



**AID+HELP**  
HUMANITARIAN CENTER  
Rinat Akhmetov Foundation

The Rinat Akhmetov Humanitarian Center Report

# ASSISTANCE TO CIVILIANS IN DONBASS

August 2014 - August 2018



«Since the inception of the Humanitarian Center, we have all been dreaming of the day when peace will return to Donbas, when people there will be happy and live a full life instead of struggling to survive. I know this day will come.

Yet, as long as Donbas is in trouble, the Humanitarian Center will be ready to help the most vulnerable and continue its operations in Donbas, wherever it is possible. I will always help my fellow countrymen, and we will not leave anyone in need.»

**Rinat Akhmetov,**  
Founder of the Humanitarian Center

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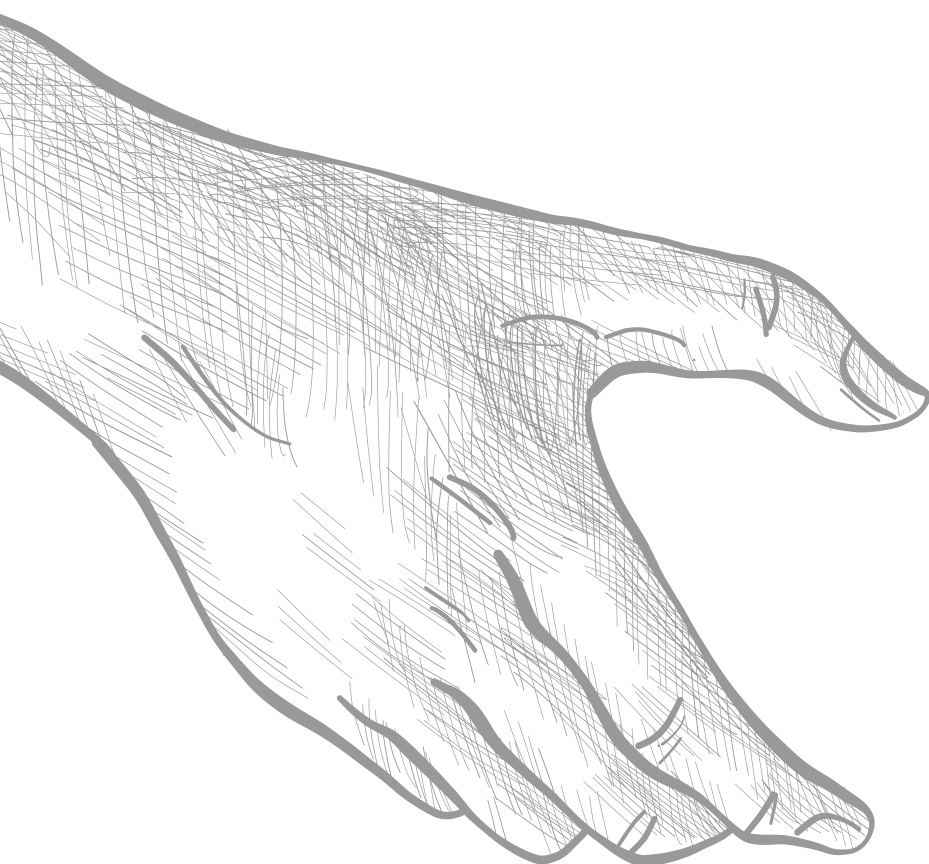


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# THE LARGEST HUMANITARIAN MISSION IN UKRAINE



The Humanitarian Center was established upon Rinat Akhmetov's request on August 6, 2014 to prevent a humanitarian disaster in Donbass and to help the affected civilians survive. The center pooled the resources of the Rinat Akhmetov Foundation, the SKM Group businesses and the FC «Shakhtar».

The Rinat Akhmetov Humanitarian Center has been assisting civilians in the east of Ukraine since the first days of the armed conflict in Donbass. It helps prevent the children, the elderly, and the disabled people from starvation. It provides medicines for seriously ill patients, and rehabilitates the injured children. It helps the victims undergo operations, to resume their normal lives and cope with the «trauma of war». The Center is a key program at the foundation and became the largest humanitarian mission in Ukrainian history.

Over a million people have been saved over a 4-year period by the Rinat Akhmetov Humanitarian Center operation! Each one of these people has their own wound inflicted by war, which has changed their lives forever. The UN estimates that around 4.5 million civilians have already been affected by the armed conflict in Donbass. The Center focuses on the needs of the most disadvantaged population segments living in the conflict zone.

The Center has been working for 4 years covering 4 major areas of operation:

- evacuation and temporary resettlement
- delivery and distribution of food along the conflict line and the nearby areas
- summer camps for the children who reside in the conflict zone
- rehabilitation of wounded infants and teenagers.

Assisting the children is the top priority for the Humanitarian Center operation.

## EFFICIENCY

The scope of the humanitarian crisis in Donbass is so large that the Rinat Akhmetov Foundation is not able to assist in resolving all the problems. That is why the Center operates only in specific, priority areas by providing systemic support to those who need it most. We aim to assist the largest possible number of victims. The primary goal is to provide the most efficient assistance to civilians affected during the conflict.

