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Final Report

Egypt: Palestine Complex Emergency



International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDREG018
Date of Issue: 24/05/2023	Glide number: OT-2021-000060-EGY
Operation start date: 29/05/2021	Operation end date: 31/12/2021
Host National Society: Egyptian Red Crescent	Operation budget: CHF 195,641
Number of people affected: 3,000,000	Number of people assisted: 3,117
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee for the Red Cross (ICRC) and Partner National Societies.	
Other partner organizations actively involved in the operation: Egyptian public authorities, UN agencies, and local Non-Governmental Organizations.	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors.

The IFRC, on behalf of the Egyptian Red Crescent Society, would like to extend thanks to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Twelve days of hostilities have resulted in a dire humanitarian situation in Gaza, putting the lives and livelihoods of some 1.7 million Palestinians in the Gaza Strip at risk. According to the United Nations, 242 Palestinians were killed in Gaza between 10 May and the start of the ceasefire on 21 May 2021, including 66 children and 38 women. In addition, the number of internally displaced people has increased to 91,000. However, roughly around 1,000 homes have been demolished or severely damaged. Concerns have been raised concerning the spread of COVID-19 among vulnerable persons huddled in overcrowded shelters and the healthcare system's inability to cope.

The hostilities have also wreaked havoc on Gaza's vital infrastructure disrupting hundreds of thousands of people's access to electricity, fuel, water, sanitation, and hygiene services.

Electrical power outages and the damage to the Gaza Ministry of Health Central Laboratory, which performs COVID-19 testing, have hampered health services in dozens of Gaza medical centers. Hundreds of structures and residences have been destroyed, damaged, or rendered uninhabitable.

The land port of Rafah is the only gate at the Egyptian-Palestinian border crossing. It opened a day earlier than intended to allow students, passengers, injured individuals and their families to pass through. Approximately, 200 passengers travel daily, with the exception of Friday and Saturday.

During the response, the Egyptian Red Crescent was able to coordinate with the following public authorities: the Ministry of foreign affairs (MOFA), Ministry of Social and Solidarity (MoSS), and Ministry of Health and Population (MoHP) to facilitate the channeling of relief items from Egypt to Gaza, crossing borders, approvals for extracting the external donations and relief humanitarian items, and providing healthcare support in hospitals and borders.

Summary of response

Overview of Host National Society

From the first day of the escalation of hostilities in Gaza, the Egyptian Red Crescent (ERC) raised its alert at the Central Emergency Operation Centre (CEOC) at the headquarter and activated its Emergency Operation Center in North Sinai Branch. ERC had launched a wide national donation campaign to receive all types of humanitarian assistance. ERC had mobilized its volunteers and staff to provide immediate humanitarian assistance, working in close coordination with the Egyptian authorities. The ERC has assisted in transporting 38 injured people at live threatening conditions and other 31 with multiple fractures and contusions to Egyptian MoHP medical facilities and for treatment in both North Sinai and Cairo Governorates.

The ERC had assisted the Palestinian Red Crescent Society (PRCS) with 171 donation convoys of medical supplies and humanitarian assistance. In addition, ERC coordinated and channeled more than 2,183 tons of humanitarian assistance from various local actors in Egypt to the PRCS.



Figure 1: ERC volunteers packing medical supplies and emergency relief items to be delivered to PRCS. **Credit:**

As the sole organization in charge of channeling medical and humanitarian relief items, the ERC had been approached by the Movement partners as Turkish, Kuwait, and Qatar Red Crescent National Societies.

In addition, the IOM Egypt mission and ERC signed an MoU for cooperation back in 2019. Based on a shared list of needs, the organizations collaborated to lead a donation campaign in Egypt to support PRCS's response. A proposal for the needs helped in obtaining support from the EU, the French, Danish, Italian, and Dutch embassies in Egypt. The donation ceremony was held at ERC HQ, and H.E Dr. Nevine Elkabag, the Egyptian Minister of Social and Solidarity, as well as the IOM Egypt Head of mission, EU and PRCS representatives in Egypt, and representatives from the aforementioned embassies attended. The ceremony aimed to demonstrate the solidarity of the ERC with PRCS and to promote the ERC in the position of accepting all donations to support the people of Gaza through PRCS.

