

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal operation update

Middle East and North Africa: Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDR82001 GLIDE n° OT-2011-0000025-TUN/LBY/EGY/SYR/YEM Operations update n° 11; 14 June 2012

Period covered by this Ops Update: This operations update reports on the progress of activities planned in the Revised Emergency Appeal between 27 March and 30 April 2012.

Appeal target (current): The current Revised Emergency Appeal seeks CHF 18,673,301 in cash, kind, or services to assist 435,000 beneficiaries until the end of June 2012. **However, IFRC is in the process of finalising a revised appeal, to increase the budget and extend the implementation time of this appeal by 6 months, until the end of December 2012. Details can be found in this document.**

Appeal coverage: 76%

[<click here to view](#)

- [interim financial report](#)
- [contact details](#)

Appeal history:

- CHF 150,000 was allocated on 24 January 2011, from the International Federation of Red Cross and Red Crescent Societies Disaster Relief Emergency Fund (DREF) to support the Tunisian Red Crescent (TRC) in its response to the civil unrest in Tunisia.
- On 12 February, a DREF allocation of CHF107,672 was provided to the Egyptian Red Crescent Society (ERCS) to help it deliver assistance to 10,000 beneficiaries as a result of the civil unrest in the country.
- On 25 February, a DREF allocation of CHF 59,374 was allocated to enable the Federation Middle East-North Africa (MENA) Zone conduct an emergency field mission in Egypt and Tunisia to assess the impact of the civil unrest in Libya.
- A Preliminary Emergency Appeal was launched on 1 March for CHF 4,458,090 for six months to assist 100,000 beneficiaries.
- The Emergency Appeal was revised on 24 March to an amount of CHF12,269,102 with the number of targeted beneficiaries increased to 150,000 and the timeframe extended to the end of December 2011.
- The Revised Emergency Appeal was adjusted further as of 17 May seeking a new total of CHF14,840,345 due to growing unrest in Syria and Yemen, greater contingency planning efforts and an overall increase in beneficiary targeting to 280,000 people.



*SARC loading relief items for distribution to displaced families.
Photo: SARC*

- The Appeal was revised once again on 25 June 2011 seeking a total of CHF15, 145,920 to support new activities in Libya and growing needs in southern Tunisia. Overall beneficiary numbers were increased to 300,000 people and the timeframe extended to the end of 2011.
- The Appeal was extended on 29 December 2011 for six months (end of June 2012) seeking a total of CHF 15,145,920.
- The Appeal budget was revised on 26 March 2012, seeking a total of CHF 18,673,301 for 435,000 beneficiaries

Summary: The current Operations Update covers the ongoing implementation of activities in the MENA region in response to the civil unrest. National Societies and the Federation continue to implement essential and urgent activities against the planned objectives and towards the current target of beneficiaries. With continuing and growing needs, particularly in Syria and its neighbouring countries, this operations update is being published in anticipation of a further revision of the current Appeal, to be launched before the end of June.

In response to the mounting humanitarian needs in Syria and its neighbouring countries, the IFRC is planning to extend the ongoing revised appeal by six months, until the end of December 2012 and increase the budget for Syria and the region (including Lebanon and Jordan), with figures to be confirmed. As the situation in North Africa stabilises and needs are subsiding, the North Africa component of the appeal will be extended by three months, until the end of September 2012, with particular focus on Libya. Final expenditure reports will be made available 90 days following the closure of these operations. In Yemen, with the needs relating to last year's unrest having decreased, focus of the international community, including that of YRCS and IFRC, is turning towards responding to the food insecurity across the country in close coordination with Movement partners in Yemen. A DREF operation has been launched and an assessment team is currently deployed to examine the gravity of the situation on the basis of which the involvement of YRCS and IFRC will be determined. Therefore, activities for Yemen under this unrest appeal will close as planned, at the end of June and final expenditure reports will follow in 90 days. **In light of the planned extension of this appeal, we ask, therefore, that donors who do not wish for the implementation time frame of their pledges to be extended until the end of September for North Africa and the end of December for Syria, Lebanon and Jordan; please contact the MENA Zone RM Team by 14 July 2012.**

The appeal extension will primarily address SARC's support needs in scaling up the operation. This includes management and technical support and working on capacity building of SARC across the country. Operationally, needs to be addressed by the new Revised Appeal are in the sectors of health, and logistics capacity to meet the needs of the most vulnerable people affected by the unrest, including displaced people and host families and communities. In North Africa, the planned activities will continue for a further three months.

In addition, and with an increasing influx of people from Syria into Northern Iraq, a joint rapid assessment team will deploy in the coming weeks to assess the needs of the populations living in camps. Findings of this assessment will determine whether an appeal component for Iraq be included in this appeal.

The MENA Zone Office is working in close coordination with the Europe Zone Office to cooperate around the support and exchange of information relating to the countries surrounding Syria and their likely need to respond to increasing numbers of refugees, especially in Turkey.

The progress mentioned below and the new operational objectives and proposed activities cover the period from 26/02/2011 – 30/04/2012.

The situation

The Middle East

Syria: Despite the ceasefire brokered by the UN special envoy and the League of Arab States in mid April, unrest and violence has continued throughout much of the country during the period of this report, with

increasing concerns for people remaining in areas hit by violence and the vulnerable populations displaced into poor rural communities, with limited health and social infrastructure, and distanced from family supporting mechanisms.

In April, during the visit to Damascus by the ICRC president, Jakob Kellenberger, the authorities confirmed the role of SARC as coordinator and exclusive channel for all humanitarian assistance in Syria. The meeting provided an opportunity to reiterate the need that the National Society keeps its independence and neutrality, and is sufficiently supported in this role with assistance in building capacity, and that its activities remain accountable.

With the increasing pressures on SARC to facilitate the delivery of assistance programmes from outside its Movement partners, NS governance and management are aware that, whilst capacities to strengthen operational coordination will need to be put in place, its structures and staff must not be overstretched, in particular at branch level.

With this in mind, SARC headquarters organized a three-day workshop in Damascus from 27-29 April 2012, with the participation of IFRC, ICRC and WFP and which was attended by representatives from all 14 branches, as well as some rural sub-branches. At the opening session, SARC headquarters provided an overview of its ongoing activities, and its understanding and expectations from partnership support to its emergency response. Further sessions provided the opportunity for SARC branches and volunteers to clarify their capacities and needs. Whilst the meeting focused primarily on gaining a common understanding and profile of operational support to SARC, it also stressed the need for the National Society to retain its independence and Movement identity, within the increasingly complex demands from non-Movement partners.

Lebanon: Throughout this reporting period, Lebanon continued to host people affected by the conflict in Syria. According to UNHCR, as of 27 April 2012, some 11,518 people who had crossed the border from Syria, were registered in Lebanon. Most of these people were located in the north of the country, in Akkar, with 2-3,000 displaced in Tripoli, although others resided in Beirut and Beka'a. Large numbers of displaced people were living in with host families or in schools. International and local organisations including the Lebanese Red Cross, continued to assist the influx of people on the north and eastern borders coming from Syria with medical aid, hospital transfers, distributions, education and shelter. Organisations continue provide assistance, including the rehabilitation of homes of host families supporting Syrians and providing affected people with food and non-food items including hygiene kits, mattresses, blankets and kitchen sets. Operations, including those of LRC, have been taking place primarily in the north and east of the country.

Jordan: As of the 24 April 2012, some 13,933 people had been registered to date in Jordan, according to UNHCR reports. In the MENA region, since the beginning of the unrest in Syria in March 2011, Jordan has been the recipient of the highest number of people crossing over the border from Syria. In response to this, the government of Jordan identified three sites for refugee camps, to be established to help provide emergency assistance to the influx of people. The Al Ramtha transit centre was established in the north of the country and numerous local charitable societies, student associations and individuals have been working together to provide as much assistance as possible for registered families. Some organisations have provided families with rented houses. With an ever-increasing population moving into the country, recent weeks have seen the movement of displaced people from the Bashabshe facility to the newly renovated Cyber City building in Ramtha. Work continues on the King Abdullah Park site which will also be equipped to host a number of families in need. Distributions of food and non food items including blankets, heaters, bed linens, quilts, towels, plastic mats, sanitary pads, mattresses and jerry cans continue by various organisations working in the area. Other assistance being provided to the affected population includes health care, psychosocial support, education and protection services. The Jordanian Red Crescent, with support from its partners, has provided assistance to more than 4,500 families, particularly relief distributions including food parcels in partnership with WFP.

