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Final Report

Egypt: Train crash in Al Qalyubia

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n°: MDREG017
Date of Issue: 30/10/2023	Glide number OT-2021-000039-EGY
Operation start date: 21 April 2021	Operation end date: 30 September 2021 (2-month extension included from 31 July 2021)
Operating National Society: Egyptian Red Crescent	Operation budget: CHF 84,694.13
Number of people affected: 810 people (162 families)	Number of people assisted: 680 people (122 families)
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: Egyptian local authorities and local NGOs	

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, the 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

On Sunday 18 April 2021, a train derailed near the city of Toukh in Al Qalyubia governorate, killing at least 23 people and injuring more than 139 passengers, the latest in a series of deadly accidents along Egypt's troubled rail system, plagued by poor maintenance and management. A video posted on social media showed the victims and the injured passengers scattered along the railway line, next to the overturned carriages. Sounds of distress could also be heard. Footage on social media shows wagons overturned and passengers escaping to safety along the railway after the horrific incident.

The Ministry of Health (MoH) said more than 60 ambulances transported the 11 dead people and 98 injured people [1] to three hospitals (Benha Educational, Qalyub Specialized, Banha Health Insurance, and Banha University), The stock provided of medicines, blood bags, and medical and surgical supplies in hospitals, pointing to the availability of more than 200 blood bags, and 2585 plasma bags in Qalyubia governorate hospitals, in addition to the availability of 21,817 blood bags, and 99,704 plasma bags in hospitals nationwide. In addition to 3646 blood bags as a strategic stock in the national blood transfusion services centers. [2]

A few minutes following the accident, the Egyptian Red Crescent nearby branches responded with full capacities in first aid, and disaster response services, assisting in transporting the wounded to the nearby health facilities with the MoH ambulance.

The injured and the families of the deceased received cash assistance from the Ministry of Social and Solidarity and the Railways Authority. [3] A total amount of 50 thousand pounds was distributed to the families of the deceased from the Grand Imam, Dr. Ahmed Al-Tayeb, Sheikh of Al-Azhar Al-Sharif. [4]



Figure 1: ERC volunteer during responding to train crash crisis. **Credit: ERC**

Summary of response

Overview of National Society Response Action

The Egyptian Red Crescent (ERC) has headquarters and 27 branches and more than 30,000 volunteers nationwide. The ERC has volunteers Emergency Response Teams (ERT) who are trained on First Aid, dealing with Disasters, Psychological First Aid (PFA), tracing and restoring family links, logistics, water and sanitation, and needs assessments.

After the government declaration of the emergency alert, the ERC activated its Emergency Operations Center (EOC). The EOC has remained open since then. ERC deployed five staff members from the ERC Head Quarter and 10 Emergency Response Teams (ERTs). Six Psychosocial support teams in four branches were activated with an average of 100 volunteers mobilized following the announcement. The deployed team provided first aid, and psychological support, distributed relief items, and assisted in managing dead bodies.

Over the next few hours following the crash, ERC volunteers treated 74 wounded people, provided them with first aid and emergency lifesaving interventions, and transported them to the hospitals. Transport to the hospitals was performed by the Egyptian Ambulance Authority.

The ERC team helped the ambulance authority in the recovery of dead bodies, while more were trapped under the collapsed train. In addition to providing Psychological First Aid (PFA) for the affected people and

their relatives, ERC deployed teams that assisted the hospitals with medical supplies, first aid kits, blood bags, hygiene kits, blankets, and Iftar meals. Furthermore, a hotline was launched to help out citizens in distress.

Following the incident, ERC deployed a team of staff and senior volunteers to conduct a detailed needs assessment at the hospitals. The needs assessment raised the urgency in supporting the affected people with unconditioned cash assistance and psychosocial support as well as replenishment of the first aid kits, medical consumables, and blood bags that were used in the early response.

The Summary of key responses by sector is provided in the table below.