## TRANSPARENCY

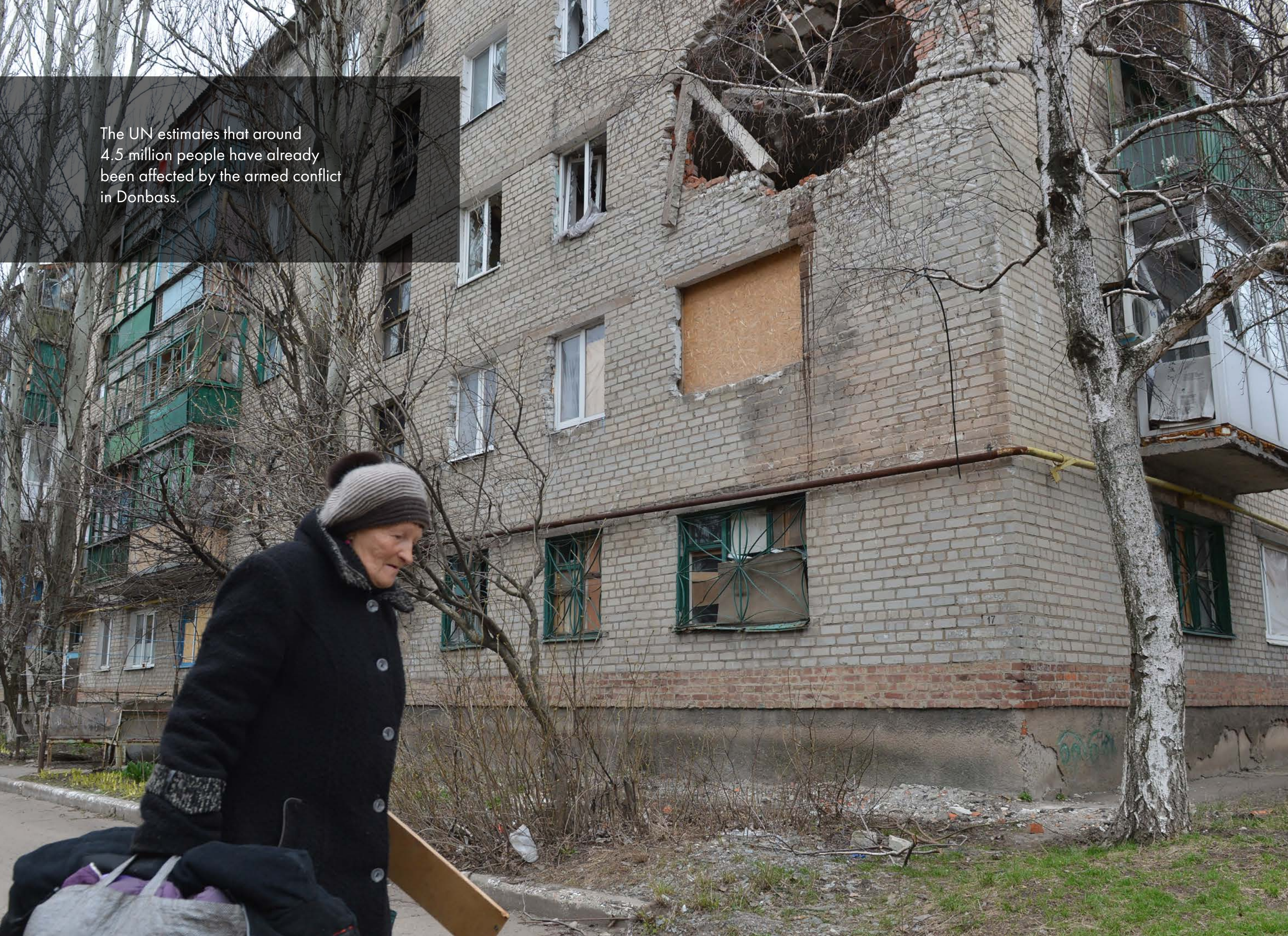
The principles and standards of major world charity canons guide us in our work. Our decisions comply with the Rinat Akhmetov Foundation mission as well as with the goals and objectives of the Center. We cooperate with those partners which share the Center's principles and values. Neither commercial nor governmental organizations and structures nor individual politicians influence the Center's decisions. Nobody can influence our decision making if it is inconsistent with the principles and values of the Humanitarian center.

## NEUTRALITY AND BALANCE

The Center provides assistance to civilians throughout the entire territory of the conflict in Donbass, irrespective of gender, faith, or the living conditions of the potential beneficiary. The Center helps the beneficiaries in both government-controlled and non-government-controlled areas.



The UN estimates that around 4.5 million people have already been affected by the armed conflict in Donbass.





## EVACUATION AND SETTLEMENT

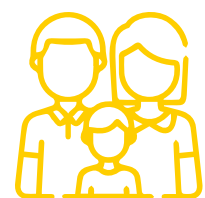
2014 was the most difficult in the Foundation's work particularly during the first months after the beginning of the armed conflict in Donbass. At that moment, Ukraine did not have the capacity and experience of organizing assistance for the population on a large scale and the representatives of many governmental bodies as well as the civic organizations were at a loss.

# EVACUATION AND SETTLEMENT

The UN estimates that over 2.5 thousand civilians died and over 9 thousand were injured since the outbreak of hostilities. There could have been many more victims were it not for the mass evacuation of people which started 4 years ago.

On May 23, 2014 buses of the Rinat Akhmetov Foundation began to evacuate women, children, disabled people and the elderly from Slavyansk (the first town caught up in the armed conflict). Following this, until December 2014, affected areas were Kramatorsk, Nikolaevka, Gorlovka and many other towns and settlements of Donbass.

**39 462**  
CIVILIANS OF DONBASS



As of today, the Center has evacuated from the conflict zone

of them **14 784** are children

**6 939**  
PERSONS



were assisted in settlement

in **29** recreation centers, 19 of which belong to the SKM Group enterprises



# MAIN PROJECTS OF THE HUMANITARIAN CENTER



## AID TO THE POPULATION

Systematic and recurring aid aimed at ensuring the basic needs of the civilians affected by the conflict in Donbass are met.



## TARGETED AID

A complex treatment and medical operations for people affected in result of hostilities in Donbass. Aid «here and now»



## PEACEFUL SUMMER FOR DONBASS CHILDREN

Organization of a fully-fledged summer vacation and psychological rehabilitation of Donbass children residing on both sides of the contact line.



## PSYCHOLOGICAL AID FOR CHILDREN

Aid for children and their parents in overcoming the consequences of stress caused by the armed conflict in Donbass; training of crisis psychologists under the program «Trauma of War»

## AID FOR THE POPULATION



### FOOD PACKAGES

Delivery and distribution of food for residents living in the «grey zone» and on the conflict line



### MOBILE DISTRIBUTION TEAMS

A unique system of food packages delivery to the «grey zone» residents, developed by the Humanitarian Center



### DOOR-TO-DOOR DELIVERY

Door-to-door delivery of humanitarian aid to people who cannot receive it at the distribution points for health reasons



### LET'S HELP CHILDREN

food aid meeting age-specific needs for families with newborn to three-year-old children

## TARGETED AID



### HEALTHY HEART

Assistance in conducting corrective operations for children under 18 with «cardiac defect» diagnosis from Donetsk, Luhansk, Kharkiv and Zaporizhzhia oblasts



### INDIVIDUAL REQUESTS

Aid for children under 18 who urgently need emergency operations and immediate treatment



### REHABILITATION OF INJURED CHILDREN

Rehabilitation treatment of injured children, providing them with necessary individual rehabilitation equipment, medications