North Africa

focus in North Africa continues to be dedicated to humanitarian diplomacy, organisational development and capacity building but with an increased budgetary focus on Libya. However, with the calming of the situation in the North African region, activities, will be extended until the end of September 2012 only.

Tunisia: Since the election of its parliament of transition, Tunisia experiences more stability at the political level although many and frequent strikes and social demonstration still happen in Tunis and regional level due to the deteriorating socio-economic situation. The North Africa Regional Federation Office has continued its support for the Tunisian Red Crescent in order to strengthen its capacity to better cope with any critical civil unrest that may arise.

Libya: While the armed hostilities in Libya have ended, a number of conflicts are erupting across the country. In March 2012, heavy clashes between Tubu and opposing tribes have been ongoing in Sabbha, the largest city in South-Western Libya (1000 Km to south of Tripoli). The airport in Sabbha closed during the conflict. It's been reported that over 65 people were killed and over 185 people injured. The injured were transferred to the main hospital in Sabbha, and to Murzuq city (200 Km south of Sabbha) and to Cairo district in south of Sabbha. About 2033 families have been affected and have faced some shortage in food and water supplies. The Libyan Red Crescent (LRC) responded to the urgent needs by sending 40 blood units to the main hospital in Sabbha via the nearest airport 50 Km to the south west of Sabbha. The LRC-Sabbha branch deployed medical staff and volunteers to Sabbha hospital. The Federation in Libya was following-up with the LRC Disaster Manager Coordinator and advising the National Society to ensure sufficient response in the current crises.

- LRC handed four ambulances donated by ICRC to Murzuq and Sabbha branches, to be used to help in evacuation of victims. One of the ambulances was handed over temporarily to Sabbha General Hospital.
- LRC handed one ambulance to Zawra branch and another to AlJumel branch to help in the casualties of the clashes between Zawra and AlJumel.
- LRC received three ambulances units (ICU) donated from UAE Red Crescent Society; the three units have been handed to Sabbha branch temporarily to be used to serve the victims in Sabbha province.
- Medicine and medical supplies shipment handed by LRC to Sabbha General Hospital, this shipment was donated by UAE RC.
- Two tons of basic food donated by LRC to the IDPs in Sabbha province.

The strategic and programme focus of the Federation since its Revised Appeal of 25 June 2011 has been oriented towards conflict and post-conflict conditions. The presence of Federation staff in Benghazi and support from the Regional Office in Tunisia will facilitate on-going efforts in humanitarian diplomacy, organisational development and capacity building of the Libyan Red Crescent Society (LRCS).

Egypt: The Egyptian Red Crescent continues to mobilize its human and material resources to intervene in the clashes among population and law enforcement agencies. The political situation is still sensitive mainly due to the electoral process launched by the authorities. During the last weeks of February 2012 an increased number of Syrian refugees to Egypt were reported. Support continues to be provided by the Federation to the National Society as per the current Revised Appeal.

The Gulf

Yemen: Following the end of the revolution and the elections that took place in February 2012, recent months have seen a reshuffle in main military posts which were previously held by pro ex-regime elements. Following the dismissal of the Commander of Airforces, supporters closed the main airport in Sana'a. However, although unpredictable clashes continue to arise in the country, violence stemming from last year's unrest has subsided and the country and the international community has largely started focusing its efforts on the food insecurity across the country, which is affecting some 44% of the population.

Coordination and partnerships

Syria: Under the planned budget extensions to its revised Appeal in May 2012, ICRC intends to provide additional support to help SARC increase its operational capacity, both at headquarters and in the branches. This will include collaboration with IFRC and Movement partners in the provision of training to

staff and volunteers. Together with its Movement partners, IFRC will facilitate the identification of requirements and provide support to mechanisms to enable SARC to carry out its role as the primary operational coordinator for humanitarian relief in Syria. Formal meetings are already being arranged (see above) and there are regular informal exchanges of information with ICRC and PNS, as well as with external partners such as WFP, UNHCR and donors, such as ECHO.

Since the end of the reporting period for this operations update, a tripartite agreement has been signed between SARC, IFRC and ICRC. The agreement sets out the roles and responsibilities of each of the Movement parties, with SARC as the national coordinator and Lead Agency of humanitarian aid in Syria. ICRC will support SARC in response operations in Syria as well as with coordination and security management for the Movement, and IFRC's role is to support the organizational development and the support to SARC.

North Africa:

Movement Coordination - regional: Within the Red Cross Red Crescent Movement, efforts are ongoing to ensure that humanitarian interventions remain internally coordinated in an effective manner throughout North Africa region. External actors are also being advised on how to best interact, in particular, with the Libyan Red Crescent Society (LRCS) and to implement their assistance in Libya. The Federation Regional Office in Tunis and the presence of its field-based staff remains pivotal for guiding and implementing actions in Tunisia and pursuing activities, most notably in Libya. Coordination with ICRC and PNSs involved in Egypt, Libya and Tunisia remains strong.

Coordination with authorities: As in previous months, Federation, ICRC and National Societies of North Africa are coordinating their presence and responses with authorities at national and local levels. In Libya, interaction throughout the country in an impartial and neutral manner is pivotal for reaching all people affected by conflict as well as operating in any post-conflict context. In Tunisia, continued contact with authorities is crucial for the success of ongoing activities in the aftermath of the elections of 23 October 2011. To this extent, the recent visit of the President of IFRC, Mr. Tadateru Konoé, to both, Libya and Tunisia, has been an excellent occasion to enhance the support of the authorities at the highest level to the role and activities of the National Societies.

Inter-agency coordination: In Libya, many organisations have relocated or finished their activities as a result of the movement of migrant populations back to Libya or their repatriation further abroad. For this reason, no further coordination meetings hosted by LRCS have been conducted since December 2011. Nevertheless the Federation Regional Office at Tunis continues coordinating the humanitarian response with the UN agencies and INGOs involved in Egypt, Libya and Tunisia.

Yemen: The current RC/RC partners in Yemen are Danish RC, Norwegian RC, German RC, French RC, UAE RC, ICRC and IFRC. Partners consisting of YRCS, IFRC, ICRC and PNS, gathered on 20 March 2012 for the monthly Movement Operation Coordination meeting to review ongoing activities and better coordinate implementation. In addition, the First Aid Working group held two meetings to discuss several issues related to FA activities and programmes with RCRC partners. The IFRC and YRCS conducted two visits to UN Agencies to further discuss coordination of activities being implemented.

Red Cross and Red Crescent action

Overview: The Federation continues to keep an overview of the progressing situation and response in the region. With dedicated members of the DMU in the Zone and the country based IFRC staff, closely monitoring the evolving context with regard to the civil unrest, information obtained is used to inform the response and teams implementing activities on the ground. Through field visits, debriefings with key staff and delegates and regular report updates, the MENA Zone Office takes an analytical role in terms of information management which is used to guide the response operation and this revised appeal. Reports relating to this emergency appeal can be found at www.ifrc.org.

Syria: SARC continues, in risky and often life-threatening conditions, to provide urgent assistance to those affected by the unrest and in need of assistance. The only organisation with an outreach extending

across the country, SARC is providing emergency health care and food and non food items to people even in hard to reach and unstable areas.

The key ambulance provider in many areas of Syria, SARC continues to carry out first aid, providing emergency health and ambulance services to wounded and sick people across the country. With stock from its own reserves and with the support of partners including ICRC, IFRC and UN agencies, SARC has reached over 500,000 people in Syria including the wounded, sick and those displaced and returning from displacement. Through an agreement with WFP, SARC continues to distribute to families affected by the unrest.

The IFRC Country Representative was joined in April 2012 by a short-term Operations Coordinator who worked for six weeks in-country, liaising with key informants including Movement and UN partners, to establish a strategy for Syria for the coming months. This strategy is currently under discussion in the MENA Zone and will be shared with partners once confirmed. In May 2012, a longer-term Operations Coordinator arrived to assist in the operations.