Similarly, various charity organizations and private sectors in Egypt and abroad had either sent donations to ERC or asked ERC to procure the necessary items for PRCS. The ERC has facilitated the entry of hundreds of metric tons of relief and medical supplies into Gaza. In addition, several teams of ERC volunteers from the El-Arish North Sinai Red Crescent branch who have been trained on relief operations, psychological support and restoring family links and health promotion were divided into three groups:

1. one group for loading and unloading at the border.
2. another group to assist the injured people and their relatives to finalize the documents at the border, provide Psychological First Aid, spread COVID-19 health awareness messages, and distribute hygiene kits.
3. the third group was assigned to conduct visits to the wounded people in hospitals and to coordinate with the Ministry of Health to provide medical assistance such as medication, walkers, and wheelchairs, as well as PFA, clothes, and phone calls to ensure communication with their families in Gaza.



Figure 3: ERC volunteers are packing and sorting medical donations based on their contents. **Credit:**



Figure 2: Kuwait RC representatives and ERC volunteers are paying visits to the injured people at the hospitals. **Credit: ERC**

To scale up the response intervention, on 29 May 2021, the ERC through the technical support of the International Federation of Red Cross and Red Crescent Societies (IFRC) launched a DREF Operation



Figure 5: IOM Egypt provided medical supplies and relief items to ERC. **Credit: ERC**



Figure 4: The ERC is channeling Turkish RC donations at the Rafah border to the PRCS. **Credit: ERC**

for CHF 195,641 to support the immediate needs of 3,117 people. The funds were to ensure the provision of emergency shelter, health care, livelihood, and WASH provision through cash for shelter, medical, livelihoods, and hygiene.



Figure 8: ERC volunteers delivering medical aid and emergency relief supplies to PRCS. **Credit: ERC**



Figure 6: ERC volunteers assisting in the sterilization and disinfection of the passenger lounge at Rafah ground port – North Sinai. **Credit: ERC**





Figure 7: ERC volunteers providing assistance to the Palestinian passengers at Rafah ground port. **Credit: ERC**

Additionally, the IFRC facilitated a lesson learned workshop on the DREF operation for staff and volunteers who participated in the DREF operation.



Figure 8: Lessons Learned Workshop facilitated by IFRC. **Credit: ERC**

In summary, the intervention through the DREF operation was a continuation of previous achievements in delivering basic humanitarian needs among the most vulnerable families who were directly affected and injured during the Palestine complex.

Overview of Red Cross Red Crescent Movement in country

ERC has been coordinating with the International Federation of Red Cross and Red Crescent Societies (IFRC) Regional office since the first day of hostilities in order to coordinate the efforts of the Red Cross Red Crescent National Societies which have expressed an interest in providing donations to PRCS based on their needs. In addition, the ERC is being supported in their current response by holding regular calls with the regional office's technical leads.

ERC is also coordinating with the International Committee of the Red Cross (ICRC) mission in Egypt to provide assistance to the ERC – North Sinai branch by enhancing its capacity of the EOC and providing PPEs for volunteers. Also, the ICRC is providing technical support to ERC teams on Help the Helpers for the volunteers as well as close coordination with RFL teams.

In addition, the ERC had been approached by Movement partners as follows:

- Kuwait Red Crescent dispatched a shipment through Cairo Airport and completed the list of needs by procuring 2,500 food parcels from the local market.
- Turkish Red Crescent, on the other hand, had signed a contract with ERC, in which it agreed to procure all medications, medical equipment, relief, food, and non-food items from the Egyptian local market for a total amount of USD 150,000. The Turkish RC president had accompanied the shipments from Cairo to the Rafah border, where the entire donation convoy was delivered to the PRCS in Gaza.
- Qatar Red Crescent signed a Memorandum of Understanding (MoU) with ERC for a total amount of USD 133,324 to support Gaza by procuring a list of medical and non-medical items from Egypt and channeling them to Gaza.

Overview of non-RCRC actors in country

Based on a Memorandum of Understanding with the International Organization for Migration (IOM) mission in Egypt, the ERC was able to scale up and enhance the capacities of North Sinai ERC medical clinics by providing medical supplies and equipment to be able to provide the medical services to injured people in the event of a pressure on the MoH, as well as to provide medical services for the relatives who might have a medical illness, especially that MoH is not covering the medical services for the relatives.