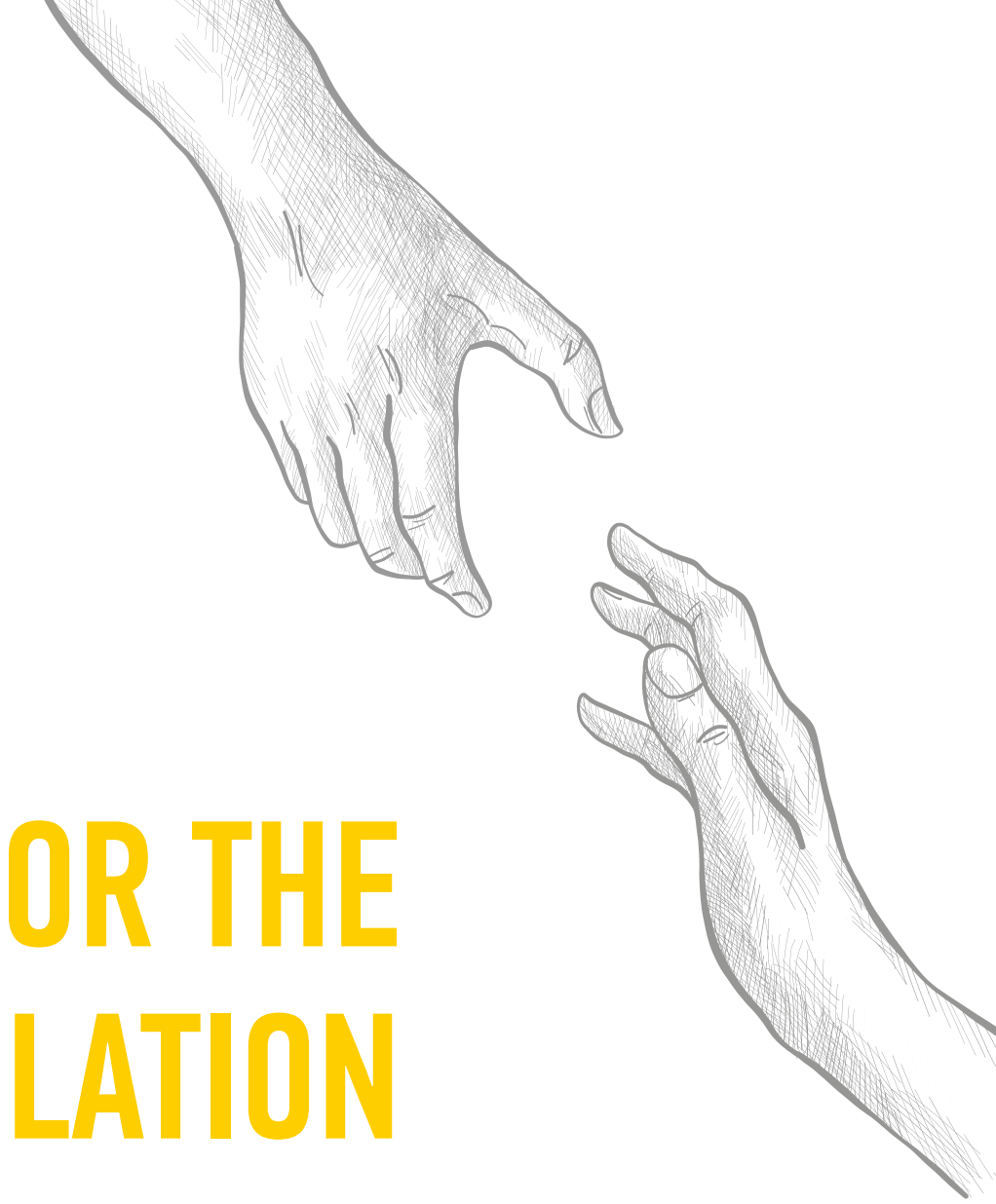
### MEDICINES FOR CHILDREN

Regular aid of anti-asthmatic and anticonvulsant medicines for children with chronic diseases





# AID FOR THE POPULATION



This is the largest systematic food aid for the civilians of Donetsk and Lugansk oblasts affected by the armed conflict. The Rinat Akhmetov Center became the largest humanitarian mission in Ukraine.



## CRITERIA FOR BENEFICIARIES

The principal beneficiaries of the Humanitarian Center aid are socially vulnerable segments of the society, residing on both sides of the contact line. For those who have no hope for any other help. They are elderly people, disabled people, families with many children, children raised by single parents. Since February, 2017, the Humanitarian Center activity was later banned in non-government-controlled areas, as a result over a half million people were left without assistance.

- Single parents with children under 18 (including widows/widowers)
- Families with many children (with three or more children, all aged under 18)
- Pensioners over 65
- Families raising children with disabilities
- Families raising adopted children, orphan children, children whose parents are deprived of parental rights
- Families of IDPs with children who are in difficult situations

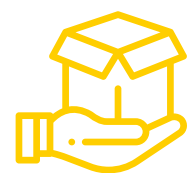
- Disabled people of I-II categories, of the Great Patriotic War, persons disabled as a result of the clean-up of the Chernobyl accident and equivalent to disabled soldiers; disabled Afghan war veterans
- People registered in district labor and social protection offices - low-income
- Pregnant women at all stages of pregnancy registered in accordance with established procedure
- Orphaned children under 23



## FOOD PACKAGES

To prevent a humanitarian disaster in Donbass, the Center arranged delivery and distribution of food products.

**12 092 512**  
SURVIVAL PACKAGES



have been distributed by the Humanitarian Center since August 2014

**11 216 608**  
of adult packages

**875 904**  
of packages for children

\* Data as of July, 1st 2018

## OVER 1 000 000 HUMAN LIVES HAVE BEEN SAVED

Following the outbreak of hostilities, the civilians in Donbass were left without basic necessities. There were nowhere to buy food. The first column with humanitarian aid from the Rinat Akhmetov Center, was sent to Donbass on August 22, 2014. It became not only a substantial help, but also the only

opportunity to avoid starvation for many civilians residing in the «grey zone» and on both sides of the contact line. Over 1 000 000 human lives were saved thanks to the assistance of the Humanitarian Center.

