This revised regional Appeal seeks a total of CHF 49.2m to support the Lebanese Red Cross, Palestine Red Crescent – Lebanon Branch, Jordan Red Crescent, and Iraq Red Crescent in delivering assistance to over 479,350 people in Lebanon, Jordan and Iraq. With some CHF 12m of multilateral contributions received, and CHF 9.9m that reflects the value of the Emergency Response Unit (ERU) bi-lateral component, the net request amounts to a total of CHF 27.2 Mil. The timeframe is extended from 1 July 2014 to 30 September 2014, and will then be transitioned into three country-based Appeals for Lebanon, Jordan, and Iraq. The transition to country appeals is intended to better reflect the different needs and operational response plans in each country under a regional strategy. The revised response reflects the current situation and information available at this point of the evolving operation, and will continue to be adjusted based on further developments and more details.

Details (including progress of activities already implemented through out the time-frame of the appeal) are available in the Emergency Plan of Action (EPoA) <click here>

The disaster

![Map of Lebanon, Jordan, and Iraq showing refugee numbers and trends]

**Appeal history**

- **CHF37m**: Preliminary Emergency Appeal launched to assist 55,000 people for six months (until Jan 2013)
- **CHF46m**: Revised Emergency Appeal for winter to assist 62,000 people for six months (until June 2013)
- **CHF272m**: Revised Emergency Appeal launched to assist 258,465 people for six months (until Dec 2013)
- **CHF336m**: Revised Emergency Appeal launched to assist 350,000 people for eight months (until June 2014)
- **CHF492m**: Revised Emergency Appeal launched to assist 479,350 people for one year (until Sept 2014)

3 revised Emergency Appeals to be launched for individual countries

Lebanon
Jordan
Iraq
The operational strategy
Needs assessment and beneficiary selection

Lebanon:
The proposed operation focusses on the following key areas:
1. Emergency health interventions: beneficiaries based on medical needs according to LRC’s first-aid mandate including Emergency Medical services, blood banks and mobile clinics. In addition to violence prevention and Gender based activities including psychosocial support for the most vulnerable.
2. Disaster management (DM) activities: water, sanitation, and hygiene (WASH), food and winterization support will be provided to those who are not covered by the coordinated assistance system and who are affected by weather events.
3. Palestinian Red Crescent in Lebanon (Lebanon branch): reducing health risks of the refugees with the provision of rapid medical treatment and the promotion of hygiene promotion and the provision of hygiene kits.

Jordan:
The proposed operation focusses on support to Syrian refugees and Jordanian host families / communities in the following key areas:
1. Shelter and settlement support to refugees residing in host communities, including unconditional cash assistance through ATM cards and/or biometric Iris Scan.
2. Livelihoods support for vulnerable Jordanian host families, including for income generation and job creation.
3. Medical assistance, including secondary health care and First Aid.
4. Support for preventing communal violence and promoting a culture of peace.
5. Strengthening the Jordanian Red Crescent Society (JRCS’) capacities in disaster preparedness and risk reduction through contingency stocks, training, human resource support at headquarters and branch levels to enhance and sustain their emergency response efforts.

Iraq:
The proposed operation focuses on delivering support to Syrian refugees and to service providers and volunteers of the Iraqi Red Crescent Society for enhancing and sustaining capacities in the following key areas:
1. Health, First Aid and psychosocial support services to Syrian refugees and IRCS service providers and volunteers.
2. Food and non-food support for Syrian refugees living outside the camps.
3. Water and sanitation services to Syrian refugees.
4. Shelter support to Syrian refugees (new).