With support from National Societies, IFRC has provided to date (as of mid-June i.e. as an exception to the reporting period for the remainder of this Operations Update):

22 Ambulances
 18,800 Food parcels
 12,600 Mattresses
 32,640 Blankets
 11,388 Kitchen sets
 22,403 Hygiene kits

In light of the developing situation and the vast needs in the country, IFRC plans to extend and increase this Emergency Appeal to increase its reach to beneficiaries in Syria and over a longer period of time, primarily in the sectors of health, logistics and organizational development. More details will follow on the Revised Appeal launch, along with a fuller account of progress to date.

Lebanon: In fulfilling its auxiliary role to the government, the Lebanese Red Cross' Emergency Medical Services (EMS) continue to provide emergency health services to people who have crossed the border from Syria into the north and east of the country and who are in need of urgent medical care. First aid treatment, evacuation, hospital transfer services, transportation and provision of blood units are all included in the list of services being provided on a needs basis. For transfers, LRC EMS is primarily transporting patients from Wadi Khaled and Masharee el Ka'a to hospitals in the North of Lebanon in Tripoli and Akkar. LRC continues to coordinate effectively with IFRC, ICRC, UN agencies and NGOs as well as SARC to ensure effective support is provided as required.

IFRC plans to include Lebanon in the regional component of the new Revised Appeal to continue the LRC's response to the mounting number of people in need on the borders of the country. Details of these plans will be elaborated on in the Revised Appeal.

Jordan: With increasing numbers of people crossing into Jordan, the Jordanian Red Crescent has been distributing non food items with the support of the IFRC. However, lack of funding for the regional component of this appeal has delayed implementation of planned activities in Jordan as well as Lebanon.

IFRC plans to include Jordan in the regional component of the new Revised Appeal to continue the JRC's response to the mounting number of people in need on the borders of the country. Details of these plans will be elaborated on in the Revised Appeal.

North Africa: With the situation gradually stabilizing in the North Africa region, efforts during this reporting period have been largely concentrated on capacity building of National Societies. Continuing to support three key positions in TRC HQ, and having established a plan of action for 2012, TRC continues to grow and develop, becoming a stronger NS which will allow them to respond more effectively to disasters and continue its successful preparedness and reconstruction work across the country. These last few months have seen a warehouse being identified for refurbishment and steps taken to establish and National First Aid Team. With a plan of action now in place for both internal and external

communications, combined with a communication kit for staff and volunteers, the work of the TRC and its role within the country will be spread widely within communities and authorities alike.

In Libya, despite ongoing outbreaks of violence, the country context is at a point whereby efforts can be implemented for capacity building within the NS. As with TRC, the Federation plans to assist the Libyan Red Crescent with developing a strategic plan, to provide direction to the organisation's activities. Funding salaries, providing key staff with essential and developmental training, as well as applying lessons learned from workshops are some of the key activities IFRC are supporting in Libya. In the sector of relief, procurement is underway for emergency relief stock for 1,000 families. To assist with activities such as this, a Logistics Delegate has been recruited and 12 LRCS branches have been rehabilitated. In the area of health, procurement has taken place of emergency health equipment for 200 members of the National Disaster Response Team and plans are being drafted for the development of an LRCS blood bank.

In Egypt, due to the unrest that has been taking place in the capital, the organisational development objective has been delayed. However, ERC efforts have continued in partnership with IFRC, ICRC and UNHCR to provide assistance including food and first aid, to those stranded at the Salloum border with Libya.

Yemen: Despite the unrest from last year having subsided, the security situation continues to be at a low level, which existed prior to this appeal. The YRCS continues to respond to the urgent needs of people affected by the ongoing internal conflict through providing food and non food relief items from centralised preparedness stock already in-country. YRCS has successfully reached people displaced internally by the unrest and living in temporary accommodation, including schools and with relatives. Many of these people left their homes without their belongings and household items, to find themselves in other often unfamiliar parts of their own country and in urgent need of assistance. In the last two months, despite the risky conditions, YRCS has been working to distribute non food items to people in need of urgent assistance.

Yemen activities will close at the end of June as planned, with focus now turning to the food insecurity needs in the country. As requested by YRCS, CHF 276,447 was allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the Yemen Red Crescent Society to carry out assessments of food insecure communities, and to deliver assistance and provide health awareness messaging to some 16,000 persons affected by the current food insecurity situation. A 50,000 Euro soft pledge has since been received from Netherlands RC for reimbursement.

Progress towards outcomes

Syria

Emergency health	
Outcome: The immediate health risks of affected populations are reduced through the provision of emergency medical services, first aid and other health care support	
Outputs	Activities planned
People in need are provided with rapid medical management of injuries and disease.	<ul style="list-style-type: none"> • Support mobilization of emergency medical units; • Provision of additional ambulances to SARC; • Support SARC provision of first aid and referral services through trained SARC volunteers; • Facilitate the establishing of standard emergency response team mechanisms among the branches; • Ensure access to primary health care for vulnerable populations through two clinics, one MHU and the provision of medicine; • Establish and support the running of five community health posts in areas with limited access to emergency health; • Support SARC Society in carrying out vaccination campaigns, in areas affected by unrest;
Psychological first aid and psychosocial support has become an	<ul style="list-style-type: none"> • Ensure capacity among first aid 500 volunteers to provide psychological first aid in response situations; • Build capacity in relevant branches to further enhance community

integrated part of SARC emergency response.	<p>awareness on first aid/psychological first aid;</p> <ul style="list-style-type: none"> • Provide psychological support to SARC staff and volunteers engaged in emergency response.
SARC volunteers and staff are supported in their emergency response work.	<ul style="list-style-type: none"> • Providing necessary equipment and uniforms for staff and volunteers; • In cooperation with Movement partners, facilitate different levels of first aid training for SARC volunteers.

Progress: With the support of IFRC, Danish RC and ICRC, SARC mobile health units have continued to provide services to people living in rural areas with limited access to health care services or to areas where the populations have difficulty moving freely. Support has also included the provision of around 9,000 cans of high-energy milk powder, which is being administered through doctors at SARC clinics as a supplement to vulnerable families. IFRC, in May, will cease its support to this activity through the appeal, once alternative partnership support is identified and agreed for this intervention.

The existing SARC clinics established across the country, initially with the aim of supporting displaced Iraqi populations with affordable quality health services, are being increasingly used by patients from Syria, and those displaced by the current unrest. In addition to the 10 clinics already supported by the Federation with funds from the appeal for displaced Iraqis, IFRC has recently supported the National Society to reinforce its clinic in Dara'a, and the Federation Emergency Appeal revision and budget extension foresees the provision of 5 Community Health Posts, modelled on existing health posts provided by Danish RC under an ECHO funded project. Danish RC has also supported training of around 500 volunteers in first aid, including psychological first aid. A number of trainings have in addition been organized directly by the branches to incorporate new volunteers who in a steady stream are approaching the National Society wishing to provide their services.

Emergency appeal funds have also provided SARC with additional support, procured locally. To date this includes computers (monitors, UPS, laptops) and uniforms for volunteers such as overalls, vests, badges, as well as technical and office equipment including cameras, stretchers, first aid bags, first aid training materials, blankets, medical equipments, furniture for training halls, electric generators, photocopy machines, printed materials, jerrycans, stationery and fire extinguishers.

A further consignment of 8 ambulances is expected to arrive in Damascus in May. With this delivery, 22 ambulances have been handed over to SARC by IFRC to date. Additional two ambulances have arrived from Qatar RC and two from Danish RC. As the only ambulance provider for people in need in violent areas of the country, these will contribute towards meeting the needs of emergency medical services.

Relief distributions	
Outcome: Food and basic non-food items are distributed to up to 25,000 families in the most affected areas.	
1. Output	2. Activities planned
Up to 25,000 families are provided with the immediate needs through relief distributions.	<ul style="list-style-type: none"> • Ensure the provision of food and non food relief items to selected beneficiaries • Monitor and evaluate the relief activities and provide reporting on relief distributions. • Enhance SARC preparedness through pre-positioning of contingency relief items
SARC has the capacity to store and effectively distribute relief items in all parts of the country.	<ul style="list-style-type: none"> • Ensure enhanced SARC capacity to storage facilities at central and regional level • Provide the National Society with vehicles for swift distribution of relief • Recruiting of 4 field officers

Progress: During the reporting period the following relief items were distributed mainly to the eastern parts of Homs governorate and Damascus country side, but also in Raqqa and Al Bokamal:

- 4180 food parcels (21,000 persons)
- 4050 hygiene kits (20,250 persons)
- 3050 kitchen sets (1 per family)
- 8,100 blankets
- 4,900 mattresses



SARC distributing relief items to families. Photo: SARC

distribution to branches. Most branches only have the capacity to store a limited stock of relief supplies, while others have no storage facilities at all. Measures are being discussed to provide support to these from within the Movement and other partners. The inability for branches to store relief stock challenges preparedness for urgent support to populations in need.