ERC was appointed as the leading organization for the coordination with the international and local NGOs and actors for channeling humanitarian assistance to PRCS and as well the donation funds that ERC will do local procurement based on the needs of PRCS and channel to PRCS.

ERC has been able to coordinate with public authorities as follows:

- Ministry of foreign affairs (MOFA) to facilitate the mission of ERC assessment to Gaza following the seizure of fire, as well as to enhance the issuance of required approvals for extracting the external donations and relief humanitarian items arriving in Egypt for the Palestinian Red Crescent Society (PRCS).
- Ministry of Social and Solidarity (MoSS) to strengthen the Egyptian Red Crescent's coordination role and linking with local and international NGOS, as well as to provide ERC with the necessary support in channeling relief items from Egypt to Gaza.
- Ministry of Health and Population (MoHP) to coordinate the response at the border and in hospitals to support and assist injured people, their relatives, and families during their stay in Egypt, where ERC is able to provide required support in medication, health promotion, and psychosocial support.

Needs analysis and scenario planning

Over 200 Palestinians were killed, landmark buildings in Gaza were destroyed, and the strip's civic infrastructure was bombed. Many families have lost their sole breadwinners, thousands have lost their jobs and businesses with hospitals bombed, and hundreds of the injured and sick are in need of urgent medical assistance. Power and water supply need to be restored and the sanitary system needs to be installed.

The DREF supported ERC's initial response operation in providing medical first aid and transport to severe cases coming from Gaza in addition to carrying out procurement and channeling donations and humanitarian aid to PRCS.

With the increase in the number of in-kind donations that have arrived at ERC and the incoming donations, as well as the local procurement that ERC will support PRCS based on the received donations, the ERC aims to strengthen its personnel and logistical capacities in order to ensure a fast and effective response.

The Egyptian government announced that ERC is the sole institution that channels donations to PRCS, as per the ERC mandate. ERC had received requests to channel donations from Movement and non-Movement partners as well as international and local NGOs as well as humanitarian actors to PRCS. Additionally, the ERC intends to maintain its border coordination efforts and teams in order to assist the in-kind donation channeling.

Targeting

Based on projections of the numbers of the injured people and their relatives who arrived in Egypt in the first four days of the response, the coordination with the Egyptian MoH and Palestinian MoH in Gaza as well as PRCS and ERC there was expected to transfer around 300 injured people in critical condition with their relatives, under this DREF operation.

According to the coordination meeting led by ERC with Egyptian MOH, Palestinian MoH in Gaza, and PRCS, the main laboratory that provides COVID-19 testing for Palestinian passengers crossing the border has been damaged, making it difficult for them to obtain the PCR certificate before entering Egypt, increasing the passengers' vulnerabilities. The Egyptian Ministry of Health had requested ERC assistance with the COVID-19 rapid test at the border as well as in raising awareness about COVID-19. As the border is open from Sunday to Thursday, with Friday and Saturday off, ERC targeted around 50 to 100 passengers per day crossing the border who had failed the PCR test before arriving at the border. The ERC intervention lasted approximately four months and involved approximately 850 volunteers from various branches.

Operation Risk Assessment

ERC is a trusted humanitarian organization and auxiliary to the public authority. In response to the crisis in the shadow of COVID-19, the ERC continued its response taking into consideration all staff and volunteers to apply operational safety and security measures during its operations to ensure that it maintains supporting the affected population, as much as possible without putting its staff at risk.

The ERC CEOC constantly monitored the situation and maintained communication with the local authorities and government agencies to assess the context and position of the affected population.



Figure 9: ERC delegation during field visit in Gaza. **Credit: ERC**

In addition, the ERC continued effective coordination with the PRCS and local authorities in Gaza. ERC sent a high-level delegation to Gaza headed by the CEO. The purpose of the visit was to enhance the level of coordination, evaluate the humanitarian impact of the crisis on Gaza, assess capacity, and design a joint plan of action to support the PRCS in responding to needs.