Sector	Activities	Target	Reached
Livelihoods and basic needs	Multipurpose cash grant amounting to EGP 2,400 (CHF 125)	162 households	122 households (680 people)
Health	direct and indirect psychosocial support	810 people affected	680 people affected
	Caring for Volunteers in Emergency training	30 volunteers	19 volunteers
	Procurement of First Aid Kits	Stock replenished (50 F.A kit)	Stock replenished
	Procurement of medical reagents and consumables for blood donation	Stock replenished (200 medical reagents and consumables)	Stock replenished
	Procurement of PPEs.	Stock replenished (100 PPEs)	Stock replenished



Figure 3: ERC conducting cash assistance distribution to affected people in nearest ERC branch. **Credit: ERC**



Figure 2: ERC volunteers distributing cash assistance to affected people with physical disability in remote areas. **Credit: ERC**

Through this operation, the ERC provided multipurpose cash grant assistance of EGP 4,200 (CHF 125) per household, to 122 households. Cash assistance was provided to the most vulnerable and affected populations including 18 people with disabilities. The distributions by governorate are shown in the table below.

Governorate	No of families
Sharqia Governorate	1
Dakhlia Governorate	13
Gharbia Governorate	19
Al-Minufia Governorate	23
Al-Qalubia Governorate	9
Cairo Governorate	6
Giza Governorate	3
Upper Egypt Governorate	2
Kafr shiekh Governorate	2
Dumiute Governorate	2
Alexandria Governorate	42

Though the initial target was 162 households (810 people affected), an unexpected increase in COVID-19 cases in Egypt caused the entire cash process to be delayed. Thus, the operation was only able to cover 122 households (680 people affected) within the project framework. The cash was distributed hand to hand to the targeted people by a committee comprised of ERC and Ministry of Social Solidarity (MOSS) representatives. PPEs were procured and distributed to volunteers who conducted the fieldwork, in accordance with COVID-19 safety guidelines.



Figure 4: ERC volunteers providing psychological support and evaluation to affected people. **Credit: ERC**

Additionally, ERC provided psychological support to 680 people, 20 of whom were suffering from post-traumatic stress disorder, and 16 of whom are still being followed. Additionally, psychoeducation or awareness sessions, stress management sessions, and emotional support sessions are provided to avoid stress or vicarious trauma.

ERC MHPSS, youth, and volunteer teams conducted Caring for volunteers in an emergency training. As a result of the training, the participants are better able to care for volunteers in their ERC branches who responded to the crisis. Participants gained an understanding of key concepts related to the psychological well-being of staff and volunteers, as well as their roles and responsibilities in this capacity. By the end of the training, they had acquired practical skills in self-care, peer support, and psychological first aid.

Additionally, the IFRC facilitated a lesson learned and a CVA self-assessment workshop for ERC staff and volunteers. Staff and heads of branches that implemented CVA activities participated in those workshops.



Figure 5: Lessons Learned Workshop facilitated by IFRC. **Credit: ERC**

In conclusion, the intervention through the DREF operation was useful in meeting the basic humanitarian needs of the most vulnerable families who were directly affected by the train crash.

Needs analysis and scenario planning

Hundreds of people have been affected, while all health facilities in Al Qalyubia and surrounding areas are crowded and overflowed with injured patients.

In the immediate aftermath of the train crash, ERC provided immediate assistance such as First Aid, pre-hospital care, cash assistance, and relief items distribution through its emergency response and psychosocial support team, branches, EOC, and disaster management (DM) units.

The affected people are considered the households, where their injuries from the train crash added more vulnerability to their lives. The injuries range from fractures, and multiple fractures, to contusions. These injuries take time to heal.

The Ministry of Health (MoH) provided urgent medical care to the injured during their stay at the hospital. The MoH covered the treatment costs of the injured, such as surgeries and essential drugs available at the hospital. However, the families of those injured must cover the medical expenses incurred immediately after discharge from the hospital as well as post-hospitalization expenses.

The livelihoods of the families affected by the loss of a member or an injured member by the train crash weredisrupted. Most of the affected people are the primary source of economic support for their families. Since those are daily labours, it will be impossible for them to meet the needs of their families, not only in the short term but maybe in the long term.

