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## Emergency Plan of Action (EPoA) Bolivia: Civil Unrest

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF N° MDRBO014</b>	<b>Glide n°:</b> <a href="#">OT-2019-000154-BOL</a>
<b>Date of issue:</b> 21 November 2019	<b>Expected timeframe:</b> 2 months. <b>Expected end date:</b> 21 January 2020
<b>DREF allocated:</b> 53,261 Swiss francs	
<b>Total number of people affected:</b> approximately 1,000,000 people at risk.	<b>Number of people to be assisted directly:</b> At least 650 of the affected population and 100 BRC volunteers
<b>Host National Society presence:</b> The Bolivian Red Cross has 9 departmental branches and more than 1200 volunteers nationwide.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross.	
<b>Other partner organizations actively participating in the operation:</b> Ministry of Health through a network of departmental care, firefighters, and United Nations system.	

[<Click here for the budget and here for the contact information>](#)

### A. Situation context

#### Description of the disaster

On 10 November 2019, the President of the Plurinational State of Bolivia (herein Bolivia) resigned from office, after a series of events, demonstrations and protests triggered by the election process held on 20 October. This situation has triggered a series of blockades, stoppages throughout the country. For the moments the cities with the greatest impact are El Alto, La Paz and Cochabamba, where the blockades have had an impact on the general population due to the shortage of food and fuel, causing increased scarcity and prices, reduced public services that includes transport and causes difficulties for the transportation of the wounded.



*Bolivian Red Cross (BRC) volunteers providing first aid services in Oruro – Bolivia. Source: BRC, November 2019.*

According to the Inter-American Commission on Human Rights and the Ombudsman's Office of Bolivia, in the period of the protests to 16 November, 23 people have died, 715 people were injured (631 men and 84 women), 715 people were wounded (659 civilians 56 members of the forces of order), as well as the detention of 1,112 people, of whom 50 are still being detained.<sup>1</sup>

<sup>1</sup> [IACHR. Tweet. 16 November 2019.](#)

There is a current level of uncertainty regarding the potential scenarios possible. Protests, demonstrations and blockades are taking place in the main cities of its nine departments.

## Summary of current response

### Overview of Host National Society

The Bolivian Red Cross (BRC) has its national headquarters in La Paz, with branches in each of the country's nine departments, which in turn have municipal branches and a total of 981 active volunteers and more than 1,200 registered volunteers throughout the country. In compliance with its humanitarian mandate and the Fundamental Principles of the International Red Cross and Red Crescent Movement, in particular neutrality, impartiality and independence, the BRC is responding to the humanitarian needs that have arisen in the current situation since 20 October when the National Society began providing first aid care.

From 20 October to 18 November, the BRC mobilized 354 volunteers throughout the country, who are monitoring the situation and providing first aid care in Cochabamba, La Paz, Santa Cruz, Oruro and Potosí. The National Society remains on alert, monitoring the situation in their localities according to the needs, access, and security of the teams. At the operational level they have provided 104 first-aid services in the field and in BRC branches to respond to bodily injuries and wounds, in addition, BRC ambulances are providing first aid care and evacuation of wounded. The following table presents the number of services rendered by location during the period of 20 October to 18 November:

Branch	Volunteers	First Aid Provided
Cochabamba	62	32
La Paz	115	19
Santa Cruz	71	3
Oruro	77	11
Potosí	20	29
Beni	9	10
<b>TOTAL</b>	<b>354</b>	<b>104</b>

Source: BRC

In addition to its humanitarian response, the BRC seeks to generate messages about its mandate and actions. The key messages will be disseminated on the National Society's digital platforms and social media.

BRC has been informing the authorities about the mission and humanitarian role in a neutral and impartial way, and these actions have been reinforced by the change of authorities.

The BRC maintains the IFRC global insurance policy to ensure coverage for volunteers who may be affected during the provision of emergency care. For this operation, it has considered further increasing the numbers of volunteers to meet the needs of the situation.

BRC maintains permanent coordination with the IFRC and the International Committee of the Red Cross (ICRC) to share information on the situation and the changes in scenario, as well as on actions conducted by the ICRC. The IFRC and the ICRC are advising the BRC on how to handle situations related to the current civil unrest.