B. OPERATIONAL STRATEGY

The ERC played a critical role as the main channel of humanitarian assistance destined for Gaza and partners with the Government and local authorities. The ERC is working and coordinating very closely with PRCS. ERC activities have been centered on packing, storing, and transporting humanitarian relief and medical supplies to Gaza as well as providing medication, health promotion, health services, and psycho-social support to the wounded Palestinians who have been evacuated to the Egyptian hospitals. Medical evacuation of injured persons had been taken over by the Egyptian Ministry of Health.

The following activities had been supported by this operation:

Logistics, procurement, supply chain and warehouse:

The ERC coordinated the storage of the 172 donation shipments with a total of 2,813 Tons of relief, medication, medical consumables, food, and non-food items since the first day of the response received at the ERC warehouses. The ERP system enhanced the process as it electronically connects the inventories of the branches and HQ which enabled ERC to mobilize the resources rapidly and efficiently. ERC improved warehouse capacity and related logistical capabilities to be able to absorb donations and impending humanitarian aid procurements. ERC activities had been centered on packing, storing, and transporting humanitarian relief and medical supplies to Gaza, as well as DREF operation, which enabled ERC to improve the capacity of its warehouse to absorb the increased demand and renting vehicles and trucks to assist in the deployment of volunteers as well as facilitating the transportation of relief items to Gaza from ERC warehouses.

ERC established open tender which facilitated the procurement of relief and medical items and saved time consumption in the procurement process.

Health and care:

ERC provided medication, health promotion, health services including and psycho-social support to the wounded Palestinians who have been evacuated to the Egyptian hospitals. Medical evacuation of injured persons had been taken over by the Egyptian Ministry of Health. Also activated of primary healthcare in Alarish and procurement of COVID19 PCR kits to facilitate the people affected through the borders.

Shelter:

ERC hosted the injured people's families at a local lodging facility for a few nights while their family members recovered and received medical attention. Some families were refused accommodation and asked for assistance with mattresses and blankets, preferring to stay in hospitals for more assistance to their injured family members.

Livelihood and basic needs- essential household assistance:

ERC provided basic livelihood to the families and injured people during their stay in Egypt. The majority of them had been evacuated from Gaza with no support or plans to stay in Egypt for many days. Items were purchased based on their needs and the size that would fit all of the beneficiaries.

Community engagement and accountability (CEA):

Community engagement in the response was ensured through launching media campaign targeted at sharing clear information about response activities, donation information, as well as volunteering campaign. Communities were given opportunities to participate in the response. Feedback and complaints were collected through community volunteer calls.


Human resources


The DREF operation enabled ERC to improve the capacity of its staff and hire Operations Coordinator by the Egyptian Red Crescent for three months to manage the DREF operation and to liaise with the internal thematic and technical people responsible for the implementation of the activities. The IFRC MENA Regional Office coordinated with the ERC to ensure the quality of the implementation by technical support to enhance the ERC plan and as well to provide technical guidance and assistance.

Implementing lessons learned from previous operations


ERC has implemented a number of response operations for the same complex disaster in Gaza, ERC used the lessons learned from previous operations to plan and implement the response activities. Most recent experiences, lessons learned, and knowledge gathered from COVID-19 response activities were integrated into this operation.

C. DETAILED OPERATIONAL PLAN

	Shelter People reached: 65		
Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well- being and longer-term recovery through shelter and settlement solutions.			
Indicators:		Target	Actual
# of people provided with safe, adequate, and durable recovery shelter and settlement assistance.		300	65
Output 1.1: Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.			
Indicators:		Target	Actual
# of people assisted with housing		300	65
# of people reached with blankets, mattresses, and pillows.		300	0
Narrative description of achievements			
During their stay in Egypt, ERC hosted 65 injured people's for 16 nights at a local lodging facility for a few nights while their family members recovered and received medical attention.			
Challenges			
<ul style="list-style-type: none">- Because of the fluid nature of the situation in Gaza, ERC's response team worked with agility to accommodate activities related to the shelter component. The detailed assessment determined the necessity for transient housing, for example, families were refused aid with mattresses and blankets and asked for transient housing, choosing to stay near hospitals for more assistance to their injured family members. This activity was implemented instead of the distribution of blankets and mattresses in accordance with the need.			
Lessons Learned			
<ul style="list-style-type: none">- Training staff, volunteers, and the beneficiaries on shelter damage assessment and construction in emergencies to achieve the results and ensure sustainable capacity in the National Society and the community.- ERC had previous experience in dealing with the same crisis which helped in responding effectively.			