The Ministry of Social and Solidarity (MoSS) had announced that compensation will be disbursed to the families of the deceased and those injured in the train collision. EGP 100,000 will be paid as compensation to the families of each victim. The injured would also be paid compensation ranging between EGP 20,000 to 40,000, depending on their injury degree.

The identified immediate needs were to support and strengthen the capacity of the ERC in a) first aid, b) blood transfusion services, c) psychosocial support, d) medical supplies, e) unconditional cash assistance, and f) relief distributions for the ERC to be able to provide timely and effective assistance to the affected people, throughout this DREF operation.

ERC developed a verification questionnaire to identify the most vulnerable families in order to provide them with unconditional cash assistance. This questionnaire was administered by ERC volunteers to identify the most vulnerable families.

As a result of this assessment, 162 affected families were identified to receive unconditional cash assistance. On the other hand, through this DREF operation, 122 families were reached.

Operation Risk Assessment

The DREF operation, the needs assessment, and its operational strategy considered the risks related to the current COVID-19 pandemic and is aligned with the IFRC global Emergency Appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic.

In response to the crisis in the shadow of COVID-19, the ERC maintained operational safety and security measures throughout its operations to ensure that it maintains access to the affected population, as far as possible, without undue risk to its personnel.

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

B. OPERATIONAL STRATEGY

Overall Operational objective:

This DREF operation aimed at providing cash assistance to 162 households (HH) most affected by the train crash in Sharqia, Dakhliya, Gharbia, Al-Minufia, Al-Qalubia, Cairo, Giza Governorate, Kafr sheikh, Dumyute, Alexandria, Upper Egypt Governorates. Response initiatives included health care and livelihood support.

Proposed Strategy

This operation included providing basic emergency needs, healthcare, psychosocial support, cash for health and rehabilitation to 162 families affected by the train crash while respecting and applying COVID-19 prevention measures.

The following activities were supported by this operation:

Health and care: Provided services related to first aid, dressing kits, and blood transfusion through the replenishment/provision of medical and first aid consumables, laboratory tests, and running costs.

Livelihood and basic needs- essential household assistance: Distribution of unconditional cash grants to affected households to ensure consistency in the adequate medical treatment for those who had been injured and disabled, as well as a dignified burial for the deceased. Given the long-term impact on their livelihoods, this operation provided the affected households with a cash grant of 2,400 EGP (CHF 125) per month.

During the beneficiary selection, special attention was given to vulnerable groups including female/single-headed households, households with differently-abled people, and the elderly. Consideration was given to families whose economic conditions had worsened due to the COVID-19 lockdown situation. Some selected areas were under strict public lockdown due to COVID-19 transmission and affected people who lost their documents during the train crash; many people were unable to provide the reference documents on time since the selected locations were under lockdown. As a result, 130 of the targeted 810 people were unable to be finalized for registration, leaving only 680 to assist with CVA.

National Society capacity building:

The ERC was in charge of the overall coordination and implementation of the humanitarian response operation, which was supported by the IFRC. The ERC had a solid working relationship with local authorities. The Emergency Response Team (ERT) volunteers were strengthened, properly equipped, and deployed to the targeted areas. An Operations Coordinator was hired by the Egyptian Red Crescent for a three-month period to oversee and manage the DREF operation.

Community engagement and accountability (CEA):

Community engagement in the response was ensured through sharing with communities' clear information about response activities, selection criteria, and distribution process. Communities were given opportunities to participate in the response. Feedback and complaints were collected through community volunteers calls. Responses were provided through local leadership such as village heads and government stakeholders. Community volunteers received training in effective communication and complaint handling. Post-distribution monitoring (PDM) survey was also conducted at the end of the operation.

Logistics, procurement, and supply chain:

The ERC and IFRC Logistics services supported in the procurement of all needed materials and the management of vehicles. The department supported the procurement and transportation of all needed items such as First Aid Kits, medical reagents and consumables for blood donation, and PPEs. External trucks were rented to transport goods, and all of them delivered the goods on time. The hired food service provider items also ensured timely delivery.

