



Report on the survey on disaster relief, regulation and protection

November 2015

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Cover photo: A shipment of relief supplies arrives in Port Vila after Tropical Cyclone Pam.

Photo by: Madeline Wilson/IFRC

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Contents

Executive summary	4
Acknowledgements	6
1. Background	7
2. Methodology	8
3. Overview of respondents	10
4. Top-level findings	12
a. Coordination problems	12
b. Main regulatory problems aside from coordination	13
c. Top protection concerns	16
5. Findings by question	18
a. Quality and coordination problems in international response operations	18
b. Entry and operations problems in international response operations	20
c. Excessive costs related to imported relief goods	22
d. Regulatory problems in domestic response operations	23
e. Discrimination and failure to meet special needs	25
f. Other protection issues	28
6. Comparison with the 2007 Survey	31
Conclusion	33
Annex 1: List of questions	34

Executive summary

This survey was intended to measure current experience in the disaster management and humanitarian sector about the thorniest regulatory and protection issues in domestic and international disaster relief operations. It was conducted by the International Federation of Red Cross and Red Crescent Societies with the assistance of supporting partners the United Nations Office for the Coordination of Humanitarian Affairs, United Nations Development Programme, World Bank Group, World Customs Organization, World Food Programme and the World Trade Organization. The survey was targeted to individuals with backgrounds in government, domestic and international humanitarian and development agencies, the private sector and academia, all requested to provide answers in their personal capacity with regard to their experiences in their own countries and abroad.

Overall, **coordination problems** in both international and domestic response operations – including coordination between domestic authorities, between international responders and domestic authorities, and between governmental and non-governmental actors – were identified as the most frequent types of regulatory issues and also those with the highest impacts on the efficiency and effectiveness of disaster response operations.

In addition, respondents identified problems with the **procurement or disbursement** of domestic funds, **failure**, by both domestic and international responders, **to adequately consult with beneficiaries**, difficulty or delay in obtaining **customs clearance** and accessing customs procedures, as well as delays or restrictions in the **entry or relief personnel**, as top problem areas.

While operational regulatory issues were generally reported more frequently than protection concerns, land tenure and property right issues relevant to the provision of shelter and gender-based violence featured as frequent problems both in respondents' own countries and abroad. Furthermore, corruption and discrimination against migrants in the context of disaster operations were seen as least well addressed issues in existing law and policy.

Across the board, participants tended to have experienced **more problems abroad than in their home countries**. This was particularly so for governmental participants, followed by those from National Red Cross and Red Crescent Societies. Meanwhile, NGO employees, followed by those from international organizations, were the most likely to indicate higher frequency and impact of problems both at home and abroad. This diversity in the experience of domestic stakeholders as opposed to those providing support abroad may provide some indication as to why it remains challenging to prioritize the development of domestic laws, rules and procedures on these issues. There were also some differences in emphasis among participants from the five regions covered, but a striking concordance around some issues, in particular the reported frequency of coordination and land tenure or property rights issues.

The findings here echo those of a similar survey of governments and humanitarian organizations undertaken in 2007 (which looked mainly to operational issues rather than protection). Then, as now, questions related to coordination, the entry of relief goods and equipment and personnel were identified as frequent issues. On the other hand, the 2007 survey responses placed greater emphasis on corruption and inappropriate relief items.

It is hoped that the present report will shed light on potential areas of priority for countries strengthening their rules and procedures for managing disaster relief.

Acknowledgements

This survey was conducted by the International Federation of Red Cross and Red Crescent Societies (IFRC) with assistance from its supporting partners, the United Nations Office for the Coordination of Humanitarian Affairs, United Nations Development Programme, World Bank Group, World Customs Organization, World Food Programme and the World Trade Organization.

The survey was overseen by David Fisher and Paulo Cavaleri with substantial support from Brian Frankel and Maria Giovanna Pietropaolo in design and dissemination and Carmen Montserrat Rovalo Otero for the analysis of results.

The survey would not have been possible without financial support from the Government of Switzerland.

The IFRC and supporting partners would also like to express their gratitude to the numerous respondents around the world who were generous with their time and experience.

1. Background

Until recently, little attention had been paid to the effect of legal and regulatory issues in disaster response operations. However, these operations are growing increasingly complex, as the number and variety of actors increases. International response operations, in particular, can now attract a wide variety of foreign actors, raising questions about how best to facilitate the speedy entry of relief personnel, goods and equipment while also maintaining adequate coordination, quality control and oversight. Moreover, in recent years there have been rising concerns about whether adequate measures have been taken to ensure the protection of particularly vulnerable groups in disaster settings.

This survey was conducted by the International Federation of Red Cross and Red Crescent Societies (IFRC) with the assistance of supporting partners the United Nations Office for the Coordination of Humanitarian Affairs, United Nations Development Programme, World Bank Group, World Customs Organization, World Food Programme and the World Trade Organization. It was intended to gauge current thinking in the disaster management and humanitarian sector about the thorniest regulatory issues in international disaster operations as well as the level of concern about identified protection issues. It follows on previous consultations of stakeholders led by the IFRC and updates some of the findings from a similar survey of governments and humanitarian organizations undertaken by the IFRC in 2007 (hereinafter “the 2007 survey”)¹.

¹ See IFRC, Law and legal issues in international disaster response: a desk study (2007), Annex 3, available at <http://www.ifrc.org/PageFiles/125735/113600-idrl-deskstudy-en.pdf>.

2. Methodology

This survey was conducted from April-September 2015. It was targeted to individuals with backgrounds in government (in particular in national disaster management agencies, ministries of foreign affairs, and customs offices), domestic and international humanitarian and development agencies, the private sector and academia. They were requested to provide answers on the basis of their own personal experience, knowledge and opinions, rather than representing their employers (in contrast to the 2007 survey, which sought institutional response). It was hoped that this would generate a higher volume of response and allow for a more dynamic and diverse set of findings.

The survey was conducted entirely online, with a branching format, allowing respondents to skip over areas of questioning not relevant to their own experiences. After some preliminary questions regarding personal details of the interviewed people – such as home country and employer category – the survey questions were divided into groups on the basis of whether respondents had experienced response operations to disasters over the last ten years (a) in their own countries, (b) in foreign countries or, (c) both. Those without any direct experience with disaster operations were asked only questions about the state of laws in their country and areas of concern for the future. The scope was limited to non-conflict disasters.

The main areas addressed in the survey were:

- Quality and coordination problems in international response operations.
- Entry and operations problems in international response operations.
- Excessive costs related to the importation of relief goods and equipment.²
- Regulatory problems in domestic response operations.
- Discrimination and special needs in disaster response operations.
- Other protection issues in disaster response.

In relation to the first four issues, respondents were requested to separately rate the frequency with which they had encountered various types of regulatory problems in disaster response operations and the impact they felt that those problems had on the efficiency and effectiveness of those operations overall.

With regard to the questions on discrimination, special needs and other protection issues, participants were also asked to rate the frequency of problems but, rather than estimating their impact (which, it was felt, might be more difficult for an individual disaster relief practitioner to gauge), respondents were required to rate

² Specific problems related to this issue were only posed to those who were involved in the response to a disaster in a country other than their own.

how well they felt domestic rules, institutions and initiatives had addressed the problem under consideration.

For each of the substantive questions, the responder was asked to assign ratings between 1 and 5. For the rating of frequency, 1 was considered equivalent to “never” and 5 was considered equivalent to “always”. For the rating of impact, 1 was considered equivalent to “no impact” and 5 was considered equivalent to “major impact”. For the rating of how well domestic rules, institutions and initiatives had addressed certain protection issues, 1 was considered “not addressed at all,” and 5 was considered “fully addressed.”³

The survey was made available in English, French, Spanish, Arabic and Russian. The IFRC and each of the survey’s supporting partners circulated it to their staff, members and external networks through email lists. In addition, a note verbale was sent to the permanent missions in Geneva in April requesting their support in encouraging relevant governmental officials to respond to the survey (in particular in national disaster management agencies, ministries of foreign affairs, and customs offices), and notices were posted on Reliefweb, the IFRC website and a number of other relevant websites.

A full list of questions, including the number of response to each, is provided in Annex 1.

³ While respondents were provided with indications only at the upper and lower ends of the 1-5 scale, for the purposes of ease of discussion in the present report, the following shorthand descriptions will be used for the various scores:

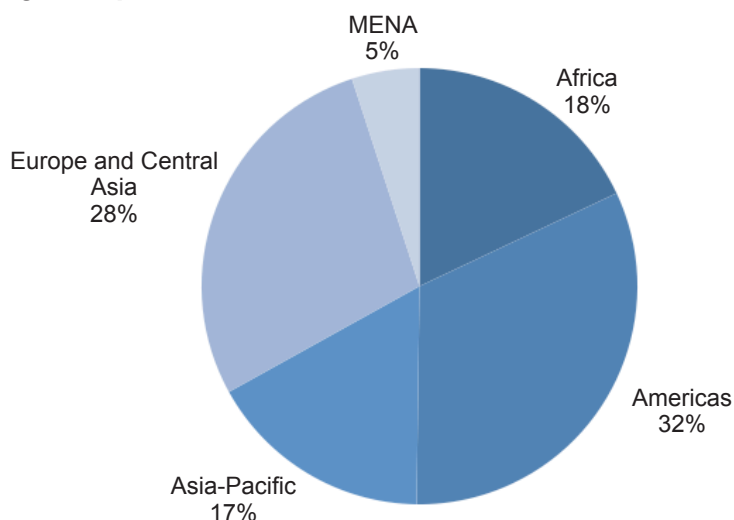
- For frequency: 1 = never, 2 = infrequently, 3 = sometimes, 4 = frequently, and 5 = always.
- For impact: 1=no impact, 2 = minimal impact, 3 = some impact, 4 = significant impact and 5= major impact.
- For the degree to which laws, institutions and initiatives address certain protection problems: 1= not addressed at all, 2=addressed only to a limited extent, 3=addressed partially, 4=substantially addressed, 5= fully addressed.

