

Winterization Plan for the Refugee Crisis in Europe

November 2015 – February 2016

EMERGENCY APPEAL 2015



5 November 2015

Cover photograph:

A young boy from Syria wrapped up in an emergency blanket, standing on the beach of Lesbos, Greece, after arriving with his family in an inflatable boat from Turkey.

UNHCR / A. Zavallis

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MAP



Sea Arrivals to Greece and Onward Movements

28 October 2015



FINANCIAL SUMMARY

A total of **USD 96.15 million** in supplementary financial requirements for winterization activities (November 2015 to February 2016) in affected countries including Greece, the former Yugoslav Republic of Macedonia, Serbia, Croatia and Slovenia.

OPERATION	TOTAL REQUIREMENTS (2015 - 2016)		
	Initial supplementary requirements (as of 30 September)	Supplementary winterization requirements	Total supplementary requirements
Regional procurement	-	43,147,194	43,147,194
Greece	25,415,810	31,968,469	57,384,279
The former Yugoslav Republic of Macedonia	11,779,872	2,267,475	14,047,347
Serbia	15,837,878	3,453,102	19,290,980
Croatia	-	3,757,416	3,757,416
Slovenia	-	4,065,751	4,065,751
Various operations*	13,459,201	-	13,459,201
HQ and regional activities related to the response in Europe	5,070,000	1,202,626	6,272,626
Subtotal	71,562,761	89,862,033	161,424,794
Support costs (7%)	5,009,393	6,290,342	11,299,735
TOTAL	76,572,154	96,152,375	172,724,529

*Includes activities in Bosnia and Herzegovina, Cyprus, Hungary, Italy, Malta, Spain, Turkey and other affected countries in Europe.

The requirements summarized above are new, based on the urgent need to extend assistance measures to protect people of concern from the winter weather conditions. In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, the requirements of individual country operations as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section below.

In light of the fast-evolving situation, and the need to move resources from one location to another in response to the changing routes being taken by people of concern on the move in Europe, UNHCR is appealing to donors to provide contributions that can be allocated as flexibly as possible across the region.

OVERVIEW

Introduction

This new emergency appeal for the *Winterization Plan for the Refugee Crisis in Europe* builds on the emergency appeal for the *Initial Response Plan for the Refugee Crisis in Europe*, issued on 8 September 2015, and the supplementary appeal for the *Special Mediterranean Initiative* (June-December 2015), issued on 30 September 2015. It is part of UNHCR's efforts to put in place measures to support affected countries in Europe in order to avert the risk of humanitarian tragedy and loss of life during the winter months, particularly between November and February.

This appeal does not include activities foreseen in the 17-point plan of action, agreed upon by concerned States at the Meeting on the Western Balkans Migration Route on 25 October 2015, for which UNHCR has indicated its readiness to assist affected States. The costing of these activities is currently being undertaken in coordination with the States concerned.

This winterization appeal will form an integral part of the comprehensive Regional Refugee and Migrant Response Plan (RRMRP), which will call on partners to join IOM and UNHCR in developing a comprehensive response to the crisis in Europe.

Several months after the beginning of the crisis, the numbers of people moving along the eastern Mediterranean-western Balkans route in search of safety and protection in Europe continue to grow. Despite the onset of winter, it is not anticipated that these movements will decrease. For those continuing to arrive in Europe, progressively harsh wet and cold winter conditions will only exacerbate the already existing hardships, and may result in further loss of life if measures are not taken urgently.

Greece, the western Balkans and Central European countries have been struggling for months with this influx of refugees and migrants. UNHCR has been working closely with the European Union and its Member States to support affected countries to respond to this growing humanitarian crisis. In coordination with European Governments and other partners, UNHCR is now putting in place an enhanced response to rapidly address the winter needs of refugees and migrants arriving in or on the move across the continent.