In excess of Sphere standards, IFRC food parcels contain 4,000 calories.

During this period, procurement orders were issued to purchase four lorries with an 8-10 MT capacity to support the SARC logistics system. This will be complemented through recruiting a fleet manager at HQ level.

The revised appeal identified an urgent need to increase the capacity of SARC to store and swiftly distribute relief items, and indicated that SARC is looking to establish a central warehouse within the area of its headquarters. SARC has since confirmed the availability of a plot of land big enough for a 1,000 square metre warehouse where relief items can be received and managed pending

Communications – Advocacy and Public information

In the wake of SARC's humanitarian response to the current unrest in Syria, the Revised Emergency Appeal identified a need to launch a public awareness campaign to enhance understanding among the general public and relevant authorities of SARC's role and mandate, and in particular the emblem as a sign of protection. Supported by IFRC, a consultant has worked with SARC to prepare for the campaign jointly with ICRC. ICRC continues to support the function of the information unit at SARC headquarters, which has been strengthened with additional staff. Discussions are under way as how best to revive the campaign related to *Health Care in Danger*, seeking to take account of the latter's global aims whilst tailoring its objectives to the immediate needs of SARC and the prevailing conditions in Syria. The increasing demands on SARC to facilitate and implement assistance from external partners, such as the UN, make it essential to reinforce public awareness of the role and independence of the national society, and advocacy to have this well understood amongst also all international stakeholders.

Yemen

Emergency health

Outcome: The immediate risks to the health of the affected population are reduced through the provision of first aid and emergency medical services (in areas not covered by the ICRC).

Yemen's worsening security situation has adversely affected the implementation of planned activities. In addition, lack of financial resources has resulted in several activities being put on hold accordingly, including in the sector of health.

Disaster preparedness and response capacity building

Outcome: By advancing the process of national contingency planning, capacity of the YRCS to respond to civil unrest, through effective and appropriate interventions, is further strengthened.

Progress: In mid-March, Sana'a branch distributed non-food relief items to cover the needs of IDP families affected by the armed conflict in the northern governorate of Sa'ada. Families were dispersed across the three districts of Sana'a governorates including Al Jiraf, Qaa Alfaidi, and Shumaila. Relief items were released from the central warehouse of YRCS including mattresses, blankets, hygiene kits, and kitchen sets.

Generally, during this reporting period, there was a slowing of operations due to instability in most of the hotspots in major cities.

However, in recent weeks, teams on the ground have mobilized further YRCS disaster preparedness stock and have begun distributing the following items in Hajja, Taiz, Aden, Hodeidah, Amran and Rimah:

- 500 mattresses
- 500 blankets
- 100 kitchen sets
- 200 hygiene kits
- 200 jerry cans
- 100 LIT uniforms
- 100 first aid kits for teams
- 50 first aid kits for communities

A major current concern for YRCS is responding to the needs of IDPs in the north and south of the country that have been affected by the armed conflict in these areas. In addition, food insecurity has now touched 44% of the population and so is at the top of the agenda for NS and most humanitarian organizations in the country

Logistics

Outcome: YRCS logistics capacities are strengthened

Progress: Two of the three ambulances that were delivered to the YRCS are being used in Ibb and Lahj governorates. The third will be sent to Hodeidah branch as soon as administrative procedures are finalised. The landcruisers provided to YRCS is being used for field trips including assessments and monitoring of programmes.

Tunisia

Organisational Development

Outcome: The structures and systems of TRC are improved, with management and service delivery functions working effectively to best meet the needs of vulnerable households and communities.

Through organisational development, the Federation strives to improve structures and systems of National Societies so they have more effective management and service delivery functions for internal processes designed to recognise and meet the needs of vulnerable households and communities. This programme area is ongoing as part of the Appeal Extension, and an overview of aims is below:

- Support the internal governance processes and their reform where needed at the headquarters and branch levels.
- Identification or reinforcement of a staff structure reflecting national and branch levels so that representational, managerial, operational and service delivery functions are properly oriented to meet current and future internal and external demands.

Progress: The North Africa Office continues to support three core positions at the TRC HQ level together with ICRC. These coordinator positions sit in Youth and Volunteers, Communications and Disaster Management departments. Initial steps have been taken to assist the TRC in developing a National Society strategic plan with a timeframe to help articulate and deliver its vision for the months and years ahead.

In the frame of the 2012 plan of action set up, together with the TRC national Volunteers Coordinator, in order to reinforce volunteer and youth recruitment among branches, the following actions are being supported:

- Revision of the cycle of volunteer management, including code of conduct and volunteers policy. A kit of basic documents for volunteers is in preparation.
- Two trainings on volunteer management have been conducted, one for the northern region and other one for southern-central regions. The trainings covered several subjects including team working, monitoring and reporting of activities, communication skills, motivation and recognition of volunteers, problem solving techniques and project/programme planning. Around 35 volunteers participated in each session. At the end of the training, focal point teams for each regional branch were established, with clear definitions of roles and responsibilities as well as the identification of a plan of action for the coming months.
- A pocket-guide on volunteer management, including pedagogic material and tailored documents for the TRC, is under preparation to be used by trainers and focal points of the National Society.
- As part of an IT platform, a software application for registration and database of volunteers, jointly supported with the ICRC, is being finalised to be operational by the end of May.
- Furthering the Federation Youth as Agents of Behavioural Change (YABC) programme in Tunisia, preparation of a meeting for the reactivation of a TRC network, to identify new orientations and approaches to be implemented in the coming years. The meeting will take place by mid-May.
- In the frame of YABC programme, three publications are under preparation for the benefit of the whole region: guidelines of peer educators on community activities, peer educators manual and toolkit on Principles and Values.
- Preparation of an exchange encounter between the YABC-TRC and LRC networks in order to share experiences on the RC youth involvement during the recent Arab civil unrest and emergency. This will be held by mid-May.
- The introductory e-learning module on volunteering, prepared by the IFRC Secretariat in Geneva, is supported in its versions Arabic and French, and will benefit all National Societies in the region.

Operational gaps, challenges or constraints: the many different needs expressed by the National Society in this field are being answered simultaneously with other priorities identified under this appeal and the TRC's current programmes and projects, over a limited period. This poses challenges in terms of capacity.

Logistics Capacity Building
Outcome: TRC logistics capacities are strengthened.

Progress: The Federation undertook an assessment on the logistics capacities of the TRC Headquarters. The conclusions have been shared with the National Society and the need to rehabilitate its warehouse has been clearly identified. Some of the works will be initiated very soon to make better use of this facility.

A workshop on logistics will be organised for the volunteers who benefited from a basic training in the past and who require deeper knowledge in this field. Those trained volunteers will give support to the national Logistics Coordinator to be able to respond to all of the logistics needs of the National Society regarding the activities carried with partners. The procurement system will also be revised in the coming months and redefined in line with the Federation standards.

Operational gaps, challenges or constraints: Implementation of durable logistics systems within the TRC relies on its commitment to appropriately positioning human resources at the headquarters and branch levels. Such an effort is, therefore, not simply one of logistics but of wider organisational development.

Emergency Health

Outcome: An upgrading of TRC first aid capacities for possible future crises.

Progress: To respond to the needs of TRC with regards to upgrading its first aid capacities and strengthening the structure of its emergency response, an assessment was conducted in December and January. Resulting from this, TRC defined its priorities for the coming months, with the support of the North Africa Office. A first meeting, with the presence of a French Red Cross expert, gathered 19 first aid focal points from various branches. These focal points will form the National First Aid Team which will be validated by the board of TRC. 40 candidates were selected from a high number of applicants, to participate in the training on National Response Emergency Team, that was held in the third week of May.

Operational gaps, challenges or constraints: Implementation of durable logistics systems within the TRC relies on its commitment to appropriately positioning human resources at the headquarters and branch levels. Such an effort is, therefore, not simply one of logistics but of wider organisational development.