Warehousing:

The ERC warehouse at the headquarters and branch levels was used to stock.

Implementing lessons learned from previous operations:

Although the ERC has carried out a number of response operations for natural and man-made disasters, the ERC used the lessons learned gathered 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



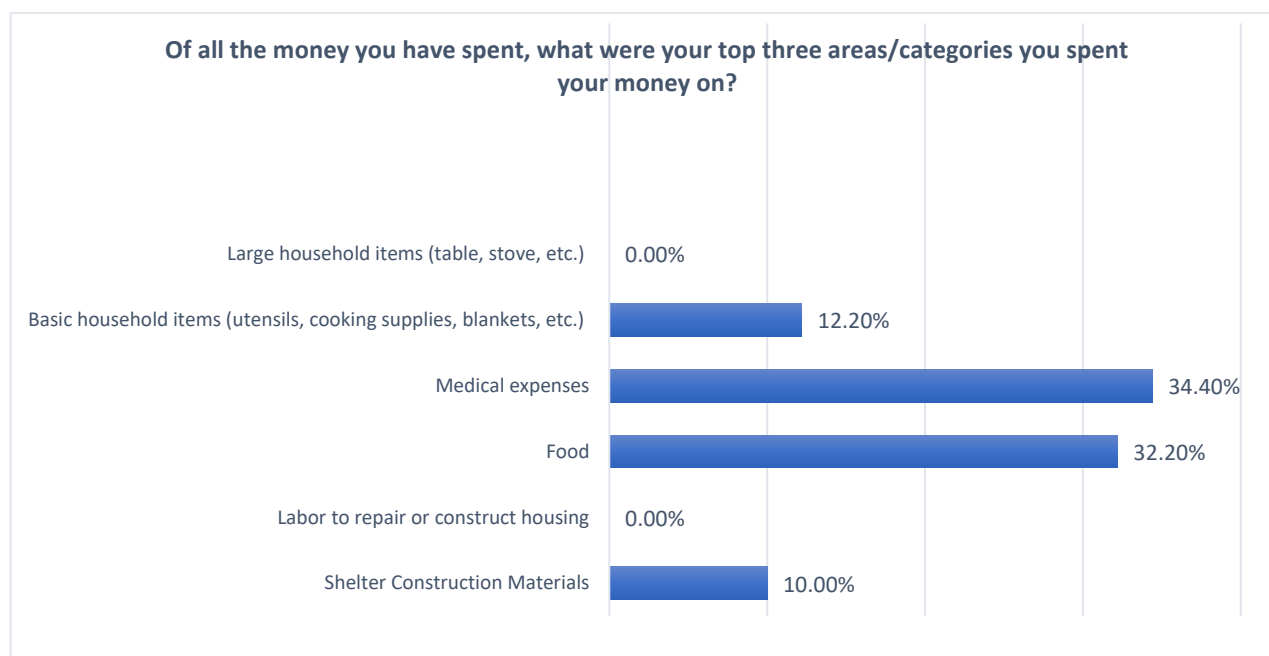
Livelihoods and basic needs

People reached: 680 people (122 HHs)

Indicators:	Target	Actual
# of households supported through cash assistance	162 HHs (810 people)	122 HHs (680 people)

Narrative description of achievements

- ERC volunteers conducted several assessments and verifications to ensure that the families were in need of cash assistance and had not obtained cash assistance from another organization.
- The cash was distributed in two amounts depending on the size and composition of the family.
- Families consisting of 1 to 5 members received 4,200 EGP per HH.
- Families consisting of 5 to 10 members received 8,400 EGP per HH.
- ERC conducted PDM following CVA to ensure Community Engagement and Accountability (CEA). The PDM was held in ERC EOC through 12 trained volunteers who participated in conducting PDM via a short phone survey. The survey covered the relevance and process of the ERC response with participants randomly selected. The sample size was calculated taking into consideration 95% Confidence Interval and 5% margin of error; the resulting sample size is 57 HHs out of a total of 122 HHs.