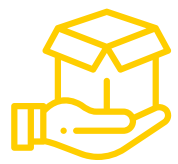


## MOBILE DISTRIBUTION TEAMS



**603**  
TRIPS

to deliver aid has been carried out by the volunteers since the project begun



**462 102**  
SURVIVAL PACKAGES

were distributed by mobile teams in most volatile regions of the conflict

A unique system of survival packages delivery to «grey zone» residents, developed by the Humanitarian Center, has been in operation since May 21, 2015. Its key success enablers are mobility, flexibility and speed. Inhabitants of the «grey zone» need assistance the most due to difficult conditions of survival. Shelling still continues there and the civilians still run the risk of being shot or injured on

any given day. Many settlements have become isolated. Shops, pharmacies are not operating, infrastructure has been destroyed. It is almost impossible to find a job. Mobile aid distribution is efficient in those towns and settlements where it is not possible to open stationary distribution points. Mobile volunteers often risk their lives and sometimes they have to issue packages even during shelling



## DOOR-TO-DOOR DELIVERY

Providing maximum assistance to those most in need is one of the main principles of action of the Rinat Akhmetov Humanitarian Center. Considering this principle, the Center has decided to deliver humanitarian aid directly to people's homes in cases when they cannot reach the distribution locations or receive a food package for health reasons.

Door-to-door delivery operated in the non-government-controlled areas of Donbass. But after blocking Rinat Akhmetov Humanitarian Center access to the

non-government controlled territories, by quasi-governmental groups, such deliveries became impossible. Among those who received aid at home are disabled people in I and II disability categories as well as pensioners over 65 who cannot move by themselves; seriously-ill people; people recovering from major operations or with complicated chronic diseases, who reside in Donetsk, Makeevka, Khanzhenkovo, Khartsyzsk, Enakievo, Snezhnoe, Shakhtersk and Torez.



**46 378**  
SURVIVAL PACKAGES  
were delivered  
during the project  
implementation



## LET'S HELP CHILDREN

This program was launched in October 2014. Its goal is to provide age-appropriate food aid to families with children from 0 to 35 months old who reside on both sides of the contact line.

Moreover, the Center provides nursing mothers with food products as well. Breast milk is invaluable for the infants in protecting them from disease. It is especially important in emergency situations. The Humanitarian Center issues several types

of food packages for children, and the nutritional needs of babies of different age groups were considered during their composition: from 0 to 6 months, from 6 to 12 months, from 12 to 36 months. When the children reach the age of three years they are gradually moving to adult nutrition and receive respective food packages.



**875 904**  
PACKAGES FOR CHILDREN

were distributed for the whole period of the program «Let's Help Children»

# QUALITY CONTROL OF HUMANITARIAN AID



## STAGE 1

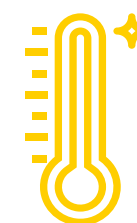
### PRODUCT QUALITY REVIEW BEFORE PROCUREMENT AND LABORATORY ANALYSIS

All procured products pass through tests in independent laboratories. Sampling is carried out directly at the production location or at the supplier's facilities as well as during acceptance, with retaining of test samples.

## STAGE 2

### QUALITY CONTROL BEFORE THE CONVOY IS DISPATCHED FROM THE HUMANITARIAN CENTER DISTRIBUTION WAREHOUSE

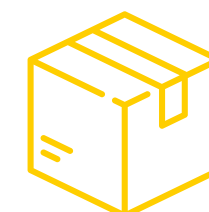
Convoy loading is carried out the night before dispatching. Each type of product is checked for integrity of packaging, expiration dates, product quality, weight, documents availability, and conformity with quality certificates, including intensified organoleptic expertise.



## STAGE 3

### INSPECTION AT THE CENTER WAREHOUSES

Volunteers of the logistic centers, inspect the products during convoy loading: conformity of temperature control in trucks and packaging quality. All sanitary standards and zoning rules are observed in the centers warehouses. The products are stored in conformity with temperature control and humidity level.



## STAGE 4

### PRODUCTS INSPECTION DURING LABELLING AND PACKING

The procedure is carried out during direct formation of the food package at logistic centers of the Rinat Akhmetov Center. Volunteers put a special label on every product unit «Humanitarian aid. Not for sale» and check the products once again.



## STAGE 5

### MONITORING OF BENEFICIARY FEEDBACKS: HOTLINE, SOCIAL NETWORKS, INTERNET

**Hotline.** Beneficiaries call the hotline and leave proposals to improve the work of the Rinat Akhmetov Center, distribution points and feedbacks on packages. Officers process every feedback and eliminate any identified problems.

**Quality assessment bureau.** Hotline operators call the beneficiaries. On the basis of their replies the Center receives an accurate picture of the food package filling, quality of products, organization of the aid obtaining process.

**Social networks and internet.** The Center employees track publications and comments in social networks, online media and forums.

# ARENA OF MERCY



«Donbass Arena» worked for 915 days and nights as a main logistic center of humanitarian aid for Donbass residents. This is exactly where truck convoys with a yellow circle on the sides and inscription «The Rinat Akhmetov Humanitarian Center» came - the most recognizable trucks in recent years in Donbass. The first convoy with the Center's humanitarian aid arrived to «Donbass arena» of August 27, 2014 it delivered 6 thousand packages which were previously compiled at a warehouse in Mariupol.



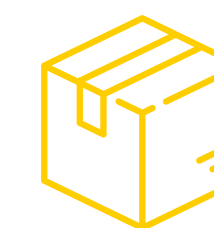




## ARENA OF MERCY

The amount of aid was increasing, so the decision was made to start delivering palletized food products to «Donbas Arena» and to compile food packages on the ground. One of the best and the most modern stadiums in the country turned into a food distribution hub. People called the stadium the «Arena of Mercy». 4 conveyors for packing adult food packages and one conveyor for packages for children worked at «Donbas Arena». Up to 15 thousand packages were

packed per day. Since February 28, 2017 both the logistic center activity was blocked and the activity of 28 stationary distribution points in 15 towns in the non-government-controlled areas was suspended. Over half a million people were left without assistance.



**10 414 694**  
FOOD PACKAGES

were formed at  
«Donbas Arena»  
during its operation



## TARGETED AID

The program was launched in August 2014 when the hostilities in Donbass were in active phase and the need for assisting civilians, who needed urgent, complex treatment and surgeries, became apparent. Over 50 000 people received targeted aid since that time. The Center provided them with life-saving medicines, innovative implants, rehabilitation equipment. The «Targeted Aid» program includes the projects «Individual Requests», «Healthy Heart», and «Rehabilitation»



# HEALTHY HEART

A unique project for the country, was launched on February 8, 2017. The project provides children under 18 from Donetsk, Luhansk, Kharkiv and Zaporizhzhia oblasts with «cardiac defect» diagnosis with systematic aid. The Center assists in carrying out surgeries on young patients with heart defects. A child can quickly recover after operation, which

is carried out by an endovascular method, without incisions or scalpels, and forgetting about his or her diagnosis. In the framework of the project the Center cooperates with leading cardiac surgeons of Ukraine. All children successfully underwent the operations and now are healthy.