UNHCR's response requires coordinated efforts by multiple actors and speedy implementation to address this situation, including to improve reception conditions and expand assistance. Given the current numbers of people concerned and the growing humanitarian needs, more will be required to bolster the response in Europe during the winter months. UNHCR will support the improvement of reception infrastructure at points of arrival and along travel routes, and will seek to provide people most at risk, particularly women and children, with a "winter package" composed of different items, as outlined in this document. Special arrangements are envisaged for individuals with specific needs.

Planning assumptions

Between November 2015 and February 2016, UNHCR anticipates that there could be an average of 5,000 arrivals per day from Turkey, resulting in up to a total of 600,000 arrivals in Croatia, Greece, Serbia, Slovenia and the former Yugoslav Republic of Macedonia.

Given the volatile and fast-evolving situation, in the coming weeks travel routes may again change, leading to an increase in the number of affected countries and the points at which winterization assistance will have to be provided. Places that could be affected may include Albania, Bosnia and Herzegovina, Bulgaria, Italy, Montenegro, Romania, as well as Kosovo (S/RES/1244 (1999)). Changes in routes that have occurred to date have created additional challenges in responding to this extremely complex emergency.

To ensure continuity in the development of winterized reception and transit facilities, UNHCR will support national authorities and non-governmental organizations (NGOs) in identifying contingency sites as part of planning to provide assistance at several points along concerned travel routes.

UNHCR will prioritize assistance for individuals with specific needs, estimated at 40 per cent of the total number of persons on the move. However, as the population is highly mobile, individuals may receive assistance in different countries at several points along the travel route, although efforts are being made to avoid duplication. Environmental plans will be developed for reception sites in order to ensure efficient use of resources and to avoid undue impact on local environments, as well as to assist host communities to manage waste.

Winterization strategy

UNHCR's winterization strategy focuses on five areas of intervention in order to avert the risk of humanitarian catastrophe and loss of life:

- Winterization of shelter/reception facilities, as well as adequate site planning and site management solutions;
- Provision of additional winter items in core relief items and non-food items (CRIs/NFIs) packages;
- Provision of transportation to reception centres as an interim measure;
- Provision of hot drinks and hot meals as an interim measure;
- Winterization of WATSAN facilities.

Wherever possible, existing permanent structures should be adapted to provide shelter, both in terms of waiting/transit areas and for longer-term overnight accommodation. Solid structures provide a greater level of insulation than temporary shelter options, usually benefit from existing surface-water drainage, and can be more efficiently heated.

While continuing to work with national governments, donors and relevant NGOs to identify and adapt existing facilities for this purpose, UNHCR will make available three types of emergency shelter arrangements to complement infrastructure for reception and short-term accommodation purposes. UNHCR family tents, refugee housing units (RHUs) and rub halls will be winterized through the provision of standard winterization kits and utilized depending on the location, climatic conditions

and function. Emergency shelters will be equipped with heating to provide sufficient protection from the European winter cold.

Conscious that the approaching winter conditions require action to be taken without delay, UNHCR will provide support to national authorities and NGOs in the management of sites and communal facilities serving as reception centres and short-term accommodation. This support will help to ensure efficient coordination of services and rapid provision of assistance; expedite identification and referral of people with specific needs; and facilitate communications with people of concern, including information on processes and options.

Winterization of WATSAN will focus, in terms of water supply systems, on insulation of water supply pipelines, pumps, tanks and reservoirs to avoid freezing, as well as provision of adequate heated structures for all water points. The winterization of sanitation facilities will include insulation of wastewater pipelines, septic tanks and pump stations to avoid freezing, heating of water for showers and provision of adequate heated structures for toilets, showers, wash basins and laundry facilities. UNHCR is in the process of assessing how to improve some 30 transit sanitation facilities in different locations.

Adequate personal insulation for individuals is essential to preserve core body temperatures, and the provision of CRIs/NFIs should be at the centre of any winterization strategy. Winter clothing and blankets, as well as other essential items for protecting people from the elements, will be included in the NFI packages to be distributed to individuals with specific needs.

