THE INTERNATIONAL COMMITTEE OF THE RED CROSS

IN ACTION

December 2023 / Issue 11



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If you have any questions or comments about any of the articles you read in this magazine, please email them to: donation@icrc.org

Cover photo: The International Red Cross and Red Crescent Movement, or humanity in action



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Impressum

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YOUR MESSAGES

If you have any questions or comments about the ICRC or the articles you read in this magazine, please get in touch.

We'd be happy to respond here.

As is our custom at this time of year, we're sending you a postcard on which you may, if you wish, write a short message to our colleagues who are working tirelessly every day to bring a little comfort to people affected by armed conflict or other violence.

Last year, as in previous years, your messages of support, hope and encouragement poured in, for which we are immensely grateful.

Our colleagues in the field are always touched by your words of appreciation, not least because it is thanks to the support of people like you that they can alleviate the suffering of those caught up in war.

> "Well done for the courage you have shown in helping those most in need. Keep on breathing hope and life into this world. Thank you!"

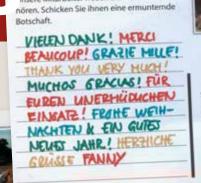
"I really admire everything you do to bring assistance where is it so useful and necessary. In these difficult times, I hope you find a small ray of peace."

"Yours is a monumental task – thank you and well done! Keep your chin up; you're doing Henry Dunant and Switzerland proud."

"The humanitarian work you do on all fronts to save lives and help those most in need is awe-inspiring. We will continue to support you for the rest of our lives and beyond. Thank you from the bottom of our hearts."

Your loyal support means so much to us and we're really looking forward to hearing from you! Your commitment to our work is proof that more and more of us are refusing to abandon those whose lives have been upended by war.





insere Mitarbeiter freuen sich von Ihnen zu

1747647

1202 Genf





My name is Naomi. My friends from school and I made bracelets and keychains to sell and we donated the money we made to charity.

I gave my share to the ICRC, because my mum works there and because there are a lot of wars in the world today and I know that the ICRC can really help.

I think we should give money to the ICRC, because in all these wars, there are so many sad people. With your money, they could smile again. We can all make a difference. Give it a try!

YOUR QUESTIONS

WHY DOES THE ICRC TALK **TO ARMED GROUPS?**

International humanitarian law (IHL) states that civilians and all those who are not or no longer taking part in hostilities must be protected, not attacked. To help ensure they get the protection to which they are entitled, the ICRC, in accordance with its humanitarian mandate. strives to be present wherever civilians are particularly at risk. That is also why we engage in dialogue with all parties to a conflict, including non-state armed groups. Such groups rarely provide the essential services in the territories under their control, meaning the local people often rely on humanitarian aid to meet their basic needs. Thanks to our dialogue with armed groups, we can reach people affected by conflict and provide them with vital assistance, support health-care facilities treating the sick and wounded, and increase all parties' knowledge of and respect for the applicable legal norms. Maintaining a dialogue with armed groups is therefore crucial to enabling us to fulfil our humanitarian mission.

In 2022, we identified 524 armed groups whose activities have the potential to hinder our humanitarian efforts around the world. Some 175 million people live in the territories under their control or influence.

Although the ICRC keeps in regular contact with most of the armed groups it has identified, some challenges remain, which hamper our ability to work effectively with some of them. Chief among these challenges are unstable security conditions and some states' negative perception of our dialogue with these armed groups.

The neutral and confidential dialogue we maintain with all parties to armed conflicts - including non-state armed groups – is more of a humanitarian imperative than ever,

given the scale of the destruction and suffering caused by armed conflict and other violence, which is compounded by numerous violations of IHL and other bodies of law. It is a strategy that has proved effective time and time again.