Internal Communication – Capacity Building

Outcome: TRC capacities in effective communications and dissemination are strengthened.

Progress since last report: As a continuation of the Revised Appeal of 25 June 2011, the Appeal Extension for January to June 2012 is focusing on strengthening Tunisian Red Crescent internal communication capacities. To date, a 2012 Plan of Action for both internal and external communication has been prepared together with the Media and Communication Coordinator. The plan includes developing and strengthening the internal communication strategy with the TRC to support management within its headquarters and among branches. Focal points for media and communication at branch level are under selection and proper training is foreseen in order to enhance capacities and performance. This will be held by the end of May. Internal communication regulations are under revision, including clear role descriptions of focal points at branch level and use of the TRC emblem, among other issues.

A joint project to develop a basic induction course for volunteers of the National Society is being identified and established, together with TRC, Federation and ICRC. This will initially target those newly responsible for branches, in order to ensure a homogeneous and shared knowledge of the National Society and Movement. Several topics will be included, such as the promotion of RC/RC Movement's principles and values, volunteering service and security aspects, among others. To support this, educational materials are being prepared including presentations, flipcharts and speaking notes, and will be concluded in the coming months.

A draft project for preparation of a communication kit has been finalised. The purpose of the kit is to promote the National Society and the Movement in general, internally among volunteers and branches to facilitate their engagement, and externally with partners and donors. It will include information on the Movement, its components and its principles and values; the TRC and its programmes and activities, the role of volunteers within the National Society and thematic brochures on different awareness raising campaigns. The preparation of materials will be ready in the coming months.

A report on the action of volunteers during the last cold wave in February has been published. The essential aim of this publication is to make all branches aware of the efforts undertaken and the results achieved and

furthermore to enhanced internal communication and cohesion among regions. The publication was distributed on the International Red Cross and Red Crescent Day, on 8 May.

As part of an IT platform, a TRC intranet network is being finalised to be operational by the end of May.

Operational gaps, challenges or constraints: the many different needs expressed by the National Society in this field are being answered simultaneously with other priorities identified under this appeal and the TRC's current programmes and projects, in a limited period of time, and with a very few staff which slows down the implementation of activities.

Communication, Advocacy and Public Information – Capacity Building

Outcome: Ensure that an effective communication strategy is developed to portray the continuing humanitarian crisis and assistance efforts.
--

Progress: The on-going political transition in the country places as a priority the promotion of the National Society's external communication.

Under the appeal, efforts are being made to enhance the humanitarian diplomacy capacity of the National Society. To this extent, the recent visit of the IFRC President, Mr. Tadateru Konoé, has helped enhance understanding in public authorities of the Fundamental Principles and the role of National Society as auxiliary to the authorities.

To date, a 2012 Plan of Action for both internal and external communication has been prepared together with the Media and Communication Coordinator. The plan includes developing and strengthening an external communication strategy with the TRC to support its public image and improve its donor and public relations.

Focal points for media and communication at branch level are under selection and proper training is foreseen in order to enhance capacities and performance. This will be held by the end of May.

A draft project for preparation of a communication kit has been finalised. The purpose of the kit is to promote the National Society and the Movement in general, internally among volunteers and branches to facilitate their engagement, and externally with partners and donors. It will include information on the Movement, its components and its principles and values; the TRC and its programmes and activities, the role of volunteers within the National Society and thematic brochures on different awareness raising campaigns. The preparation of materials will be ready in the coming months.

As part of an IT platform, a TRC internet network is being finalised to be operational by the end of May. Support was provided to the organisation on the International Red Cross and Red Crescent Day, through the preparation of leaflets on Youth Action, posters and other visibility elements.

Operational gaps, challenges or constraints: the many different needs expressed by the National Society in this field are being answered simultaneously with other priorities identified under this appeal and the TRC's current programmes and projects, in a limited period of time, and with a very few staff which slows down the implementation of activities.

Information Technology/Telecommunications Capacity Building
--

Outcome: Tunisian Red Crescent infrastructure is upgraded to facilitate programme conduct and management.
--

Progress: With an appeal focus prioritising organisational development and capacity building, the availability of information technology, telecommunications infrastructure and access is essential for operational performance as well as staff and volunteer support for the future. For this reason IFRC conducted an assessment in December for IT and VHF radio. Resulting from this, TRC is being supported in the development and implementation of an IT system and tools to facilitate organisational volunteer management at the TRC headquarters and among branches, as explained above under the organisational development objective.

Operational gaps, challenges or constraints: No significant details to report.

Libya

Organisational Development

Outcome1: Humanitarian Diplomacy: The interests of vulnerable individuals and communities in Libya are promoted among political decision makers and opinion leaders, and Red Cross/Red Crescent Movement access and influence is increased with such actors while ensuring maximum humanitarian space for its role and actions.

Progress: The recent visit of the IFRC President, Mr. Tadateru Konoé, has successfully enhanced the understanding of public authorities of the Fundamental Principles and the role of National Society as auxiliary to the authorities.

Operational gaps, challenges or constraints: As political instability continues in the country and with the presence of only a transitional government, legal recognition of the National Society and IFRC are delayed.

Outcome2: Organisational Capacity Building: The structures and systems of the LRCS are improved, with management and service delivery functions working effectively to best meet the needs of vulnerable households and communities.

Progress: Through organisational development, the Federation strives to improve structures and systems of National Societies so they have more effective management and service delivery functions for internal processes designed to recognise and meet the needs of vulnerable households and communities. As a continuation of the Revised Appeal, organisational development and capacity building efforts will remain part of the appeal extension with a particular focus on the reorientation and restructuring of human resources in the areas of communications and reporting, health, logistics, volunteers and youth management.

Efforts continue to support internal governance processes and their reform where needed at the headquarters and branch levels. Achievements to date and plans for the coming months include assisting the LRCS to develop a National Society strategic plan with a timeframe to help articulate and deliver its vision for the months and years ahead and identifying or reinforcing a staff structure reflecting national and branch levels so that representational, managerial, operational and service delivery functions are properly oriented to meet current and future internal and external demands.

In addition, efforts are being made to facilitate human resource development as well as establishing or refining transparent narrative and financial reporting systems among branches and the LRCS headquarters. Job descriptions of LRCS are to be redrafted and there are plans to establish a new telecommunications department within the headquarters aimed at improving communication internally within the HQ and externally with branches and other actors.

IFRC is providing continuous consultancy services in training, support and development to the LRCS in the following areas:

- Youth and Volunteer
- Media and Communication
- Logistics
- Disaster Management
- Human Resources
- Telecommunication

In addition, IFRC is continuing funding the salaries and training of three core LRCS coordinator positions until the end of June 2012, and has added funding to one core LRCS coordinator position. This project supports, in part, the LRCS plan of action for 2012. The Federation continues training the LRCS Disaster Management Coordinator and has supported the Coordinator in receiving regional and zone training in DM, since the same person fulfils both roles of DM and logistics with the LRCS.

In the area of volunteer and youth management, a number of activities continue. Following from the Youth and Volunteer Coordinators' Workshop conducted in the end of February, job descriptions, mandate and communications have been drafted at branch level and await approval by the LRCS. A draft code of conduct

and first draft of the policies and procedures for Youth and Volunteers, which was part of the recommendations set out in the Youth and Volunteer Coordinator's Workshop, are in the same phase. Overall, work continues on the 2012 plan of action between the LRCS, the IFRC Regional Office and IFRC Libya office for the Youth and Volunteers Program, with the Federation supporting the capacity building of Youth and Volunteers coordinators in key areas of programme development and project organization. The booklet "*Stay Safe: volunteers*", prepared by IFRC Secretariat in Geneva, is supported in its versions Arabic and French, and will benefit all National Societies in the region.

Reactivation of the Federation Youth as Agents of Behavioural Change (YABC) programme in Libya is ongoing. A three-day YABC network reactivation meeting was held in April, and a six-month plan of action has been agreed upon between Federation and LRCS.

Operational gaps, challenges or constraints: The National Society is still fully involved in responding to the humanitarian needs faced by people in the country and is working in partnership with multiple stakeholders to achieve this. As a result, activities are being implemented at a slower pace than initially planned.