3. Overview of respondents

As noted above, the survey used a branching format and respondents were encouraged to answer only those questions relevant to their own experience. Accordingly, there was a different number of responses to each question (exact totals per question are provided in Annex 1). Overall, 243 respondents “completed” the survey, meaning that they followed the branching logic through to the end (without necessarily responding to all questions).⁴ The following geographical and organization information is based on this “completion” group.

As illustrated in Figure 1, the most represented region of origin of respondents was the Americas, with a total of 77 respondents, while the least represented was the Middle East and North Africa (MENA) with 12 respondents. The second most represented region was Europe and Central Asia (67 respondents), followed by Africa (43) and Asia-Pacific (40).

Figure 1: Regional representation

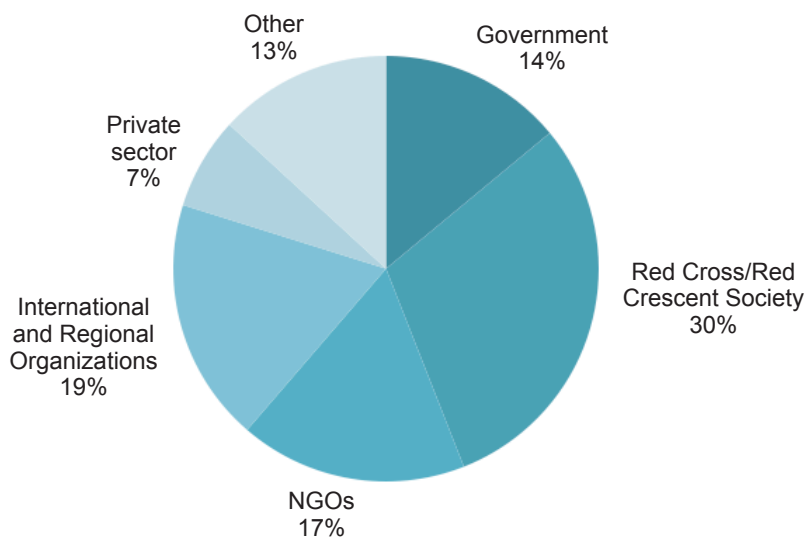


As illustrated in Figure 2, there was also a fairly representative spread across professional affiliations. The most representative grouping was National Red Cross and Red Crescent Societies with 73 responses, followed by 45 from international and regional organizations; 42 from NGOs; 34 governmental employees and 17 from the private sector. Persons with “other” employers constituted the remaining 32 respondents.

There was a concerted attempt to encourage responses from several different parts of government, in particular from Ministries of Foreign Affairs, customs offices, civil protection or natural disaster management agencies, and development assistance agencies. Results from customs offices were most disappointing, with only two respondents.

⁴ Percentages reported through the report have been tallied counting only those respondents who answered the question at issue.

Figure 2: Professional representation



Despite the modest participation of persons from MENA and the private sector, the overall level of participation was quite positive, particularly in comparison to the survey conducted in 2007, which received a total of 118 usable responses and only one from a private company.

4. Top-level findings

a. Coordination problems

Overall, coordination problems in both international and domestic response operations were identified as the most frequent types of regulatory issues and also those with the highest impacts on the efficiency and operation of disaster response operations. The four types of coordination problem assessed in the survey were the following:

Venue	International response operations	Domestic response operations
Specific problem	Gaps in coordination between domestic authorities about how they manage international response.	Gaps in coordination between different agencies and/or levels of government.
	Gaps in coordination between international responders and domestic authorities.	Gaps in coordination between governmental and non-governmental actors.

With one exception, all coordination problems received average scores above 3, which means that those problems were encountered by the respondents at least sometimes, and they had at least some impact on the efficiency and effectiveness of disaster response operations, as illustrated in Table 1 below. For each of the coordination problem types, over a third of respondents listed frequency and impact ratings of 4 or 5 (frequently/significant impact or always/major impact).

Table 1: Average ratings for coordination problems

	Coordination problems in international response operations		Coordination problems in domestic response operations	
	Coordination between domestic authorities about international relief	Coordination between international responders and domestic authorities	Coordination between agencies and/or levels of government	Coordination between governmental and non-governmental actors
Own country				
Frequency	3.06	2.91	3.19	3.16
Impact	3.05	3.05	3.27	3.17
Foreign country				
Frequency	3.39	3.50	3.43	3.39
Impact	3.57	3.56	3.57	3.49

Ratings: 1=never or no impact; 5=always or major impact

Interestingly, and as Figures 3 and 4 demonstrate, the ratings for coordination problems in both international and domestic response operations were considerably higher in the case of those expressing their views about their experience in foreign countries than those referring to their experience in their own country. On average, the frequency scores of coordination problems in foreign countries amounted to 3.4 in comparison to 3 when responders assessed their own countries, while the impact was rated with an average of 3.5 in foreign countries in contrast to 3.1 in the domestic context.

Figure 3: Coordination problems in international operations

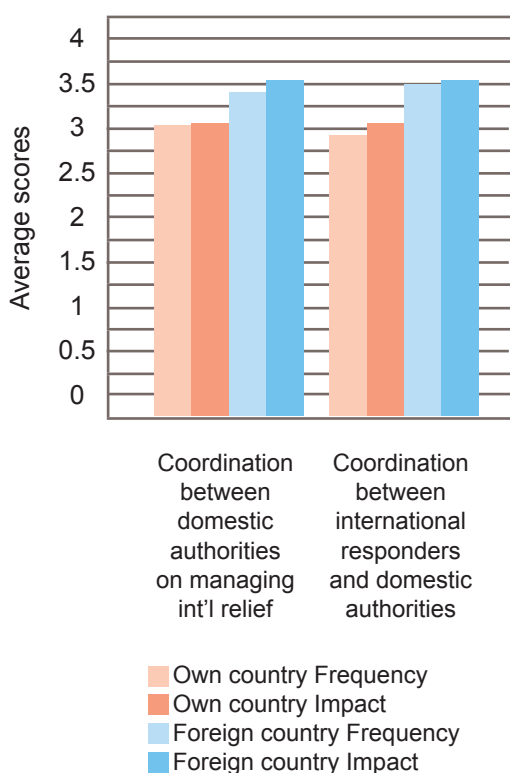
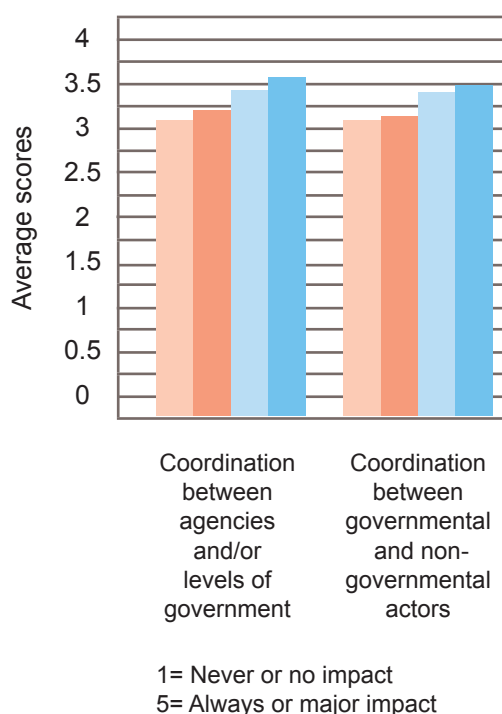


Figure 4: Coordination problems in domestic operations



1= Never or no impact
5= Always or major impact

Finally, it can be noted that, with the exception of coordination between domestic authorities related to the management of international relief, the impact of all coordination problems was rated slightly higher than their frequency.

b. Main regulatory problems aside from coordination

Setting coordination problems aside, issues with the procurement or disbursement of domestic funds, failure to adequately consult with beneficiaries by both domestic and international responders, difficulty or delay in obtaining customs clearance and accessing customs procedures, and delays or restrictions in the entry of relief personnel featured, on average, as the top problem areas identified by respondents, as illustrated by the average scores in Table 2 below.