Most people of concern will be exposed to the cold and to adverse weather conditions during their journey. Transportation by buses or train is available in many places, but in a number of locations there remain long stretches of roads that refugees and migrants may have to walk along in order to access reception and registration facilities. Should government authorities or other partners not be in a position to provide alternative arrangements, as an interim measure UNHCR will consider providing transportation to reception centres to expedite access by refugees and asylum-seekers to assistance and protection services, while reducing their exposure to the elements. Similarly, UNHCR will work with national and local authorities, Red Cross organizations, NGOs and local volunteer networks to meet any gaps in the provision of hot food and hot drinks at key arrival locations and reception centres.

More information on UNHCR's planned activities for winterization is provided under the following Operational Response chapters.

OPERATIONAL RESPONSE

REGIONAL PROCUREMENT

Unpredictable changes in travel routes, sudden arrivals of large numbers of people at borders and the deterioration of weather conditions have made the supply and prepositioning of humanitarian assistance challenging. For this reason, while each UNHCR country operation will maintain a stock of supplies to cover short periods, it is now necessary to procure and strategically preposition assistance items in the region in a more flexible and dynamic way, and to have supplies available for rapid delivery where needed.

UNHCR has identified Thessaloniki, Greece, and Belgrade, Serbia, as the main hubs where most assistance items will be stockpiled for further distribution within the region.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, the requirements of individual country operations as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in this section.

The main winter items to be centrally procured include winter jackets/clothes, thermal blankets, footwear (winter boots), socks and other essential winter garments. In addition, UNHCR will continue to distribute raincoats and sanitary kits. Items such as sleeping bags, head lamps and rubber mats are also envisaged for centres where people will be accommodated overnight. UNHCR shelters will be provided with winterization kits and heaters as appropriate.

Financial requirements

A total of **USD 46,167,498** is requested for regional activities as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

HEADQUARTERS AND REGIONAL ACTIVITIES

In the context of the winterization exercise, two specific initiatives will be implemented at the headquarters and regional levels in order to support UNHCR’s operational response. These are the creation of a “winterization cell” and the establishment of two regional stockpiles.

A winterization cell has been established to work closely with different services throughout UNHCR to support the emergency response and concerned field operations. The winterization cell is tasked with anticipating developments during the winter, and taking action to ensure that UNHCR’s response is timely and effective. In particular, the winterization cell will:

- Systemically collect/collate real-time data on key developments with the onset of winter - including weather patterns and other factors that may affect movements and have humanitarian consequences along travel routes.
- Systematically collect/collate real-time data on the nature, number and patterns of movements towards Europe, with particular emphasis on those travelling by sea and related challenges.
- Systematically collect/collate similar information on movements into, through or having an impact on affected countries across Europe, with a focus on critical humanitarian and other consequences related to the onset of winter.
- Collate and maintain a comprehensive, up to date table reflecting the vital components of the supply and logistics operational plan, including requirements at the country and regional levels; the status of the procurement and supply pipelines; storage arrangements within the region; distribution modalities in the respective operations; and follow-up measures to ensure that all components are operating effectively, predictably and in a timely manner.
- Be actively linked to relevant country operations, UNHCR managers and line staff to support the timely and effective implementation of all aspects of UNHCR’s response.
- Draw to the attention of UNHCR management any issues requiring decisions or other interventions in order to meet humanitarian, protection or operational imperatives promptly and smoothly.
- Undertake necessary information management, including daily reporting or collation of information on the key elements of winter-induced emergency needs and UNHCR’s response.

Activities

Headquarters and Regional Support	
Emergency response capacity and effectiveness reinforced	<ul style="list-style-type: none"> ▪ Establishment of a winterization cell to support the emergency response and the concerned field operations.

Financial requirements

A total of **USD 1,286,810** is requested for Headquarters activities as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

GREECE

Existing response

UNHCR is now operating at over 40 sites in Greece, providing various forms of assistance including with respect to infrastructure, protection and emergency distribution of CRIs/NFIs. UNHCR is supporting the Greek authorities to address urgent humanitarian needs on 20 islands and islets, particular in light of the sudden onset of the winter season, as well as in several locations on the mainland and in Eidomeni at the border with the former Yugoslav Republic of Macedonia.