Operational strategy:
The IFRC, supporting the respective National Societies, has a twin-prong strategic approach towards addressing this crisis, particularly noting the protracted conflict nature of the situation:
1. Ensure that goods, cash, and services are delivered in a relevant, efficient, timely manner and are well received by beneficiaries.
2. Enhance and sustain host National Society capacities to be the lead and first line responders.
Proposed sectors of intervention (revised and extended timeframe)

Lebanon

<table>
<thead>
<tr>
<th>Hygiene promotion and water supply (revised)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome 1</strong>: Reduced risk of waterborne and water related diseases in Halba, Baalbek, Tripoli, Hermel, Zahle, Rachaya and Hasbaya.</td>
</tr>
<tr>
<td><strong>Outputs</strong>:</td>
</tr>
<tr>
<td>• 2,800 Syrian refugee families (14,000 refugees) in Halba, Baalbek, Tripoli, Hermel, Zahle, Rachaya and Hasbaya have emergency water supply.</td>
</tr>
<tr>
<td>• 5,000 most vulnerable Syrian refugee families (25,000 refugees) benefit from the distribution of 1 hygiene parcel each for 3 months.</td>
</tr>
<tr>
<td>• 2,481 most vulnerable families living in host communities provided with hygiene kits for 8 months.</td>
</tr>
<tr>
<td>• 2,000 Syrian refugee families (10,000 refugees) in Halba, Baalbek, Tripoli, Hermel, Zahle, Rachaya and Hasbaya have improved hygiene practices.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Relief (revised)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome 1</strong>: Immediate food needs of the most vulnerable Syrian refugees are met.</td>
</tr>
<tr>
<td><strong>Outputs</strong>:</td>
</tr>
<tr>
<td>• 7,650 most vulnerable Syrian refugee families benefit from the distribution of 1 food parcel each (38,250 Syrian refugees).</td>
</tr>
<tr>
<td>• 31,500 most vulnerable Syrian refugee families benefit from 2 bread bags per day for 30 days (157,500 Syrian refugees).</td>
</tr>
<tr>
<td>• 375 Syrian refugee families benefit from meat portions during Ramadan (1,870 Syrian refugees).</td>
</tr>
<tr>
<td>• Outcome 2: Immediate relief items during winter for the most vulnerable Syrian refugees are met.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Emergency health (revised)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome 1</strong>: Improved access to basic health, first aid, emergency treatment and transport of Syrian refugees and Lebanese host population and the capacity of 48 EMS stations is increased.</td>
</tr>
<tr>
<td><strong>Output</strong>: 20,674 wounded who are out of reach due to security constraints, sick, disabled or deceased Syrian refugees are provided emergency medical services and transported as needed.</td>
</tr>
<tr>
<td><strong>Outcome 2</strong>: Improved access to safe blood among Syrian refugees and vulnerable host populations and the 12 LRCS blood banks readiness to provide blood services is enhanced.</td>
</tr>
<tr>
<td><strong>Output</strong>: 8,239 Syrian refugees and vulnerable host populations in need of blood transfusion are provided with 8,239 blood units through the 12 LRCS existing blood banks.</td>
</tr>
<tr>
<td><strong>Outcome 3</strong>: Increased access to medical services among vulnerable Syrian refugees and Lebanese host communities.</td>
</tr>
<tr>
<td><strong>Output</strong>: 55,045 vulnerable Syrian refugees and Lebanese host communities received medical assistance.</td>
</tr>
<tr>
<td><strong>Outcome 4</strong>: Increased awareness and recognition of basic health knowledge amongst Syrian refugees living in communities.</td>
</tr>
<tr>
<td><strong>Output</strong>: 125 vulnerable Syrian refugees have increased knowledge on basic health.</td>
</tr>
<tr>
<td><strong>Outcome 5</strong>: Living environment is enhanced for the most vulnerable refugees from Syria and their host communities and the psychological distress is minimized.</td>
</tr>
<tr>
<td><strong>Outputs</strong>:</td>
</tr>
<tr>
<td>• 2,095 vulnerable refugee children from Syria and host communities have enhanced resilience through participation in child protection and psychosocial activities.</td>
</tr>
<tr>
<td>• 3,305 vulnerable parents and caregivers refugees from Syria and host community members have improved adaptation mechanisms and their relationships with their children are enhanced.</td>
</tr>
<tr>
<td>• 2,087 vulnerable refugees from Syria and host communities have their interaction and the degree of communication with the community, public institutions and local associations and other beneficiaries improved and sustained.</td>
</tr>
</tbody>
</table>
Disaster risk management and DRR (revised)

Outcome: Capacity and awareness of Syrian refugees on floods and water scarcity is enhanced.

