

Good Neighbours' First 100 days Emergency Response to the Ukraine Crisis

Executive Summary

After 100 days of war in Ukraine, 9,394 civilian casualties in the country (4,253 killed and 5,141 injured) since 24 February and over 700 children are included in the number of victims of the war.¹ Urgent needs for humanitarian assistance arose when the influx of Ukrainian refugees rapidly spread to neighbouring countries.

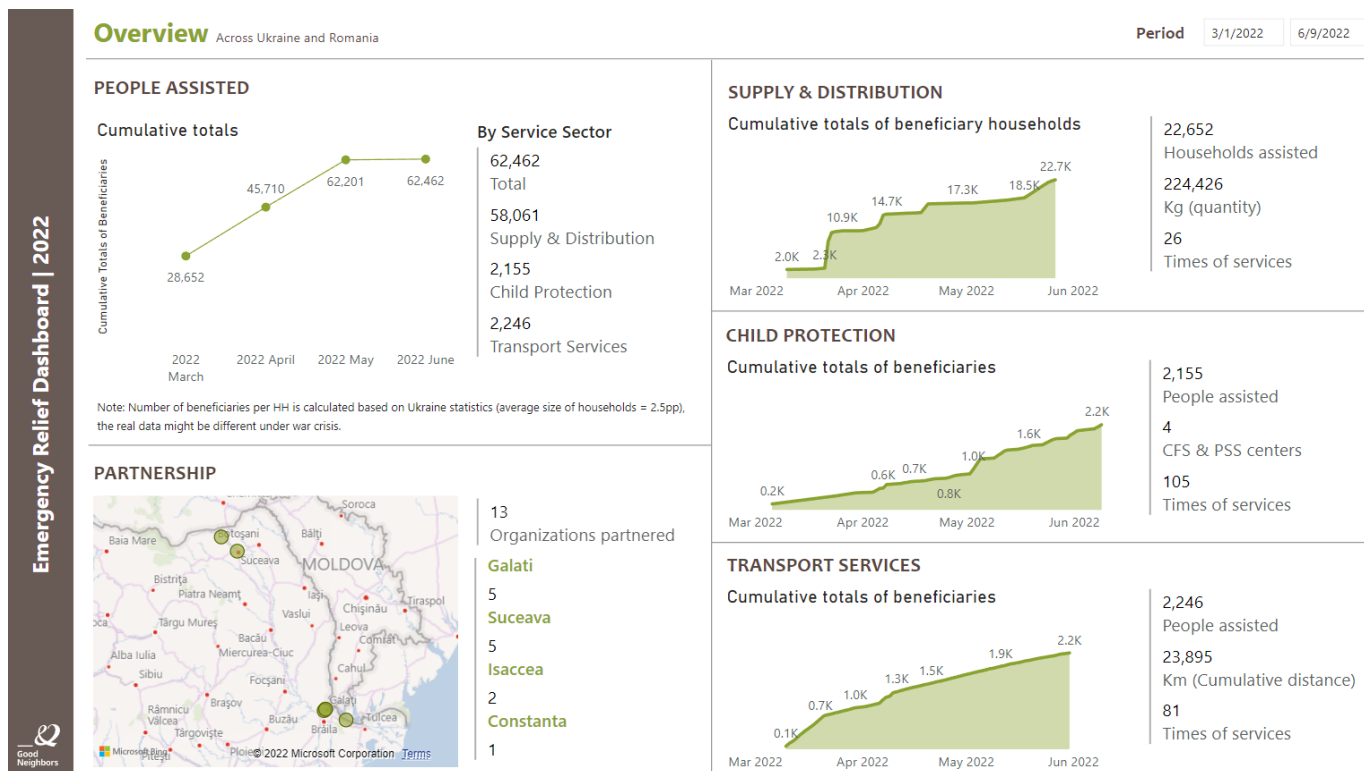
Particular pressure was the lack of transportation, shelter, food, and child care as most of the refugees were women and children. Meanwhile, it was also reported that most of the displaced people in Ukraine are suffering from lack of emergency relief items such as food, medicines and other supplies due to damaged infrastructure caused by the incessant bombardment of Russian forces.

Responding to the urgent calls of the victims and the global society, Good Neighbours has been proactively making efforts to promptly deliver the crucial supplies to the most vulnerable people at times of ongoing violence and war.

A week after the war began, Good Neighbours dispatched the GN emergency response team on 3 March 2022 for initial needs assessments at two border points in Giurgiulești and Isaccea in Romania. Meetings with local authorities, international organisations, and CSOs were conducted to further acknowledge the problems and make decisions on the details of the support. Prioritising the safety and needs of the beneficiaries, four areas of support have been recognised: **Provision of emergency relief items (food and non-food), Transportation support, Child protection, and Shelter support.** The fundraising campaigns for project implementation have been launched as well.

Good Neighbours has implemented emergency response in 4 areas (Galati, Isaccea, Suceava, Constanta) in Romania and 7 areas (Reni, Kiliya, Kiev, Bucha, Cherkasy, Chernivtsi, Harkov) in Ukraine with a budget of \$2.43 million with 14 partners. Over the course of 100 days, Good Neighbours has provided emergency food and non-food supplies to 58,062 Ukrainians (22,652 HHs), supported transportation for 2,246 refugees, implemented mental health and psychosocial support for 2,162 Ukraine children at 4 Child Friendly Spaces (2 more CFS are ready), and provided refugee shelter support such as WASH facilities to benefit over 2,400 refugees.