Further, UNHCR is providing support to improve reception conditions on the main islands of arrival where registration/identification centres exist but require expansion and upgrading, such as in Lesbos (Moria and Kara Tepe), Chios (Mersinidi) and Samos (Vathy). Temporary emergency accommodation sites are being established on many islands pending the identification of permanent solutions, or in order to address the increasing number of arrivals. These include: Leros (Lakki temporary site), Kalymnos (Sfagia temporary site), Chios (Souda temporary site and public garden), Samos (Malagari Port), and Kos (hotel scheme).

UNHCR has established assembly points at main disembarkation areas in the northern parts of Lesbos (Molyvos and Skala Sikamnea) and in Chios (Port). It is also preparing to establish sites on other islands such as Samos (Karlovasi), Kastelorizo, Rhodes and Kos (new plot of land identified at the end of October).

Since July 2015, UNHCR has provided transportation services for refugees and asylum-seekers from assembly points to the main registration/reception centres on the island of Lesbos, through a memorandum of understanding with the Hellenic Coast Guard. Additional needs have arisen on several other islands due to worsening weather conditions, making it difficult for refugees to walk to registration centres. Needs have also been identified on smaller islets (Farmakonissi) where transport by boat to the nearest islands is critically needed as a life-saving measure.

The Office has started to winterize existing infrastructure in Lesbos (Moria and Kara Tepe sites) through the provision of insulated flooring for RHUs, the improvement of drainage and the installation of winterized blinds. Similar efforts on a smaller scale are ongoing on the islands of Chios (for example, Mersinidi, Dipethe) and Samos (Malagari port). Additional requests for assistance have been received from smaller locations, some of which functioning as transit islets (for example, Aghatonissi, Ouinesses, Psara, Astypalea, Samothraki, Ikaria, Kastelorizo, Chalkis, Tilos, and Patmos).

As mentioned above, in coordination with several NGOs and other humanitarian actors, UNHCR has established a transit site in Eidomeni, at the border with the former Yugoslav Republic of Macedonia. Rub halls and RHUs have been installed, and UNHCR is seeking to support refugees with specific needs and to distribute CRIs/NFIs, including blankets, raincoats and winter clothing. The expansion and winterization of infrastructure in the country's north is urgently required, and is being assessed by UNHCR.

Planned winterization activities

As part of winterization activities in Greece, UNHCR will focus on the establishment and improvement of reception conditions on all affected islands and several islets. This will include the improvement of conditions at main points of arrival through better coordination of volunteer activities, as well as the establishment of additional assembly points to protect refugees from the elements and to allow them to recover after disembarkation while waiting for transport to the main registration/reception areas (for example, on Lesbos, Chios, Samos, Leros, Kalymnos, Oinousses, Kastelorizo, and Rhodes).

Rub halls, RHUs, tents and basic water, sanitation and hygiene (WASH) facilities will continue to be installed. Rub halls will be used for day-shelter and for transit facilities, and will need to be equipped and heated through installation of insulated inner canvas and plywood and timber platforms, as well benches and outdoor gas heaters or other locally available industrial heating systems.

UNHCR will continue to provide transportation for refugees and asylum-seekers between points of arrival and reception/registration facilities on Lesbos (up to 80 kilometres), pursuant to the memorandum of understanding with the Hellenic Coasts Guard (see above). This system is being strengthened during winter, with additional shuttle services from the seashore to assembly points being provided. It is expected that, due to the deteriorating weather conditions, transport services will have to be expanded on other islands where new sites are being established at some a distance from disembarkation points (including on Chios, Kos and Samos). Boat transportation from some smaller islets might also be required as a last resort to avoid loss of life for stranded refugees (for example, from Farmakonissi).