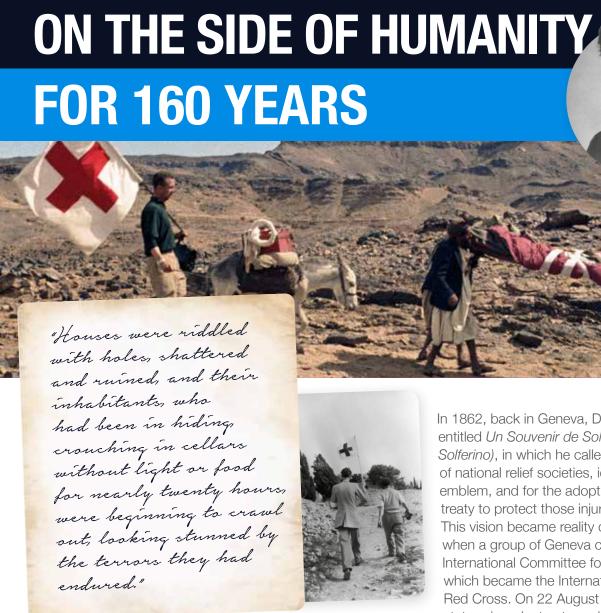


FOUR REASONS FOR PROMOTING DIALOGUE BETWEEN THE ICRC AND **ARMED GROUPS**

- 1. Through dialogue, the ICRC can get safe access to people affected by armed conflict in order to assist them and help ensure they receive the protection to which they are entitled.
- 2. Through dialogue, the ICRC can ensure that all parties to a conflict, including non-state armed groups, understand and accept what we do as a neutral, impartial and independent humanitarian organization, and that our teams can go about their work safely.
- 3. As part of this dialogue, the ICRC promotes respect for IHL and strives to improve compliance with it and other applicable legal norms in order to prevent and alleviate the suffering of victims of armed conflict and other violence.
- 4. The ICRC is the only impartial humanitarian organization explicitly mentioned in Article 3 com-

mon to the Geneva Conventions of 1949 as an entity authorized to offer its humanitarian services to parties to a non-international armed conflict. including non-state armed groups.





These words could have been written in 2023, describing the experience of people caught up in the chaos of conflicts in Ukraine, Yemen, Sudan or elsewhere. They are, in fact, 160 years old and came from the pen of Henry Dunant, founder of the ICRC. At that time, there was nothing to indicate that this Swiss businessman would go on to establish what ultimately became the largest humanitarian network in the world.

It was in 1859, during a business trip to Italy, that Henry Dunant's life took a dramatic turn: passing through Solferino, where the French and Austrian armies were engaged in a bloody battle, he was horrified to witness some 40,000 soldiers left lying dead or injured on the battlefield. After the initial shock, the Geneva native pulled himself together and decided to do something. With the help of the local population, he organized for the wounded on both sides to be looked after, ensuring they received water, blankets and food, which he paid for out of his own pocket, and that the last words of the dying were heard, so they could be passed on to their families.

In 1862, back in Geneva, Dunant published a book entitled Un Souvenir de Solférino (A Memory of Solferino), in which he called for the establishment of national relief societies, identified by a standard emblem, and for the adoption of an international treaty to protect those injured on the battlefield. This vision became reality on 17 February 1863, when a group of Geneva citizens set up the International Committee for Relief to the Wounded, which became the International Committee of the Red Cross. On 22 August of the following year, 16 states signed a treaty enshrining the obligation to

protect wounded soldiers and the people and equipment involved in their care. This was the forerunner of the Geneva Conventions.

Although in those days the victims of wars were mostly soldiers, that changed with the Second World War, in which the number of civilian casualties was as high as that of soldiers killed in combat. As a result, the international community decided to review the conventions in force at the time, leading to the adoption, in 1949, of a new legal instrument, the Fourth Geneva Convention relative to the Protection of Civilian Persons in Time of War.