Relief/Livelihoods Capacity Building

Outcome: Relief needs in Libya are met in a coordinated and efficient manner with IFRC adding value & underway by enhancing the Movement response and deterring the duplication of activities.

Progress: As outlined in the February Operations Update, it was not expected that the Federation would make tangible relief contributions in form of conducting food, non-food or other distributions within Libya. However, plans were made for the Federation to provide LRCS with an emergency relief stock for 1,000 families. Procurement orders have been processed through IFRC Dubai Logistics Unit and the team in the field awaits the delivery of the goods in May.

Operational gaps, challenges or constraints: No significant details to report.

Logistics Capacity Building

Outcome: LRCS logistics capacities are strengthened to meet the needs of 5,000 beneficiaries.

Progress: In continuation of the Appeal Extension, emergency stock provisions for the LRCS are being procured and a Logistics Delegate for Libya has been recruited. Training sessions have been continuing for the new Logistics/DM Coordinator and a warehouse in Benghazi has been established and rehabilitated to accommodate the shipment and distribution of relief goods. In addition, further logistics preparedness sessions have been conducted for the setup of mobilisation, shipping instructions, importation procedures and elaboration of the logistics plan of action.

The procurement process has been completed in the frame of the rehabilitation of 10 branches of the LRCS and two additional branches have been included to the project resulting in the completion of rehabilitation of 12 branches in total.

Operational gaps, challenges or constraints: The assessment of the logistics capacities of the LRCS headquarters and branches has been postponed until the following reporting period, as the LRCS Logistics/DM Coordinator was occupied with conflicts erupting in the Western and South-Western regions of Libya. Furthermore, the LRCS preferred to await the presence of the new Federation Logistics Delegate to further support the LRCS Coordinator in the assessment.

Emergency Health

Outcome: An upgrading of LRCS first aid capacities for possible future crises.

Progress: Although there are other Red Cross/Red Crescent Movement components already involved in health activities in Libya, the Federation will pursue a modest sector focus in the months ahead as a complementary effort to promote LRCS first aid/rescue teams. The constitution of a National Disaster Response Team is in preparation and LRCS has expressed its need to set up a National Intervention Team, preparation for which is underway. The first training for this team will be carried out in June 2012 in cooperation with the Disaster Management departments, from both North Africa Office and MENA Zone. During the reporting period, logistics

requisitions were sent to IFRC Dubai Logistics Unit for first aid intervention equipment for 200 members of the National Disaster Response Team.

A project for the development of the LRCS Blood Bank has been drafted and approved and implementation will start in May 2012. The Libyan Red Crescent Blood Transfusion Centre (BTC) was established in 1987. LRCS requested that IFRC supports this centre through capacity building with human resources, internal functioning mechanisms and information technology. The main objectives of the project are set out below:

- Improving the framework and the administration and job specification at the Blood Transfusion Centre BTC
- Developing and clarifying the role which the centre plays in providing health service in the country
- Developing and clarifying the internal work mechanism of the BTC and the coordination with the LRC
- Developing and promoting capacities in the field of information technology for the technical and administration departments at the BTC
- Developing a programme in the field of information technology for the technical and administration department of the BTC
- Upgrading a website for the BTC service
- Developing and promoting the BTC services by means of media and information dissemination at the LRCS

Operational gaps, challenges or constraints: Although a Health and First Aid department has been established and a job description drafted, the LRCS has yet to recruit a coordinator to fill the main position.

Internal Communication – Capacity Building

Outcome: LRCS capacities in effective communications and dissemination are strengthened.

Progress: As a continuation of the Revised Appeal of 25 June, the Appeal Extension for January to June 2012 will maintain a focus on strengthening Libyan Red Crescent Society internal communication capacities. A combination of activities is on going since the last report including developing and strengthening an internal communications strategy with the LRCS to support its management within the headquarters and among branches.

As part of the plan of action on communication and information, a first workshop for all communication and information branch coordinators was held in March and had the following objectives:

- Reactivate the communication and information programme structure within the Libyan Red Crescent
- Reinforce the collaboration between Movement components in their assistance to the Libyan Red Crescent
- Exchange experiences and lessons learned from communication and information activities from the Libyan Red Crescent
- Conclude recommendations and suggestions for different activities that could take place within the communication and information programme

The workshop was successfully completed with a number of recommendations identified. This included strengthening the role of communication, information and media coordinators in the branches with the approval of workshop work groups and the Secretary General and standardised to all branches. It was also noted that a plan of action of communication and media for the remaining part of the year be developed and that courses be provided to improve the performance of communication and media coordinators at branch level. The workshop also highlighted the need for the communication and media coordinators at the branches to be provided with the tools necessary to support them in carrying out their roles effectively. Finally, the workshop identified the need for the establishment of a code of conduct and communication information policy to be standardised for all branches, and the same for and emblem and use policy.

Operational gaps, challenges or constraints: The National Society is still fully involved in responding to the humanitarian needs faced by people in the country and is working in partnership with multiple stakeholders to achieve this. As a result, activities are being implemented at a slower pace than initially planned.

Communication, Advocacy and Public Information – Capacity Building

Outcome: Ensure that an effective communication strategy is developed to portray the continuing humanitarian crisis and assistance efforts.
--

Progress: The on-going political transition in the country places as a priority the promotion of the National Society external communication. The Federation plans to develop and strengthen an external communication strategy with the LRCS to support its public image, as well as its donor and public relations. It will identify media training opportunities and hold one media-training workshop for the LRCS leadership and staff. The enhancement of humanitarian diplomacy capacity of the National Society was encouraged during the Communication and Information Workshop held in March. IFRC also plans to promote externally the RC/RC Movement's principles and values.

Operational gaps, challenges or constraints: The National Society is still fully involved in responding to the humanitarian needs faced by the country and working in partnership with multiple stakeholders. As a result, the activities are being implemented in a slower way than initially planned.

Information Technology/Telecommunications Capacity Building
--

Outcome: Libyan Red Crescent Society infrastructure is upgraded to facilitate programme implementation and management.

Progress: As outlined in the previous report, the availability of information technology and telecommunications infrastructure and access is essential for operational implementation as well as for staff and volunteer support for the future. As such efforts are underway to support for the LRCS in attaining better IT and telecoms services. A telephone network and the internal telecommunications infrastructure of the LRCS HQ was installed in March and a Federation IT Advisor completed a field assessment of LRCS capacities and needs in the same month. The recommendations will be followed up with the National Society according to needs and priorities. The main recommendations are:

- The need for an integrated IT department in the HQ level
- Provision of internet services to the main active branches as soon as possible according to the levels provided in the report
- Drafting IT policies and procedures at HQ and branch levels
- Creation of email address to the main LRCS focal persons at HQ and branch levels
- Development of essential software to facilitate the work of main departments such as Human Resources, Administration, Finance, Youth and Volunteer, Logistics and Warehousing
- The need to establish backup options for the most important documents and data
- Development of the LRCS main website
- Development of LRCS intranet at HQ level
- Improve access to FedNet

As part of the Branch Rehabilitation Project, 12 of the most affected branches have been provided with IT equipment.

Operational gaps, challenges or constraints: The presence of limited and basic internet and telecoms services in the country, specifically since it has been further hindered with the crisis is posing challenges for carrying out activities.

Egypt

Relief

Outcome: A transit population of up to 50,000 individuals receive essential items and food to meet their needs as required.
--

Progress: The National Society continues to assist 2,000 migrants stranded at Salloum border with the support of Federation. The main activities conducted by ERC volunteers are:

- Food distribution with UNHCR: in cooperation with UNCHR, ERC distributes breakfast, lunch and dinner meals to some 2,300 refugees daily
- Restoring Family links with ICRC: ERC has been working in cooperation with ICRC to provide four mobiles phones for refugees to communicate with their relatives, free of charge, two days per week. A total of 6,750 have been made by refugees, through this service, between January and April.
- Providing first aid: ERC team in Salloum is ready to provide first aid as required, although there have been no injuries to respond to in the last three months due to the provision of similar services by the Ministry of Health through their ambulance and mobile clinic.
- Storage and warehousing of food items: ERC has a warehouse to receive the meals till distribute it to the refugees as well as ERC stores some food items like packed bean, biscuit, Juice, mineral water since sometimes there is a shortage of meals so ERC uses these food items to cover this shortage.