UNHCR will continue to support the Greek authorities to winterize and improve conditions at main reception/registration sites. This will include the installation of additional rub halls and RHUs, reinforced drainage systems, the installation of wind resistant shades and covers, and the establishment of new registration facilities which allow asylum-seekers to queue in covered corridors. Rub halls, RHUs or other shelters will have to be heated and equipped to ensure better protection from the cold weather. Systems for heating water in shower units will also be installed. In locations where permanent sites for reception were identified at the end of October 2015, such as Kos, interim options such as hotel schemes are being explored to address shelter needs for the most vulnerable during winter time and until new facilities are constructed.

UNHCR will continue to provide CRIs/NFIs, including blankets, sleeping bags, shoes, raincoats, socks, gloves and winter jackets. In collaboration with a network involving host communities and partners, UNHCR will also provide hot drinks and hot meals, in particular at arrival and registration points. The provision of hot drinks and meals is not expected to replace the regular provision of food to all arrivals, but will only be a provisional measure during winter time.

The management of the main reception/registration sites and the coordination of services will be strengthened through the deployment of additional support staff seconded by municipal authorities, who will be provided with training and capacity building. UNHCR will continue to coordinate the humanitarian response with relevant actors at the national and local levels, in support of the Government.

Activities

Fair protection processes and documentation

Reception conditions improved

- Winterize first-line reception infrastructure through the improvement of existing centres and establishment of additional temporary reception facilities, including assembly points at disembarkation sites.
- Procure and distribute basic emergency items for the winter to protect people of concern from the elements.
- Strengthen transportation systems from disembarkation locations to reception/identification centres.
- Coordinate the establishment of a reliable system of distribution of hot meals and drinks.
- Ensure the winterization of water and sanitation facilities.

Financial requirements

A total of **USD 34,206,262** is requested for activities in Greece as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, Greece’s requirements as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section.

THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Existing response

UNHCR is supporting preparations for the winter in Gevgelija ('Vinojug' reception centre), including by installing insulated flooring, seating (sofas and benches) and heaters in six rub halls and 18 RHUs. UNHCR is one of the main providers of CRIs/NFIs, including blankets, sleeping bags, winter clothing and other items. A "drying room" is being established for wet clothing, and hair dryers are available in the showers. Additional lighting has been installed to increase security at night time. Partners are delivering hot meals and beverages, a service which will be further expanded in the coming weeks.

At the exit point in Tabanovce, shelters have been equipped with insulated flooring, seating and heaters. Temporary sleeping/resting places are available in 46 RHUs and two rub halls. Regular distribution of blankets, winter clothing and other items by various partners is ongoing. The Ministry of Labor and Social Policy and IOM have received funding from the European Council Bank (ECB) for winterization efforts and to improve reception conditions. UNHCR is closely working with them to ensure complementarity and to avoid duplication.

Planned winterization activities

UNHCR's winterization strategy is focused on saving lives and ensuring minimum standards at the reception centre and the exit point. In the absence of existing permanent shelter options, UNHCR will use the most appropriate shelter option (RHUs and rub halls) and ensure that they are equipped with heaters, insulated flooring and seating arrangements. Appropriate winter clothing and other protection-related NFI (for example, head lamps) are being distributed and hot meals and beverages are provided at the reception centre.

To avoid loss of life, UNHCR has established an initial referral mechanism. After identification by UNHCR, UNHCR provides transport in cooperation with the Red Cross for individuals with medical needs or decreased mobility from the border crossing point to the reception centre in Gevgelija. In line with national standard operating procedures for unaccompanied children, the Ministry of Labor and Social Policy, with UNHCR's support, will also provide transport to the Vizbegovo Asylum Centre if required.

UNHCR continues to take the lead in coordinating the overall humanitarian response, in line with the refugee coordination model, with a view to supporting the Government to fulfil its protection responsibilities. UNHCR has established regular coordination meetings with partners on winterization efforts, in addition to a bi-weekly coordination meeting on the subject of food assistance. The objective of the meetings is to identify needs and remaining gaps, and ensure complementarity in the response by all partners involved in the crisis. Two assessments of gaps in winterization efforts have been undertaken, and these will be updated on a regular basis. Weekly field level coordination meetings in Gevgelija and Tabanovce ensure that local authorities are involved and that the fast-changing operational environment is adequately reflected in national planning for winterization efforts.