¹ OHCHR (UN Human Rights) Report "Ukraine: civilian casualty update", 7 June 2022



<Overview of Good Neighbours 100 days Emergency Response to Ukraine Crisis>

Three days after initial assessment, 18,500kg of food supplies were delivered from Isaccea (Romania) to Reni (Ukraine) for 5,000 IDPs in cooperation with both local governments. In addition, support of 100kg food supplies was made to Kiliya of Odessa Oblast in cooperation with local CSO, benefiting 250 people. Further 51,200kg of food were delivered to 15,000 people in Reni, Kharkiv, Dolyns'ke, Lymans'ke areas of Odessa Oblast (Ukraine) in cooperation with various CSOs. **The support has been expanded from the area near the border to the area under serious attack such as Odessa, Kyiv, Donetsk, and Kharkiv.** Emergency food supplies were also delivered to Ukraine refugees who were staying in the shelter in Constanta, Romania. Meanwhile, Good Neighbours supported medicines worth \$66,430 by utilizing gift in-kind resource network, and delivered to Ukraine in cooperation with local partners. **Overall over 58,062 people(22,652HHs) have been reached with emergency food and non-food supplies.**

Based on initial assessments, Good Neighbours concluded that most of the refugees who fled from Ukraine had no transportation means to reach safety. **In response, Good Neighbours provided buses to help refugees relocate from the border to other areas in Romania for safety. Under monitoring of human trafficking—as most refugees were women and children—the support was provided twice a day, assisting 70 refugees (total 2,246 people accumulated so far).**

Good Neighbours also addressed the challenges associated with protecting children and their mental well-being during the current crisis. Children are more susceptible to suffering from post-traumatic stress disorder (PTSD) as they grow

up. For Child protection measures Good Neighbours has set up Child-Friendly spaces first at Galati (Church based refugee shelter) on 24 March 2022 and operated psychosocial support (PSS) by using developed emergency program workbooks. The program has been implemented by local volunteers trained by guided sessions in cooperation with emergency PSS specialists. Child protection programs have been extended to include the Isaccea border (Blue Dot tent from UNICEF Romania), two refugee shelters in Galati (in cooperation with Inima de Copil and Betesda Foundation), one shelter in Suceava, and another in Constanta. **Over 2,155 Ukrainian children have used child friendly spaces and received psychological support on traumatic violence (the service was carried out 105 times).**

Shelter support has been made available to over 2,400 beneficiaries in cooperation with CSO-based refugee shelters, such as Fight For Freedom, the Isaccea border church, and the shelter in Constanta. Shelter support has included the provision of commodities and utilities needed at the site, including the supply of cloth washing facilities, washroom/shower containers, and providing rent fees for refugee shelters.

Without the persistent cooperation and support from the host community in Romania, local volunteers and partners and global staff dispatched from Good Neighbours offices around the world, none of these accomplishments would have been attained in the field. Financial support has also been provided by GN support countries to aid with relief efforts on the ground. These countries include GNI (Korea), GN Japan, GN Taiwan, GN UK, GN USA, GN AUS, GN Canada, and GN Chile. Good Neighbours also recognizes the efforts of the public donors, governments, institutions, and other partners, dedicated to helping and filling the needs of those people who were affected by the Ukrainian crisis. In this context, Good Neighbours' 100 days Emergency Response Report was written to provide explanation of how Good Neighbours reacted to the Ukraine war and to share the way forward for sustainable and effective assistance through addressing challenges and lessons learned.

1. Background

After 100 days of war in Ukraine, there were 9,394 civilian casualties in the country (4,253 killed and 5,141 injured) since 24 February. Over 700 children are included in the number of war victims.² With the prolonged war, not only did the casualties and the number of refugees drastically increase, but the need to prepare for the protracted displacement also rose.

As written in the 'Ukraine Flash Appeal,' published by UN OCHA, more than 15.7 million people are in urgent need of humanitarian assistance and protection as of 25 April 2022. Over a quarter of Ukraine's population fled their homes, and nearly two-thirds of Ukrainian children have been displaced. Urban centers, schools, healthcare facilities, and infrastructure have been severely devastated due to heavy bombings. Civilians who were exposed to these conditions have had to live for weeks without access to food, water, heat, healthcare and education while getting subjected to continuous bombardment. The risk of waterborne diseases, dehydration, and the spread of COVID-19 was extremely heightened, especially for women and children. Additionally, the threat of gender-based violence, including conflict-related sexual violence, sexual exploitation and abuse (SEA), and human trafficking, rose rapidly.³

The armed conflict resulted in a threat to food security as it distracted farmers from producing food and caring after their livestock. There are also increasing concerns regarding crop damages and the risks ahead, such as mines and unexploded ordnance. The war affected the economy of Ukraine. The Prime Minister of Ukraine, Denys Shmyhal, reported that the economic losses may exceed \$1 trillion while more than 53% of employed Ukrainians have lost their jobs since the war began.⁴

With the prolonged aspect of the military offensive, the President of Ukraine, Volodymyr Zelensky, urged assistance from the international community and other nations, especially regarding their fleeing refugees and humanitarian needs. In alliance with the international community, Good Neighbours has been supporting the Ukrainian refugees in desperate need.