	<h2>Livelihoods and basic needs</h2> <p>People reached: 301</p>			
Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods				
Indicators:			Target	Actual
# of targeted people whose livelihoods are restored to, improved.			600	301
Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities				

Indicators:	Target	Actual
# of people reached with basic needs.	600	301
Narrative description of achievements		
ERC provided basic livelihood to the families and injured people during their stay in Egypt. The majority of them had been evacuated from Gaza with no support or plans to stay in Egypt for many days. Items were purchased based on their needs and the size that would fit all of the beneficiaries.		
Challenges		
<ul style="list-style-type: none"> - The affected people needs were variable in type and size and ERC was flexible to provide their needs. - It was difficult for the local providers to obtain the necessary documents for the procurement. The internal procurement procedure in ERC could not move forward due to local providers' lack of availability of the necessary documents, which caused delays in the delivery of essential items. 		
Lessons Learned		
<ul style="list-style-type: none"> - ERC assessment team conducted a local market assessment to provide the variable needs. - The effective response was made possible by the ERC's accurate needs assessment. - ERC was adaptable in addressing the many needs of those who were affected. 		

	Health People reached: 2,075		
	Outcome 1: The immediate risks to the health of affected populations are reduced through improved access to medical treatment.		
Output 1.1: The health situation and immediate risks are assessed using agreed guidelines.			
Indicators:		Target	Actual
# of people reached through NS emergency health management programs.		600	1,853
# of people reached with medical services.		600	1,853
Output 2.2: Clinical management of identified cases reduces the impact and spread of the disease/outbreak the load on the MoH and provide care for the affected people.			
Indicators:		Target	Actual
# of people provided with clinical health care services during emergencies.		600	1,853
Output 4.6: Improved knowledge about public health issues among [target population] in [area].			
Indicators:		Target	Actual
# of people reached through health awareness.		600	1,853
Outcome 6: The psychosocial impacts of the emergency are lessened			
Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff.			
Indicators:		Target	Actual
# of people reached to reduce the psychosocial impacts of the event.		600	98
# of people reached through psychosocial support.		600	98
Narrative description of achievements			
<ul style="list-style-type: none">- ERC provided families and their injured family members with integrated health and care services. They were able to access health services, health promotion, and psychosocial support as a result of their ability to access health services. In addition to medication and medical aids for injured people receiving medical			

care at Egyptian Ministry of Health hospitals due to a shortage or non-availability of the requested medications and medical items.

- ERC activated its Primary Health Care unit in Alarish, which was able to receive both Palestinians and Egyptian host communities.
- ERC procured COVID-19 PCR kits to facilitate the entry of passengers at the Egyptian border, as they were required to have a PCR test to cross the border.
- ERC also procured medicines and medical supplies.
- As part of MHPSS activities, ERC procured toys and sketchbooks, and colors for children.

Challenges

- North Sinai is a governorate suffering from a shortage of healthcare services and most of the affected people were hosted in Alarish. ERC has primary healthcare in Alarish with a shortage in equipment and manpower.
- PRCS's main laboratory that provides COVID-19 testing for Palestinian passengers crossing the border has been damaged, making it difficult for them to obtain the PCR certificate before entering Egypt.
- Responding during COVID-19 presented difficulties in ensuring the security of staff, volunteers, and others who were affected.

Lessons Learned

- ERC supplied its Primary Health Care unit in Alarish with equipment and manpower, which was able to receive both Palestinians and Egyptian host communities.
- ERC responded in a short time and provided COVID-19 rapid test at the border as well as in raising awareness about COVID-19.
- Involvement of all relevant authorities throughout the response will enable a better-coordinated response.
- The Help Helpers program has been crucial in sustaining volunteers' commitment to wellbeing, particularly in long-term operations.
- ERC needs to be prepared to carry out its operations during pandemics or outbreaks by developing SOPs or contingency plans.



Water, sanitation and hygiene

People reached: 260

Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# of developed hygiene communication plan.	1	1

Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of people reached with hygiene kits.	600	260

Narrative description of achievements

Families and injured people received hygiene kits as part of the coordinated response, which covered one person for 14 days. Upon their entry into Egypt, these kits were dispersed at the border.
ERC volunteers performed a twice-daily cleaning operation in the passenger lounge at Rafah ground port.