Activities

Fair protection processes and documentation

Reception conditions improved

- Non-food items purchased and distributed.
- Shelter solutions winterized (heaters, flooring, seating arrangements).
- Lighting and fencing increased.
- Paving of reception centre ensured.
- Sanitation facilities winterized.
- Food parcels purchased and distributed as necessary.
- Infrastructure meets winterization needs (electricity grid upgrade).

Financial requirements

A total of **USD 2,426,198** is requested for activities in the former Yugoslav Republic of Macedonia, as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, requirements in the former Yugoslav Republic of Macedonia as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section.

SERBIA

Existing response

UNHCR is operating in four key locations in Serbia: Mirotovac (entry point), Presevo (registration centre), Dimitrovgrad (registration centre for the Bulgarian route), Belgrade (transit point) and Sid (exit point). Should refugees and asylum-seekers start to travel along the route through Romania and/or through Bosnia and Herzegovina, UNHCR would have to establish a field team presence in Kikinda, and possibly in Plandizte and Banja Koviljaca, in addition to existing locations.

Together with partners, UNHCR is providing material assistance and protection support in all of the above mentioned locations. Since the onset of autumn and winter weather, UNHCR has increased its distribution of items and so far has been able to reach 43,000 people with blankets, 22,000 with raincoats and 8,4000 women with sanitary napkins, while 1,200 plastic tarpaulins were used to provide additional protection against rain. At the request of the authorities, UNHCR helped to revise and improve the lay-out and design of the Presevo “one-stop” centre. In order to provide protection from the rain and wind, three rub halls were erected and efforts are underway to winterize each of them. Plans for the rehabilitation of rooms inside an old tobacco factory are underway. Transportation has been organized and provided to people with specific needs between Miratovac and the Presevo registration centre. In order to respond quickly to emergency shelter needs, a stockpile of some 1,200 tents has been established and insulation kits for the tents are being procured.

Planned winterization activities

In Serbia, the Government is planning to establish a total of 6,000 accommodation places, of which 2,000 already exist and 1,000 are under development. An additional 3,000 places will be created by the end of 2015, and the authorities (the Serbian Commissariat for Refugees and Migration and the Ministry of Labor) have identified some 21 asylum centres and other sites, which could potentially host up to 3,000 persons.

Currently, the accommodation capacity is in the range of 2,060 beds. Additional resources are needed to rehabilitate other reception centres and to create a further 3,000 places. Many of these centres and sites are not located along the current travel route being used by refugees and migrants (through Croatia). They are being prepared in case of urgent need, mainly to support better management of new arrivals or in case refugees and migrants are stranded due to bad weather or border closures. Through this appeal, UNHCR is focusing on increasing the capacity of those centres situated along the current travel route by establishing RHUs on the land surrounding existing centres, thereby increasing the capacity of each of these centres.

UNHCR is planning to procure some 1,250 RHUs for this purpose. Winterized rub halls will also be procured and used as waiting areas. The main locations identified include the Miratovac Refugee Aid Center (RAP), the Presevo “one-stop” centre, the Dimitrovgrad registration centre and Adasevci Motel, close to Sid. In Sid, UNHCR will also support the establishment of a rub hall at the train station

following an agreement between the Governments of Serbia and Croatia to transfer people across the border by train. As mentioned above, in Presevo, efforts are underway to create some 500 accommodation places inside an old tobacco factory. More space is available within the building which, subject to available funding for refurbishment, could bring the overall capacity to over 2,000 beds.

A heating system will be developed for the building in Presevo, while special heaters will be set up for each of the three rub halls that have recently been established. UNHCR, together with the Serbian Red Cross, will be organizing and distributing dry food to people with specific needs present in the centre in Presevo.