Good Neighbours publicly announced the 'Statement on the Ukrainian Humanitarian Crisis: Urging global community solidarity to protect women and children,' on 7 March 2022 calling for the global community to collective actions and joint efforts regarding the Ukrainian humanitarian crisis.⁵

² OHCHR(UN Human Rights) Report "Ukraine: civilian casualty update", 7 June 2022

³ UN OCHA Report "UKRAINE REGIONAL REFUGEE RESPONSE PLAN AND FLASH APPEAL", 25 April 2022

⁴ Ibid.

⁵ Good Neighbors "Good Neighbors Statement on the Ukrainian Humanitarian Crisis: Urge global community solidarity to protect women and children", 7 March 2022

Good Neighbors Statement on the Ukrainian Humanitarian Crisis:
**URGE GLOBAL COMMUNITY SOLIDARITY TO PROTECT WOMEN
AND CHILDREN**

Good Neighbors deplores the escalation of violence in Ukraine. We call for an immediate ceasefire and a complete cessation of hostilities. We encourage opposing forces to pursue a peaceful solution by means of dialogue and diplomacy.

We urge all parties involved in the conflict to respect their obligations under international humanitarian law and human rights law. This includes an immediate end to the targeting of civilians and civilian infrastructure including residential areas, schools and hospitals, that has been widely reported and independently verified.

As a child rights and child protection organization, Good Neighbors is especially concerned about physical and psychological harm to children. At least 17 children have been killed and 30 injured as of March 3rd, according to UNICEF. Reported violations of the Children and Armed Conflict Mandate constitute heinous acts that duty bearers will be held to account for. No child should fear for their life nor see their future at risk. They should not see their family torn apart by war nor their house destroyed by shelling.

UNHCR's refugee count as of March 3rd is of around 1.2 million people. The agency has also reported growing numbers of unaccompanied minors entering bordering countries, having left their parents or guardians behind in Ukraine. We are greatly concerned by the protection risks faced by children traveling on their own. We welcome the Blue Dot approach adopted by UNICEF and UNHCR, that offers tailored services, support and information to individuals, including children, based on their status and needs.

Children, girls, unaccompanied minors, women, elderly people and people with disabilities are among the most vulnerable groups suffering from this war. Regardless of whether they are staying in their place of origin, on the move within Ukraine or crossing international borders, these categories are at the most risk of harm. **Good Neighbors praises the efforts of local and international communities to ensure their basic needs are met and that adequate protection services are made available wherever they are.**

We view favorably the recent agreement between belligerents to establish humanitarian and evacuation corridors. However, observers will judge based on actions, not mere words. Therefore, we demand immediate fulfillment of this agreement, ensuring the safety of civilians and of vulnerable groups in particular. We urge parties to guarantee full, unimpeded and safe access to humanitarian agencies and their staff, taking all necessary measures to guarantee their security.

We urge neighboring states to maintain an open border policy and admit everyone fleeing from Ukraine regardless of their nationality, status, ethnicity, race, gender, age, religion, sexuality, ability or any other factor. Every individual has an equal right in terms of access to safe territory. We condemn the episodes of discrimination that have occurred at some border points, trusting that protection agencies on the ground and authorities in charge will ensure this does not happen again.

Good Neighbors is profoundly concerned about growing humanitarian needs. People in Ukraine and crossing borders are running short of water, food, fuel, medicines, clothes, personal items, basic services, and shelter options. Freezing winter temperatures and the additional risks brought by the COVID-19 pandemic pose an additional threat to people's health and well-being. The current nationwide humanitarian crisis overlaps with the protracted situation in Eastern Ukraine, where ongoing hostilities have been causing significant human suffering over a span of years.

Good Neighbors commits to taking immediate action in support of internally displaced persons in Ukraine and refugees seeking safety in bordering countries where help is most needed. As of March 3rd Good Neighbors, humanitarian response team has been dispatched to Romania with the goal of supporting refugees in collaboration with local communities and authorities.

We pledge to support local actors to build up their response capacity and guarantee the safeguarding of the refugee we assist. We will coordinate with national and local authorities responsible for persons of concern and with other relevant entities on the ground, including the UN and other humanitarian agencies. Our thoughts go out to every person suffering in this war.

Good Neighbors is an international humanitarian development NGO founded in 1991 to make the world a place without hunger, where people live together in harmony. Good Neighbors has attained General consultative status with United Nations Economic and Social Council (UN ECOSOC) in 1996.