### Overview of Red Cross Red Crescent (RCRC) Movement in country

The IFRC Regional Office for the Americas (ORA) team, including the Department of Disasters and Crises, together with the Cluster of Andean Countries in Lima (CCST-Lima), are constantly monitoring the situation, jointly analysing scenarios with the BRC and identifying immediate humanitarian needs. The International Federation is also providing management and operational security advice to the National Society.

The ICRC has an office in La Paz and its staff from its Regional Delegation in Lima have been deployed to Bolivia. The ICRC will start a dialogue with the newly designated political, military and police authorities on its humanitarian concerns and the standards of the use of force compatible with the respect for human rights. The ICRC currently cooperates with the National Society on projects related to restoring family links (RFL) and the Safer Access Framework.

In the current situation, the IFRC through its Disaster Management Coordinator and the ICRC's interdisciplinary team currently in Bolivia are providing support to the National Society's response team, mainly to guide and assist in the operational management of security and external and internal communication, with lines of communication and key messages to disseminate to the community and the key actors involved and/or influential.

### **Overview of non-RCRC actors in country**

Currently the Ministry of Health through its network of health centres is providing care to the wounded. Also, the network of ambulances of firefighters is providing coverage according to needs and access. The BRC is part of the Humanitarian Network in the country.

The BRC is ensuring constant coordination with authorities in the delivery of first aid to affected people, thus ensuring complementarities and synergies with other stakeholder's activities.

The Office of the United Nations High Commissioner for Human Rights has expressed concern about the use of force. A representative of the Secretary-General of the United Nations undertook a mission to Bolivia to establish contact with all Bolivian actors and offer UN support for efforts to find a peaceful solution to the crisis, including the holding of transparent, inclusive and elections<sup>2</sup>.

### **Needs analysis, targeting, scenario planning and risk assessment**

#### **Health**

The context of social upheaval that is developing in the country is currently increasing, passing in many cases from a simple demonstration with roadblocks to confrontations between some social groups, the forces of order, and among the protesting groups themselves. Encounters between groups have led to a great number of casualties, with 23 deaths during the period of demonstrations and protests, and 715 people injured. The main injuries were haemorrhages, burns, dislocations, fractures, fainting, and shock, among others. Additionally, other injuries related to the use of tear gas, that affects the respiratory tract, eyes and skin, are being treated. These injuries are affecting people who are not taking part directly in the unrest, becoming indirect victims.

#### **Psychosocial support**

The high emotional impact of this situation throughout society has led to increased levels of stress, as well as other emotions related to uncertainty about the safety of oneself and others. Psychosocial support is needed for adults, adolescents, and children who have been affected by civil unrest. It is also important to ensure this service for volunteers.

The National Society also requires the ability to provide comprehensive care to its volunteers involved in the response and to avoid and respond appropriately to physical and psychological risks.

#### **Security**

The uncertainty about the situation and its evolution is causing a level of perception of insecurity among the population, above all due to the increase in lootings, which are also taking place among the population not linked to protests or demonstrations. During this period, the protests have become more serious and in some cases, being reactivated. The barricades in the streets have limited the free transit of the population and impacting on the shortage of food and fuel in some major cities. The regrettable increase in the number of injuries and deaths in recent weeks is a widespread concern.

#### **Communication**

A communication strategy is needed for the BRC. This would include the dissemination of information and the creation of products (key messages, reactive lines, press releases, social media resources, articles, human

<sup>2</sup>Jean Arnault viajará a Bolivia como enviado personal del Secretario General. (2019). Retrieved 20 November 2019, from <https://news.un.org/es/story/2019/11/1465411>

interest stories, videos, etc.) that contribute to informing the public and state authorities about the mandate of the Red Cross and the actions of the National Society. Communication is essential to ensure that Bolivian Red Cross volunteers involved in this response have the necessary security conditions to participate in their humanitarian actions. Law 2390, which protects the Red Cross emblem and our Fundamental Principles, should be emphasized and disseminated in order to generate trust among the people served.

## Target Population

Based on an analysis of the context that considers current levels of tension and incidents of demonstrations and social unrest, the BRC has prioritized five departments: La Paz, Cochabamba, Santa Cruz, Potosí and Oruro

- **Total population:** at least 750 people will receive psychosocial support (including 100 Bolivian Red Cross volunteers) and 650 will receive first-aid services, of which 104 wounded have already received first aid.
- **Number of BRC volunteers mobilized:** 100.