Today, 160 years after it was founded, the ICRC continues to work from its headquarters in Geneva and in the field across borders, cultures and conflicts - providing assistance to those affected by war and other violence, ensuring their rights under international humanitarian law are upheld and working tirelessly to promote the fundamental humanitarian principles. For this humanitarian work, Henry Dunant and the ICRC have been awarded the Nobel Peace Prize on four occasions: in 1901, 1917, 1944 and 1963.

2023: A YEAR OF CRISIS

AFTER CRISIS



This year, we have seen one humanitarian crisis after another unfold and witnessed the traumatic effects on civilians all over the world:

- the devastating earthquakes in Turkey and Syria, in Morocco and, most recently, in Afghanistan, which caused large-scale destruction and thousands of casualties
- the conflict in Sudan, which, from the moment it broke out in April, resulted in huge loss of life and massive displacement
- the floods in Libya, which destroyed whole neighbourhoods, killed thousands of people and displaced tens of thousands of others
- the escalation of hostilities in Nagorno-Karabakh, which forced entire communities to flee the region
- the intensification of the armed violence in Israel and the occupied territories, images of which have been haunting our screens since 7 October
- and not forgetting the conflicts that continue to rage in many other countries around the globe.



Israel and the occupied territories*

The suffering we have witnessed in Israel and Gaza is truly harrowing. Since 7 October, thousands of people have been killed and tens of thousands of others injured, including many children. In Israel, the families of those being held hostage (more than 240 people) remain without news of their loved ones, while more than 200,000 Israelis are still displaced. In Gaza, nearly 1.5 million people are displaced, their homes and neighbourhoods having been reduced to rubble.

In late October, we dispatched a team of ten specialists, including war surgeons, to Gaza. We also sent trucks carrying medical supplies and water purification products, among other urgently needed items.

The first-hand accounts we receive every day from our colleagues on the ground are as heart-wrenching as they are terrifying. Many of their patients are children with serious injuries, particularly burns, which are difficult to treat, especially in a context in which medical supplies are becoming painfully scarce. Our teams worry that they will soon have to perform surgeries without anaesthesia. Despair is palpable among the population, with parents feeling particularly helpless in the face of their children's distress.

While all eyes are on Israel and Gaza, violence is also increasing in the West Bank, where more than 150 people have lost their lives and a further 2,000 have been seriously injured.

Humanitarian needs in the region are colossal. The ICRC, which has been present in Israel and the occupied territories since 1967, is mobilizing its emergency teams to assist civilians, in collaboration with the Palestine Red Crescent Society and Magen David Adom in Israel.

Wherever war and violence are occurring the ICRC is working hard to alleviate the suffering of those affected by it, striving to protect human lives and dignity through a wide range of humanitarian activities. Without exception, our priority is to stand on the side of humanity.

*Like all the articles in this magazine, this piece was written in early November 2023. The situation on the ground will undoubtedly have changed by the time you read these words, so please visit our website www.icrc.org for the latest information.

HELP US HELP THOSE WHO HAVE LOST EVERYTHING TO WAR AND VIOLENCE

JOIN THE CIRCLE OF FRIENDS OF THE ICRC

"Become a member of the Circle of Friends of the ICRC and support the world's largest humanitarian network. Together, we can restore hope and dignity to thousands of people affected by conflict."

Gilles Carbonnier Vice-president of the ICRC

As a member of the Circle of Friends of the ICRC, you will receive, among other benefits, invitations to exclusive ICRC events, one free entry for you and a companion to the International Red Cross and Red Crescent Museum, regular updates on our activities and the opportunity to meet ICRC delegates working in the field.





For more information, please visit our website (QR code) or contact Margaux Da Silva, Friends of the ICRC Community Manager, by email at mdasilva@icrc.org or by phone on +41 22 748 93 70.

IN 2023, THE WORLD HAS BEEN ROCKED BY ONE **HUMANITARIAN CRISIS AFTER ANOTHER AND DEEPLY** SADDENED AT THE IMMENSE PHYSICAL AND PSYCHOLOGICAL SUFFERING OF THE PEOPLE DIRECTLY AFFECTED.