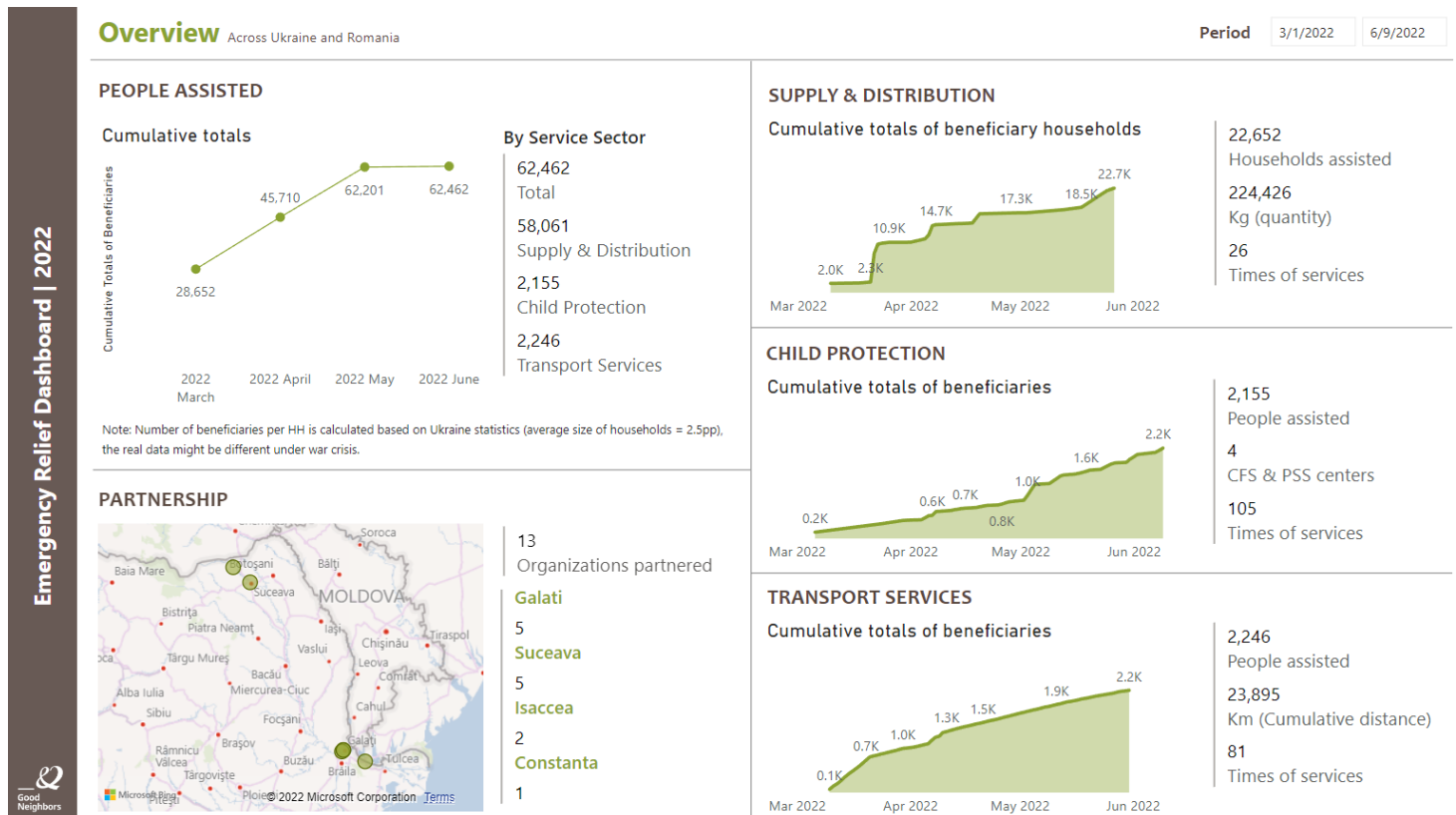
<Good Neighbours 'Statement on the Ukrainian Humanitarian Crisis'>

Good Neighbours dispatched its Emergency Response Team to Romania for further investigation and assessment. Additional efforts, not only limited to food convoys, medical supplies, movement support (transportation), child protection, etc., were made and led to successful support delivered to cover the Ukrainian refugees in need whether they are within reach or harder to reach.

2. Good Neighbours' Emergency Response to the Ukraine Crisis

In summary, Good Neighbours has implemented emergency response in 4 areas (Galati, Isaccea, Suceava, Constanta) in Romania and 7 areas (Reni, Kiliya, Kiev, Bucha, Cherkasy, Chernivtsi, Harkov) in Ukraine with a budget of \$2.43 million with 14 partners. During the first 100 days, Good Neighbours has provided emergency food and non-food supplies to 58,062 Ukrainians (22,652HHs), supported transportation for 2,246 refugees, implemented mental health and psychosocial support for 2,162 Ukrainian children at 4 Child Friendly Spaces(2 more CFS are ready), and provided refugee shelter support such as WASH facilities used by over 2,400 refugees.

2-1. Overview of Emergency Response Result during 100 days



Supply & Distribution



GN's reach

Total quantity

Total beneficiary

Total value

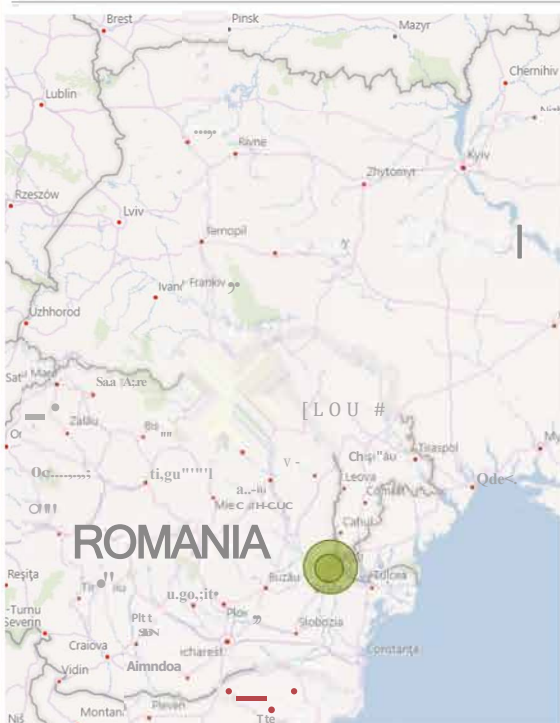
households

Euros

Fact Sheets

Items	Food			Foods		
	estimation	uantit (kg)	Households assisted	Budget	uantit (kg)	ouseholds assisted
8 Odessa Oblast		168,824	17,182	143,270		
Bucha, Borodyanka						
I mile illi a						
ili a						
dessa						
eni						
Reni, Dolyns'ke, Lymans'ke						
Reni, Kharkiv, Dolyns'ke, Lymans'ke						
eni dessa						
total		213,882	21,598	208,065	10,544	1,054

