

# Final report



International Federation  
of Red Cross and Red Crescent Societies

## Morocco: Floods

Final report  
Emergency appeal n° MDRMA001  
GLIDE n° FF-2008-000202-MAR  
10 September 2009

**Period covered by this Final Report:** 7 November 2008 to 30 April 2009.

**Appeal target (current):** CHF 1,618,182 (USD 1,413,260 or EUR 1,108,344)

**Final Appeal coverage:** 15%; [<click here to go directly to the final financial report, or here to view the contact details>](#)

### Appeal history:

- This Emergency Appeal was launched on 7 November 2009 for 1,618,182 (USD 1,413,260 or EUR 1,108,344) for six months to assist 10,000 beneficiaries.
- The Emergency Appeal was based on the operational need assessments of the Moroccan Red Crescent Society (Moroccan RC) as well as on a donor's contribution planned and earmarked for the operation. Unfortunately, this pledge was cancelled at a later stage due to Moroccan government not accepting governmental international assistance.



The floods of the 2008-2009 winter season have affected 16 provinces in Morocco. **International Federation.**

**Summary:** The winter season of 2008-2009 has been particularly long and difficult all over Morocco, claiming hundreds of lives and leaving thousands of displaced all over the country. Despite the large deployment of support from the Moroccan government to assist the affected populations, through its need assessment, Moroccan RC identified complementary actions at community level. However, the limited direct response through the International Federation did not allow to meet the objectives outlined in the Appeal. Several National Societies expressed their interest to provide funds from their governments, but the Moroccan government did not accept other governments' funding.

However, it is worth to note that thanks to a previous disaster preparedness programme supported by the International Federation since 2007 - with back donors such as the Spanish Agency for Cooperation (AECI)/Spanish Red Cross, the United Arab Emirates Red Crescent and the Netherlands Red Cross - the Moroccan RC was well prepared to intervene to the operation with pre-positioned basic relief stocks at central and regional warehouses.

As an indicative and positive note, the Emergency Appeal plan and budget was supported through bilateral contributions (USD 695,000 from Qatari Red Crescent; EUR 400,000 from the remaining budget of the International Federation/AECI/Spanish Red Cross IDWARC<sup>1</sup> programme), which compensated the low response through the International Federation.

<sup>1</sup> International Development of West African Red Cross Programme

British Red Cross, Finnish Red Cross, Japanese Red Cross, Monaco Red Cross, Netherlands Red Cross, United Arab Emirates Red Crescent, Libyan Red Crescent and Swedish Red Cross have been the contributors to the Emergency Appeal through the International Federation's multilateral assistance system. The unspent amount of CHF 2,418 is related to a Finnish Red Cross pledge earmarked to cover transport of in-kind goods. Due to savings from the transport costs, the amount will be transferred to the Annual Plan.

**Lessons learned:** There is a growing trend in the North Africa region for governments to limit the international assistance during emergencies and crises, which can have a clear impact on the National Society's access to its own governmental funding. Therefore, supporting the National Society in its organizational readiness programme before the crisis strikes is crucial.

The role of the Moroccan RC in the newly revised Moroccan Disaster Management National Plan is mainly to intervene in the first emergency phase and leave the recovery phase to the national institutions. Therefore, the Moroccan RC is mainly concentrating its activities on disaster risk reduction (DRR) - increasing the community's resilience through the vulnerability and capacity assessment (VCA) process, awareness campaigns, support to livelihoods as well as food security projects – and disaster response. One of the difficulties met during the operation was the access to the remote villages and beneficiaries in order to deliver the needed assistance. The strategic pre-positioning of relief stocks in areas at risks is therefore vitally important to ensure a rapid response capacity.

Another lesson to be taken from the operation is the support provided bilaterally. Although the Moroccan RC was strongly requesting its partners to respond through the International Federation Appeal, it appeared that for several donors the condition to access the funds was to go through bilateral support. Following an evaluation process conducted with the Moroccan RC, it was decided to strengthen the dialogue with the bilateral donors and assess the best way to respond to emergency needs. This was looked into with the International Federation regional representation office to find innovative ways in supporting the National Society in the plan and budget in order to avoid the future launch of unfunded Emergency Appeals.

New climatic changes are affecting the North Africa region, increasing the vulnerability of poor communities. Climate change programmes are now identified and are being developed as part of the Moroccan RC DRR Strategy.

Thanks to the regular/annual donation from Finnish and Swedish Red Cross, the Moroccan RC was in a position to immediately distribute warm clothes and shoes to the affected people, which are essential items for people during winter times. These donations are precious and allow effective and timely response.