Operational gaps, challenges or constraints: Please see Six-month Operations Update issued 24 October 2011.

Logistics

Outcome: Effective support provided to the field operation.

Progress since last report: IT training courses commenced for ERC IT staff on April 23. In the coming months, training sessions on Federation logistics procedures will be organised, including modules on logistics preparedness and response, procurement, warehousing and fleet-transport management. These will be attended by National Society staff and volunteers.

Operational gaps, challenges or constraints: No significant details to report.

Organisational Development

Outcome: The structures and systems of the ERCS are improved with management and service delivery functions working effectively to best meet the needs of vulnerable households and communities.

Progress since last report: The National Society postponed its activities planned for the last two months due to the unrest which took place in the capital. The Egyptian Red Crescent mobilized trained teams of volunteers to help injured persons affected by this. However, during the reporting period, the following trainings were conducted:

- Two intervention teams training courses were conducted between March 29 and April 1 and again between May 01 and May 6 in ERC youth clubs in Al Galaa, Zeinhom and Nasr City. A total of 51 people attended.
- An IT training course for two IT staff took place on April 23 in ERC headquarters.

ERCS is planning a training for staff and volunteers on fundamental Principal and Values, including YABC programme.

Operational gaps, challenges or constraints: no significant details to be reported.

Regional Activities

Disaster Preparedness

Outcome: By advancing the process of regional contingency planning, the capacity of the National

Societies in MENA zone to respond to civil unrest and population movements is further strengthened through effective and appropriate interventions.

Progress to date: A Disaster Response Delegate, for MENA Zone Office has been recruited and will begin work imminently on the MENA Unrest appeal. Additional capacity is expected in the form of a Disaster Preparedness Officer, staff on loan from SARC. These new team members will be working on monitoring and supporting the MENA emergency appeal activities and developing disaster preparedness handbooks and guidance, respectively.

Operational gaps, challenges or constraints: Lack of financial resources put several planned activities on hold in addition to losing human resources after moving the Zone office from Amman to Beirut.

Proposed regional activities to respond to the refugees fleeing Syria to the neighbouring countries

Relief distributions	
Outcome: National Societies of the neighbouring countries (mainly Lebanon and Jordan) will be supported to distribute food and basic non-food items to refugees in their countries for a maximum of 15,000 families.	
Output	Activities planned
Up to 15,000 families are provided with the immediate needs through relief distributions.	<ul style="list-style-type: none"> • Develop beneficiary targeting strategy and registration system to deliver intended assistance. • Control supply movements from point of dispatch to end user. • 15,000 families to receive one month complementary food parcel during three month • 15,000 families to receive one month hygiene parcel during three months • 15,000 families to receive Jerry Cans and Kitchen sets • Monitor and evaluate the relief activities and provide reporting on relief distributions. • Training of the neighbouring national societies' staff and volunteers or disaster response and relief. • Deploying disaster response delegate.

Progress: IFRC has dispatched relief items, with support from Spanish Red Cross. This consisted of 1,500 hygiene kits and 2,997 jerry cans to be distributed by the Jordanian Red Crescent to people affected by the Syrian unrest.

Operational gaps, challenges or constraints: Lack of financial resources has put several planned activities on hold in addition to losing human resources after moving the Zone office from Amman to Beirut.

Emergency health and care	
Outcome: The immediate risks to the health of the affected population are reduced through the provision of first aid and emergency medical services (in areas not covered by the ICRC).	
Output	Activities planned
Emergency Health support is provided for wounded and injured persons crossing borders.	<ul style="list-style-type: none"> • Support NS with running cost and consumables for emergency medical services at the Syrian borders. • Provide 6 ambulances. • Supporting the evacuation of wounded people from the borders, providing them adequate health service, under the National Society EMS systems and protocols. • Provide adequate PSP activities based upon the need.

Progress since last report: IFRC has provided financial support Lebanese Red Cross for medical equipment for two ambulances in addition to personal equipment for first aid including uniforms and protection materials.

Operational gaps, challenges or constraints: Lack of financial resources has put several planned activities on hold in addition to losing human resources after moving the Zone office from Amman to Beirut.

Emergency shelter	
Outcome: 2,000 families of affected households in the neighbouring countries have safe and adequate shelter and settlement solutions through the provision of appropriate materials.	
Output	Activities planned
2,000 families receive shelter support.	<ul style="list-style-type: none"> Assess the extent of the shelter needs and preferred shelter solutions through deploying needed technical recourses. Enable the provision of safe and adequate locally appropriate shelter solutions through appropriate programming methodologies (e.g. support host communities, providing tents where there is no other possibility if it is requested by the local government to the National Societies). Promote increased awareness and understanding of safe and adequate shelter response programming with the National Society and affected communities.

Operational gaps, challenges or constraints: Lack of financial resources has put several planned activities on hold in addition to losing human resources after moving the Zone office from Amman to Beirut.

Contact information

For further information specifically related to this operation please contact:

In the National Societies

• **In Jordan:** Subhi Ejeh , Director of DMU, Phone +96264773141, Mobile +962795503824, Fax +96264750815, email subhi.ejeh@jnrcs.org

• **In Lebanon:** Sami DAHDAH, President , Lebanese Red Cross, Tel: (961) (1) 372802/3/4/5/166, Fax: (961) (1) 378207, E-mail: redcross@redcross.org.lb

• **In Lebanon:** Georges Kettaneh, Director of Operations and Disaster Management, Lebanese Red Cross, Tel: + 961 5955992/3, fax: + 961 5955994, E-mail: georgeskettaneh@yahoo.com

• **In Tunisia:** Dr. Tahar Cheniti, Secretary General, Tunisian Red Crescent; phone: +216 71 320 630; fax: +216 71 320 151; email: hilal.ahmar@planet.tn

• **In Egypt:** Prof. Mamdouh Gabr, Secretary General, Egyptian Red Crescent; phone: +202 26703979; fax: +20226703967; email: erc@egyptianrc.org

• **In Libya:** Faiek M. El Senussi, President, Libya Red Crescent Society; phone: +218 61 908 1582; fax: +218 61 908 1583; email: president@lrc.org.ly

• **In Syria:** Mr. Marwan Abdallah, Executive Director, Syrian Arab Red Crescent Society, phone +96311 5355873/5356462/5356291; fax: +963 11 5357171; email: sarc@net.sy

• **In Yemen:** Dr. Abbas Zabbara, Secretary General,

In the MENA Zone Office

- Dr. Manhal Annaz, Acting Head of Programme Services/Operation, MENA Zone Office; phone: +961(0)5 956 058 ; mob+961 71 802 913; email: manhal.annaz@ifrc.org
- Dr. Hosam Faisal, DM Coordinator, MENA Zone; phone: +961 (0)5 956 058 ; mob+961 71 802916;email: hosam.faysal@ifrc.org

In the Federation Country/regional offices

- **In Tunisia:** Gerard Lautredou, Regional Representative, Regional Office for North Africa; phone: + 216 71 862 485; fax: +216 71 862 971; email: gerard.lautredou@ifrc.org
- **In Syria:** Ms. Åsa Erika Jansson, Federation Representative, mobile: +963 95 6543075; fax: +96311 5357171; email: asaerika.jansson@ifrc.org
- **In Yemen:** Mohamed Babiker, Country Federation Representative; phone: +964 1 038 409; Fax: +967(1) 481 871; email: mohamed.babiker@ifrc.org

In Geneva Office

- **In Geneva:** Christine South, Operations Support, Phone: +41.22.730.4529, email: christine.south@ifrc.org

For Resource Mobilization and Pledges:

- **In IFRC MENA Zone:** Paul Emes, Head of Support Services, Phone: + 961 71 802 911, Email: paul.emes@ifrc.org

For In-Kind donations and Mobilization table:

- **In IFRC Global Logistics Services - Dubai office:** Ari Mantyaara, Logistics Coordinator, Phone: +971 4 4572993, Email: ari.mantyaara@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC MENA Zone:** Tenna MENGISTU , Email : tenna.mengistu@ifrc.org
-

Click here

1. Emergency Appeal budget and map [below](#)
2. Click [here](#) to return to the title page

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 Disaster Response (Sphere) 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.

www.ifrc.org
Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
 2. Enable healthy and safe living.
 3. Promote social inclusion and a culture of non-violence and peace.
-