Outputs:
- 7,500 vulnerable Syrian refugees have increased their capacities and basic awareness on how to cope with sudden onset disasters.
- 302 Syrian refugee families (1,510 Syrian refugees) are raised awareness on risks of floods and how to cope with them in central Bekaa.
- 261 Syrian refugee families are provided with mitigation works (1,305 Syrian refugees).

Disaster preparedness and capacity building (revised)

Outcome: LRCS operational readiness to respond urgently to an increase in influx of refugees or any emergency situation is strengthened.

Outputs:
- 20 LRCS DM staff and volunteers have their skills and knowledge enhanced in order to better respond to the needs of refugees.
- LRCS volunteers are equipped with first aid kits for immediate response when needed and also for training use.
- LRCS DM Units are equipped with relief tools and items in order to be capable to respond better to identified needs of 200 families (1,000 refugees).
- To keep a contingency stock for the LRCS in order to be able to respond to the needs of 25,000 beneficiaries
- LRCS has available additional 12,600 blankets for contingency
- Make available 5 warehouses to keep the stock of items ready for distribution and those kept for contingency.
- 8 cars are procured for the LRCS DM team for easier access to areas where Syrian refugees reside.
- LRCS Operational Capacity is supported by staff and needed mechanism.

Palestine Red Crescent in Lebanon (Lebanon Branch)

Health - Palestine Red Crescent (Lebanon Branch)

Outcome 1: The immediate health risks of the refugees are reduced and prevented through the provision of emergency basic health care services by filling the gaps in health service provision.

Outputs:
- 56,130 Palestine refugees in Lebanon, Syrian and Palestine refugees from Syria are provided with rapid medical treatment of injuries and diseases both in and out patients.
- 6,625 Palestine refugees in Lebanon, Syrian and Palestinian refugees coming from Syria will be provided with hygiene promotion activities and kits.

Jordan

Shelter, settlements and non-food items (revised)

Outcome 1: The immediate shelter and settlement needs of 4,000 refugee families (20,000 persons) living outside camps within host communities are met.

Outputs:
- 4,000 Syrian refugee families (20,000 people) living in host communities in Amman receive unconditional cash grant for essential winterization.
- 4,000 Syrian refugee families (20,000 people) receive unconditional cash grants for rent and other most essential household items.
- JRC’s capacity to implement the cash transfer program effectively and efficiently is strengthened.

Health (revised)

Outcome 1: The secondary health needs of 55,000 Syrians in Azraq Camp are met.

Output: 55,000 Syrian refugees have access to secondary health care and services for 8 months in Azraq camp.
Outcome 2: Community awareness and skills on community-based health and first aid increased through the implementation of CBHFA program.

Outputs:
- At least 10,000 people are reached through Community based health and first aid activities. Red Crescent volunteers and staff are trained in Community Based Health and First Aid to reduce vulnerability to emergencies through increased community resilience.

Outcome 3: Women, men, girls and boys have improved access to safer support services and assistance that promote dignity and psychosocial well-being.

Outputs:
- At least 5,000 people, (including 2,000 refugee children and their families) in the most affected Governorates have access to psychosocial health services for improved psychosocial well-being.
- Staff and volunteers are provided with the skills and tools to prevent abuse of power and/or interpersonal violence and to make safe referrals for survivors of interpersonal violence including gender-based violence.

Outcome 4: Critically ill Syrian refugees get access to medical care.

Disaster preparedness and risk reduction (revised)

Outcome 1: JRCS’s readiness to respond urgently, appropriately and safely to an increase in the influx of refugees or other emergency is strengthened.

Outputs:
- JRCS is equipped with prepositioned contingency stocks for an enhanced response capacity.
- JRC staffs and volunteers are equipped with tools and knowledge on disaster response based on sphere standards.

Outcome 2: JRCS’s capacity to deliver effective and efficient response to an emergency is strengthened.
Output: JRCS are equipped with logistics technical support, provision of training, logistics tools and equipment.