**46**  
CHILDREN

have implanted occluders since February 2017



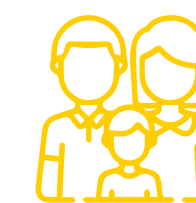
## INDIVIDUAL REQUESTS

As part of the «Individual Requests», the Humanitarian Center provides assistance to adults and children who have the greatest need for emergency surgeries and urgent medical treatment. For instance, injuries received as a result of military hostilities, prosthetics, urgent treatment of severe injuries received as a result of accidents, car accidents and fires. The Center provides

injured persons with life-saving medicines, and innovative implants. In addition, the Rinat Akhmetov Center assists in procuring highly sensitive hearing aids for children under 5 years old with newly diagnosed hearing loss. They are children from families residing on the territory of Donetsk, Luhansk, Kharkiv and Zaporizhzhia oblasts as well as from IDP families.

**1600**  
PEOPLE

received aid for the whole period of the project activity



of which **920** are children



## REHABILITATION OF INJURED CHILDREN

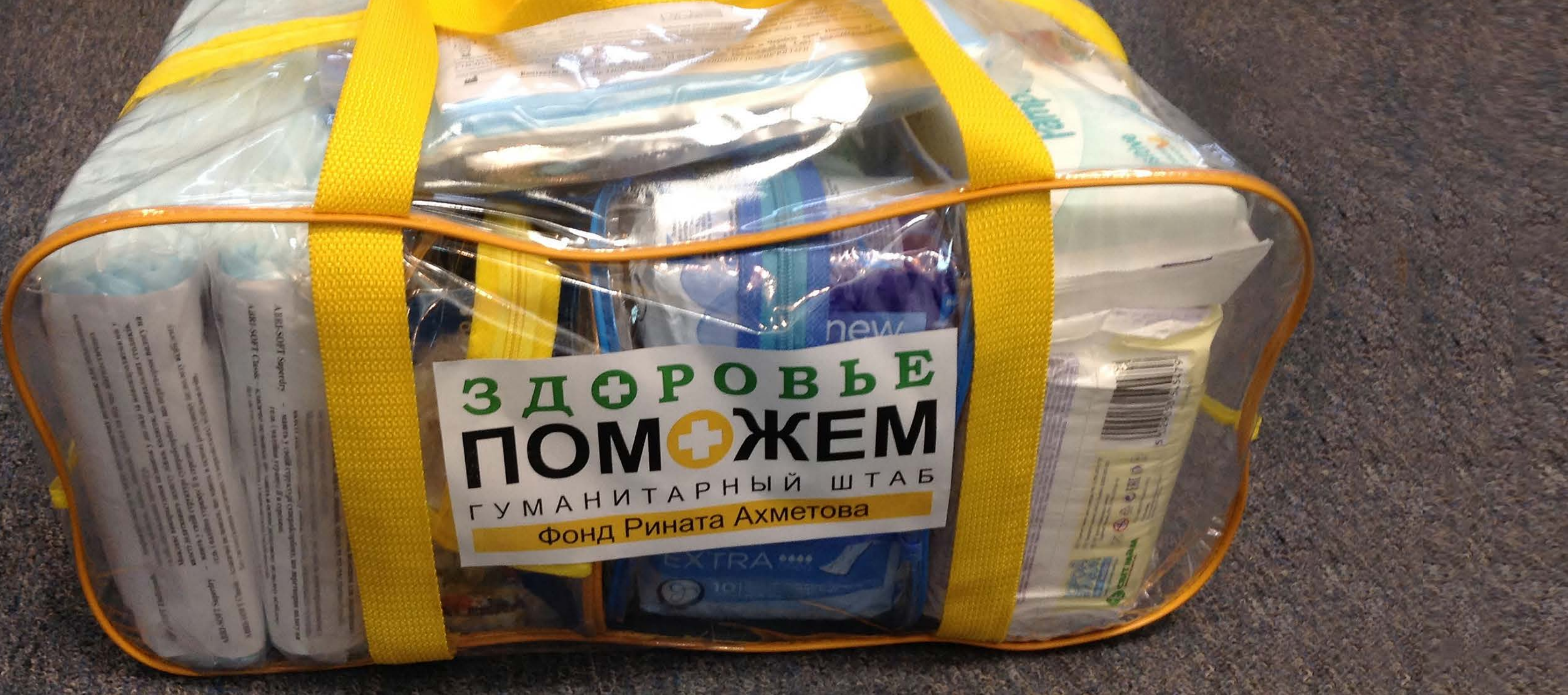
This project started on March 10, 2016. Under this project children are provided with medicines, necessary individual rehabilitation equipment as well as recovery treatment in the best rehabilitation centers in Ukraine. For today the Humanitarian Center is the only organization in the country which provides large scale and systematic assistance for the severely injured Donbass children, this includes the psychological rehabilitation. Over 30 children, who undergo rehabilitation in the Odessa «Kuyalnik» sanatorium,

participate in the project this year. The doctors develop an individual rehabilitation schedule for every child depending on the nature of their injuries. Many children have to undergo rehabilitation course more than once and the Center continues to provide recurring assistance. According to UNICEF, over 200 thousand children, residing in the conflict zone, run the risk of being shot or injured every single day.

**86 CHILDREN** were assisted in rehabilitation



**77** children received rehabilitation in sanatoria  
**9** children received necessary medicines and technical equipment for recovery



## MEDICATIONS FOR CHILDREN

The project «Medications for Children» started on October 6, 2015. Its primary goal is to help seriously ill children to keep the disease in remission and to prevent child disability. Aid is provided to children under 14 years old living in non-government-controlled areas and internally displaced children. Medications are provided regularly for three months ahead in the pharmacies of Mariupol, Kramatorsk and Bakhmut. The main spheres of assistance are anti-asthmatic and anti-convulsant medications. In the first stage of the project seriously-ill children received sets of insulin and test strips.



\* Data as of July, 1st 2018



# PEACEFUL SUMMER FOR DONBASS CHILDREN

Many of Donbass children require special attention and support. Primarily– those children who have been affected by the armed conflict. The project «Peaceful summer for Donbass Children» is an opportunity for children, forced to live near the front-line, to have summer vacations in a peaceful location and undergo psychological rehabilitation.