Child Protection



GN's reach

Total activities

Total beneficiary

Total CFS&PSS center

times

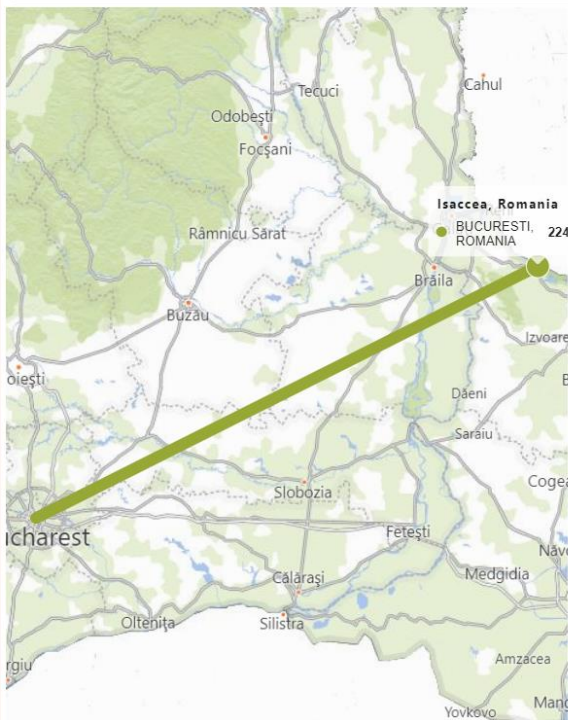
people

4 organizations

Fact Sheets

Date	Area	Organization	cti ities	People assisted
	Suceava	iladelfia ri ate school	wor shop pro ram	
	Suceava	iladelfia ri ate school	upportin education acti ities	
	Suceava	Filadelfia Private School	wor shop pro ram	
	Suceava	Filadelfia Private School	Supporting education activities	
	Suceava	Filadelfia Private School	wor shop pro ram	
	Suceava	Filadelfia Private School	Supporting education activities	
	Isaccea	UNICEF Romania	FSS workshop program	
	Suceava	Filadelfia Private School	FSS workshop program	
	Suceava	Filadelfia Private School	Supporting education activities	
	Suceava	Filadelfia Private School	FSS workshop program	
	Suceava	Filadelfia Private School	Supporting education activities	
	Isaccea	UNICEF Romania	FSS workshop program	
	Suceava	iladelfia ri ate school	FSS worlshoo ororam	
Total				2,162

Transport Services



GN's reach

Total services

81
times

Total beneficiary





2,246
people

Total kilometrage

23,895
Km

Fact Sheets

Date	From	To	People assisted
2022-05-31	Isaccea, Romania	Bucuresti, Romania	14
2022-05-30	Isaccea, Romania	Bucuresti, Romania	7
2022-05-29	Isaccea, Romania	Bucuresti, Romania	14
2022-05-28	Isaccea, Romania	Bucuresti, Romania	24
2022-05-27	Isaccea, Romania	Bucuresti, Romania	14
2022-05-26	Isaccea, Romania	Bucuresti, Romania	13
2022-05-25	Isaccea, Romania	Bucuresti, Romania	14
2022-05-24	Isaccea, Romania	Bucuresti, Romania	14
2022-05-23	Isaccea, Romania	Bucuresti, Romania	14
2022-05-22	Isaccea, Romania	Bucuresti, Romania	16
Total	Isaccea, Romania	Bucuresti, Romania	2,246

Food & Medicine 	<ul style="list-style-type: none"> • Total 224,426kg of food supplies (flour, oil, meat, etc.) with value of 210,465euros were reached to 56,630 beneficiaries (22,652HHs) in Odessa, Kyiv, Donetsk, and Kharkiv of Ukraine, and to Constanta area of Romania. • Medicines worth of \$66,430 were reached to Ukraine in need of desperate health care.
Transportation (Movement) 	<ul style="list-style-type: none"> • Total 2,246 refugees, moving from Isaccea border to Bucuresti in Romania(2 times a day with 70 people), were safely reached and relocated.
Child Protection 	<ul style="list-style-type: none"> • Total 2,162 Ukrainian children have been reached to child friendly spaces and received psychological support on traumatic violence (105 times of services). • Over 40 of caregivers and emergency PSS program facilitators have been mobilized and trained with PSS workshops for better psychosocial support of children under safeguarding policy.
Shelter 	<ul style="list-style-type: none"> • Provided shelter support to 2,400 refugees at Galati, Suceava, and Constanta in Romania • Provision of cloth washing facilities/hygiene items for clean water access and sanitation of refugees • Establishment of washrooms/shower containers as WASH support, benefiting 20-30 refugees daily in cooperation with CSO based refugee shelter at the Isaccea border between Romania and Ukraine.

2-2. Good Neighbours Emergency Response by Timeline



Movement support for Ukraine refugees (70pp/everyday) from Isaccea to Bucuresti (Supported 2,225 refugees so far)



10

Sent emergency food supplies for 5,000 people to Reni(Ukraine) in cooperation with Isaccea City(Romania)



Russian missiles hit a Ukrainian military training facility, Attack near the western city of Lviv caused 35 deaths and 134 wounded civilians

13

About 300 casualties were caused by a Russian air strike on the Mariupol Drama Theater

15

Russian forces targeted air strikes upon the largest hospital in Mariupol, taking over the hospital with more than 400 patients and medical staff as hostages.