Table 2: Top three problem areas overall (excluding coordination)⁵

Own country	Most Frequent	Problem	Highest impact
1st	3.13	Delays in procuring/disbursing domestic funds for disaster response	3.29
2nd	3.04	Failure of domestic actors to adequately consult with beneficiaries about decisions	3.07
3rd	2.87	Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes or costs	2.99

Foreign country	Most Frequent	Problem	Highest impact	
1st	3.31	Failure of international responders to adequately consult with beneficiaries about decisions	3.34	
2nd	3.22	Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes or costs	3.30	
3rd	3.08	Difficulty in accessing information on customs and other border-crossing procedures	Delays or restrictions in the entry of relief personnel	3.28

Ratings: 1=Never or No impact; 5=Always or Major impact

The majority of these issues were scored above 3 on average, indicating a definite regularity in operations around the world. It is striking that, with one exception, the problems identified as most frequent were also those identified as having the greatest impact. It is also interesting that the customs and consultation issues were identified at the top of the list, both in respondents' own countries and abroad. This certainly points to potential areas of priority for countries that have not yet addressed these issues in existing law or policies.

While there was significant agreement across different regions and employer categories as to the top three problems, there was more variety as to their choices for the number one slot, both in terms of frequency and impact, as illustrated in Table 3 below. There were only three cases where the same problem was identified as the most frequent and having the highest impact: MENA respondents reported this with regard to the provision of unneeded or inappropriate relief items by international responders at home; African respondents reported it with regard to delays in procuring/disbursing domestic funds for disaster response at home; and respondents from the Americas reported it with regard to the failure of domestic actors to adequately consult with beneficiaries about decisions. It is noteworthy, though, that respondents from governments, IGOs, and NGOs all reported a high frequency of gaps in consultation with beneficiaries.

⁵ Discrimination and special needs, and other protection issues, in disaster response operations were only considered for the identification of the three main problems in terms of frequency and not in terms of impact, due to the fact that what was measured in those cases referred to how well they were addressed. These issues are instead analysed in the following section.

Table 3: Top problems areas by profession and region (excluding coordination)⁶

Profession	Avg rating	Most frequent problem	Highest impact problems	Avg rating
Govt	3.12	Failure of domestic actors to adequately consult with beneficiaries about decisions	Failure of international responders to adequately consult with beneficiaries about decisions	3.26
RC/RC	3.18	Difficulties in providing shelter due to land tenure or property rights issues	Delays in procuring/disbursing domestic funds for disaster response	3.28
IGO	3.64	Failure of domestic actors to adequately consult with beneficiaries about decisions	Failure of international responders to adequately consult with beneficiaries about decisions	3.67
NGO	3.74	Failure of international responders to adequately consult with beneficiaries about decisions	Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes or costs	3.82
Private	3.31	Provision of unneeded or inappropriate relief items by international responders	Failure of international responders to adequately consult with beneficiaries about decisions	3.57
Other	3.81	Delays in procuring/disbursing domestic funds for disaster response	Failure of international responders to adequately consult with beneficiaries about decisions	4.11

Region	Avg rating	Most frequent problem	Highest impact problems	Avg rating
Africa	3.19	Delays in procuring/disbursing domestic funds for disaster response	Delays in procuring/disbursing domestic funds for disaster response	3.84
Americas	3.53	Failure of domestic actors to adequately consult with beneficiaries about decisions	Failure of domestic actors to adequately consult with beneficiaries about decisions	3.56
Asia-Pac	3.04	Difficulties in providing shelter due to land tenure or property rights issues	Failure of international responders to adequately consult with beneficiaries about decisions	3.03
Europe	2.78	Failure of domestic actors to adequately consult with beneficiaries about decisions	Delays in procuring/disbursing domestic funds for disaster response	2.65
MENA	3.12	Provision of unneeded or inappropriate relief items by international responders	Provision of unneeded or inappropriate relief items by international responders	3.25

Ratings: 1=Never or No impact; 5=Always or Major impact

⁶ With regard to profession, this table consolidates information from respondents' own countries and their observations about operations in foreign operations, listing top scoring problems regardless of the venue. By region, however, the table only depicts ratings from respondents' own countries, on the understanding that measuring regional origin with regard to a respondent's experiences in other countries (that may have been within or without that region) would be of limited value. Note that scores listed in this table are the average score of respondents of the category (by region or by profession).

Operational regulatory issues were generally reported more frequently than protection concerns overall, though shelter issues hinging on land tenure or property rights issues did rise to the top for respondents from National Red Cross and Red Crescent Societies and those from Asia-Pacific.

c. Top protection concerns

While the subsection above included all regulatory problems other than the coordination issues, including questions on protection, it is also worthwhile to note priority areas among the protection issues themselves. Here, it is interesting to note that land tenure and property rights issues relevant to the provision of shelter and gender-based violence were in the top three, both in respondents' own countries and abroad. It is also noteworthy that both gender based violence and other criminal activity were seen both as most frequent and best addressed at home. However, corruption and issues related to migrants were seen as least well addressed in existing law and policy. no law has been passed to formally establish a more detailed structure of the SNGRD.

Table 4: Top three protection issues overall

Own country	Most frequent problem		Least well addressed by existing law and institutions		Best addressed by existing law and institutions	
1st	2.80	Land tenure or property rights	2.59	Discrimination vs migrants	3.07	Other criminal activity
2nd	2.70	Other criminal activity	2.60	Corruption in relief or recovery	3.01	Gender based violence
3rd	2.67	Gender-based violence	2.68	Discrimination against IDPs	2.97	Discrimination vs children

Foreign country	Most frequent problem		Least well addressed by existing law and institutions		Best addressed by existing law and institutions	
1st	3.06	Land tenure or property rights	2.43	Discrimination vs. migrants	2.93	Discrimination vs. children
2nd	2.97	Discrimination vs. racial groups	2.44	Discrimination vs. disabled	2.78	Discrimination vs. women
3rd	2.87	Gender-based violence	2.45	Corruption in relief or recovery	2.78	Discrimination vs. IDPs

Ratings: 1=Never or Least well addressed in existing laws/institutions, 5=Always or Best addressed in existing laws/institutions

Again, there were quite a few distinctions among professions as to the very top problem in terms of frequency as illustrated in Table 5. However, there was a striking concordance around the reported frequency of land tenure or property rights issues among respondents from Africa, the Americas, Asia-Pacific and MENA. It is also telling that most of the professional categories selected discrimination and special needs of children in disasters as the issue best addressed by existing laws and institutions.

Table 5: Top protection issues by profession and region⁷

Profession	Most frequent		Least well addressed by existing law and institutions		Best addressed by existing law and institutions	
Govt	2.78	Discrimination vs. IDPs/ racial groups	2.36	Corruption in relief or recovery	3.47	Discrimination vs children.
RC/RC	3.18	Land tenure or property rights	2.15	Discrimination vs persons with disabilities	3.26	Other criminal activity/ Land tenure or property rights
IGO	3.28	Discrimination vs persons with disabilities	2.46	Land tenure or property rights	3.14	Discrimination vs. children/ women
NGO	3.33	Corruption in relief or recovery/ Land tenure or property rights	1.95	Trafficking of persons	3.18	Discrimination vs children.
Private	2.9	Land tenure or property rights	1.6	Trafficking of persons	3.56	Discrimination vs. children
Other	3.4	Discrimination vs. migrants	2.18	Other criminal activity	3.18	Discrimination vs. children

Region	Most frequent		Least well addressed by existing law and institutions		Best addressed by existing law and institutions	
Africa	2.9	Land tenure or property rights	2.43	Discrimination vs children	3.66	Land tenure or property rights
Americas	2.98	Land tenure or property rights/ gender-based violence	2.77	Trafficking of persons	3.29	Discrimination vs children
Asia-Pac	3.04	Land tenure or property rights	2.41	Discrimination vs IDPs	3.04	Discrimination vs women/ Children/ Other criminal activity
Europe	2.54	Discrimination vs migrants	2.12	Discrimination vs migrants	3.19	Other criminal activity
MENA	2.2	Land tenure or property rights	1.0	Discrimination vs racial groups/ Corruption in relief or recovery	2.0	Land tenure or property rights