Food security and livelihood (revised)

Outcome 1: Livelihood activities of lower income host Jordanian families or communities are improved through small-scale income generating activities at household level.

Outputs:
- The household income level of the most vulnerable Jordanian families targeted is increased, and a sustainable means of livelihood established.
- Skill based training is provided to 200 unemployed people in host communities to increase their employability and support sustainable income generation.

National Society capacity building (revised)

Outcome 1: The response capacity of the host NS is enhanced through strengthened capacity of NHQ and branches.

Outputs:
- An appropriate HR system is set up at the JRCS HQ and necessary staff policies/procedures are in place.
- JRCS has a well-equipped, self-sustaining training center for emergency response, capacity building and income generation.
- JRCS has an effective, well-equipped National First Aid training facility at their Headquarters in Amman.
- JRCS branches are active, regularly involved in RC activities, and are effectively providing support to vulnerable people when needed by increasing trained volunteers at branch level.
- The Host National Society is supported to develop a long-term strategic plan to ensure all programs and activities meet the needs of the most vulnerable.
- JRCS national HQ is adequately staffed to support the branches in health programs.
- Increase the emergency health capacity of JRCS by the procurement of 2 fully equipped ambulances and build an improved and efficient ambulance service system.
Support services (revised)

Outcome 1: The planned operation is effectively implemented through the provision of adequate human resources and other required support services.
Output: Support the retention/recruitment of required staff to support on-going and planned operations.

Iraq

Health (revised)

Outcome 1: 5,000 Syrian refugees living inside and outside in Al Anbar, Sulaymaniyah, Duhok and Erbil governorates and IRCS service providers and volunteers have access to psychosocial support.
Output:
- 400 IRCS Staff and Volunteers are equipped with knowledge and skills on PSS for refugees.
- 4,600 refugees receive PSP training and service, targeting vulnerable male, female, children and physically handicapped.

Outcome 2: Al Obaidy, Domiz, Dara shakran and Arbat refugees in camps have access to first aid services.
Output: First Aid (FA) capacities are enhanced in Al Obaidy, Domiz, Dara shakran and Arbat camps.

Outcome 3: Risks of outbreak of communicable disease is reduced through public health education.
Output: Pregnant and lactating women have increased awareness and medical support related to communicable disease.

Food security and livelihoods (revised)

Outcome 1: Immediate food needs of 2,100 Syrian families (10,500 people) living outside the camps in Al Anbar, Sulaymaniyah, Duhok and Erbil governorates.
Output: 2,100 families benefit from bi-monthly food aid.

Outcome 2: Immediate needs of non-food items of 2,100 Syrian families (10,500 people) living outside the camps in Al Anbar, Sulaymaniyah, Duhok and Erbil governorates are met with respect for gender and diversity.
Outputs:
- 2,100 Syrian families (10,500 people) living outside the camps are supported with from NFI.
- 1,000 vulnerable Syrian refugee women and youth are equipped with life skills tools.

Water, sanitation and hygiene promotion (revised)

Outcome 1: 20,000 Syrian refugees Al Obaidy, Domiz, Dara shakran and Arbat camps have access to safe water and sanitation.
Output: 20,000 refugees are provided with safe water access.

Shelter (new)

Outcome 1: 1,000 Syrian families in Al Obaidy, Domiz, Dara shakran and Arbat camps have access to shelter.
Output: 1,000 vulnerable Syrian refugee families provided with temporary shelter in the form of tents.
Coordination and Partnerships

Lebanon
The Lebanese Red Cross coordinates with partners from within the Red Cross Red Crescent Movement and with some other external humanitarian actors in Lebanon. In support of this role the IFRC, through its newly developed Lebanon Operations Coordinator, will facilitate and support LRCS to strengthen Movement coordination to ensure a better utilization of partner's resources in responding to the increasing needs of both refugees and host communities. Aside than Red Cross Red Crescent Movement, PRCS/L has been working very closely with UNRWA to coordinate efforts on the ongoing Palestinian/Lebanon refugees as well as the Palestinian/Syria refugees.