Department	General Population*		BRC volunteers
	First Aid	PSS	PSS
Cochabamba	180	180	20
La Paz	180	180	20
Santa Cruz	100	100	20
Oruro	100	100	20
Potosí	90	90	20
<b>TOTAL</b>	<b>650</b>	<b>650</b>	<b>100</b>

*\*Referential data on the population served*

Although not all provinces have the same context, crisis communications and operational security will have a national scope in the plan. However, despite the fact that not all provinces have the same context, the present plan will have a national scope in the lines of Communication in crisis and Operational Security.

## Scenario Planning

The BRC, with support from the ICRC and IFRC, has conducted situational monitoring of social disturbance scenarios and incidents in the country to establish an operational and contingency framework.

## B. Operational strategy

### General Operational Objective:

This operation will reach at least 650 people with pre-hospital care and psychosocial support in the departments of La Paz, Cochabamba, Santa Cruz, Oruro and Potosí and elsewhere as needed, while supporting the safety, personal protective equipment, visibility and Knowledge strengthening workshops for the BRC personnel involved in emergency response.

BRC will be equipped with protection equipment such: gas masks and replacement filters, gloves and hardhats, including goggles), acquisition of institutional flags and vests, stickers. DREF funds will support the security assessment to update security strategy and plan and knowledge strengthening workshops and talks within Operational Security in situations of violence. At least 100 BRC volunteers, and as many as time as resources allow, will receive psychosocial support.

### Operational Support

- **Human Resources**

Currently, the BRC is understaffed due to financial constraints, this operation requires the hiring of human resources to allow exclusive dedication to the development of the operation. An operational coordinator, communicator and a crisis room coordinator will be recruited locally for the duration of this two-month period. The crisis room coordinator will support the implementation of the coordination space, management of information management, coordination with branches, situational analysis and attention to needs.

In addition, the National Society shall make available its technical and administrative staff of national headquarters for the operation. It is estimated that more than 100 volunteers from the different branches will participate in the operation, and IFRC DREF allocation support the cost of volunteer's insurance, travel expenses, transportation expenses, as well as personal protective equipment and visibility material for volunteers.

As part of the assistance and technical support provided by the IFRC, a member of the Regional Intervention Team, with a general profile specializing in security, will be deployed for one-month to coordinate activities in support of this emergency. In addition, the IFRC will continue to provide the necessary technical guidance throughout the operation. The Disaster Management Coordinator for South America will monitor the operation in Bolivia, and the head of the CCST for the Andean countries, located in Peru, will accompany the implementation process of the operation at the political and institutional level. The Bolivian Red Cross will also receive remote technical assistance from the IFRC in communications, finance and planning, monitoring, evaluation and reporting (PMER).

- **Logistics and supply chain**

Logistics activities are aimed at effectively managing the supply chain, including procurement and related services in the field, in accordance with the needs of the operation and in accordance with the International Federation's logistics rules, processes and procedures.

The National Society has experience in procurement processes and endowments in previous operations and also follows the procurement processes of articles will follow the procurement procedures of the International Federation and Logistics Unit of the IFRC (URL).

The entire fleet of BRC vehicles of the La Paz, Cochabamba, Santa Cruz, Potosí and Oruro branches has been made available as a logistical resource for this operation:

<b>Branches</b>	<b>Vehicles / Ambulances</b>
La Paz	1 Ambulance, 1 Wagon and 1 van
Cochabamba	1 Ambulance and 1 Van
Santa Cruz	1 Ambulance and 1 Van
Potosí	1 Wagon
Oruro	1 Ambulance
<b>Total</b>	<b>9</b>

- **Communication**

The Department of Communication will improve and implement the Communication Strategy in this situation from the National Headquarters, the technical team and the governing body. It will also be responsible for the ongoing production of public communication products aimed at improving public understanding of the humanitarian mandate and actions of the Red Cross, but also at mitigating any reputational risk.

To ensure the correct positioning of the National Society, the communication strategy must guarantee the production of the following products:

- Key Messages
- Reactive lines
- Video / Photos showing the actions of the National Society.
- Social media assets

These products should be shared with the International Federation's Regional Communication Unit for use in the Federation's regional and global channels and with other National Societies that must respond to media requests in their markets.