UNHCR will also continue to support transportation from the border of the former Yugoslav Republic of Macedonia (Miratovac) to the Presevo registration center as, with the onset of cold and rainy weather, it is becoming increasingly difficult and hazardous for people to walk the 11 kilometre stretch of road between Miratovac and Presevo. While to date buses have been used, the condition of the road to the border area precludes the use of buses all the way to Miratovac refugee assistance point (RAP), requiring them to walk along a 2 kilometre stretch of road to Miratovac village. Authorities have been advocating for the use of the train between the RAP and the Presevo centre. However funds are required for the rental of additional equipment (train engines and wagons) as these are not readily available in the country.

One further entry point which will require attention is Dimitrovgrad, with the arrival from Bulgaria of about 300-500 persons a day. Another important location is at the exit point between Serbia and Croatia, near the town of Sid, where one existing collective accommodation centre is already operational in Principovac, with some 250 beds (with potential to establish RHUs on remaining land). Another collective accommodation centre, in Motel Adasevci, is being prepared – it has some 250-300 beds, and the potential for further rub halls and RHUs to be established.

In addition to shelter and transportation support, the UNHCR winterization program will focus on providing emergency winter relief items. In the short-term, UNHCR resources remain dedicated to the procurement and distribution of a package of winter relief items, as well as the procurement and erection of UNHCR insulated family tents. For the period of October 2015 to February 2016, UNHCR intends to distribute a winter kit of items including a winter jacket, a thermal blanket, footwear (winter boots), a pair of socks and a backpack. In addition, UNHCR will continue to distribute raincoats and sanitary kits, as well as water and World Food Programme (WFP) high energy biscuits. Items such as sleeping bags and head lamps are also envisaged for centres where people will be accommodated overnight. UNHCR will expand the existing warehouse capacity in Belgrade to be able to store enough NFIs to cover Croatia, Slovenia, and the north of the former Yugoslav Republic of Macedonia.

Regarding coordination, in addition to daily or weekly coordination meetings in the field (Presevo and Sid), four sector working groups will be rolled-out at Belgrade level to support a better flow of information, to ensure that interventions are properly coordinated, as well as to support local authorities to improve coordination in aid delivery and management in accommodation and registration centres. One of these working groups (protection) is already active under the chairmanship of the Ministry of Labour and UNHCR. The other three (shelter-WASH-relief items;

health; and support to local communities) are expected to be rolled-out in the early November. Overall coordination of the situation is led by the Ministry of Labour through its working group on refugees and migration.

Activities

Fair protection processes and documentation	
Reception conditions improved	<ul style="list-style-type: none">▪ Winterize first-line reception and accommodation infrastructure through the improvement of existing centres and set up of additional temporary reception facilities.▪ Procure and distribute basic emergency items for the winter to protect people of concern from the elements.▪ Strengthen transportation systems from entry points to reception/identification centres.▪ Ensure the winterization of water and sanitation facilities.

Financial requirements

A total of **USD 3,694,819** is requested for activities in Serbia as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, Serbia’s requirements as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section.

CROATIA

Existing response

In the Opatovac transit centre, UNHCR has ensured deliveries of blankets, plastic sheeting and rain coats. The centre has the capacity for 5,000 persons. UNHCR staff are present day and night in order to identify and fast-track people with specific needs, and to provide referrals to other organizations in the centre if needed. The transit centre has nine heated containers for babies and children who require special attention. The Croatian Red Cross has a 24-hour tracing service in place, as well as a network of volunteers who distribute food and clothing and assist with family reunification. The United Nations Children's Fund (UNICEF), Save the Children and Magna are providing care for children and babies. The NGO Samaritans Purse collects and dry cleans used blankets.

UNHCR is also ensuring 24-hour monitoring in Bapska (at the border with Serbia) and at the border with Slovenia. UNHCR has extended its presence as required at Tovarnik, Cakovec, Trnovec and Sulta train station (known as Kljuc Brdovecki), where, after disembarking the train, passengers cross a bridge and continue over the border into Slovenia (Rigonca / Dobova). Coordination meetings are conducted in UNHCR offices and close liaison is maintained with the Ministry of Interior in Opatovac.