Jordan
Coordination between JRCS, IFRC and other Movement partners is taking place on a regular basis to ensure that planning for the current response, implementation, and contingency planning, in case of an increased influx of Syrians into the country, are carried out in close cooperation. Operational Movement coordination meetings, led by the JRCS with the support of IFRC, is set up every 15 days, with monthly health Movement meetings also taking place with the objective of sharing information about health activities. Regular bilateral meeting is also taking place between IFRC and ICRC to discuss about on-going activities and future plans. Other ad-hoc meetings focused on more strategic meeting at senior level (to provide an overall strategic element to the operation) are done according to the needs.

Operational coordination is underway between IFRC and PNSs present in the country. Coordination in particular with the Swiss Red Cross who is implementing a cash programme alongside the IFRC, has allowed the pooling of resources, sharing of information and the development of a joint delivery mechanism that is maximizing the effectiveness minimize the strain on JRCS resources. There is also coordination between IFRC, JRCS and the German Red Cross with regard to the planning and implementation of community based health and first aid (CBHFA) activities.

At the interagency level, members of JRCS and IFRC regularly attend coordination meetings with UNHCR, WHO, government authorities and other agencies. Inter-sectorial Coordination mechanism Humanitarian Country Team (HCT) and the Syrian International NGO Regional Forum are regularly attended.

The JRCS works closely with local authorities such as the Ministry of Interior, Ministry of Health, Ministry of Social Development, Royal Jordanian Medical Services and other Jordanian humanitarian actors in the course of providing needed relief services to the Syrian refugees. The JRCS has been working closely with some of the National Societies in the region as the Qatar RC, The Kuwait RC, the Saudi Red Crescent Authority Arab RC, the Emirates RC, Iraqi RC, and Iranian RC. Some of the National Societies of the region have been heavily involved in the operation and coordinating their support and relief distributions to Syrian refugees in Jordan.

Iraq
The Syrian Refugee Operation Coordination Committee, lead by the Iraqi Red Crescent, constitutes the Red Cross Red Crescent Movement’s efforts to ensure that the Red Cross Red Crescent action responds to the most vulnerable and is well coordinated as per the IRCS mandate and plan. The main role of the Coordination Committee is to analyze, plan, and coordinate the response to the Syrian refugees, and to strengthen coordination and partnership with Internal and external stakeholders. Committee members support the Iraqi Red Crescent Society to identify locations along the Iraq-Syrian, border where relief supplies can be pre-positioned for rapid response in the event of influx of refugees, plan the timely provision of relief supplies to the affected populations, and advise on continuous improvement mechanisms for responding to disasters, preparedness/mitigation measures to reduce the impact of Syrian refugees on host Communities, early warning
information collection and analysis, organizing joint monitoring, and evaluation. External coordination involves close work with UN partners (primarily UNHCR) and other non RCRC partners. The cluster system is also activated in Iraq for various sectors of humanitarian support, with the IRCS and IFRC involved in particular in the WATSAN cluster and started to closely coordinate with UNICEF.

Programme support services:

Humanitarian Diplomacy: given the important role that the IFRC and National Societies can play in policy dialogue with various stakeholders including governments, international institutions, and the private sector, this revised appeal proposes setting up of a regional Humanitarian Diplomacy function responsible for developing, advising and (where agreed) implementing strategies for engaging external actors and promoting a harmonised image and position of Movement in close coordination and consultation with the National Societies of the region. The humanitarian diplomacy function would provide necessary region-wide support function to host National Societies and Movement partners to ensure smooth coordination of key messages, advocacy tools, and communications outputs highlighting Movement response in Syria’s neighbouring countries, while also coordinating policy dialogue and stakeholder mapping.