The Regional Communications Unit will be supporting the National Society in the process of content dissemination, ensuring regional / global visibility for the actions implemented by the BRC.

- **Planning, monitoring, evaluation and reporting (PMER)**

The National Society shall participate in the ongoing monitoring and evaluation of activities during the development and execution of this operation.

The following follow-up activities will be carried out:

- National headquarters staff will conduct monitoring visits to monitor the delivery of humanitarian assistance services.
- Regular follow-up meetings.
- Monthly activity and coordination reports prepared as part of DREF.
- Indicators will be reviewed periodically to measure progress.
- A final report will be drawn up at the end of the operation.

The operation includes a workshop on lessons learned at the closing of the operation.

### **Administration and Finance**

The BRC has an accounting and finance department to ensure the proper use of financial resources in accordance with the conditions set out in the Letter of Agreement Memorandum between the National Society and IFRC. The IFRC formats, guidelines and DREF procedures will be used to ensure the proper management of funds.

The IFRC CCST financial team in Lima will provide operational support to review and validate budgets and bank accounts; as well as technical assistance during expenditure justification procedures, including examination and evaluation of expenditures. invoice validation.

## C. Detailed Operational Plan



### Health

**Target: 650 people**

Men: 275

Women: 275

**Required (CHF): 9,953**

**Analysis of needs:** Demonstrations, protests and confrontations with the forces of law and order have caused injuries and emotional distress not only to the people who participate directly, but also to the population nearby where these incidents occur, for which it is necessary to provide first aid and psychosocial support to the people affected by the social unrest, including the volunteers of the BRC

**Population to be assisted:** At least 650 people affected by civil unrest (general population, first responders, members of the forces of order, when necessary).

**Program standards and benchmarks:** Operational Safety Manual; Safer Access Framework; Stay Safe; basic first aid and psychological first aid procedures in situations of violence.

Product Code P&B	Health Result 1: Immediate health risks to affected populations reduced	Indicators: # of people reached by first aid and psychosocial support services <b>Target:</b> At least 650 people											
	Health Output 1.1: Rapid medical treatment of injuries and diseases is provided to the target population	Indicators: # of people reached by first aid services <b>Target:</b> At least 650 people											
	Planned activities <a href="#">Weeks</a>	1	2	3	4	5	6	7	8	9	10	11	12
AP022	First aid care for affected people												
AP022	Acquisition and replenishment of first aid supplies												
Product Code P&B	Health Output 1.2: Psychosocial support is provided to the target population.	Indicators: # of people who receive psychological first aid <b>Target:</b> At least 650 people											

	Planned activities_ <a href="#">Weeks</a>	# of volunteers who receive psychological first aid <b>Target:</b> At least 100 BRC staff											
		1	2	3	4	5	6	7	8	9	10	11	12
AP023	Psychosocial support training for BRC volunteers												
AP023	Psychosocial support for the affected population												
AP023	Psychosocial support sessions for 100 BRC volunteers												

**Strategy for implementation**  
**Requirement (CHF): 40,058**

Product Code P&B	<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>	<b>Indicators: # of response strategy for civil unrest developed</b> Target: 1 plan											
	<b>Result S1.1.1: Staff security is prioritised in all IFRC activities.</b>	<b>Indicators: # of visibility and protection kits procured</b> <b>Target: 25 kits</b> # of Security Risk Assessment & Critical Incident Management Trainings for volunteers <b>Target: 1 training</b> # of volunteers insured with IFRC <b>Target: 100 volunteers</b>											
	Planned activities <a href="#">Weeks</a>	1	2	3	4	5	6	7	8	9	10	11	12
AP040	Provision of personal protective equipment for response teams												
AP040	Strengthening operational visibility (institutional flags, decals and vests)												
AP040	Training of volunteers on security risk assessment and critical incident management												
AP040	Security assessment to update the security strategy and plan												
AP040	Volunteer insurance												
Product Code P&B	<b>Result S1.1.2: National Societies have the necessary infrastructure and institutional systems</b>												
	Planned activities <a href="#">Weeks</a>	1	2	3	4	5	6	7	8	9	10	11	12