## PEACEFUL SUMMER FOR DONBASS CHILDREN

The project has been operating since July 2015 and is designed for children from 8 to 14 living in non-government-controlled areas and in the «grey zone» as well for internally displaced children. The majority are schoolchildren from families with many children, incomplete families, residents of family-type foster care. Children's stay in health and recreation camps is fully funded by the

Humanitarian Center. The psychologists, who have completed the «Trauma of War» course training in the Humanitarian Center, help with the psychological rehabilitation. They help children cope with fears, decrease the level of anxiety, develop communication skills using games, art-therapy and master classes. The professionals create a holiday atmosphere,

safe space and comfortable communication. Around 4000 children have participated in the project from 2015 to 2018. During this period, children spent time at camps on the Azov Sea and in a forest, played football, participated in various quests, attended developing clubs or simply socialized with each other in a friendly atmosphere free from shelling.



# МОЙ КОЛЛАЖ МЕЧТЫ

На этой странице составь список своих самых важных и позитивных желаний. Придумай, как их изобразить - нарисуй, напиши или вырежи из журнала подходящую картинку. И твой личный коллаж мечты готов! Помни, мечты сбываются, если этого очень сильно захотеть!

Я хочу чтобы поскорей закончилась война в Донбассе.

# ПОМОЖЕМ

Я с доченька мне влет  
Я приехал в этот лагерь  
с моей мамой и сав-  
ми папой. Мы приеха-  
ли 7-го июля. За это  
время мы посетили  
святогорскую лавру и  
обшир на речке.  
Когда я пришел в ла-  
герь я меня встретил  
ли волонтеры они бы-  
ли все очень добрые. Там  
познакомился с ма-  
машкой и с девочками  
ходили на десконт

Напиши, что хорошего сегодня произошло

# МОЙ КОЛЛАЖ МЕЧТЫ

На этой странице составь список своих самых важных и позитивных желаний. Придумай, как их изобразить - нарисуй, напиши или вырежи из журнала подходящую картинку. И твой личный коллаж мечты готов! Помни, мечты сбываются, если этого очень сильно захотеть!



СОЛНЕЧНЫЙ

# ПОМОЖЕМ

День IX 17.07.17 (Понедельник)  
Сегодня после полудня проводимся  
соревнования по футболу между  
нашими и первыми отрядом, и мы  
выиграли! А потом мы ходили  
в кино и наконец досмотрели за-  
ключительный фильм "Батальон"

День X 18.07.17 (Вторник)  
Утром, как всегда, я была  
как с подругами. После  
обеда мы поехали в парк  
и там мы играли в настольные  
игры, а потом мы пошли  
в магазин за продуктами

Напиши, что хорошего сегодня произошло

# ПОМОЖЕМ

Сегодня 18 июля.  
Сегодня я решила в этом  
дневнике написать 20 лучших  
слов:  
Начало, утро, музыка, сон,  
дождь, лагерь, друзья,  
родные, творчество, ру-  
тина, уют, дом, сон, рад-  
ость, мечта.

# МОЁ Т...

На этой страничке  
Здесь не...

# БОЛЬШОЕ СПАСИБО



# СПАСИБО ЗА ОТПУСК

# СПАСИБО ЗА ДЕНЬ



# ПОМОЖЕМ

09.07 Я сегодня проснулась в 6 часов  
и я очень долго добиралась в лагерь  
и приехала в 15.00 в первый я побывала  
в лагере Солнечном самое крутое  
в лагере это фискотка тут  
вкусно кормят. Я познакомилась  
с новыми друзьями. С волонтерами  
Максим Сергеевич, Юлия Максимовна  
Екатерина Владимировна, Юлия Анто-  
новна, друзья Золушка, Юлия Анто-  
новна, Катяша, Маргарита  
Марина, Виана, Лера, Елиза

Напиши, что хорошего сегодня произошло

Я приехала в лагерь

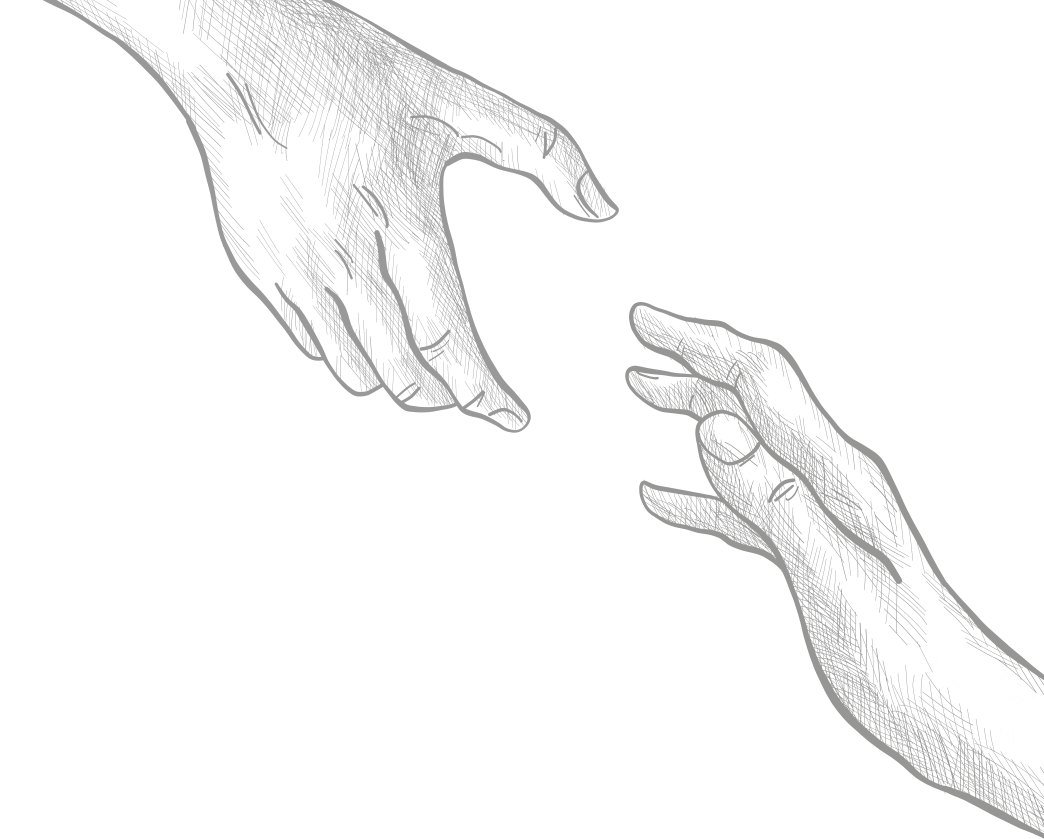
# ПОМОЖЕМ

ГУМАНИТАРНЫЙ ФОНД РИНА



# PSYCHOLOGICAL AID FOR CHILDREN

The «Children and War» program of psychological support, developed by the Rinat Akhmetov Humanitarian Center, was approved by the Ministry of Education and Science for using in educational institutions of Ukraine in 2016.