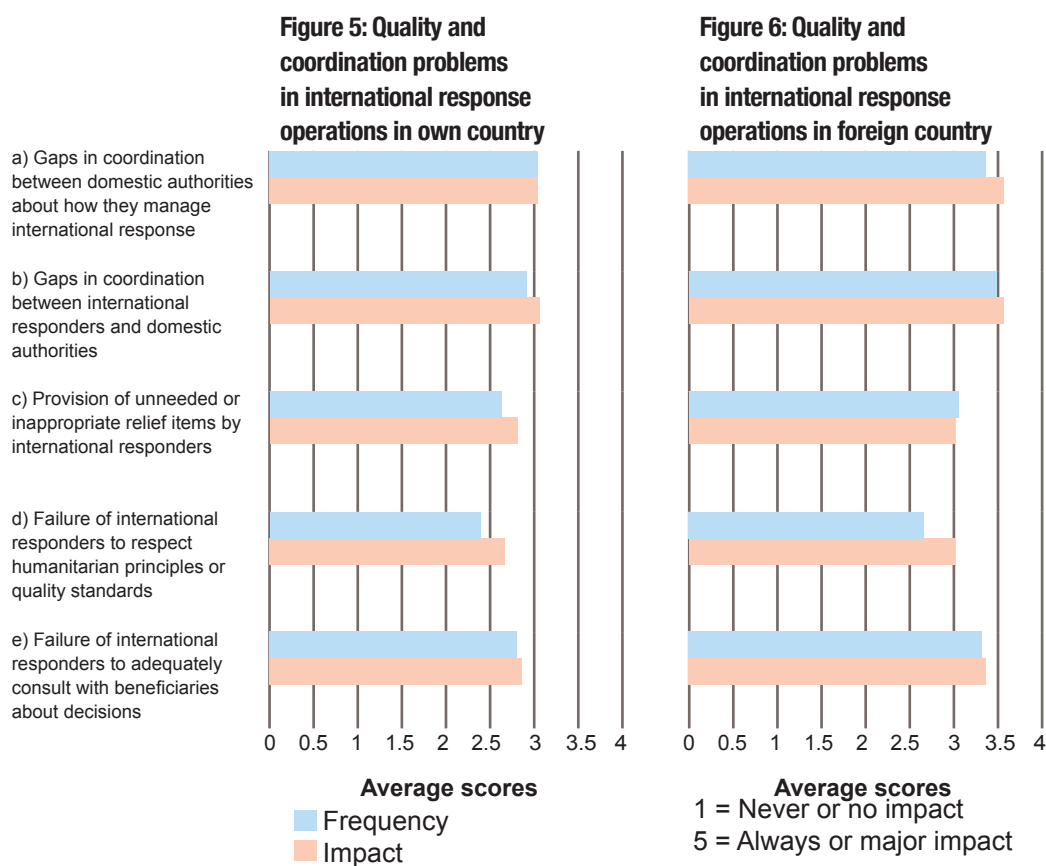
Ratings: 1=Never or Least well addressed in existing laws/institutions, 5=Always or Best addressed in existing laws/institutions

⁷ This table has the same logic as that of Table 3, above. See note 6, supra, for more information.

5. Findings by question

This section analyses the results of each issue addressed to the respondents. In addition to providing average scores for all questions, any particularly remarkable tendencies in the responses by region or profession are noted.

a. Quality and coordination problems in international response operations



Many of the respondents scored the problems under this category above 3, particularly in relation to their experience in disaster response operations in foreign countries. As already noted above, gaps in coordination obtained the highest ratings among the questions posed under this heading.

Gaps in coordination between domestic authorities about how they manage international response

More than half (52%) of all respondents, *frequently* or *always* encountered coordination problems between domestic authorities as to how they manage international response in foreign countries. Respondents from Asia-Pacific (49%) and the Americas (45%) were most likely to also report *frequently* or *always* encountering this issue at home. While most government employees (68%) indicated that they had *never* or *infrequently* perceived a problem in their own countries, respondents working for National Red Cross and Red Crescent Societies *sometimes* or *frequently* encountered this type of coordination problem at home (52%).

Gaps in coordination between international responders and domestic authorities

As noted in Table 1 above, this issue had the highest frequency score of all the problems raised in the survey and among the highest scores for impact as well. As noted above, participants were far more likely to report this issue in foreign countries than in their own. However, there were also some interesting counter-currents. Africans were (36%) more likely than respondents from other regions to report *never* encountering this in their own countries. Similarly, half of respondents working for the government (50%) *infrequently* encountered this problem at home, though nearly half of them (48%) *frequently* or *always* encountered it abroad. In contrast, respondents from the private sector (38%) led the list of those *always* identifying gaps in their own countries, followed by IGOs (21%). In foreign countries, a substantial proportion of respondents from National Red Cross and Red Crescent Societies (44%), NGOs (50%) and private sector (60%) *frequently* encountered this problem.

Provision of unneeded or inappropriate relief items by international responders

Overall, the highest concentrations of ratings for this problem both for frequency and impact were 3 in respondents' own countries and 3 and 4 in foreign countries. However, the majority of Africans reported that they had not encountered this problem in their countries while the majority of respondents coming from MENA noted facing this problem *sometimes* or *frequently*, and considered that it had some or *significant* impact. Similarly, the majority of respondents working for the government (63%) reported that they had *infrequently* encountered this issue at home.

Failure of international responders to respect humanitarian principles or quality standards

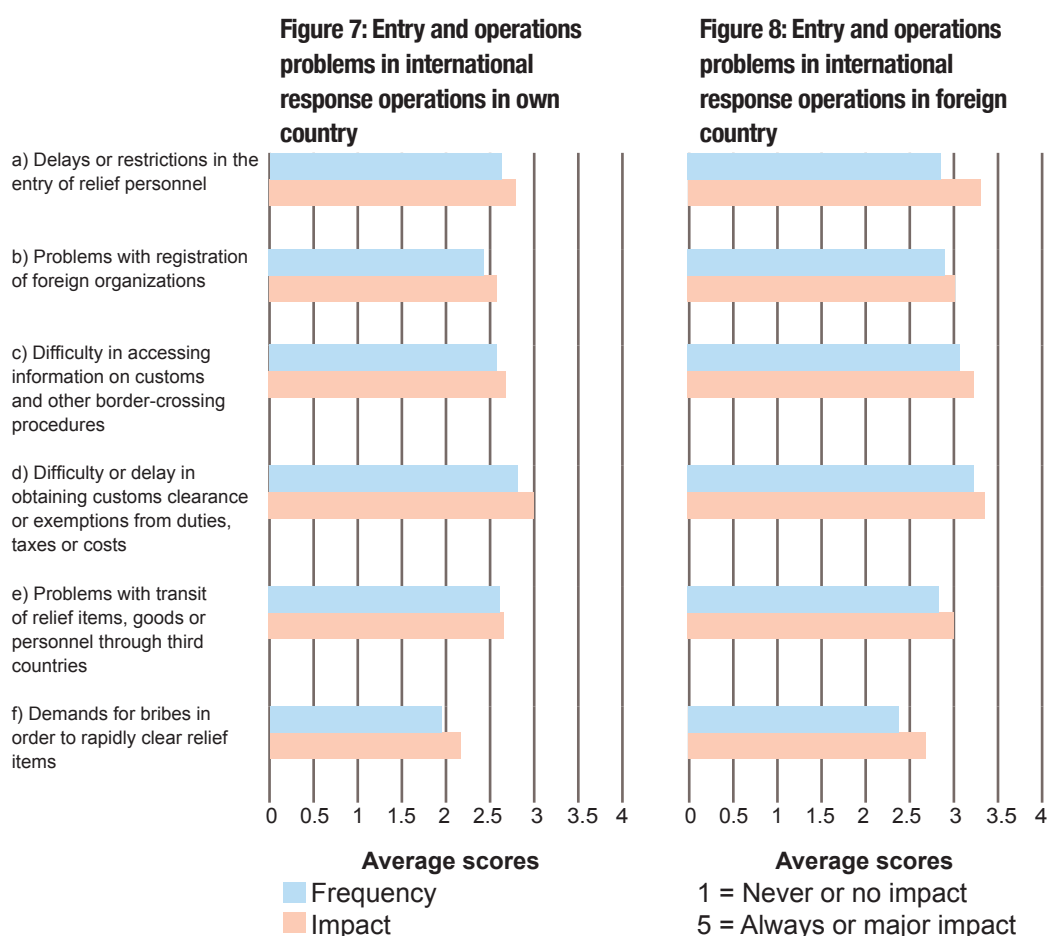
In their own country, the majority of Africans (51%) and a substantial proportion of Europeans (38%) *never* faced this problem, while respondents from MENA (62%) and Asia Pacific (46%) tended to report *infrequently* facing it. In contrast, there was quite an even repartition of the responses from the Americas across the spectrum. The majority of respondents from the government (50%) mentioned *never* having experienced this problem at home but many (40%) had *sometimes*

seen it in countries other than their own. Respondents affiliated with National Red Cross and Red Crescent Societies (34%) were the most likely to report *never* encountering this problem abroad.

Failure of international responders to adequately consult with beneficiaries about decisions

As noted in Table 2, this issue constituted one of the top problems in the survey. However 50% of respondents from MENA indicated *infrequently* encountering this problem at home. Respondents working for the government were often more convinced than those with other employers that they *never* or *infrequently* encountered a lack of consultation with beneficiaries by international responders in their own countries. In contrast, in foreign countries, the majority of all participants *sometimes* or *frequently* identified this issue, particularly respondents working for NGOs (64%).

b. Entry and operations problems in international response operations



A second category of questions raised referred to entry and operation problems in international response operations. As illustrated in Figure 7, respondents assessing the experience of international operations taking place in their own

countries rated the frequency and impact of this category of problems under 3. However, in the case of countries other than their own, some problems were rated over 3 for frequency and the majority were rated higher than this for impact. In this category, customs clearance issues were identified as the most frequent problem and attributed the highest impact, and delays or restrictions in the entry of relief personnel were identified as the second problem with most impact both at home and abroad.

Delays or restrictions in the entry of relief personnel

On average, the majority (51%) of respondents stated that they had *never* or *infrequently* encountered this problem in their own countries, however in foreign countries, the majority of responses clustered around *infrequently* and *sometimes* (58%). Likewise, the majority of respondents working for government (57%) *never* encountered this problem in own countries. Most professional affiliations (including government) clustered their scores around 3 (*sometimes*) for this problem in foreign countries.