Communications - advocacy and public information: the IFRC will continue to highlight the humanitarian needs in the neighbouring countries and raise the visibility of the National Societies in Iraq, Jordan and Lebanon through highlighting the ongoing their response and activities. Since the Emergency Appeal was launched in January 2013, the IFRC has worked closely with the National Societies in the region to communicate the needs of local and refugee communities. Content generation and information-sharing processes were enhanced targeting external audiences and Movement partners with a specific focus on the CTP support in Jordan and the provision of support to winterization needs, relief work in Iraq and Lebanon, and the health activities carried out by PRCS in Lebanon. Stories and materials can be found on [Error! Hyperlink reference not valid.](http://ifrc.org/en/news-and-media/news-stories/middle-east-and-north-africa/)

The outcomes and recommendations of the Movement Communications Strategy on Syria crisis, which were endorsed in the second meeting held in Beirut in May 2014, were put into action while communicating the needs in the region. IFRC continues to coordinate closely on a weekly basis with the ERU Consortium Communications Working Group to ensure a strong communications support is available for the launch of the hospital. Specifically, public communications activities will include:

- Production of news and content targeting major needs highlighted in the revised appeal and the launching of the ERU hospital for promotion via IFRC online platforms including; news stories, and beneficiary testimonies.
- Audio-visual material, including photographs and video material for distribution to National Societies and the media
- Strengthening the regular production of communications materials and online resources, including key messages and facts and figures available on FedNet [https://fednet.ifrc.org/syria-crisis](https://fednet.ifrc.org/syria-crisis)

Beneficiary communications: access to information is a significant challenge and remains a paramount interest for the Syrian Refugees living mainly in host communities. By delivering information to communities who need it most, would help to enable the affected population to channel critical data about their situation and needs. This revised appeal aims to study the feasibility and explore alternatives in order to develop an appropriate system to facilitate a proper access to information that could lead to a better access to services by the vulnerable Syrian families.

Logistics: Support includes:

- Mobilizing relief items pre-positioned in IFRC’s Global Logistics Service Office in Dubai for emergencies and on-going operations;
- Coordinating between IFRC, ONS programme managers, zone logistics unit and Dubai office, for timely and cost-efficient sourcing option for items required in the operation;
- Coordinating mobilization of goods and reception of incoming shipments;
- Utilizing existing warehousing facilities and vehicles for storage and efficient dispatch of goods to the final distribution points;
- Supporting ONS in securing adequate storage solutions;
- Ensuring that local procurement of goods, services and transport is in line with IFRC procurement standards and procedures;
- Liaising and coordinating actions with other key actors so that that the IFRC logistics operation processes use all information to be as efficient and effective as possible
Information and communication technologies (IT): IFRC MENA Zone ICT department already developed an ICT plan which will involve all National Societies targeted through agreed activities, where part of them is becoming more important with the increase of demand; especially the Information Technology and Telecommunication ERU Training, and the Regional ICT Consultation and Training. In alignment with the outcomes listed under the activities of each country, the ICT unit will continue its work by supporting the NSs by providing consultancies and the support required to strengthen their capacities.

Resource Mobilization: IFRC continues through its Humanitarian Diplomacy and Resource Mobilization teams to strengthen IFRC representation, donor and government relations and mapping, develop targeted advocacy activities, and develop evidence based positioning materials, support and organize partners and Movement meetings, facilitate partners communication in regards to the Syria Crisis. In addition to ensuring strong partnership stewardship and to systematically communicate funding needs and gaps throughout the operational time-frame.

Reporting, monitoring and evaluation: To ensure IFRC and HNSs operational quality standards; monitoring, evaluation and reporting mechanisms will be strengthened and implemented with a focus on enhancing the capacity of both National Societies and IFRC field teams. The Movement-wide reporting system is being introduced and the required capacity to maintain the system at the Zone level will be developed.

Security: The security advisor will continue supporting the field teams providing security advice, field assessments, to ensure that the minimum security regulations and related plans are in place and followed to help mitigate potential risks.

Budget
See attached IFRC Secretariat budget (Annex 1) for details. The budget reflects the high human-resource intensive nature of this operation. With some CHF 12m of contributions received, the net multi-lateral needs amounts to CHF 27.2m. The overall budget also includes an Emergency Response Unit (ERU) bi-lateral component valued at CHF 9.9m.
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How we work
All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO’s) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)](http://www.ifrc.org) in delivering assistance to the most vulnerable. The IFRC’s vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC’s work is guided by Strategy 2020 which puts forward three strategic aims:
- Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
- Enable healthy and safe living.
- Promote social inclusion and a culture of non-violence and peace.