▶ HERE ARE JUST A FEW FIRST-HAND ACCOUNTS FROM OUR PEOPLE ON THE GROUND AND THOSE THEY ARE TRYING TO HELP.

SUDAN The conflict has forced almost five million people to flee and claimed the lives of countless civilians. "In this harsh reality, I see women, children and the elderly, whose towns and villages have been pillaged and plundered, and who have no food, clean water or medical care as a result," says Patrick Youssef, the ICRC's regional director for Africa. "The ICRC managed

UKRAINE

As the fighting rages in Ukraine, its people continue to suffer the effects. Their priority now is to rebuild their damaged homes before the harsh winter sets in. Our teams have supplied construction materials to a village in the south of the country, to help repair destroyed roofs. Zinaida, one of the beneficiaries, explains, "We are grateful to the ICRC for its help. Thanks to its support, we will be warm this winter."

individuals."

to cross the front lines and bring vital assistance. We have also evacuated or facilitated the release of hundreds of the most vulnerable



ISRAEL AND THE OCCUPIED TERRITORIES

"If the violence against health-care facilities continues, the human toll will be extremely heavy. The wounded and sick must be protected in all circumstances." These are the cautionary words of William Schomburg, head of the ICRC subdelegation in Gaza. Images of damaged hospitals and ambulances are unacceptable. Medical facilities are sanctuaries for the sick and injured, and for the thousands of displaced people entitled to protection under international humanitarian law. They must be spared.

KARABAKH

Kamo Hayrapetyan lives in an abandoned shopping centre, which our teams regularly visit to provide him and the other people who have sought refuge there with assistance. Says Kamo, "They come to check on us, see how we're doing, and they even bring parcels of humanitarian aid. These contain lots of things, including bread and butter." Our colleagues on the ground are working tirelessly, roaming city centres and mountain villages looking for signs of life, so they can bring help to those who have had to remain in place.

AFGHANISTAN

Life is very challenging for the Afghan people. In October, a series of earthquakes struck the province of Herat, resulting in thousands of victims. Abdul, who was one of them, recalls, "We were sitting inside the house when, all of a sudden, we heard a loud explosion. We wanted to go outside, but then we realized it was an earthquake. We ended up buried under rubble and our neighbours had to rescue us. We have nothing left. Everything is gone." The ICRC is supporting the provincial hospital in Herat, where those injured in the disaster have sought help.

WAR IN CITIES



Unfortunately, the devastating humanitarian consequences of urban warfare are only set to worsen. It is estimated that by 2050, around 70 per cent of the world's population will be living in towns and cities that are already under pressure and struggling to adapt to rapid urbanization.

THE OVERWHELMING **MAJORITY OF VICTIMS** ARE INNOCENT CIVILIANS.

Whether in Mosul, Aleppo, Mariupol, Sana'a, Kharkiv, Gaza, Khartoum or elsewhere, our teams witness daily the unbearable reality of hundreds of thousands of men,

women and children who find themselves trapped by the bombardment and artillery fire that leave their towns and cities in ruins.

For decades, the use of heavy explosive weapons - such as rockets, missiles or large improvised explosive devices – has been the default mode of combat, whether on open battlefields or in large urban centres. But when these weapons are used in densely populated areas, their effects are devastating and, all too often, indiscriminate. Unsurprisingly, the overwhelming majority of victims are innocent civilians. We see their images daily: the dead, the wounded and

mutilated, who will suffer for years, perhaps even for the rest of their lives, from the physical and psychological trauma they have endured.

Urban conflicts also cause the partial or total destruction of essential services on which people depend for survival. When water and sanitation systems, the electricity supply and health-care services are disrupted or fail, the consequences for the people who use them are dire. Preventable deaths become unavoidable as disease and epidemics spread, and those who are sick and injured die needlessly for want of care.