16

Installation of 1st Child Friendly Space (CFS) at church-based refugee shelter in Galati(Emmanuel Church) for child protection service

22



24

Convoy of 51,200kg of food to Reni, Kharkiv, Dolyns'ke, Lymans'ke (Ukraine) in cooperation with Issaccea City to support 15,000 people



Launched 1st PSS(Psycho Social Support) program for Ukraine children at Emmanuel shelter Everyday with local facilitators/volunteers



30

Supported education activities for 80 Ukraine children at school (Suceava)



31

April

Evidence of mass killing of civilians when Russian forces withdrew from Bucha and other areas around Kyiv, but The Kremlin denied the suspects.

Distribution of food supplies at Bucha and Borodyanka; attacked area in cooperation with local partner(Inima de Copil)



01

Distribution of food supplies at Chernivtsi Oblast of Suceava (Molodiya) in cooperation with local CSO



04

04

Distribution of food supplies at Izmile and Killiya(Ukraine/500pp) in cooperation with local CSO(Baptist Church Holy Trinity)

05



Logistics support provided to Suceava in cooperation with local partner(Radautiul Civic)



06

Distribution of food supplies at Odessa(Ukraine, attacked area) for 2,175pp in cooperation with Isaccea City



Distribution of food supplies for 5,000pp at Cherkasy (Ukraine, attacked area) in cooperation with local partner(Fight For Freedom)



07

Russian cruise missile carrying cluster munitions stroke the main train station in the eastern city of Kramatorsk, causing the death of at least 52 people and more than 100 wounded.

08

Launched PSS Program at 2nd Spot-Isaccea border(in blue dot tent by UNICEF) and distributed PSS Kits to Ukraine children

Launched 3rd Child Friendly Space and start PSS(Psycho Social Support) program for Ukraine children Everyday-2 times with local partner(Inima de Copil)



12



World Health Organization (WHO) confirmed 119 reports of attacks on health care with recorded cases of 105 attacks on health facilities, 13 transport, 23 health personnel, 11 patients, 21 delivery of medical supplies, and 2 medical warehousing.

Several missiles hit reported from the city of Lviv, Ukraine, causing death of 7 people and 11 injured.

Distribution of fresh food supplies(1000kg) to 100 refugees staying at Constanta and started preparation of CFS/PSS



Repeated missile attacks affecting industrial facility in Zaporizka oblast (south-east)

Evacuation of civilians sheltering at Azovstal steel plant in Mariupol and nearby areas operated by UN and ICRC

13

13

18

18

20

26

29

UNICEF reported 1.4 million people across eastern Ukraine and additional 4.6 million people across Ukraine with lack of water resources and total cut off due to hostilities-related infrastructure and power damage

7th PSS (Psycho Social Support) Workshop held at Galati, in cooperation with Galati Emmanuel Church as a Child Protection measure (PSS Workshop held everyday from April 13th)



Distribution of food supplies (23,000kg) for 5,000pp at Odessa in cooperation with Isaccea City



May

Airstrikes in Kramatorsk (Donetska oblast) causing 25 civilian casualties, damages of three educational facilities, one health facility, and more than 30 apartments.



Preparation of Children's day (June 1st) at Galati, Communication with local partners (Inima de Copii, Emmanuel Church)



PSS Training of Teachers (ToT) in Galati, Communication with GNUK, further plans for parents training, ToT for facilitator in Galati

Child-Friendly Spaces support for Betesda Foundation



05

A school in Bilohorivka (Luhanska oblast) with 90 people estimated to be sheltering was attacked.

08

Disruptions to electricity and water supplies, cell phone and online supplies reported by the oblast authorities.

16

16

Coordination Meeting with government in Suceava



17

Food Support equivalent to 39,000 Euros in Ukraine (Plan 36Tons of Flours, Maize, Pasta, Canfood, Cooking oil, Sugar, etc.), "Isaccea HUB"" regarding distribution period.

Food Support to Ukraine by GN
Taiwan Team(with MGM)



19

Start of Teachers training to 10
teachers in Philadelphia School,
Suceava



21

Start of PSS program for 25 school
Ukrainian children



24

PSS Teachers training to 10 teachers
in Philadelphia School, Suceava –
Workshop with PSS specialist
(Professors)



June

Celebrate Children's Day with
Ukraine Refugee Children with
local partners

3



100
Days

4. Stories from the Field

“Words from the Ukrainian Refugees”



“I never cried this much in my life. Our family was just living happily in our hometown. I’m hoping that the war could be ended maybe even tomorrow so that we could go home.” - A refugee from Ukraine



“My family was living a happy life. But now, nothing has left for us... Our house, family, and friends... Nothing has left. In Ukraine, bombings against civilians have started, and lots of people got damaged. We escaped to Romania to protect our children. It took 10 hours for us to pass the border.”
- Ukrainian refugees, and a parent



“Good Neighbors offered us all the supplies... I’ll visit two cities, Izmile and Kiliya, the areas where they have Ukrainian refugees (and distribute the supplies to those in need.)”