Challenges
<p>There was a significant possibility that the virus would spread, which would be a double calamity for the local population as the nation fought the worldwide Covid-19 outbreak. Improving the hygiene promotion for those affected was considered essential.</p> <p>The majority of those impacted were looking for basic necessities rather than how the pandemic would endanger their lives, despite the fact that the ERC's first duty was to protect everyone from all possible risks, including COVID-19 infection. Campaigns to raise awareness about the risks and the distribution of hygiene supplies are both necessary to keep everyone safe and avoid complicating the situation during the response.</p> <p>High level protection was necessary for operations during the second wave of COVID-19 since the activities being carried out called for physical presence from both volunteers, staff, and the target communities.</p>
Lessons Learned
Nothing to report

Strengthen National Society			
Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical, and financial foundations, systems and structures, competences, and capacities to plan and perform			
Output 1.1: National Societies have effective and motivated volunteers who are protected			
Indicators:		Target	Actual
# of volunteers mobilized and engaged in the DREF operation.		500	850
# of volunteers provided with peer-to-peer support		500	540
# of NS providing an audited financial statement.		1	1
Narrative description of achievements			
<p>It was crucial for ERC to build capacity by organizing training to enhance the knowledge of volunteers from HQ, Cairo, Giza, Ismailia, Alexandria, Upper Egypt, and North Sinai. A large number of volunteers responded during the 24 hours of crisis, quickly enlisting volunteers through volunteering campaigns.</p> <p>ERC volunteers underwent some regulations to participate in field missions:</p> <ul style="list-style-type: none"> All volunteers have signed the code of conduct. All volunteers have been trained to provide their services during disasters. To preserve access to the impacted population while protecting the safety of its staff and volunteers, ERC implemented operational safety and security measures throughout the operation. 			
Challenges			
<ul style="list-style-type: none"> Due to the crisis's timing (Eid and the weekend holidays), it is very difficult to acquire money and recruit volunteers. The nature of North Sinai involves spending the night in mostly abandoned locations. The North Sinai region lack of a mobile network. 			
Lessons Learned			
<ul style="list-style-type: none"> The ability of ERC to respond in an emergency was made possible by the presence of trained volunteers from north Sinai and the closest branches. The confidence that ERC built via its presence and influence in North Sinai during the time before the crisis encouraged more volunteers to join from the nearby communities when the need arose. 			

- Setting aside a certain sum of cash that is available for use in times of emergency.
- Continuous preparedness of ERC volunteers to respond in time of crisis, through:
 - Regular training on the contingency plan for ERC volunteers ensures their ongoing readiness and ability to respond in times of crisis.
 - Emergency simulation exercises that prepare volunteers to act quickly and effectively in difficult-to-reach locations.
 - Multiple channels for staff and volunteers to communicate, such as radio communication, in order to deliver the assistance to the impacted population.

International Disaster Response			
Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards			
Indicators:		Target	Actual
Standardized warehousing system is in place.		Yes	Yes
Narrative description of achievements			
<p>ERC had activated the emergency response plan and Emergency Operation Room in the North Sinai branch to be able to receive all types of donations at national and international levels and procurement of relief items, as well as logistics, transportation of the relief items to the Rafah border crossing by using the previous experiences and lessons learned from relevant disasters.</p> <p>The ERC rented trucks to make it easier to transport aid supplies to Gaza from ERC warehouses at HQ and Isamlia to the ERC's North Sinai branch and the border, working closely with the Egyptian authorities throughout the response. In addition to using ERC and non-ERC vehicles to help in the deployment of volunteers to provide immediate humanitarian assistance.</p> <p>Since the first day of the response, ERC has directed 172 shipments to Gaza and provided the PRCs with a total of 2,813 Tons of relief, medication, medical consumables, food, and non-food goods. The aforementioned items were donated by the IOM, national and international charitable organizations, embassies, and RCRC NSs.</p>			
Challenges			
<p>The lack of local suppliers in North Sinai posed a challenge in obtaining the necessary quantities of the commodities, and requests for procurement documents raised the cost of shipping. Due to the North Sinai warehouse's limited ability to meet branch needs, the shipping of aid supplies during the crisis is more costly to run.</p>			
Lessons Learned			
<ul style="list-style-type: none"> - The role of ERC with the authorities had proven to be quite beneficial in terms of facilitating and granting exceptions to ERC to deliver assistance to Gaza. - Strengthening the strategic inventory in terms of forecasting and planning for the needed quantity. - The success of the intervention in terms of speed and the cost of transportation for the help was greatly influenced by the Emergency Operation Room in North Sinai, which was close to the scene of the crisis. 			
Outcome S2.2: The complementarity and strengths of the Movement are enhanced			
Indicators:		Target	Actual
# of large-scale emergencies requiring a Movement response where joint coordination tools and mechanisms are in use within the Movement response.		1	1
Output S2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.			
Indicators:		Target	Actual
Movement coordination mechanism is activated.		Yes	Yes
Narrative description of achievements			
<p>Since the start of hostilities, the ERC has had regular communication with the IFRC technical heads at the regional delegation. This has assisted the ERC in their response by coordinating the efforts of the Red Cross and Red</p>			