Widespread violence and destruction force people to leave their homes. Without their livelihoods, their belongings and their support networks, these people face myriad dangers while on the move. And when they do manage to reach somewhere safer, their new host community will struggle to absorb them, because they themselves are also on the brink of collapse. On top of their desperate search for food and health care - among the other essential goods and services they need - those who have fled have to live in fear and with constant worry, not only for their own safety but also for that of their family and friends, with whom they've lost contactm.

While the immediate impact of urban warfare is traumatic, the longer-term consequences are no less alarming. Towns and cities that were once the scene of fighting are strewn with unexploded weapons that continue to kill and maim long after the hostilities have ended, and rebuilding homes and essential infrastructure is extremely costly and can take years. As a result, displaced people are often unable to return home in the medium or longer term. Those who can – particularly engineers, town planners, health professionals and teachers - often leave to go abroad in search of a better life, but this inevitable brain drain is detrimental to the rebuilding programmes that



for example, an entire generation of children may be deprived of schooling for several years.

Importantly, however, the Geneva Conventions and other norms of international humanitarian law clearly establish the obligation, in times of armed conflict, to protect civilians and civilian objects, and this obligation should be a strategic priority in the planning and conduct of military operations. The parties to a conflict are obliged to take all possible precautions to avoid causing civilian casualties and damage to civilian objects.

VIOLENCE AND MASS DESTRUCTION ARE FORCING PEOPLE TO FLEE THEIR HOMES.

The International Committee of the Red Cross and the whole International Red Cross and Red Crescent Movement strive to prevent and mitigate the humanitarian consequences of urban warfare. We work together with National Societies using a multidisciplinary and integrated approach that combines prevention, protection and assistance activities specifically adapted to urban environments. These activities include distributing much-needed aid, repairing damaged infrastructure, training and building the capacities of local service providers, and drafting emergency preparedness plans, to name but a few. This important work helps prevent the collapse of essential services and helps lift millions of people out of the dire situation they find themselves in. Another important aspect of our work is promoting respect for the law and the protection of civilians by parties to a conflict and at the highest international levels.

The ICRC recently took part in an extensive three-year multilateral consultation led by Ireland, in which the United Nations, several of its member states and various civil society organizations assumed an active role. On 18 November 2022, the process culminated in the adoption of an international political declaration on strengthening the protection of civilians from the humanitarian consequences arising from the use of explosive weapons in populated areas. The declaration, adopted by 83 states, is being widely promoted with a view to its universalization, and it gives renewed hope that the immense suffering inflicted on civilians will no longer be accepted as an inevitable consequence of war. It marks a change in mindset and sends a strong signal to belligerents around the world that they must change their military practices to protect civilians, as required by international humanitarian law.

It cannot be repeated often enough: civilians and civilian objects must never be targeted.

FOOD INSECURITY



Africa is facing the worst cost-of-living crisis in a generation. Soaring prices have made it nearly impossible for many families to afford the food they need – to the point that millions of people are at risk of dying.

People have endured seasonal food shortages before, but their plight today is worse, exacerbated by more intense and frequent climate shocks – such as the record droughts in the Horn of Africa and the Sahel region – the long-term effects of the COVID-19 pandemic on the economy and cost of living, and, above all, ongoing armed conflicts and other threats to people's safety.

Of the 20 countries that have the most people who don't have reliable access to enough food, nine are African countries currently affected by armed conflict or other violence: Burkina Faso, the Central African Republic, the Democratic Republic of the Congo, Ethiopia, Mali, Nigeria, Somalia, South Sudan and Sudan.

Armed conflict makes accessing food harder in several ways. It forces people to flee their homes, which strains the food supply in the communities that take them in. It exposes farmers and livestock raisers to danger as they go about their daily work, which lowers their production. And it disrupts or even halts essential services that support food production and enable proper health care to be provided in times of crisis.