## The situation



According to official sources, the heavy rains causing severe floods in Morocco have exceeded the annual average recorded during the last fifty years. **International Federation.**

Morocco has been affected by torrential rains since early September with increase in October, causing hundreds of deaths and leaving thousands of homeless accommodated in temporary shelters or at relatives' homes. Rains and snow falls, coupled with an unprecedented cold wave, continued to affect several regions from November 2008 till the end of February 2009. The floods have affected 16 provinces of the country.

The exceptional rainfalls that have occurred over the last months have compromised future harvests in some regions. Considerable live stocks have been lost, which will have an impact on the economy of the poor areas. According to officials, these rains have far exceeded in some provinces the annual average recorded during the last fifty years.

A substantial support was deployed by the Moroccan government both in terms of financial and technical resources. A special fund was created for these floods and was supported by a large contribution from the

government. Several ministers and senior army officials visited the disaster areas to supervise the emergency efforts. Moroccan authorities evacuated and provided shelter for more than 7,000 victims in the Gharb region. Accommodation centres were set up together with installed generators to supply the communities with electricity. Over 1,000 tents and 8,000 blankets have been distributed together with motor pumps by the Civil Defence. 500 doctors and nurses were deployed, and many helicopters were mobilized to reach the remote areas isolated by snow. Hundreds boats and 500 means of transport were put at the disposal of the local authorities to assist the victims.

## Red Cross and Red Crescent action

### Achievements against objectives

#### Overview

The Moroccan RC mobilized its intervention team rapidly and was able to intervene within the early hours of the floods, intensifying its interventions on the ground according to the needs. The operation was placed under the coordination of the national disaster management coordinator and the concerned branch director. A task force was established at central level including the Moroccan RC director general, the programme coordinator, the health and disaster management coordinator as well as the vice-president and head of the finance commission.

Thanks to a strong disaster management programme, the Moroccan RC could respond to the needs of the emergency phase, deploying volunteers and vehicles to transport the relief items from central and regional warehouses to the selected distribution points. 250 volunteers participated in this operation under the supervision of the national and regional disaster management coordinators. They conducted rapid assessment, delivered aid and services and monitored the assistance. This work was carried out in close cooperation and collaboration with the local authorities and local key players.

Based on the relief assessment, two phases were considered for the operation: the replenishment of stocks, and a capacity building plan including DRR activities at branch level aiming at strengthening the National Society's capacity to deliver services to communities at risk. The second phase was praised and welcomed by the populations and the authorities. It was perceived as essential programmes and highlighted the specific added value of the Moroccan RC.

With the low funding (CHF 247,969), Moroccan RC decided to focus on the replenishment of its relief stocks, fearing new small scale disasters during the year. In addition, leaflets on floods were printed to be used in the DRR activities in the regions at risk.

#### Relief distributions (food and basic non-food items)

<b>Objective: The specific quantities and quality of relief items distributed to the beneficiaries are appropriate. Distributions are carried out according to assessment and selection criteria that identify actual needs and vulnerable groups. Distributions will be based on careful registration and a system/process that controls and monitors, and records the movement of such goods.</b>	
<b>Expected results</b>	<b>Activities planned</b>
Affected families are equipped with the basic relief items to recover normal living conditions.	<ul style="list-style-type: none"> <li>• Conduct rapid emergency needs and capacity assessments.</li> <li>• Develop with local authorities' beneficiary targeting strategy and registration system to deliver intended assistance. Beneficiaries are identified through field surveys (in accordance with criteria in the Moroccan RC disaster relief procedures) carried out by Red Crescent volunteers among the severely affected population.</li> <li>• Provision and distribution of appropriate relief items to identified beneficiaries as required over the coming weeks (as bad weather continues) and control supply movements from point of dispatch to end user.</li> </ul> <p style="text-align: center;">❖ Distribute relief items (blankets, bed/mattresses, jerrycans, and kitchen sets)</p>

	❖ Monitor and evaluate the relief activities and provide reporting on relief distributions.
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### Progress/Challenges

The Moroccan RC team in the field conducted rapid needs assessment, identifying the needs and selecting the beneficiaries in close collaboration with the authorities. In the initial emergency phase, Moroccan RC used its own stocks to cover the needs of affected populations. Transport of goods to affected sites were organized from the central or regional warehouses and in some cases, Moroccan RC headquarters sent cash to organize local procurement.

The contributions were received after the emergency phase and were used to procure blankets, mattresses and to re-furbish the central and regional stocks. Thanks to British Red Cross and Libyan Red Crescent, this procurement was made possible in January. A second pledge received from Japanese Red Cross in early April allowed completing the procurement of additional blankets.