Problems with registrations of foreign organizations

Problems of this nature were more commonly identified in foreign countries than in respondents' own countries. More than 50% of Africans and Europeans considered this to *never* happen in their countries, as well as 60% of respondents working for government. NGO employees (34%) were most likely to identify this kind of problem as *frequent* in foreign countries, whereas respondents affiliated with National Red Cross and Red Crescent Societies (10%) were least likely.

Difficulty in accessing information on customs and other border-crossing procedures

This problem was considered by respondents to be less frequent and to have less impact in their own countries than in foreign ones. The majority of respondents from MENA indicated that they *never* encounter this issue in their own country. Similarly, 53% of respondents working for government stated that they *never* face this problem in their own countries and 68% felt they had no impact. In relation to respondents' experience in foreign countries, NGO employees perceived the most frequent problems (with approximately 41% of respondents selecting 4 or 5) and the biggest impacts (38% selecting 4 or 5).

Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes and costs

The results showed a fairly even distribution in the rates for respondents' own countries, while many more problems were identified for foreign countries. Responses from both MENA (62%) and Europe and Central Asia (46%) tended to cluster around *never* encountering this problem in their own countries, in addition to the large majority (71%) of respondents working for governments. Interestingly, many governmental respondents (45%) *sometimes* encountered this problem in foreign countries and NGOs (39%) were most likely to report that such problems had a *major* impact.

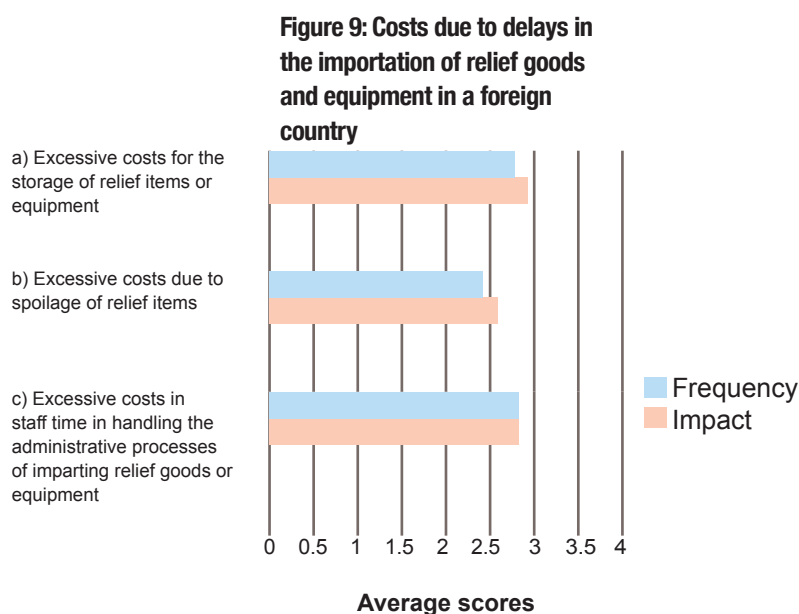
Problems with transit of relief items, goods or personnel through third countries

Europeans (48%) were the most likely to indicate that this kind of problem *never* occurs in their own country. A large majority (83%) of respondents working for governments had *never* encountered these issues at home, though a substantial proportion (40%) reported that they had *sometimes* encountered them abroad. NGOs (35%) (and those with “other” affiliations (40%)) were most likely to have encountered them frequently abroad, and NGOs (31%) were also most likely to assign them a *major* impact.

Demands for bribes in order to rapidly clear relief items

The majority of responses indicated that they had *never* encountered demands for bribes to rapidly clear relief items in their own countries, including a striking 92% of respondents working for governments. The responses regarding experiences in foreign countries, however, were more even, with significant numbers seeing them *infrequently* or *sometimes*.

c. Excessive costs related to imported relief goods



For this third category of questions, respondents reporting on their experiences in foreign countries were also asked to rate the frequency and impacts of costs they thought excessive related to the importation of relief goods and equipment. Average ratings were less than 3 for all three questions, though over a quarter of respondents reported experiencing these issues *frequently* or *always* and that they had *significant* or *major* impacts. Thus, while a real issue, excessive costs did not rise to the top of respondents’ concerns.

Excessive costs for the storage of relief items or equipment

Among the three types of cost mentioned, excessive costs for the storage of relief items or equipment were deemed to have the highest impact on operations, with 31% of respondents deeming them *significant* or *major*. Representatives of academia/other profession and IGOs were the most likely to report this issue as high frequency and impact, followed by those from Red Cross and Red Crescent Societies.

Excessive due to spoilage of relief items

As with the previous question, representatives of academia/other profession and IGOs were the most likely to report this issue as high frequency and impact.

Excessive costs in staff time in handling the administrative processes of imparting relief goods or equipment

This was the most frequent of the excessive costs identified by respondents, in particular by representatives of NGOs. A majority of the latter (53%) encountered this *frequently* or *always*, whereas academics/other professions were most likely to assign the highest impact to the problem.

d. Regulatory problems in domestic response operations

Figure 10: Regulatory problems in domestic response operations in own country

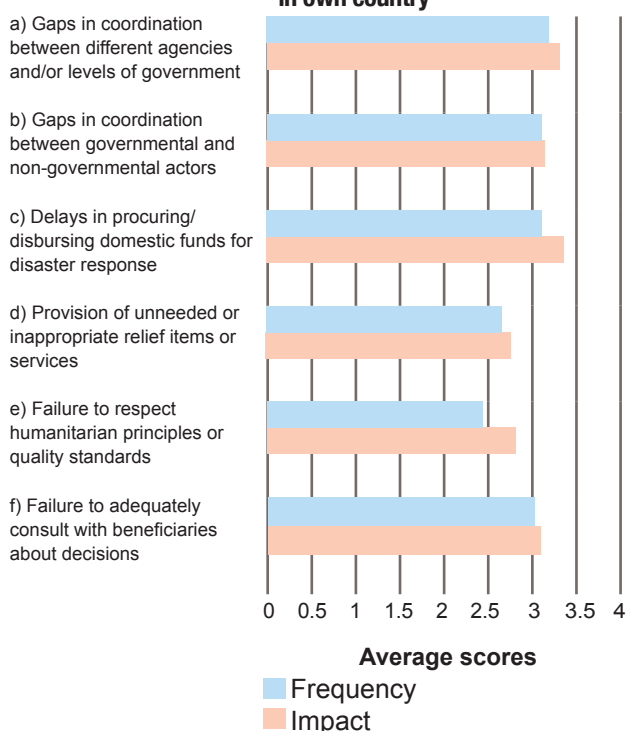
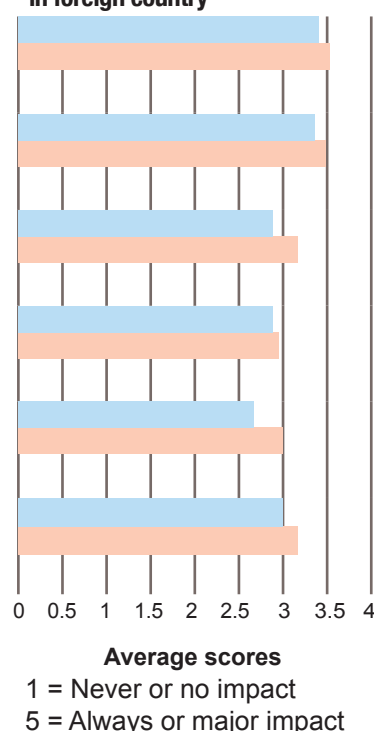


Figure 11: Regulatory problems in domestic response operations in foreign country



A fourth issue that respondents were asked to assess referred to regulatory problems in domestic response operations. On average, respondents rated almost all problems under this category over 3 both in own and foreign countries, particularly in relation to impacts in the latter. Gaps in coordination obtained the highest rates in general, except for the impact of delays in procuring and disbursing domestic funds in respondents' own countries.

Gaps in coordination between different agencies and/or levels of government

As illustrated in Table 1, this problem had the very highest score in the survey for impact (in foreign countries) and was also among the most frequent. Respondents from the Americas (31%) were the most likely to report *always* encountering this problem in their own countries, whereas those from Europe and Central Asia (33%) were the mostly likely to report it *frequently* at home. NGO employees identified the most impact in both (42%) own and foreign countries among the various professional affiliations.

Gaps in coordination between governmental and non-governmental actors

This was among the top problems identified in the survey, both in terms of frequency and impact. This was also the question for which the distribution of responses was most similar as between respondents' experience in their own countries and abroad. Respondents from MENA (43%) were the most likely to report having *frequently* encountered this problem in their own countries. With regard to the professional affiliations, it is striking that none of the respondents employed by government, NGOs, IGOs, or the private sector reported *never* having encountered this issue abroad. While government employees tended to report that it occurred *infrequently* (36%) and had a *minor* impact (43%) at home, in foreign countries they tended to say that they encountered it *sometimes* (58%) and that it had some impact (47%).