Planned winterization activities

A new winter transit centre in Slavonski Brod (to replace the one in Opatovac) is being established and is planned to be operational in early November 2015. UNHCR has agreed to support the Government's winterization efforts and to provide emergency shelter, including rub halls, with heaters and bunk beds. To minimize exposure to the cold, transport of refugees and migrants will be organized by trains from Sid in Serbia to the Slavonski Brod transit centre. After a stop-over for registration and recuperation, refugees and asylum-seekers are taken by train to Slovenia. UNHCR's winterization plans also include the distribution of CRIs/NFIs, including thermal blankets, raincoats, winter jackets and footwear. Amongst other assistance, UNHCR will provide three large winterized tents of 600m² each and is also working to acquire donations of bunk beds to assist in furnishing the new centre. UNHCR will continue to provide support at the border crossing point of Bapska.

UNHCR is establishing a field unit in Slavonski Brod to ensure a regular presence in the transit centre, to monitor the transfer of refugees and migrants, to support local authorities to improve coordination of aid delivery and management in the centres, and to ensure protection and assistance are provided to the most vulnerable.

Activities

Fair protection processes and documentation

Reception conditions improved

- Support to the Government winterization efforts in the new winter transit centre in Slavonski Brod.
- Procure and distribute basic emergency items for the winter to protect people of concern from the elements.

Logistics and Operations Support

Operations management, coordination and support strengthened and optimized

- Partnership agreement with Croatian Red Cross for warehousing and logistics services in distribution of NFIs.

Financial requirements

A total of **USD 4,020,435** is requested for activities in Croatia as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, Croatia’s requirements as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section.

SLOVENIA

The situation in Slovenia has evolved rapidly, with more than 116,600 arrivals recorded from 17 October to 31 October 2015 alone. The Government has established temporary infrastructure at arrival and exit points to facilitate reception and transit arrangements. UNHCR has been enhancing its presence along the Slovenian border to strengthen protection monitoring and delivery of assistance, in support of the Government’s efforts to respond to the emergency. Protection monitoring is focused on preventing family separation and ensuring priority processing of vulnerable cases. Together with partners, UNHCR is distributing emergency relief items such water, blankets, sleeping bags, raincoats and winter clothing. UNHCR’s available resources will be dedicated to procurement of winter relief items to be distributed locally.

Planned winterization activities

There is currently capacity to host some 7,500 people and authorities have been aiming to increase their reception capacity to 10,000 places. However, most of this reception capacity is available through tents and rub halls not suitable for long-term stay (maximum stay would be 48 hours) and not equipped for winter. Current adequate reception facilities can accommodate on average only a few hundred persons, but the Government is preparing to increase its capacity to accommodate an additional 4,000 people in appropriate shelter arrangements. The Government has requested UNHCR’s assistance in establishing a reception facility for 1,000 persons to meet part of this gap. To this end, UNHCR plans to provide assistance in the winterization of existing and new reception facilities. The Office’s winterization plans also include the continued distribution of non-food winter items to vulnerable individuals and support to Slovenian authorities for the winterization of existing infrastructure, coordination of aid delivery and management of reception facilities.

Activities

Fair protection processes and documentation	
Reception conditions improved	<ul style="list-style-type: none">▪ Provision of winter items required for winterization of new and existing reception facilities.▪ Procure and distribute basic emergency items for the winter to protect people of concern from the elements.

Financial requirements

A total of **USD 4,350,354** is requested for activities in Slovenia as part of the Winterization Plan for the Refugee Crisis in Europe (November 2015 – February 2016) emergency appeal, including 7 per cent support costs.

In order to benefit from economies of scale, procurement of winter items will be done through centrally-negotiated framework agreements. For this reason, Slovenia's requirements as presented in this appeal do not include amounts required for the procurement of core relief and non-food items. This procurement will instead be managed regionally, as outlined in the Regional Procurement section.

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