbas civilians could survive the difficult times.

Hotline of Rinat Akhmetov Humanitarian Center



Hotline operator. Kyiv, August 2015

0 800 50 9001

The calls are toll-free in Ukraine

The hotline of Rinat Akhmetov Humanitarian Center has been operating since August 2014. Every day there are up to 14,000 calls coming on the hotline, the peak periods usually fall on shelling and during opening (closing) of food issuing points.

75% of calls coming to the Center's hotline, are about humanitarian aid: how to get adult and children food packages, how the issuing points are operating, whom the assistance is provided for. Besides, people are interested in the possibility of getting medical assistance (15%), address food delivery (5%) and support information (5%).

The majority of the calls is coming from non-government-controlled areas of Donbas, where people are in desperate need of help. Donetsk, Makiivka and Horlivka are the leaders according to

the number of applications. During the entire 2015 the hotline processed the requests that came from 336,000 people, and during this whole period the Center's operators received more than 530,000 calls.

Starting from May 1, 2015, there is a convenient service operating at the Humanitarian Center's website called 'Online help', which automatically answers the frequently asked questions, like who can get the survival kits, what issuing points are working today, how to file an application for targeted medical assistance, etc. Every month up to 12,000 people use this service. 65% of applicants are interested in humanitarian aid, 16% - in targeted assistance and 19% - in support information. Over 2015 more than 80,000 asked their questions online.

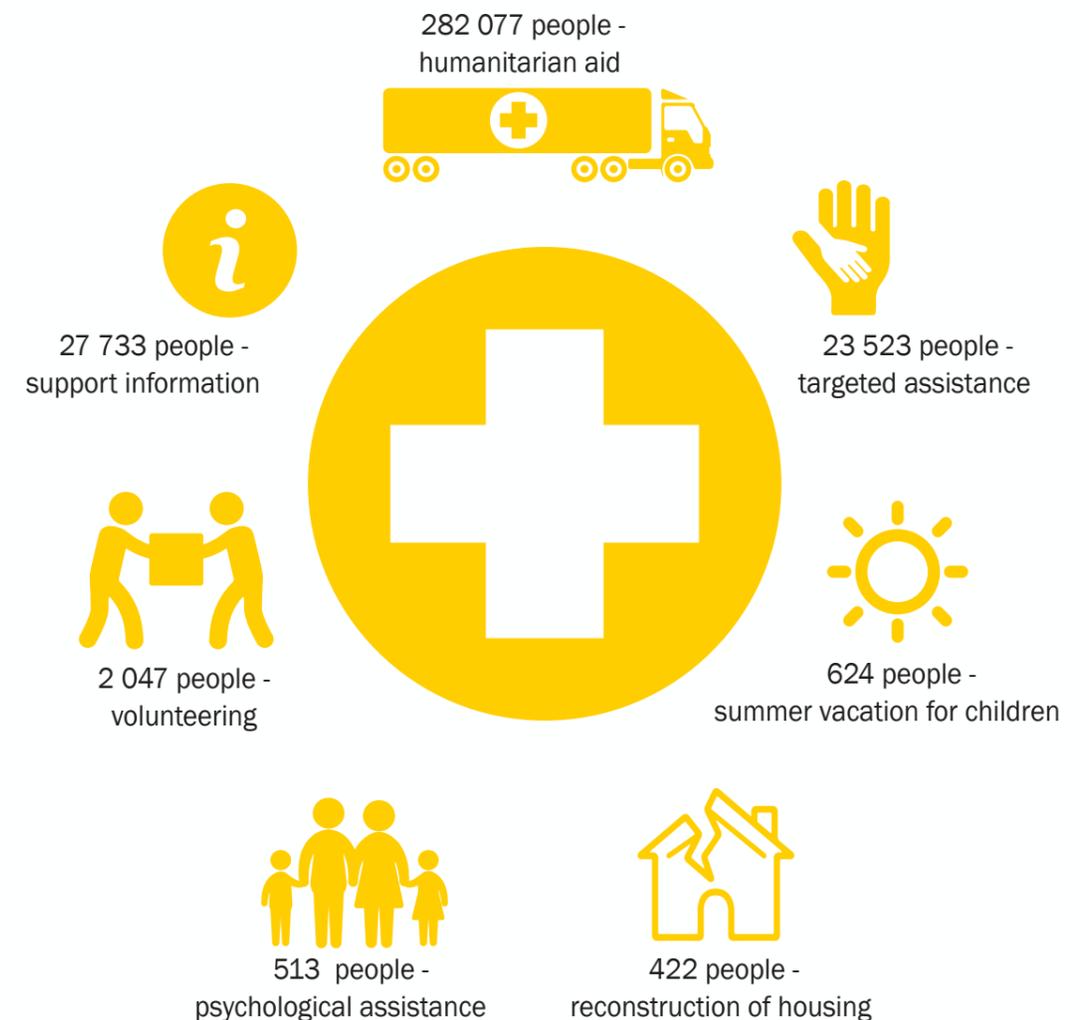
336 939 people addressed the Humanitarian center's hotline in 2015



«The hotline of Rinat Akhmetov Humanitarian Center works 24 hours a day, seven days a week. The operators are ready to answer all the questions about the Humanitarian Center's programs, from food package composition and addresses of all aid issuing points to consultations about the advantages of breastfeeding in emergencies. For this matter they are regularly trained and attend thematic webinars. We understand how important it is to take a call and help those who are left face to face with the war».