Delays in procuring/disbursing domestic funds for disaster response

After issues of coordination, this was the regulatory problem that emerged as the most frequent and having the most impact overall in respondents' own countries. A substantial proportion (27%) of respondents considered this issue to have a *major* impact in disaster response operations in their own countries, particularly Africans (29%). However, there was a difference of view as between respondents working for government and those with other professional affiliations. A majority of government employees (53%) had *never* or *infrequently* encountered the problem at home, and found that it had *no* or *minor* impact (66%) there, while a substantial proportion of them (35%) reported *sometimes* encountering it in other countries. Those working or international organizations, the private sector, and "other" affiliations, were most likely to point to a high frequency and high impact rates in their own countries.

Provision of unneeded or inappropriate relief items or services

Africans (57%) and Europeans (73%) were most likely to indicate that they *never* or *infrequently* face this problem in their own countries, respectively. A substantial

proportion of respondents working for governments (47%) *never* encountered this issue at home but *frequently* (33%) saw it abroad.

Failure to respect humanitarian principles or quality standards

Africans (43%) and Europeans (54%) were most likely to report *never* encountering this issue at home. Likewise, the majority of respondents working for government (60%) *never* encountered this issue in their own countries.

Failure of domestic actors to adequately consult with beneficiaries about decisions

As noted in Table 2, this issue was identified in the top three problems in terms of frequency and impact in respondents' own countries. However, a large majority of respondents from government (70%) reported *never* or *infrequently* encountering it at home as did respondents from the Middle East and North Africa (71%). The majority of participants from the Americas (56%) *always* or *frequently* encountered such issues at home.

e. Discrimination and failure to meet special needs

Figure 12: Discrimination and failure to meet special needs

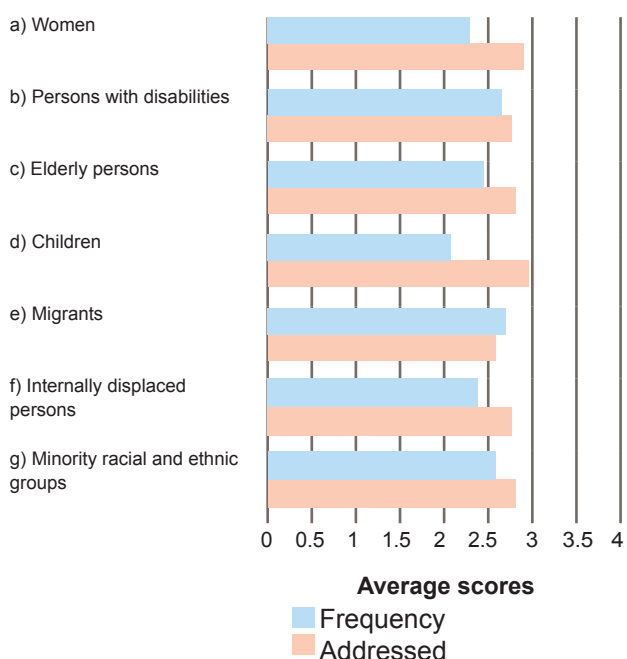
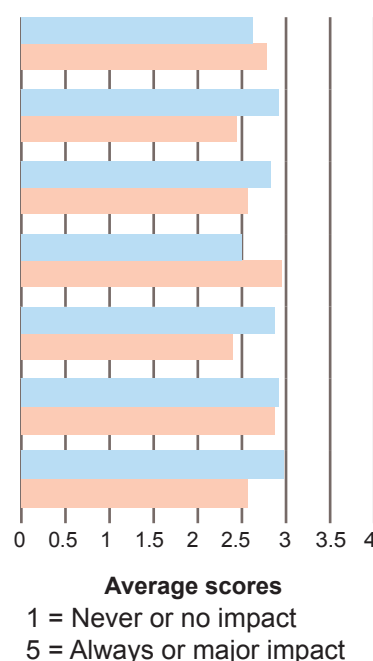


Figure 13: Discrimination and failure to meet special needs



The fifth issue that respondents were asked to assess related to discrimination and/or failures to meet special needs of certain populations in disaster response operations. As noted above, for this and the following category of questions on “other protection issues”, respondents were asked to rate the frequency with

which they had encountered the problem in disaster operations and how well they felt existing domestic rules, institutions and initiatives addressed the problem under consideration. In general, respondents were much more likely to identify problems of these kinds in countries other than their own.

Women

Respondents from MENA (67%) and Africa (65%) were the most likely to report that they had *never* encountered discrimination or failures to meet the special needs of women in disaster operations in their own countries. Those working for governments (67%) and the private sector (78%) often reported that they had *never* seen this issue in own countries, and most likely to report that it was *fully* or *substantially* addressed in existing laws, institutions and initiatives at home. Respondents from National Red Cross and Red Crescent societies were the most likely to report that they had never encountered this issue in foreign countries (33%), but they (55%) – and also those working for NGOs (53%) – also tended to report that this issue was well addressed by existing laws and institutions addressed in those contexts.

Persons with disabilities

Respondents from MENA (67%) and Africa (61%) tended to report that they had *never* encountered discrimination or failure to meet the special needs of persons with disabilities in disaster operations in their own countries, and this was also was the case for respondents working for governments (53%), NGOs (37%), the private sector (44%), and National Red Cross and Red Crescent Societies (38%). A significant proportion of National Red Cross and Red Crescent Societies also reported that they had *never* encountered it in foreign countries. However, the majority of respondents working for NGOs reported that they had encountered it *frequently* and it was addressed *only to a limited extent* in operations in foreign countries.

Elderly persons

In their own countries, the majority of respondents from MENA (67%) and Africa (65%) as well as a substantial proportion of those working for government (60%) the private sector (67%), NGOs (37%) and National Red Cross and Red Crescent Societies (42%) reported that they had *never* encountered discrimination or failures to meet the special needs of the elderly persons in disaster operations. Similarly, those working for the Red Cross/Red Crescent (38%) and for the private sector (40%) tended to report that they had *never* seen the issue in operations in foreign countries but also tended to indicate (40% for Red Cross and 33% for private sector) that it was addressed *only to a limited extent* in existing laws and institutional arrangements. In contrast, NGO employees (38%) considered that they saw the issue *frequently* in foreign countries.

Children

Substantial proportions of the respondents from Europe and Central Asia (50%), Africa (68%) and MENA (80%) and those working for governments (67%), the private

sector (56%), NGOs (53%) and National Red Cross and Red Crescent Societies (47%) reported that they had *never* encountered discrimination or failures to meet the special needs of children in disaster operations in their own countries. The majority of those working in the private sector (44%) were most likely to consider this to be *substantially* addressed by existing laws and institutions. In foreign countries, a substantial minority of NGO employees (35%) tended to report that this type of problem was *not at all addressed* by existing laws and institutions, whereas those in government (35%) tended to report, on the contrary, that it was *substantially addressed*. National Red Cross and Red Crescent Societies (35%) and private sector (50%) respondents were the most likely to indicate that they had encountered the issue *infrequently*.

Migrants

In their own countries, respondents rated problems with discrimination or failure to meet the special needs of migrants as most frequent among the various potentially vulnerable groups. However, respondents from MENA (67%) were the most likely report that they had *never* encountered discrimination or failures to address special needs of migrants in operations at home, but 83% of them also indicated that this issue was *not addressed at all* in existing law and institutions. The majority of the responses indicating discrimination against migrants or failures to meet special needs *always* arose in their own countries came from NGO employees (26%). In foreign countries, a substantial minority of respondents from National Red Cross and Red Crescent Societies (38%) and the private sector (44%) indicated that they had never encountered the issue, whereas respondents from NGOs (36%) and IGOs (29%) tended to report that they had come across it *frequently*.

Internally displaced persons

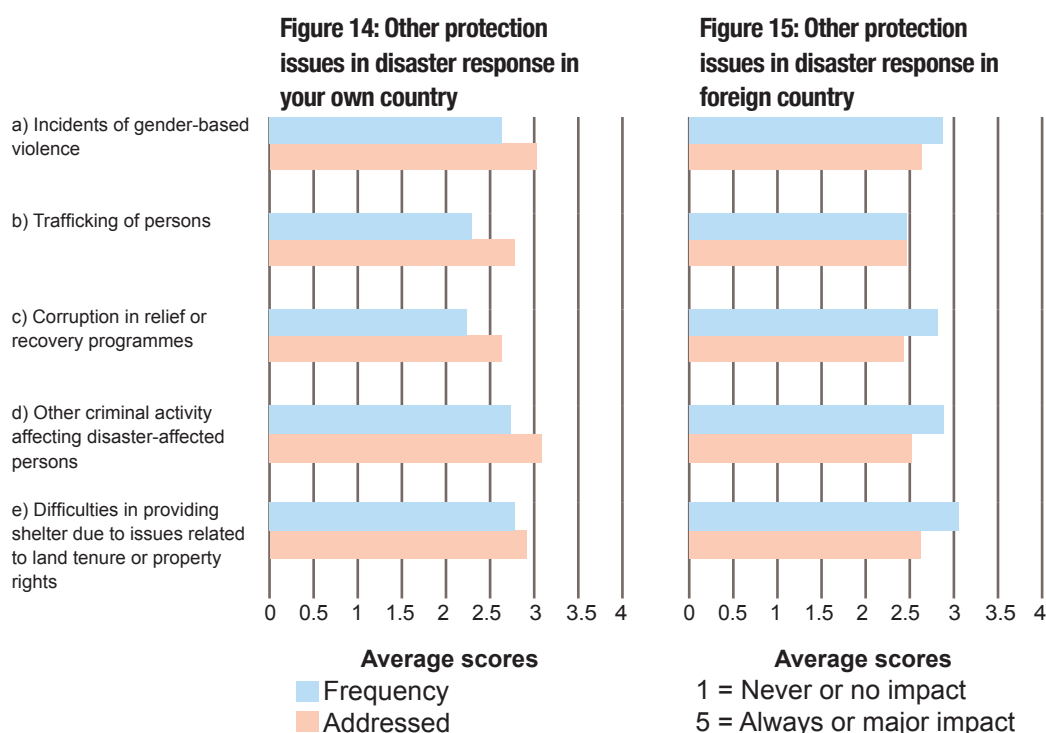
In their own countries, a large majority of responders from MENA (83%) had never encountered discrimination or failures to meet special needs of internally displaced persons but also that felt was *not at all addressed* (83%). The majority of those working for governments (53%), private sector (55%) and a plurality of National Red Cross and Red Crescent Societies (42%) likewise stated that they had never encountered it at home.