Emergency health and care	
<b>Objective: The health risks of the emergency on the affected population is reduced through the provision of preventive, community-level services to 10,000 families (50,000 beneficiaries) in the 16 regions affected for 6 months.</b>	
Expected Results	Activities planned
The quality of the Moroccan RC health and care services are improved.	<ul style="list-style-type: none"> <li>Enforce/initiate community based health and first aid (CBHFA) activities as soon as possible to create a sustainable community approach through training of 200 volunteers and the provision of CBHFA in affected areas.</li> <li>Provide 500 first aid bags/kits/equipment for Moroccan RC's national/regional intervention helping with the capacity building of the local branches.</li> </ul>

### Progress/Challenges

Due to limited funding and the decision to prioritize the procurement of relief items, the Moroccan RC local committees and their volunteers have only provided basic health and care and first aid services to people in need. Training of volunteers on CBHFA and procurement of first aid kits were not made possible. However, these two components have been budgeted under the 2009-2010 plans of the International Federation for North Africa region.

Water, sanitation, and hygiene promotion	
<b>Objective: The risk of waterborne and water related diseases has been reduced through the provision of water treatment for household level, adequate sanitation as well as hygiene promotion to affected families.</b>	
Expected results	Activities planned
The existing coverage is assessed with a view to ensuring availability of and access to an adequate water supply.	<ul style="list-style-type: none"> <li>Assess the basic water, sanitation and hygiene promotion and likelihood of water and sanitation related diseases in the affected population.</li> <li>Based on this assessment, procure and distribute the necessary items to treat the water (high test hypochlorite powder and purifier of water sachets).</li> </ul>
The health status of the population is improved through behaviour change and hygiene promotion activities.	<ul style="list-style-type: none"> <li>Conduct with the Ministry of Health a hygiene promotion campaign within the affected population focusing on behaviour change and targeting 10,000 people in 16 provinces affected.</li> <li>Provide chlorine tablets and water sanitation promotional material to be used in the health promotion campaign.</li> </ul>

### Progress/Challenges

The volunteers present in the flooded areas have informed the affected communities on water-related diseases through some awareness sessions. Leaflets on floods were presented, discussed and distributed to the families. Thanks to the Japanese Red Cross pledge, new awareness material could be printed. Hygiene



Awareness material and leaflets on floods were printed and distributed to families. **International Federation.**

promotion was also provided to the families. These activities were conducted in close coordination and collaboration with the local authorities and the Ministry of Health.

Moroccan RC is currently developing its DRR Strategy and, being aware of the enormous challenge represented by the climate changes, the National Society has applied to be part of the Global DRR Alliance.

Capacity Building for preparedness and response	
<p><b>Objective 1: The disaster response capacity of targeted National Societies branches in region at risks have been improved.</b></p> <p><b>Objective 2: The capacities of communities exposed to risks have been strengthened.</b></p>	
Expected results	Activities planned
<p>Volunteers at branch level are trained in rapid response, and communities are sensitized in risk reduction through vulnerability and capacity assessment (VCA).</p>	<ul style="list-style-type: none"> <li>Conduct contingency planning training in flood prone areas.</li> <li>Organise disaster management workshops (relief, logistics, emergency/rapid needs assessment, beneficiary identification and distribution methodology).</li> <li>Conduct VCA workshops involving community leaders' participation.</li> </ul>
<p>The resilience of the community is improved through better health awareness, knowledge and behaviour.</p>	<ul style="list-style-type: none"> <li>Conduct a large disaster risk reduction (DRR) campaign at community and school level, with a focus on the following modules:                             <ul style="list-style-type: none"> <li>Hygiene promotion.</li> <li>Risks of water-borne diseases.</li> <li>Risk of food poisoning.</li> <li>Risk of landslides, rockslides and electrical hazards.</li> <li>Recovery of dead animals and their transportation for burial.</li> <li>Promotion of safer housing/disaster resilient communities</li> </ul> </li> </ul> <p>The DRR awareness school programme, focusing on floods (experience of earthquake awareness programme) will be used for the development of training/teaching material.</p>

**Progress/Challenges**

None of these activities were implemented as no funding was made available. In coordination with the Ministry of Environment, the Moroccan RC has been developing and producing some educational material on floods.

Logistics	
<p><b>Objective: The local logistics and organisational capacity is reinforced.</b></p>	
Expected results	Activities planned
<p>Relief goods are mobilized in a coordinated manner including reception of all incoming goods; warehousing and efficient dispatch of goods to the final distribution points.</p> <p>The International Federation will support Moroccan RC to build and enhance its logistics capacity through logistics and relief workshops.</p>	<ul style="list-style-type: none"> <li>Support the Moroccan RC in establishing an adequate resource mobilization table and relief system with the support of the Regional Logistics Unit (RLU).</li> <li>Conduct a relief and logistics workshop for the Moroccan RC staff and volunteers.</li> </ul>

Considering the limited response to the Emergency Appeal, the procurement of relief items was done locally by the National Society. The relief and logistic workshop was not conducted due to the unavailability of funds. However, the regional representation for North Africa, together with the Middle East and North Africa Zone disaster management unit, will support the Moroccan RC in organizing the planned workshop by the end of 2009 through funding from the Annual Plan.