Igor Khadzhyrov,
the Head of call-centre at Rinat Akhmetov Humanitarian Center

Calls to the Humanitarian Center's hotline in 2015



Most of the calls are coming to the hotline from:





"Targeted Assistance" program



Purchasing department of Rinat Akhmetov Humanitarian Center



Director of Rinat Akhmetov Humanitarian Center

PEOPLE FOR PEOPLE



Coordinator of Rinat Akhmetov Humanitarian Center



"Humanitarian Aid. Food packages" program



Crisis information centre



HR department

AID+HELP HUMANITARIAN CENTER Rinat Akhmetov Foundation

Contact information:
Press service's contacts: +38 (044) 502 52 14
Address: 8, Illinska str., Kyiv, Ukraine, 04070
Website: www.fdu.org.ua



"Psychological Assistance for Children" program



Hotline



Finance department



Accounting department



Administrative department



IT department

The partners of Rinat Akhmetov Humanitarian center

The partners of "Humanitarian Aid. Food packages" program: UNICEF, "Responsible Citizens" public organization, NGO "Municipal Development Center in Dobropillia", NGO "Dobropillia Centre of Youth "Dobro", Social service centre for family, children and youth in Pershotravnevyi raion, Territorial centre for social service in Krasny Lyman, Aid centre for IDPs in Artemivsk, NGO Association of Horlivka Community "Revival and Development", NGO "Unity" - the Union of Avdiivka Youth, Sloviansk city public organization "Our Help" (Nasha Dopomoga), "Slavic Heart" Charitable Foundation, Donetsk Regional Charitable Foundation "In Honour of Intercession of the Most Holy Mother of God", NGO "Kurakhove centre for local economic development", NGO "Mariupol Union of Youth", Territorial centre of social service in Vuhledar, Public raion youth organization "Spectrum", Velyka Novosilka raion Center of Social Services for family, children and youth, public organization "United Kostiantynivka", Raion public organization "Ukrainian Women's Union", NGO "Dobrota" - population self-organization entity, Novohrodovka city organization of women, Bilovodsk, Bilokurakyne, Dymytriv, Krasnoarmiysk, Markivka, Milove, Novoaydar, Novopskov, Rubizhne, Svatove, Starobilsk and Selidove city organization of the Red Cross Society of Ukraine, NGO "The Agency for local economic development in Debaltseve - Myronivsky urban-type settlement, Public organization "Kreminna raion centre for regional development "Nasha Hromada" (Our Community), Shchastia municipal organization "The Union of Afghanistan Veterans", Public organization "Troitska Nadiya" (Troitsk Hope), Popasna city Charitable Foundation "Our Popasna", Stanytsia Luhanska raion centre of social services for family, children and youth, Public primary organization "Veterans and disabled people of Ukraine", Public institution "Artemivsk raion territorial centre of social services", Sloviansk raion centre of social services for family, children and youth, Public organization "Kraina vilnykh liudey"

(The Country of Free People), Public organization "Raduga" (Rainbow), Svitlodarsk city public organization "Children of war and the labour front", Pryazovske Charitable Foundation "Ty ne odyn" (You are not alone), Soledar municipal council, Volnovakha raion organization of the Red Cross Society of Ukraine.

The partners of "Psychological Assistance to Children" program: "Association of Psychiatrists of Ukraine", HealthRight International in Ukraine, Department (cluster) for protection of children's rights.

The partners of "Targeted Assistance" program: chief pediatric ophthalmologist of the Ministry of Health of Ukraine Barinov Yu. V., chief pediatric anesthesiologist of the Ministry of Health of Ukraine Zhovnir V.A., chief pediatric orthopedist and traumatologist of Ukrainian Ministry of Health Levytsky A.F., Institute of Pediatrics, Obstetrics and Gynecology of NAMS of Ukraine, Centre for Pediatric Cardiology and Cardiac Surgery, Kharkiv Institute of Spine and Joint Pathology named after Sitenko, Institute named after Amosov, Donetsk Regional In-Patient Medical Association, Zaporizhia Regional Children's Hospital, Institute of Pediatrics, Obstetrics and Gynecology of NAMS of Ukraine, Dnipropetrovsk Regional Children's Hospital, "Aurora" Medical Center in Kramatorsk, Donetsk Traumatology and Orthopedics, Centre for Children's Oncohematology at "Okhmatdet" Clinic, National Cancer Institute, Zaporizhia Children's Hospital, Kurakhove Hospital, Kyiv Heart Center, Mariupol Hospital #3, Kyiv Center Cardiology and Cardiac Surgery, Kyiv Institute of neurosurgery named after A.P. Romodanov, Donetsk regional administration, Healthcare Department of Donetsk region, Children's Oncohematology at the Institute of Emergency and Reconstructive Surgery named after V.K.Gusak, Donetsk Medical University, Donetsk Burn Centre, pharmacy networks Zdravitsa and Dobrogo dnya, the pharmacy of "Business Centre Pharmacia".

Rinat Akhmetov Humanitarian Center expressed its gratitude to all partner organizations for their active participation in providing humanitarian assistance for Donbas civilians.

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Rinat Akhmetov Foundation

**HELP TO
SURVIVE**

AID+HELP

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Rinat Akhmetov Foundation



Hotline of Rinat Akhmetov Humanitarian Center

0 800 50 9001

The calls are toll-free in Ukraine

www.fdu.org.ua

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