- Narcis chobano huma, Baptist Church Holy Trinity, in partnership with Good Neighbors



“I love Ukraine. Please do not attack my country. Please help Ukraine to be safe.” - A child refugee from Ukraine

5. Partnerships of Good Neighbours for Emergency Response to Ukraine Crisis

Good Neighbours has implemented response partnering with local authorities such government of Romania and Ukraine, local NGOs, Civil Society Organizations, and International Organization (UNICEF) as shown below.



6. Challenges

- **Price of food and NFIs is drastically increasing** and food is getting scarce.
- Due to recent attacks in Odessa, high possibility of increasing influx through the Isaccea border is expected.
- **Emergency relief situation newly occurred in the East Europe context**: Not only Ukraine but also the neighboring countries have not faced war crisis so they have not been prepared enough for emergency response in timely manner.
- **High risk of PTSD in children**: It is not easy for children to express their feeling so in this war crisis, most children might go through this period without any psychological support to address PTSD as they grow up.
- **Long term closure of school education**: All school education system has been stopped for an indefinite period of time so there should be sustainable education support for Ukrainian children since they are the future of the country.

- **Long lasting war crisis;** no supplies, no transportation, no utilities (water, infrastructure, gas, etc.), no network by resulting spread of feeling helpless.
- **Reducing Interest of the world due to prolonged war.**
- **Difficulty of moving, transporting, and tracking down in Ukraine due to attack,** strict screening by military soldiers

7. Way Forward

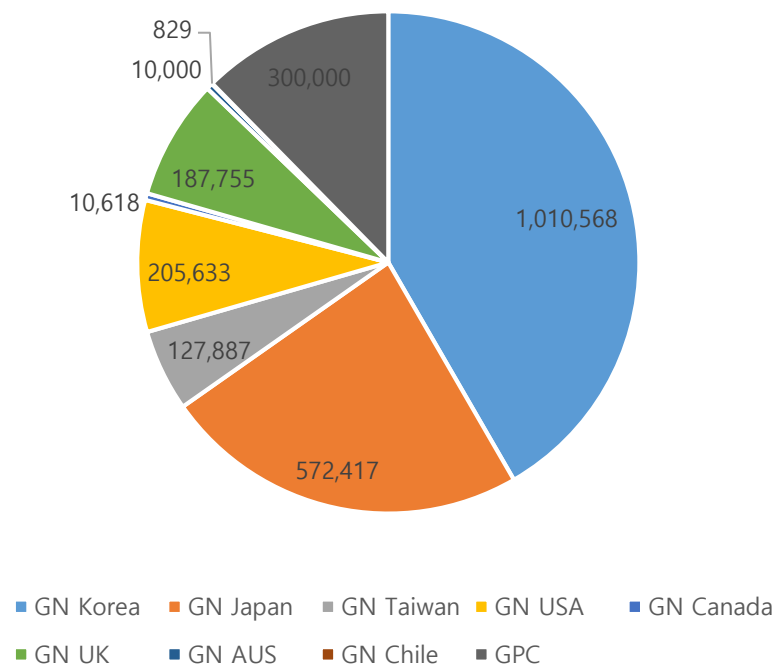
- Based on **mid- and long-term strategy with HDP nexus**, Good Neighbours **plans to continue implementation** effectively.
- Good Neighbours need to secure stable fund through **continuous communication and appeal to public**
- Good Neighbours will keep **all entities like government incl. police, EU, UN, CSOs, and relevant entities to have close network and cooperation** each other in order for comprehensive and **high impact of the activities** in the field.
- Good Neighbours will keep all people who are operating activities in the field **to compliance to safeguarding principals** in order to protect each other during the implementation.
- Good Neighbours plans to **put more intervention on Child Protection area;** Child Friendly Space and Psycho Social Support to children, who are **in danger of loss of their rights to be protected and educated**, under war crisis.
- Good Neighbours will try to **keep safety and security of all field operation** in order to protect all people including refugees, IDPs, volunteers, staffs, and partners in the field.
- Good Neighbours will encourage all **for collaboration through active mobilisation of local partnerships and volunteers** in Ukraine and neighbouring countries.