Crescent National Societies that have expressed interest in making donations to PRCS based on their needs.

Along with enhancing its EOC and providing PPEs for volunteers, the ERC worked with the ICRC in Egypt to support the North Sinai branch of the ERC. Support to RFL teams and technical support to ERC teams on Help the Helpers for the volunteers are also provided.

ERC was able to respond successfully and be approached by Movement partners in the following areas thanks to consistent communication and coordination with PRCS and precise needs assessments:

- Kuwait Red Crescent sent a consignment through Cairo Airport and addressed the needs by procuring 2,500 food parcels from the local market.
- Turkish Red Crescent signed a contract with ERC, in which it agreed to procure all medications, medical equipment, relief, food, and non-food items from the Egyptian local market for a total amount of USD 150,000. The Turkish RC president had accompanied the shipments from Cairo to the Rafah border, where the entire donation convoy was delivered to the PRCS in Gaza.
- Qatar Red Crescent signed a Memorandum of Understanding (MoU) with ERC for a total amount of USD 133,324 to support Gaza by procuring a list of medical and non-medical items from Egypt and channeling them to Gaza.

Challenges

Nothing to report

Lessons Learned

Long-term partnerships with movement partners promote sending greater aid and assistance to the Gaza Strip. The prompt facilitation and collaboration with the PRCS sped up the procedure and allowed the ERC to conduct an accurate and accessible requirements assessment, which facilitated the speedy and efficient response.

Influence others as leading strategic partner

Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.

Indicators:		Target	Actual
Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues			
Indicators:		Target	Actual
# of people reached through campaign and communications reach.			295,000

Narrative description of achievements

Since the start of hostilities in Gaza ERC had launched a donation campaign to receive all types of humanitarian assistance. The campaign was keen to cover humanitarian needs and responses. To maintain media coverage and to develop communication materials, such as press releases, news articles, images and videos, and to enlist actors and influencers, a proactive strategy was adopted.

Adequate visibility for donors was ensured, including maintaining a high profile in national media. Throughout the relief efforts, photos were taken showcasing donors' contributions, as follows;

- Videos and posts on social media channels featuring donations. [link](#) - [link](#) - [link](#)
- A press conference for the ERC delegation in Gaza. [link](#)
- ERC and stakeholders launched a convoy of humanitarian aid to Gaza. [link](#)
- Thank you notes from the injured to ERC volunteers. [link](#)

- Egyptian Superstars along with ERC volunteers assisted in the packaging of humanitarian aid shipped to Gaza and promoted fundraising via social media campaigns. [link](#) (295,000 outreach) [link](#) [link](#)

Lessons Learned

Media coverage from the beginning to the end of the operation, as well as the promotion of the ERC operation, improved the operation's transparency with the community and donors, made sure that donors' contributions were adequately visible, and inspired new donations.

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Output S3.2.1: Resource generation and related accountability models are developed and improved

Indicators:		Target	Actual
Planning, monitoring, and reporting sessions to ensure effective accountability internally and externally.		Yes	Yes

Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

Indicators:		Target	Actual
# of LLW conducted		1	1

Narrative description of achievements

In order to monitor performance indicators and make sure that activities were implemented in a way that achieved the desired results, the ERC had performed M&E activities. These activities helped to increase the focus on operations' timeliness.