MDR82001 - North Africa

Appeal Launch Date: 01 mar 11

Appeal Timeframe: 24 feb 11 to 30 jun 12

Interim Report

I. Funding

Selected Parameters	
Reporting Timeframe	2011/1-2012/4
Budget Timeframe	2011/1-2012/12
Appeal	MDR82001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	18,673,301					18,673,301	
B. Opening Balance	0					0	
Income							
<u>Cash contributions</u>							
American Red Cross	352,436					352,436	
Andorran Red Cross	17,598					17,598	
British Red Cross	1,655,238					1,655,238	
Bulgarian Red Cross	5,000					5,000	
Canadian Government	211,503					211,503	
Danish Red Cross	201,263					201,263	
European Commission - DG ECHO	3,233,135					3,233,135	740,915
Finnish Red Cross	24,735					24,735	
France - Private Donors	424					424	
German Red Cross	380,709					380,709	
Germany - Private Donors	143					143	
Iraqi Red Crescent Society	44,607					44,607	
Italian Government	2,422					2,422	
Japanese Red Cross Society	210,308					210,308	
Kuwait Red Crescent Society	1,813,704					1,813,704	
Moroccan Red Crescent	16,927					16,927	
New Zealand Red Cross	729,225					729,225	
Norwegian Red Cross	999,609					999,609	
On Line donations	23,771					23,771	
Procter & Gamble	45,343					45,343	
Red Crescent Society of the United Arab Emirates	18,010					18,010	
Red Cross of Monaco	17,546					17,546	
Salvation Army	6,846					6,846	
Swedish Red Cross	683,711					683,711	
Swiss Red Cross	200,000					200,000	
The Canadian Red Cross Society	9,493					9,493	
The Netherlands Red Cross	893,633					893,633	
The Republic of Korea National Red Cross	50,000					50,000	
Unidentified donor	9,179					9,179	
C1. Cash contributions	11,856,517					11,856,517	740,915
<u>Inkind Goods & Transport</u>							
American Red Cross	33,785					33,785	
Austrian Red Cross	100,501					100,501	
British Red Cross	145,277					145,277	
China Red Cross, Hong Kong branch	35,061					35,061	
Finnish Red Cross	1,096,704					1,096,704	
Norwegian Red Cross	57,885					57,885	
Red Crescent Society of Islamic Republic of Iran	98,055					98,055	
Spanish Red Cross	104,397					104,397	
The Canadian Red Cross Society	101,136					101,136	
The Netherlands Red Cross	271,919					271,919	
C2. Inkind Goods & Transport	2,044,719					2,044,719	
<u>Inkind Personnel</u>							
Austrian Red Cross	7,957					7,957	
Norwegian Red Cross	23,100					23,100	
Other	46,713					46,713	
The Netherlands Red Cross	29,120					29,120	
C3. Inkind Personnel	106,890					106,890	
<u>Other Income</u>							



MDR82001 - North Africa

Appeal Launch Date: 01 mar 11

Appeal Timeframe: 24 feb 11 to 30 jun 12

Interim Report

Selected Parameters	
Reporting Timeframe	2011/1-2012/4
Budget Timeframe	2011/1-2012/12
Appeal	MDR82001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

<i>IFRC at the UN Inc allocations</i>	3,872				3,872	
<i>Programme & Services Support Recover</i>	104,796				104,796	
C4. Other Income	108,668				108,668	
C. Total Income = SUM(C1..C4)	14,116,794				14,116,794	740,915
D. Total Funding = B +C	14,116,794				14,116,794	740,915
Coverage = D/A	76%				76%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	14,116,794					14,116,794	740,915
E. Expenditure	-10,461,429					-10,461,429	
F. Closing Balance = (B + C + E)	3,655,366					3,655,366	740,915

MDR82001 - North Africa

Appeal Launch Date: 01 mar 11

Appeal Timeframe: 24 feb 11 to 30 jun 12

Interim Report

Selected Parameters	
Reporting Timeframe	2011/1-2012/4
Budget Timeframe	2011/1-2012/12
Appeal	MDR82001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		18,673,301					18,673,301	
Relief items, Construction, Supplies								
Shelter - Relief	1,185,442	1,010,887				1,010,887	174,555	
Shelter - Transitional	39,151	39,151				39,151	0	
Construction Materials	32,692	32,692				32,692	-0	
Clothing & Textiles	1,883,303	645,420				645,420	1,237,883	
Food	1,917,595	468,252				468,252	1,449,343	
Seeds & Plants		3,886				3,886	-3,886	
Water, Sanitation & Hygiene	352,362	438,535				438,535	-86,173	
Medical & First Aid	434,079	117,790				117,790	316,288	
Teaching Materials	56,311	9,852				9,852	46,459	
Utensils & Tools	554,811	308,426				308,426	246,384	
Other Supplies & Services	907,644	222,733				222,733	684,912	
ERU	3,022	3,022				3,022	-0	
Total Relief items, Construction, Supplies	7,366,411	3,300,645				3,300,645	4,065,766	
Land, vehicles & equipment								
Land & Buildings	250,000						250,000	
Vehicles	2,003,150	924,060				924,060	1,079,090	
Computers & Telecom	275,714	84,405				84,405	191,309	
Office & Household Equipment	75,642	55,306				55,306	20,336	
Medical Equipment	120,000						120,000	
Others Machinery & Equipment	6,202	19,237				19,237	-13,035	
Total Land, vehicles & equipment	2,730,709	1,083,007				1,083,007	1,647,701	
Logistics, Transport & Storage								
Storage	348,992	120,252				120,252	228,740	
Distribution & Monitoring	833,029	767,794				767,794	65,236	
Transport & Vehicles Costs	321,450	214,561				214,561	106,889	
Logistics Services	48,977	76,979				76,979	-28,002	
Total Logistics, Transport & Storage	1,552,448	1,179,586				1,179,586	372,863	
Personnel								
International Staff	1,424,584	1,005,954				1,005,954	418,630	
National Staff	508,383	489,713				489,713	18,670	
National Society Staff	293,674	147,380				147,380	146,294	
Volunteers	125,951	75,285				75,285	50,666	
Total Personnel	2,352,591	1,718,332				1,718,332	634,259	
Consultants & Professional Fees								
Consultants	219,768	175,101				175,101	44,667	
Professional Fees	47,591	33,199				33,199	14,392	
Total Consultants & Professional Fees	267,358	208,300				208,300	59,059	
Workshops & Training								
Workshops & Training	895,212	320,104				320,104	575,107	
Total Workshops & Training	895,212	320,104				320,104	575,107	
General Expenditure								
Travel	389,985	299,854				299,854	90,131	
Information & Public Relations	143,733	95,140				95,140	48,592	
Office Costs	144,274	111,079				111,079	33,195	
Communications	84,950	65,080				65,080	19,870	
Financial Charges	89,400	91,849				91,849	-2,449	
Other General Expenses	14,787	9,108				9,108	5,679	
Shared Office and Services Costs	124,371	72,653				72,653	51,719	

MDR82001 - North Africa

Appeal Launch Date: 01 mar 11

Appeal Timeframe: 24 feb 11 to 30 jun 12

Interim Report

Selected Parameters	
Reporting Timeframe	2011/1-2012/4
Budget Timeframe	2011/1-2012/12
Appeal	MDR82001
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		18,673,301					18,673,301	
Total General Expenditure	991,500	744,763				744,763	246,737	
Contributions & Transfers								
Cash Transfers National Societies	1,287,790	944,108				944,108	343,682	
Total Contributions & Transfers	1,287,790	944,108				944,108	343,682	
Operational Provisions								
Operational Provisions		320,439				320,439	-320,439	
Total Operational Provisions		320,439				320,439	-320,439	
Indirect Costs								
Programme & Services Support Recov	1,139,534	603,194				603,194	536,339	
Total Indirect Costs	1,139,534	603,194				603,194	536,339	
Pledge Specific Costs								
Pledge Earmarking Fee	82,446	31,351				31,351	51,096	
Pledge Reporting Fees	7,302	7,600				7,600	-298	
Total Pledge Specific Costs	89,748	38,951				38,951	50,797	
TOTAL EXPENDITURE (D)	18,673,301	10,461,429				10,461,429	8,211,872	
VARIANCE (C - D)		8,211,872				8,211,872		