## PSYCHOLOGICAL AID FOR CHILDREN

The project implementation started in November 2014. When misfortune came to Donbass, the Humanitarian Center immediately launched active evacuation of people from the most affected areas, it became clear that all of them required emergency psychological assistance. Especially children caught up in the conflict zone needed such assistance. Qualified specialists were not available in Ukraine,

so the Center had to solve this problem. In 2014-2015, 250 best Ukrainian psychologists completed the «Trauma of War» course training initiated by the Humanitarian Center. Leading experts from around the world carried out training and master classes for them. Since then, around 56 000 people in 11 oblasts of Ukraine received qualified assistance from the psychologists of

the Rinat Akhmetov Center. Psychologists worked in the kindergartens and schools, public institutions, hospitals, bomb shelters, specialized psychological centers. Today the psychologists work with children all over Ukraine independently. The Center continues to maintain the qualification level of the specialists trained - seminars and training are carried out for them.

Татьяна Ивановна  
Сергей Иванович  
Всем спасибо за вашу помощь  
и участие в этом деле.  
С любовью  
Татьяна Ивановна  
и Виктория

Уважаемый Ринат Леонидович,  
спасибо за вашу помощь  
и участие в этом деле.  
С любовью  
Татьяна Ивановна  
и Виктория

Уважаемый Ринат Леонидович,  
спасибо за вашу помощь  
и участие в этом деле.  
С любовью  
Татьяна Ивановна  
и Виктория

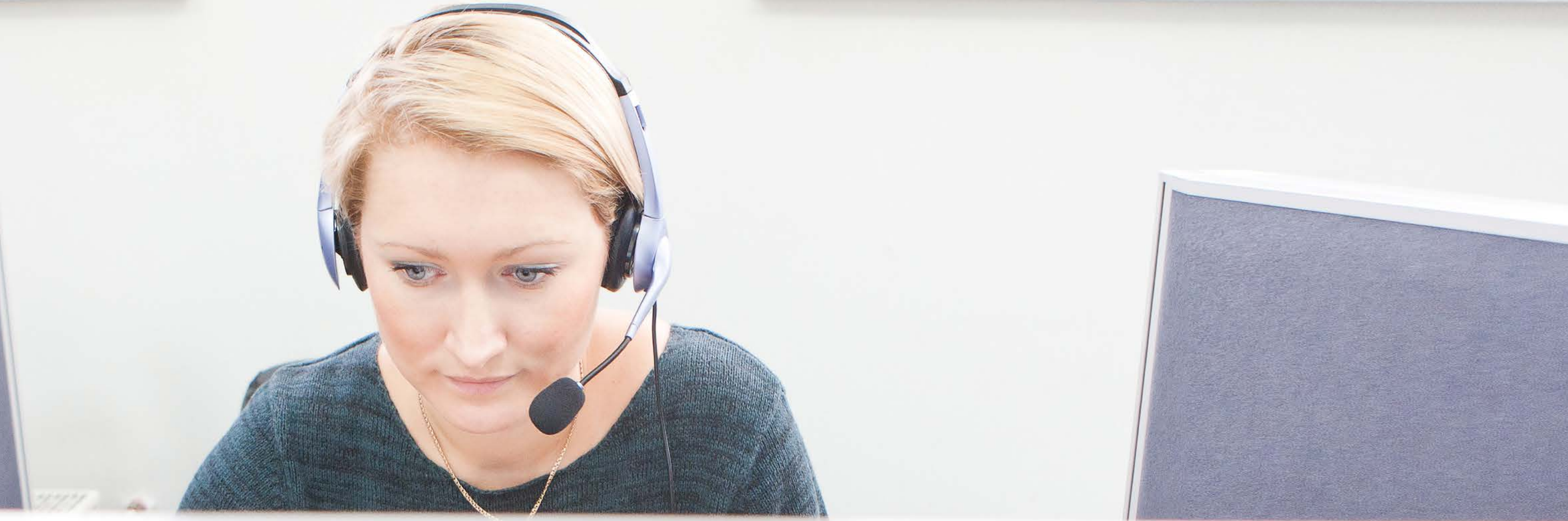
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## HOTLINE



The hotline of the Rinat Akhmetov Center was opened in August 2014 when the hostilities in Donbass were in active phase. Its goal was to ensure a 24-hour feedback to address issues related with provision and obtaining humanitarian aid from the Center.



# HOTLINE

In 2014, thousands of desperate people in distress, caught up in the epicenter of war activities, called to ask for help. Their calls were answered by the friendly people who were ready to respond and help immediately. «Is this the Rinat Akhmetov Foundation»? Please help! There is nobody else to turn to», - every day begins with such words for the Call-center officers who receive calls from all over Ukraine. Thousands of people call here every day with all sorts of problems which often do not relate to the Humanitarian Center's programs and projects. None of them remain neglected. The centre works hard to help everyone. Moreover, «Online help» service answers the most relevant question automatically on the Humanitarian Center website since May 2015.

**956 750**

**Number of communications by assistance areas (humanitarian aid, targeted and medical, reference information)**



**727 310**  
Number of calls



**229 400**  
Number of online applications



## «DONBASS AND CIVILIANS»

The photo-book «Donbass and Civilians», published by the Rinat Akhmetov foundation, shows the plight of civilians caught up in the epicenter of war activities against their will. It includes 11 histories of pain, courage, faith, the heroes of which were affected in Donbass.



## «DONBASS AND CIVILIANS»

The goal of the «Donbass and Civilians» photo-book is to attract the attention of the world and the key stakeholders to the continuing humanitarian disaster in Donbass by showing the personal stories of people suffering from war. To talk about victims of ongoing war through specific stories of each hero. These heroes are peaceful civilians, injured children and the

elderly. Some of them were injured and not given a chance of survival by the doctors, others have lost their parents during shelling and even the elderly who lost their close ones. Finding themselves in difficult living conditions, they did not break down - they survived, and now they are preparing for the

future. Today every family living in Donbass can tell its story about how they survived in the most difficult conditions, how they saved their children. Over a million people have been saved thanks to the Humanitarian Center operation, the largest program at the Rinat Akhmetov Foundation.