The ICRC, together with its partners in the International Red Cross and Red Crescent Movement, works tirelessly to reduce the risks that armed conflict and other violence pose to communities and provide them with food and other essential items.



We have been working in Africa for almost 90 years, which means we are able to reach communities affected by conflict that other organizations cannot. We determine what people need urgently and respond promptly, giving priority to those most severely affected by violence and whose access to food is least reliable. People are always at the heart of what we do, which is why we work closely with communities to determine how best to help them cope with crisis and become more

Aminata Ouedraogo and her daughter, Amiratou, are originally from Ouahigouya in Burkina Faso. Aminata leads a cooperative of 60 women who grow vegetables to support their families. The ICRC provided them with seeds and agricultural equipment to help them improve their yield. The women were overjoyed to see their plot flourish – a testament to their hard work and determination.

self-sufficient.



In the ICRC-supported hospital in Baidoa, Wiilo Maalim Nuuro sits on the edge of a bed, cradling her daughter, Nafiso. The two-year-old is suffering from severe malnutrition, for which she is receiving life-saving treatment at the hospital. For this mother and other parents in the same situation, even getting here is challenge enough, but in the face of the food crisis raging in Somalia, this hospital is their last hope.

YOUNG PEOPLE COME TOGETHER

TO SUPPORT THE ICRC



The Circle of Young Humanitarians (CYH), a Swiss association working in partnership with the International Committee of the Red Cross, is all about creating connections between the humanitarian world and the next generation. The CYH is a way for young people who are committed to good causes to get involved by offering their time, skills and energy. With the ICRC as its main partner, the CYH invites young people to discover humanitarian work and introduces them to different kinds of humanitarians – from field staff to fundraisers to key decision-makers – with whom they can then have open and informative discussions.

Short recap of our article from 2021 about the founding of CYH, inspired by the ICRC's work

Kay von Mérey had always dreamed of working for the ICRC – a dream that came true when she completed our graduate trainee programme in August 2021. This experience helped her deepen her knowledge of the ICRC and get a closer look at how we operate in the field. That same year, she co-founded the CYH with Leonie Basler and Jessica Eberhardt to raise young people's awareness of the ICRC and humanitarian work more generally.

"We want people to understand the ICRC's work on an emotional level," says Kay. "When the ICRC's work is portrayed in technical terms it can often be too abstract to gauge the essence of its meaning. When delegates talk directly to people and share their experiences, people really empathize with the work the ICRC does. Seeing people who make it their life's mission to help those who need it the most is what really inspires people."

The CYH's activities also foster a sense of responsibility towards others, providing a platform for exchange and opportunities to volunteer in order to exercise this responsibility. The CYH now has 41 members/volunteers and the events it has hosted have drawn 1,000 attendees from all backgrounds. These people's posts on social media have generated significant interest and discussion, and many of them are likely to stay connected to the ICRC and other prominent humanitarian organizations, such as Médecins Sans Frontières and the UN Refugee Agency (UNHCR), with which the CYH has also partnered occasionally.

- The first Young Humanitarian Summit, held in Zurich in March 2022, lived up to its motto of "connecting the humanitarian world" by addressing a wide array of humanitarian issues through interactive panels, workshops and performances.
- The Humanitarian Enrichment event (2023) shed light on the pertinent topic of humanitarian financing.

The CYH is based primarily in Zurich, Switzerland but is looking to expand its work and membership, so please do get in touch with the association if you are interested in becoming a member.



BEQUESTS – A KEY SOURCE OF FUNDING

Why leave a legacy to the ICRC?

"I never cease to be amazed by the generosity of the people who remember the ICRC in their will it's a beautiful gesture of solidarity."



Bequests and Donations Manager T + 41 22 730 33 76 E-mail: mgirodblanc@icrc.org





SCAN ME

We asked Marie-Jo to answer some of the guestions many of you have been asking.

Why are beguests important for the work of the ICRC?