AP042	Mobilization and operational support for National Society staff and volunteers.	■	■	■	■	■	■	■	■				
AP042	Hiring of National Operational Coordinator, Crisis Room Coordinator and Communicator.	■	■	■	■	■	■	■	■				

Product Code P&B	<b>Output S2.1 Effective and coordinated international disaster response is ensured</b>	<b>Indicators:</b> <i># of response strategy for civil unrest developed</i> <b>Target: 1 plan</b> <i># of monitoring missions</i> <b>Target : 1 missions</b> <i># of RIT mobilized</i> <b>Target : 1 RIT mobilized</b> <i># of lessons-learned workshops held</i> <b>Target: 1 workshops</b>											
	<b>Result S2.1.1 An effective mechanism for preparing the response and responsiveness of National Societies is maintained</b>												
	Planned activities <a href="#">Weeks</a>	1	2	3	4	5	6	7	8	9	10	11	12
AP048	IFRC operational support, follow-up and monitoring	■	■	■	■	■	■	■	■				
AP046	Mobilization and support of RIT specialized in security for one month	■	■	■	■								
AP048	Lessons learned workshop							■	■				

Product Code P&B	<b>Result S3.1: The IFRC Secretariat, together with the National Societies, uses its unique position to influence decisions at the local, national and international levels affecting the most vulnerable</b>	<b>Indicators:</b> <i># communication strategy for media management at operational</i> <b>Target: 1 strategy</b>											
	<b>Output S3.1.1: IFRC and National Societies are visible, reliable and effective advocates of humanitarian issues</b>	<b>Indicators:</b> <i># dissemination and publication of information and announcements in the media for public information.</i> <b>Target: at least 8 publications</b>											
	Planned activities <a href="#">Weeks</a>	1	2	3	4	5	6	7	8	9	10	11	12
AP053	External/internal communication strategy for media management at operational, management and governance levels	■	■	■	■	■	■	■	■				

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AP053	Dissemination and permanent publication of information and announcements in the media for public information.												
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## Contact information

### For further information specifically related to this operation please contact:

#### In the Bolivian Red Cross

- Lic. Gonzalo De la Fuente Díaz, President of the Bolivian RC, email: [secretaria@cruzrojaboliviana.org](mailto:secretaria@cruzrojaboliviana.org), Tel: +591 72560786
- Lic. J. Jhonatan Quino Soliz, Head of Research and Development Unit. Tel.: +591-2-202930 ext. 108

#### In the IFRC Americas Regional Office:

- Jono Anzalone, Head of the Disaster and Crisis Department; email: [jono.anzalone@ifrc.org](mailto:jono.anzalone@ifrc.org)
- Felipe Delcid, Continental Ops. Coordinator. phone: +507 317 3050; email: [felipe.delcid@ifrc.org](mailto:felipe.delcid@ifrc.org)

#### In the IFRC CCST Andean Countries, Peru:

- Pabel Angeles, Disaster Management Coordinator for South America. email: [pabel.angeles@ifrc.org](mailto:pabel.angeles@ifrc.org)

#### For support in mobilizing resources and donations at the IFRC:

- Stephany Murillo, Regional Logistics and Mobilization Officer; phone: +507 317 3050; email: [stephany.murillo@ifrc.org](mailto:stephany.murillo@ifrc.org)

#### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- Paula Martes, Planning, Monitoring and Reporting Manager; phone: +507 317 3050; email: [paula.martes@ifrc.org](mailto:paula.martes@ifrc.org)

#### For contact with the media:

- Diana Medina, Regional Communications Manager; phone: +507 317 3050; email: [diana.medina@ifrc.org](mailto:diana.medina@ifrc.org)

#### In IFRC Geneva:

- Ezster Mayteka, DREF, Senior Officer, DREF, email: [ezster.mayteka@ifrc.org](mailto:ezster.mayteka@ifrc.org)
- Antoine Belair, Operations Coordination, Senior Officer, email: [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable healthy  
and safe living.



Promote social inclusion  
and a culture of  
non-violence and peace.