Minority racial or ethnic groups

Among the various particularly vulnerable groups, problems with discrimination and/or failures to meet special needs of minority racial or ethnic groups received the highest overall score for frequency (as rated in foreign countries). However, the large majority of respondents from MENA (83%) indicated that they had *never* encountered discrimination or failures to meet the special needs of minority racial or ethnic groups in their own countries. On the other hand, 100% of them also considered that this issue was *not at all addressed* in existing laws and institutions. In contrast, Africans were the most likely to report that this issue is *fully addressed* (33%) in their countries. Substantial proportions of employees from the government (53%), National Red Cross and Red Crescent Societies (34%) and the private sector (44%) had *never* encountered such an issue in own countries.

IGOs (32%) and NGO (16%) employees tended to report *sometimes* encountering this problem in foreign countries but also considered it to be less well addressed than other professional groups.

f. Other protection issues



The last question posed to respondents concerned a number of other protection issues in disaster response. Except for one case, respondents rated the majority of these issues under 3, which means that they had not encountered them very frequently but also that they were not very well addressed by existing law or institutions. In both respondents’ own and foreign countries, difficulties in providing shelter was identified as the most frequent problem; while this same issue was considered the best addressed in foreign countries. Corruption was the issue least well addressed at home and abroad.

Incidents of gender-based violence

A substantial proportion of respondents from Africa (34%) indicated that they always or frequently encountered incidents of gender based violence in disaster operations in their own countries. However, respondents from Europe and Central Asia (59%) and MENA (60%) were much more likely to report that they had never encountered in their own countries. Respondents working for the government (73%) and the private sector (42%) were most likely not to have encountered the issue in their own countries, and respondents from National Red Cross and Red Crescent Societies (32%) were most likely to note that the issue is fully addressed by existing law and institutions. In contrast, the majority of respondents from

the private sector (63%) and NGOs (60%) felt that this type of incident was *not addressed at all or to a limited extent* in the laws and institutions of foreign countries where they had been involved in operations.

Trafficking of persons

Respondents from MENA (60%) and Europe and Central Asia (68%) as well as those from government (73%) and private sector (62%) tended to report that they had never encountered trafficking of persons in the context of disaster response operations in their own countries. Respondents from Africa (38%) among the regions indicated that the problem is *fully addressed* by laws and institutions in their own countries. Respondents affiliated with National Red Cross and Red Crescent Societies were the most likely to report that the issue was *fully addressed* by laws and institutions in their own (31%) and foreign countries (27%).

Corruption in relief or recovery programmes

In their own countries, respondents from MENA (80%) and Africa (58%), as well as those working for governments (56%), the private sector (50%) and National Red Cross and Red Crescent Societies (50%) tended to report that they had never encountered corruption in disaster operations in their own countries. However, the trend among all respondents was to indicate that they had encountered it or *sometimes* or at least *infrequently* in foreign countries. NGO employees (37%) were most likely to report having encountered it *frequently* abroad.

Other criminal activity affecting disaster-affected persons

For the five regions, ratings were clustered around 1 and 2 for frequency of other criminal activity affecting disaster-affected persons. While the majority respondents from MENA (50%) considered that this problem was *not at all addressed* in their own countries, Africans (37%) were most likely to report that it was *fully addressed* at home. The large majority of respondents from government (73%) reported that they had *infrequently* encountered this problem at home. A substantial proportion of respondents working in IGOs (46%) had *sometimes* encountered this problem in foreign countries and (50%) considered it *addressed only to a limited extent* by the laws and institutions in those circumstances. In contrast, respondents affiliated with National Red Cross and Red Crescent Societies were most likely to report that they *always* (21%) encountered this problem abroad though also that it is *fully addressed* by existing laws and institutions (25%).

Difficulties in providing shelter due to issues related to land tenure or property rights

Europeans were most likely to report that they had never encountered difficulties in providing shelter due to issues related to land tenure or property rights in their own countries. The majority of respondents from MENA (60%) reported encountering this *infrequently* at home, but Asians (44%) reported encountering *frequently* or *always*. Those from MENA (80%) were most likely to report that this issue is *not addressed at all or to a limited extent* in their own countries; while Africans (56%) tended to report that it was *substantially* or *fully addressed*.

Respondents working for governments (73%) and the private sector (63%) were most likely to report having never encountered this issue at home. Respondents from IGOs (36%) and NGOs (49%) were mostly likely to report having encountered this *frequently* or *always* in foreign countries.

6. Comparison with the 2007 Survey

The survey published by the International Federation in 2007 gathered institutional responses from governments, National Red Cross and Red Crescent Societies and “international humanitarian organizations” (“IHO” - including NGOs, UN and other inter-governmental entities – queried separately at their headquarters and field offices)⁸ – to a questionnaire about their experiences of legal issues in international disaster response and their use of certain international instruments and national legal frameworks.

The responses to the survey indicated that legal difficulties constitute a real issue in international disaster response for governments, national societies and international humanitarian organizations. Administrative barriers to entry and operations, poor quality assistance and lack of coordination of international actors were identified among the main issues. In addition, national disaster-specific laws and plans seemed inadequate to address international disaster response hurdles, and the use of existing international instruments at the time, while positive, was considered insufficient to address the most pressing issues.⁹

Although the focus and the type of questions posed in the 2007 survey were different, the results yielded by the current report can still be usefully compared.

a. Coordination problems

As in this year’s survey, coordination also constituted a very common problem in the 2007 survey. In particular, 44% of responders reported failures of international actors to coordinate with domestic authorities, out of which 13% encountered this type of problem frequently or always. As has been seen, coordination problems obtained the highest rates in the present survey and the gaps in coordination between international responders and domestic authorities was identified as the most frequent problem faced by respondents in countries other than their own. In fact, more than 50% of respondents indicated that they always or frequently face this type of coordination problems in foreign countries.

b. Entry problems

In 2007, over 40% of all respondents reported difficulties in obtaining entry of relief personnel, goods and equipment into disaster-affected states, such as food, medications, ground vehicles and telecommunications articles. Such difficulties included delays as well as prohibitive duties and tariffs.¹⁰ Likewise, in the present survey, respondents were invited to assess a list of six entry problems in international response operations and, as already mentioned, (1) difficulties

⁸ A mostly unsuccessful attempt was also made to reach out to the private sector with only one response.

⁹ See *supra*, note 1, at 211.

¹⁰ *Id.* at 199.

or delays in obtaining customs clearance or exemptions from duties, taxes or costs featured, (2) difficulty in accessing information on customs and (3) delays or restrictions in the entry of relief personnel were among the three top problem areas identified.

c. Corruption issues

In the 2007 survey, the problem most frequently cited was corruption or diversion of aid. Sixty-two percent of respondents indicated to have encountered corruption in their operations and 30% frequently or always. On the other hand, in the present survey, respondents working in governments (56.25%), the private sector (50%) and National Red Cross and Red Crescent Societies (50%) reported that they had *never* or *infrequently* encountered corruption in relief or recovery programmes in their countries, while NGOs *sometimes* or *frequently* encountered the problem in their own countries (50%) and abroad (70%).

d. Provision of unneeded or inappropriate relief items

Finally, the 2007 survey report found that 46% of respondents identified the provision of unneeded or inappropriate relief items as a quality problem.¹¹ Among them, 59% of governments and 80% of IHO headquarters experienced this problem at some point in an international disaster operation. In the present survey, this problem featured as the second most frequent in foreign countries experienced by respondents working for IGOs, who also consider it to be the third with most impact. Respondents working for governments considered that, in foreign countries, the provision of unneeded or inappropriate relief items or services in domestic response operations constituted the second most frequent problem. However, 50% reported that they had *never* encountered this issue in relation to international response operations in their own countries. NGOs and IGOs, in contrast, seemed to have faced this problem more *frequently*, both in their own and in foreign countries.

¹¹ Id. at 203

Conclusion

Overall, this survey appears to confirm that regulatory issues remain a burden for all the main stakeholders in disaster relief operations. With some differences as noted above (for instance, with regard to the degree of corruption), the findings are consistent with those of the 2007 survey.