8. Fundraising Status for Emergency Response to the Ukraine Crisis

- Fundraised Income of Emergency Relief Response to the Ukraine Crisis

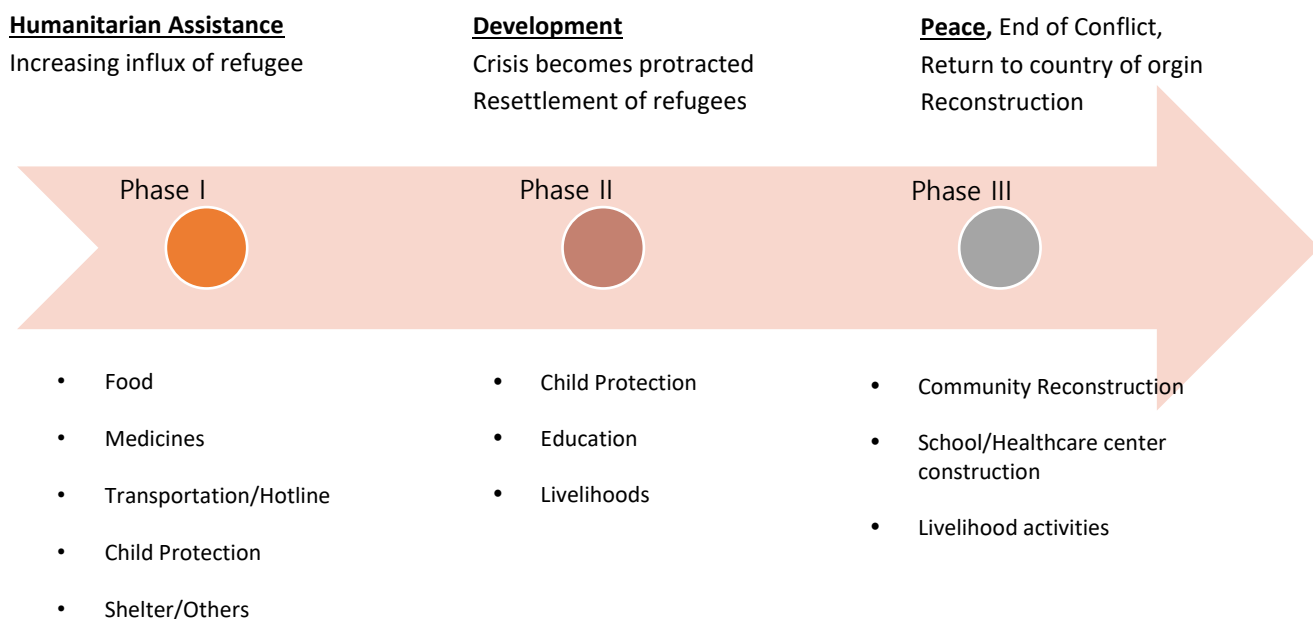
(31 May 2022)

Fundraised Income of Emergency Response to
Ukraine Crisis (USD)



Annex 1. Good Neighbours Emergency Response Plan to Ukraine Crisis

Good Neighbors have three phases of a response plan to Ukraine crisis based on HDP nexus.



Annex 2. Good Neighbours Safeguarding Policy

Good Neighbours has robust safeguarding policies and applies them to all field operations especially under emergency situation in order to avoid any violence in the field.

Zero-tolerance

Good Neighbours takes a zero-tolerance approach to any forms of harm, abuse and exploitation. Abuse or exploitation manifests itself when there is an imbalance of power. This perceived power imbalance should not be used to advantage or to cause any harm. We also recognise that Sexual Exploitation and Abuse (SEA) is more likely to occur where there are inequalities particularly those experienced by children, women, vulnerable adults and on the grounds of ethnicity, gender, age, religion and disability. This form of discrimination will not be tolerated. We are committed to holding whoever misuses their authority and causes harm to vulnerable populations to account.

Shared responsibility and accountability

Good Neighbours believes safeguarding is everyone's responsibility. We will ensure that all those affiliated with Good Neighbours – all of our employees, board members and partners – understand their

responsibilities of upholding the safeguarding principles and procedures. Everyone involved with GN's work is accountable for being alert to any possibility of abuse of power or exploitation around them both during and outside working hours and identifying and reporting any witnessed or known violations in accordance with our safeguarding systems. We are also fully aware of our commitment to helping partners meet the minimum requirement of safeguarding.

Do no harm

Good Neighbours makes sure that we do no harm to all children and vulnerable adults in every aspect of all our programming and organisational operations. We will do our utmost to minimise any safeguarding risks by carrying out risk assessments on all projects, and reflect suggestions made by community members.

Best interests of children and vulnerable adults

Good Neighbours keeps the best interests of children and vulnerable adults as the top priority when enacting policies and operating our programs. We believe that everyone has a right to live their lives free from sexual abuse, exploitation and harassment, and that no one should be subjected to abuse in any form. To make sure their rights and best interests fully realised, we will enable children and vulnerable adults to make informed decisions as active participants in our work. Particularly, the best interests of the child shall be a key consideration so that children make their own choices and know how their decisions will affect their lives.

Confidentiality

Good Neighbours commits to keeping all sensitive information and/or documents pertaining to an investigation confidential. Information will only be made available to those conducting the investigation. To prevent information leakage to external stakeholders, we shall ensure that emails or documents containing sensitive information should be approved by safeguarding focal point(s) prior to sending.

Survivor-centered approach

Good Neighbours is committed to listening to survivors by acting on their recommendations with dignity and respect. Support for the survivors is a priority, with their privacy being maintained. We also commit to creating an environment where survivors feel safe to engage, and that their engagement will not harm them. It is a core belief of Good Neighbours to help create sustainable communities where survivors and individuals have a voice; that they have the resources to organise themselves and are able to make their own decisions, enabling them to stay safe and protect each other.

Safe environment and organisational culture

In every aspect of our work, our commitment is to cultivate a safe environment and be respectful. We will share this culture with all of those we serve including our employees and partners. Any forms of bad behavior, misconduct and violations of this policy will not be tolerated. Our safeguarding focal points and senior leadership, in all GN global offices and partnership countries, shall spread best safeguarding practices, listen to feedback, and encourage continuous learning to improve this policy and support its wider implementation. We will also ensure that safeguarding issues within Good Neighbors are transparently shared and discussed in order to prevent any poor practices. Furthermore, Good Neighbours is committed to the continuous improvement of its safeguarding efforts by learning through its management processes, community engagement and the monitoring of best practice.

Risk management approach

Good Neighbours takes a risk-based approach when developing and delivering all of its programs and activities. Safeguarding risks are identified, monitored, mitigated and regularly reviewed and owned - with clear lines of responsibility and accountability to the most senior level.

Annex 3. Ukraine Children's Artwork from the PSS Program





ENDS

For more information and inquiries, please contact:

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