# DREF OPERATION

MDRBO014 - Bolivia Civil Unrest 2019

Output code in financial system	Name in financial system (TBC)	Multilateral Response	Budget CHF
			0
AP005	Shelter assistance to households	-	0
AP006	Shelter tech. support and awareness	-	0
	<b>Total Shelter</b>	<b>0</b>	<b>0</b>
		-	0
AP007	Improvement of income sources	-	0
AP008	Livelihoods assistance	-	0
AP009	Food production & income generation	-	0
AP081	Multipurpose cash grants	-	0
AP010	Livelihoods awareness	-	0
	<b>Total Livelihoods &amp; basic needs</b>	<b>-</b>	<b>0</b>
		-	0
AP011	Health services to communities	-	0
AP012	Voluntary blood donation	-	0
AP013	Maternal newborn and child health	-	0
AP014	Nutrition	-	0
AP015	Road safety	-	0
AP016	NS capacity for health care	-	0
AP017	HIV and AIDS	-	0
AP018	Avian and human influenza pandemic	-	0
AP019	Malaria	-	0
AP020	Tuberculosis	-	0
AP021	Other infectious diseases	-	0
AP022	Health in emergency	6,932	6,932
AP023	Psychosocial support	3,020	3,020
AP024	Immunization activities	-	0
AP025	Health needs in complex settings	-	0
AP075	HIV/AIDS care and treatment	-	0
AP076	Malaria care and treatment	-	0
AP077	Tuberculosis care and treatment	-	0
AP078	RMNCH care and treatment	-	0
AP079	NCD care and treatment	-	0
AP080	Psychosocial support	-	0
AP082	Search and rescue	-	0
	<b>Total Health</b>	<b>9,953</b>	<b>9,953</b>
		-	0
AP026	Access to safe water	-	0
AP027	Treatment/reuse of wastewater	-	0
AP028	Reduction of open defecation	-	0
AP029	WASH knowledge and best practice	-	0
AP030	Hygiene promotion	-	0
	<b>Total WASH</b>	<b>-</b>	<b>0</b>
		-	0
AP031	Equitable access to services	-	0
AP032	Social inclusion-equitable status	-	0
AP033	Interpersonal violence prev/response	-	0
AP034	Response to SGBV in emergencies	-	0
AP035	NVP-education and advocacy programs	-	0
	<b>Total Protection, Gender and Inclusion</b>	<b>-</b>	<b>0</b>
		-	0
AP036	Migration assistance and protection	-	0
AP037	Migration awareness and advocacy	-	0

		-	
	<b>Total Migration</b>		<b>0</b>
AP001	Preparedness at community level	-	0
AP002	Response and risk red. at NS level	-	0
AP003	Green solutions	-	0
AP004	Climate change awareness	-	0
	<b>Total Disaster Risk Reduction</b>	<b>0</b>	<b>0</b>
		-	0
AP039	NS organisational capacity assessm.	-	0
AP040	NS volunteering deveelopment	12,131	12,131
AP042	NS corporate /organisational systems	14,706	14,706
	<b>Total Strenthening National Societies</b>	<b>26,837</b>	<b>26,837</b>
		-	0
AP046	IFRC surge capacity	5,942	5,942
AP047	Humanitarian principles and Rules	-	0
AP048	Integrated services for NS	5,298	5,298
AP049	IFRC coord. in humanitarian system	-	0
AP050	Supply chain and fleet services	-	0
AP051	Movement coordination	-	0
AP052	Movement shared services	-	0
	<b>Total Influence others as leading strategic partner</b>	<b>11,240</b>	<b>11,240</b>
		-	0
AP053	Advocacy on humanitarian issues	1,981	1,981
AP054	IFRC policies and positions	-	0
AP055	Research and evaluation	-	0
AP056	Advocacy on humanitarian issues	-	
AP057	Support to NS in policy & advocacy	-	
AP058	Planning and reporting	-	0
AP059	Resource generation	-	0
AP060	Emergency fundraising excellence	-	0
AP061	NS resource and partnership dev.supp	-	0
AP064	Financial management	-	0
AP065	Administration	-	0
AP066	Staff security	-	0
	<b>Total Influence others as leading strategic partner</b>	<b>1,981</b>	<b>1,981</b>
			0
	Programme and Supplementary Services Recovery	3,251	3,251
	<b>Total INDIRECT COSTS</b>	<b>3,251</b>	<b>3,251</b>
			0
	<b>TOTAL BUDGET</b>	<b>53,261</b>	<b>53,261</b>