**[<Final financial report below and contact details below; click here to return to the title page>](#)**

## How we work

***All International Federation 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 is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.***

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

### Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

## Contact information

### For further information specifically related to this operation please contact:

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# International Federation of Red Cross and Red Crescent Societies

MDRMA001 - Morocco - Floods

Final Report

Selected Parameters	
Reporting Timeframe	2008/11-2009/07
Budget Timeframe	2008/11-2009/04
Appeal	MDRMA001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Response to Appeal

	Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	<b>1,618,182</b>					<b>1,618,182</b>
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>Income</b>						
<u>Cash contributions</u>						
<i>British Red Cross</i>	91,777					91,777
<i>Finnish Red Cross</i>	9,055					9,055
<i>Japanese Red Cross</i>	53,400					53,400
<i>Libyan Red Crescent</i>	5,000					5,000
<i>Monaco Red Cross</i>	7,394					7,394
<i>Netherlands Red Cross</i>	5,572					5,572
<i>Sweden Red Cross</i>	303					303
<i>United Arab Emirates Red Crescent</i>	5,501					5,501
<b>C1. Cash contributions</b>	<b>178,002</b>					<b>178,002</b>
<u>Inkind Goods &amp; Transport</u>						
<i>Finnish Red Cross</i>	65,300					65,300
<i>Sweden Red Cross</i>	4,667					4,667
<b>C3. Inkind Goods &amp; Transport</b>	<b>69,967</b>					<b>69,967</b>
<b>C. Total Income = SUM(C1..C5)</b>	<b>247,969</b>					<b>247,969</b>
<b>D. Total Funding = B + C</b>	<b>247,969</b>					<b>247,969</b>
<b>Appeal Coverage</b>	<b>15%</b>					<b>15%</b>

## II. Balance of Funds

	Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>C. Income</b>	<b>247,969</b>					<b>247,969</b>
<b>E. Expenditure</b>	<b>-245,551</b>					<b>-245,551</b>
<b>F. Closing Balance = (B + C + E)</b>	<b>2,418</b>					<b>2,418</b>

Selected Parameters	
Reporting Timeframe	2008/11-2009/07
Budget Timeframe	2008/11-2009/04
Appeal	MDRMA001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

### III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Goal 1: Disaster Management	Goal 2: Health and Care	Goal 3: Capacity Building	Goal 4: Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>		<b>1,618,182</b>					<b>1,618,182</b>	
<b>Supplies</b>								
Shelter - Relief	215,000							215,000
Clothing & textiles	450,000	185,127					185,127	264,873
Food		20,027					20,027	-20,027
Water & Sanitation	10,000							10,000
Teaching Materials	120,000							120,000
Utensils & Tools	215,000							215,000
Other Supplies & Services	110,000							110,000
<b>Total Supplies</b>	<b>1,120,000</b>	<b>205,154</b>					<b>205,154</b>	<b>914,846</b>
<b>Transport &amp; Storage</b>								
Distribution & Monitoring		2,213					2,213	-2,213
Transport & Vehicle Costs	50,000	210					210	49,790
<b>Total Transport &amp; Storage</b>	<b>50,000</b>	<b>2,423</b>					<b>2,423</b>	<b>47,577</b>
<b>Personnel</b>								
International Staff	90,000	10,238					10,238	79,762
National Staff	15,000	609					609	14,391
National Society Staff	30,000							30,000
<b>Total Personnel</b>	<b>135,000</b>	<b>10,847</b>					<b>10,847</b>	<b>124,153</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	25,000							25,000
<b>Total Workshops &amp; Training</b>	<b>25,000</b>							<b>25,000</b>
<b>General Expenditure</b>								
Travel	8,000							8,000
Information & Public Relation	70,000	3,415					3,415	66,585
Office Costs	50,000	2,770					2,770	47,230
Communications	10,000	1,836					1,836	8,164
Professional Fees	20,000							20,000
Financial Charges	5,000	3,417					3,417	1,583
Other General Expenses	20,000							20,000
<b>Total General Expenditure</b>	<b>183,000</b>	<b>11,438</b>					<b>11,438</b>	<b>171,562</b>
<b>Programme Support</b>								
Program Support	105,182	15,689					15,689	89,493
<b>Total Programme Support</b>	<b>105,182</b>	<b>15,689</b>					<b>15,689</b>	<b>89,493</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>1,618,182</b>	<b>245,551</b>					<b>245,551</b>	<b>1,372,631</b>
<b>VARIANCE (C - D)</b>		<b>1,372,631</b>					<b>1,372,631</b>	