The lesson-learned workshop was successfully held At the ERC headquarters in Cairo with the involvement of volunteers and representatives from the fields of health, WASH, MHPSS, EOC, finance, procurement, and logistics. Through open discussions during the lessons learned workshop, the participants were able to identify the successes, challenges, and the best course of action. A list of recommendations has been formed as a result of the lessons learned workshop.

Effective, credible and accountable IFRC

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

Indicators:		Target	Actual
Staff is recruited on time.		Yes	-

Output S4.1.2: IFRC staff shows good level of engagement and performance

Indicators:		Target	Actual
# of Procurement and logistics officers engaged in this operation.		TBD	1

D. Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDREG018 - Egypt - Palestine Complex Emergency

Operating Timeframe: 29 May 2021 to 31 Dec 2021

Selected Parameters			
Reporting Timeframe	2021/05-2023/4	Operation	MDREG018
Budget Timeframe	2021/5-2021/12	Budget	APPROVED

Prepared on 17/May/2023

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	195,641
DREF Response Pillar	195,641
Expenditure	-73,310
Closing Balance	122,331

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	55,913	2,599	53,313
AOF3 - Livelihoods and basic needs	25,560	898	24,662
AOF4 - Health	43,772	46,515	-2,743
AOF5 - Water, sanitation and hygiene	15,975		15,975
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	141,219	50,013	91,206
SFI1 - Strengthen National Societies	36,743	12,922	23,820
SFI2 - Effective international disaster management	14,484	10,037	4,447
SFI3 - Influence others as leading strategic partners	3,195	338	2,857
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	54,422	23,297	31,124
Grand Total	195,641	73,310	122,331

DREF Operation

FINAL FINANCIAL REPORT

MDREG018 - Egypt - Palestine Complex Emergency

Operating Timeframe: 29 May 2021 to 31 Dec 2021

Selected Parameters			
Reporting Timeframe	2021/05-2023/4	Operation	MDREG018
Budget Timeframe	2021/5-2021/12	Budget	APPROVED

Prepared on 17/May/2023

All figures are in Swiss Francs (CHF)

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	128,100	44,592	83,508
Shelter - Transitional	52,500		52,500
Food	24,000		24,000
Water, Sanitation & Hygiene	15,000		15,000
Medical & First Aid	36,600	13,918	22,682
Other Supplies & Services		30,674	-30,674
Logistics, Transport & Storage		2,481	-2,481
Transport & Vehicles Costs		2,481	-2,481
Personnel	44,100	20,867	23,233
National Society Staff	13,100	15,552	-2,452
Volunteers	31,000	5,315	25,685
Workshops & Training	4,500	896	3,604
Workshops & Training	4,500	896	3,604
General Expenditure	7,000		7,000
Travel	7,000		7,000
Indirect Costs	11,941	4,474	7,466
Programme & Services Support Recover	11,941	4,474	7,466
Grand Total	195,641	73,310	122,331

Contact information

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

In the Egyptian Red Crescent (ERC)

- CEO: Dr. Ramy Elnazer; phone: +201090000054; email: Ramy.Elnazer@egyptianrc.org
- Head of Health and Care Department: Dr. Mahmoud Tharwat; phone: +201012995640; email: Mahmoud.tharwat@egyptianrc.org

In the IFRC

- **IFRC MENA Regional Delegation:** Dr. Hosam Faysal, Head of Health, Disaster and Crisis; phone +961 71 802 916; email: hosam.faysal@ifrc.org

In IFRC Geneva

- Karla Morizzo, DREF Senior Officer; phone: +41 22 730 4295; email karla.morizzo@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **IFRC MENA Regional Delegation:** Yara Yassine, Regional Senior Partnerships and Resource Development Officer; phone: +961 79 300 562; e-mail: yara.yassine@ifrc.org

For In-Kind donations and Mobilization table support:

- **IFRC MENA Regional Delegation:** Goran Boljanovic, Head of Supply Chain Management; phone: +36204536960; email: goran.boljanovic@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting inquiries)

- **IFRC MENA Regional Delegation:** Nadine Haddad, Regional PMER manager; phone: +961 71 802 775; email: nadine.haddad@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** 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.