The top problems that emerged related to coordination – both as between governments and international responders and internally among domestic actors. Setting coordination aside, top problems included those related to customs, delay in the procedure/disbursement of domestic funds, and failures to consult with beneficiaries. Among protection issues, issues related to land or property rights and incidents of gender-based violence emerged on top, though there was substantial variety by region. Protection issues were less frequently cited by respondents than other operational issues. This could signal either that they are in fact infrequent or that practitioners are not paying such close attention to them.

In general, overall findings tended to cluster in the middle of the ranges, both in terms of frequency and impact. However, this triumph of the middle does not completely describe the internal differences among responses. Across the board, respondents were much more likely to report problems in foreign countries than in their own. Many of the questions produced quite an even distribution of answers across the scoring ranges, suggesting that there was a diversity of experience.

Moreover, there was definite diversity by professional affiliation. Governmental respondents, followed by those from the private sector and National Red Cross and Red Crescent Societies, were least likely to report the various types of problems at home, but relatively likely to cite them in foreign operations. NGO employees, followed by those from IGOs, were the most likely to identify problems as frequent and to ascribe them a significant impact, whether at home or abroad.

This may reflect a particular point of view or differing experiences. It would not be surprising, for example, for government employees not to have encountered significant bureaucratic problems in their own countries if not raised to their attention by others – and governments also tend to reserve distinctive treatment for relief teams from foreign governments. However, it may also provide some insight as to why it remains challenging to prioritize the development of domestic laws, rules and procedures on these issues – if domestic stakeholders perceive the issues as mainly a problem of “other countries”.

It is hoped that the results of this survey will support interested governments as they strengthen their rules and procedures for managing disaster relief.

Annex 1: List of questions

The following chart¹² sets out the questions posed to the respondents and also provides the number of responses received for each.

QUESTION	RESPONSES	
	F	I/A
A. Has your country received international assistance in response to any disaster in the last 10 years?		
Please rate the frequency with which you have encountered the following types of problems regarding international assistance to a disaster in your own country and how much impact the problem had on the efficiency and effectiveness of the overall operation.		
<i>Quality and coordination problems in international response operations in your own country</i>		
<ul style="list-style-type: none"> ▪ Gaps in coordination between domestic authorities about how they manage international response 	176	174
<ul style="list-style-type: none"> ▪ Gaps in coordination between international responders and domestic authorities 	172	172
<ul style="list-style-type: none"> ▪ Provision of unneeded or inappropriate relief items by international responders 	167	163
<ul style="list-style-type: none"> ▪ Failure of international responders to respect humanitarian principles or quality standards 	171	165
<ul style="list-style-type: none"> ▪ Failure of international responders to adequately consult with beneficiaries about decisions 	172	169
Please rate the frequency with which you have encountered the following types of problems regarding international assistance to a disaster in your own country and how much impact the problem had on the efficiency and effectiveness of the overall operation.		
<i>Entry and operations problems in international response operations in your own country</i>		
<ul style="list-style-type: none"> ▪ Delays or restrictions in the entry of relief personnel 	161	155
<ul style="list-style-type: none"> ▪ Problems with registration of foreign organizations 	156	150
<ul style="list-style-type: none"> ▪ Difficulty in accessing information on customs and other border-crossing procedures 	156	151
<ul style="list-style-type: none"> ▪ Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes or costs 	152	151
<ul style="list-style-type: none"> ▪ Problems with transit of relief items, goods or personnel through third countries 	151	146
<ul style="list-style-type: none"> ▪ Demands for bribes in order to rapidly clear relief items 	147	142

¹² In this chart, “F” refers to questions about frequency and “I/A” refers to questions about impact or about the degree to which the problem was addressed.

Please rate the frequency with which you have encountered the following types of problems with regard to domestic responses to disasters in your own country and how much impact the problem had on the efficiency and effectiveness of the operation..	<i>Regulatory problems in domestic response operations in your own country</i>		
	▪ Gaps in coordination between different agencies and/or levels of government	150	150
	▪ Gaps in coordination between governmental and non-governmental actors	151	149
	▪ Delays in procuring/disbursing domestic funds for disaster response	151	151
	▪ Provision of unneeded or inappropriate relief items or services	150	148
	▪ Failure to respect humanitarian principles or quality standards	151	150
	▪ Failure to adequately consult with beneficiaries about decisions	148	147

Please rate the frequency with which you have encountered discrimination and/or failures to meet the special needs of the following categories of person in the context of a disaster response operation in your own country and how well domestic rules, institutions and initiatives addressed the issue.	<i>Discrimination and special needs in disaster response operations in your own country</i>		
	▪ Women	152	150
	▪ Persons with disabilities	152	151
	▪ Elderly persons	151	149
	▪ Children	147	145
	▪ Migrants	146	143
	▪ Internally displaced persons	147	147
▪ Minority racial or ethnic groups	149	145	

Please rate the frequency with which you have encountered the following problems in the context of a disaster response operation in your own country and how well domestic rules, institutions and initiatives addressed the issue.	<i>Other protection issues in disaster response in your own country</i>		
	▪ Incidents of gender-based violence	147	142
	▪ Trafficking of persons	141	135
	▪ Corruption in relief or recovery programmes	146	141
	▪ Other criminal activity affecting disaster-affected persons	141	135
▪ Difficulties in providing shelter due to issues related to land tenure or property rights	143	137	

B. Have you been involved, in any capacity, in the response to a disaster in a country other than your own in the last 10 years?		F	I/A
<p>Please rate the frequency with which you have encountered the following types of problems regarding international assistance to a disaster in a country other than your own and how much impact the problem had on the efficiency and effectiveness of the overall operation.</p>	<i>Quality and coordination problems in international response operations in a foreign country</i>		
	▪ Gaps in coordination between domestic authorities about how they manage international response	151	148
	▪ Gaps in coordination between international responders and domestic authorities	152	150
	▪ Provision of unneeded or inappropriate relief items by international responders	148	147
	▪ Failure of international responders to respect humanitarian principles or quality standards	150	147
	▪ Failure of international responders to adequately consult with beneficiaries about decisions	150	149
<p>Please rate the frequency with which you have encountered the following types of problems regarding international assistance to a disaster in a country other than your own and how much impact the problem had on the efficiency and effectiveness of the overall operation.</p>	<i>Entry and operations problems in international response operations in a foreign country</i>		
	▪ Delays or restrictions in the entry of relief personnel	150	148
	▪ Problems with registration of foreign organizations	145	140
	▪ Difficulty in accessing information on customs and other border-crossing procedures	142	138
	▪ Difficulty or delay in obtaining customs clearance or exemptions from duties, taxes or costs	143	139
	▪ Problems with transit of relief items, goods or personnel through third countries	141	137
	▪ Demands for bribes in order to rapidly clear relief items	135	134
<p>Please rate the frequency with which you have encountered costs you considered to be excessive in the following categories and how much impact they had on the overall cost of the operation?.</p>	<i>Costs due to delays in the importation of relief goods and equipment in a foreign country</i>		
	▪ Excessive costs for the storage of imported relief items or equipment	120	115
	▪ Excessive costs due to spoilage of imported relief items	118	113
	▪ Excessive costs in staff time in handling the administrative processes of importing relief goods or equipment	120	116

Please rate the frequency with which you have encountered the following types of problems with regard to domestic responses to disasters in a country other than your own and how much impact the problem had on the efficiency and effectiveness of the operation?.	<i>Regulatory problems in domestic response operations in a foreign country</i>		
	▪ Gaps in coordination between different agencies and/or levels of government	119	116
	▪ Gaps in coordination between governmental and non-governmental actors	121	120
	▪ Delays in procuring/disbursing domestic funds for disaster response	112	113
	▪ Provision of unneeded or inappropriate relief items or services	119	118
	▪ Failure to respect humanitarian principles or quality standards	119	113
	▪ Failure to adequately consult with beneficiaries about decisions	116	118

Please rate the frequency with which you have encountered discrimination and/or failures to meet the special needs of the following categories of person in the context of a disaster response operation in a country other than your own and how well domestic rules, institutions and initiatives addressed the issue?.	<i>Discrimination and special needs in disaster response operations in a foreign country</i>		
	▪ Women	118	114
	▪ Persons with disabilities	119	114
	▪ Elderly persons	116	109
	▪ Children	118	113
	▪ Migrants	113	107
	▪ Internally displaced persons	115	109
▪ Minority racial or ethnic groups	118	113	

Please rate the frequency with which you have encountered the following problems in the context of a disaster response operation in a country other than your own and how well domestic rules, institutions and initiatives addressed the issue?.	<i>Other protection issues in disaster response in a foreign country</i>		
	▪ Incidents of gender-based violence	117	111
	▪ Trafficking of persons	112	104
	▪ Corruption in relief or recovery programmes	117	111
	▪ Other criminal activity affecting disaster-affected persons	116	109
▪ Difficulties in providing shelter due to issues related to land tenure or property rights	116	112	

The Fundamental Principles of the International Red Cross and Red Crescent Movement

Humanity / The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

Impartiality / It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

Neutrality / In order to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

Independence / The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

Voluntary service / It is a voluntary relief movement not prompted in any manner by desire for gain.

Unity / There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

Universality / The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