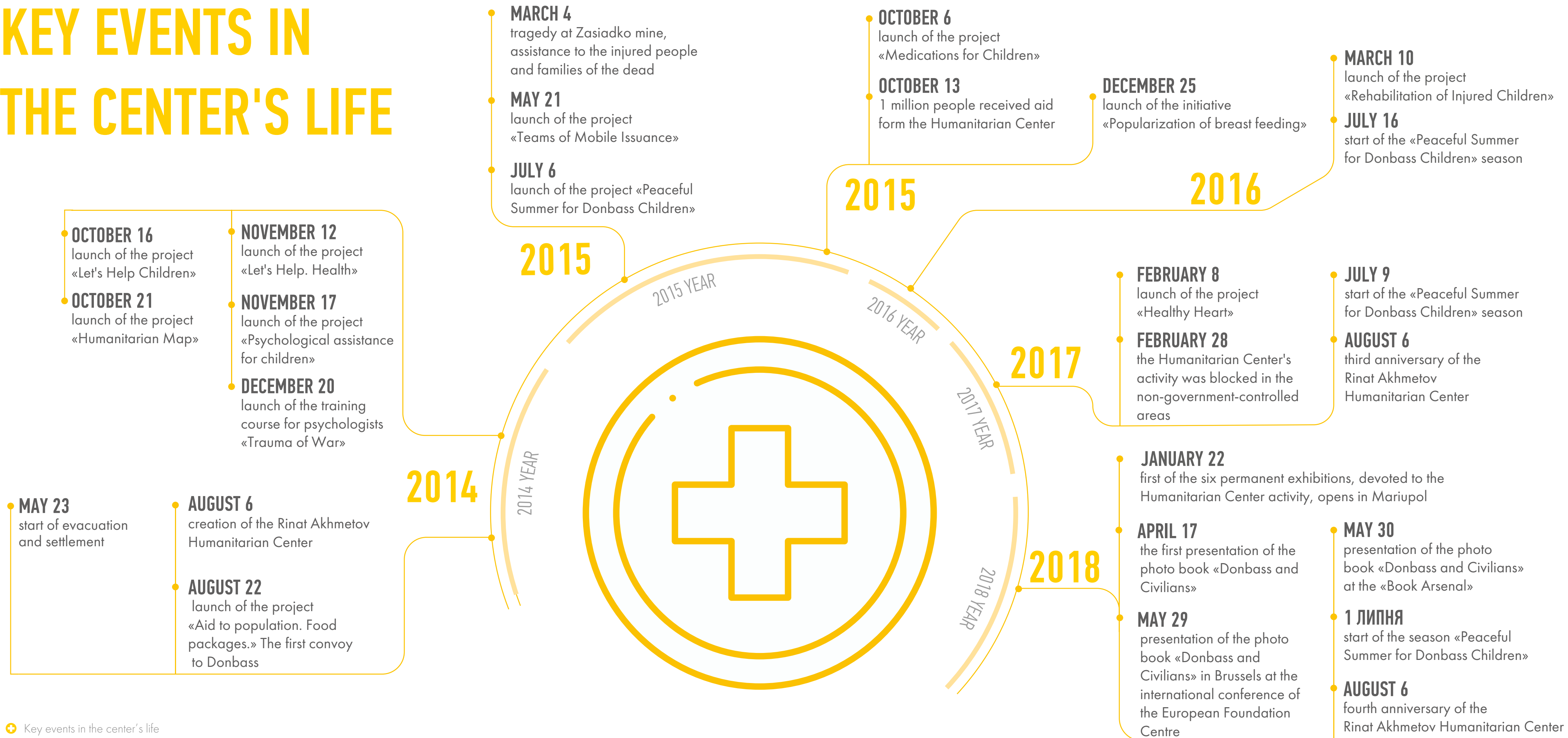
Everyone, assisted by the Humanitarian Center during 4 years, became an important part of the Foundation. A million saved lives mean a million destinies. Everyone has their own personal story, their account of undeclared and senseless war which must be shared with the world. The Rinat Akhmetov Foundation mission lets the voices of Civilians be heard. To make sure there are no people indifferent to the tragedy because

millions of lives have been affected. To make sure that this war cannot remain a faceless death machine. To see. To know. To empathize. To help. The book's circulation is 2000 copies, intended to be presented to international organizations, embassies and book exhibitions in order to attract public attention to the tragedy in Donbass.

The Rinat Akhmentov Foundation presented this photo book in Kyiv and Brussels. A copy of the book was provided to the representatives of international organizations and embassies. The participants of the charitable organizations conference in Brussels noted an unusual form of information presentation – showing the humanitarian situation of the Donbass region as a whole through the stories of specific people. «A story of a little

girl will touch the heart more than dry statistics», - that's what the conference participants said about the book. In their turn the participants of the book exhibition in Kyiv emphasized that such edition format as a visual book conveys emotions and the stories of the human suffering laconically, effectively and vividly.

# KEY EVENTS IN THE CENTER'S LIFE



# MAIN OPERATIONAL RESULTS FOR 4 YEARS



**1 162 496** PEOPLE  
received aid from the Humanitarian Center



**12 092 512** FOOD PACKAGES  
were distributed to Donbass residents



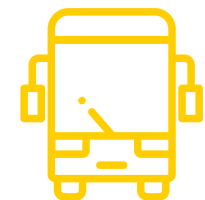
OVER  
**50 000** PEOPLE  
received targeted aid



**55 923** ADULTS AND CHILDREN  
received psychological support



ABOUT  
**4000** CHILDREN  
improved health and enjoyed summer holidays



**39 462** PERSONS  
were evacuated, 14 784 of them are children



**956 750** REQUESTS  
received by the hotline and service  
«Online-help»



# CONTACTS

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## HOTLINE OF THE HUMANITARIAN CENTER

**0 800 50 90 01**

Free from all fixed and mobile phones all over  
Ukraine

## PRESS-OFFICE CONTACTS

[helpdonbass@fdu.org.ua](mailto:helpdonbass@fdu.org.ua)

+38 (044) 502-52-12  
[press@fdu.org.ua](mailto:press@fdu.org.ua)

Address:  
8 Ilinskaya street,  
Kyiv, Ukraine  
04070

[www.fdu.org.ua](http://www.fdu.org.ua)