Most donors leave it up to the ICRC to decide how to use their legacies. This strong vote of confidence gives us the flexibility we need to act quickly in emergencies and to help and protect people affected by conflicts that no longer make the headlines.

Is a "small" bequest really that useful to the ICRC?

Yes. Any bequest, even a modest one, is still meaningful. It's a way of demonstrating support for the ICRC and giving those affected by conflict and other violence a future to look forward to. Your legacy, however big or small, will help save lives.

We do, of course, understand that your family members and loved ones come first. Any donation that you choose to make to the ICRC after providing for those closest to you will be very welcome. Rest assured that even the smallest amounts can make a real difference to the life of someone in distress.

How do I include the ICRC in my will?

The term "Red Cross" is open to a variety of interpretations, so please write out the ICRC's full name and address:

International Committee of the Red Cross (ICRC), IDE: CHE-105.924.024 19 Avenue de la Paix 1202 Geneva Switzerland

Do I need to inform the ICRC of my intentions?

The privacy of our donors is always paramount; you are under absolutely no obligation to tell us of your plans. That being said, we do like to be able to thank our donors for their kind gesture and to ensure that their generosity is remembered by future generations.

Does the ICRC have to pay inheritance tax?

In Switzerland, as in many other countries, the ICRC is exempt from tax on bequests.

Can I stipulate that my gift be used for a specific cause or region?

If you would like your gift to be used for a particular country or programme, we would ask you to speak to us first, so we can confirm whether your request is feasible.



You can find more answers at www.icrc.org/en/support-us/audience/bequests-and-legacies

If you wish to discuss any aspect of leaving a gift to the ICRC in your will, please don't hesitate to contact Marie-Jo Girod-Blanc, who will be delighted to help you.

THE ICRC'S BUDGET AND OPERATIONS

More than 93%

of all gifts

from individuals are allocated to ICRC operations in the field



70% increase in needs



10 years



The ICRC's budget is financed entirely by voluntary contributions





WITH YOUR CONTINUED SUPPORT, WE CAN HELP GIVE PEOPLE AFFECTED BY CONFLICT A BETTER FUTURE



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Website: icrc.org/supportus



To be effective as humanitarians, we have to be able to get to where we're needed quickly. When armed conflict and other violence erupts, our teams

are dispatched without delay to help those whose lives are being turned upside down.

In 2023, as in previous years, the humanitarian crises have come thick and fast – in Syria, Sudan, Libya, Afghanistan, Somalia, Israel and Gaza, to name just a few – leading to enormous suffering among those affected.

Our swift response is only possible with the help of our donors. That's why

we're asking you to support our work through a regular donation – whether every month, every six months, or every year.

By making a regular donation you can help us respond more quickly in the field.

You'll also make it easier for us to plan more longterm projects, like those helping communities rebuild their livelihoods or ensuring people with disabilities can access the long-term care they need.

What's more, your commitment will enable us to reduce our administrative costs, as well as our impact on the environment. We won't need to send out so much post, because we know you're already there for us when we need to act quickly.

To donate regularly, simply fill in the enclosed authorization form and send it back to us using the prepaid return envelope provided. Your bank or the post office will check before each transfer whether the authorization is still valid. You may also set up a standing order directly with your bank using online banking.



WITH 30 FRANCS A MONTH, over the course of a year, you'll provide warm blankets to 84 people



WITH 60 FRANCS A MONTH, over the course of a year, you'll feed 2 families



WITH 90 FRANCS A MONTH, over the course of a year, you'll give access to primary health care to 173 patients

WHEN CRISES ERUPT: DO YOU WANT TO MAKE A DIFFERENCE TO THE LIVES OF VULNERABLE PEOPLE CAUGHT UP IN THE CHAOS OF CONFLICT? THEN SUPPORT US!

A REGULAR DONATION MEANS WE'RE ALWAYS READY TO RESPOND



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