According to post-distribution monitoring (PDM), The main outcomes are as follows:

- The above data indicate that 34 per percent of households spend CVA on medical and 32 percent of households spend CVA on food expenses.
- 70 per percent of responders were male heads of households while 30 percent of responders were female heads of households.
- 70 percent of total responders were satisfied with the amount of cash support.

- 99 percent of total responders were satisfied with the modality of cash support distribution and preferred to receive cash assistance in the future as well.
- 89 percent of the total responders were informed about the feedback response mechanism and the hotline services of ERC.

Challenges

- Some affected people's phone numbers were not correct in official documents received from the ministry of social and solidarity, which hampered distribution timeframes because ERC volunteers spent more time locating these beneficiaries' correct phone numbers.
- Reaching out to the locations of the affected people with recent disabilities from the crisis to distribute the cash was extremely challenging due to the geographical nature of their areas, which was particularly visible in Upper Egypt governorates.
- The days designated for distribution in each governorate were changed because some of the beneficiaries did not commit to arriving on the days designated for the respective governorate.
- some selected areas were under strict public lockdown, and many people who lost their documents during the train crash were unable to provide reference documents on time.

Lessons Learned

- The first lesson learned acquired from the DREF Operation is the criticality of distribution mechanism and modality of assistance in relation to the efficiency of the response. The availability of funds, as well as the lack of agreements with Financial Service Providers, hampered the timeliness of cash distribution in this DREF.
- The standard DREF timeframe does not fit all contexts since the required papers for receiving cash assistance and procurement procedures require a lot of time. In the train crash response, the affected people did not receive assistance within an appropriate timeframe.
- Incomplete data registration from the field at the time of response hampered identification and outreach to beneficiaries. This will necessitate additional training for volunteers in rapid assessment during emergencies.
- The total amount of cash assistance provided to the injured person's family was the same as that for a dead person's family. The families of the deceased and injured received the same amount without considering their actual needs. As a lesson learned, it is important to make sure the criteria to determine the cash transfer amount should be revised for future project designs. Specifically, the definition and the amount of money of the cash distribution for the families should be revised to be more suitable.

**Health****People reached: 750 people (150 HHs)****Male: 480****Female: 270**

Indicators:	Target	Actual
# of people provided with direct and indirect psychosocial support.	810	680
# of volunteers trained in Psychosocial Support in Emergency	30	19
# of people reached through first aid and pre-hospital care	810	750
# of First Aid kits replenished	50	20
# of people reached through increased access to blood transfusion services	200	100
# of blood bags replenished	200	1390
# of personal protective gears purchased	60	653

Narrative description of achievements

- Different mental health and psychosocial support (**MHPSS**) interventions were provided to affected people through the ERC helpline and volunteers during distribution:
 - Psychoeducation, awareness sessions about post-traumatic stress disorder for those who had symptoms, as well as a remote follow-up session.
 - Stress management sessions for beneficiaries in the waiting area while they wait to receive their cash.
- Outcomes of the caring for volunteers and staff training:
 - Identified an opportunity for ERC branches to participate in a regional training where all of these branches were responding to the same crisis.
 - Disseminated the importance of psychosocial wellbeing aspects for volunteers and staff.
 - Identified the needs of volunteers.
 - Introduced new concepts of self-care, peer support, and psychological first aid.
 - Strengthened the system of caring for volunteers in areas of planning, implementing, and reviewing support systems for staff and volunteers in their ERCs branches.
- Procurement of medical reagents and consumables for blood transfusion and voluntary donations.

Challenges

- Delays in the procurement of medical items due to a delay in the transfer of the DREF's allocated amount from the IFRC.
- COVID-19 restrictions that were adhered to in order to protect trainees from the risk of infection.

Lessons Learned

To avoid delays in procurement and response, it would be preferable to increase the transfer of the allocated DREF to the National Society immediately after approval and to allocate the entire amount rather than a portion of it and wait for the National Society reports to allocate the remaining

amount. It is difficult for the National Society to suspend response efforts while sending the report and waiting for the remaining funds to be transferred.

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

Indicators:	Target	Actual
# of volunteers involved in the operation and actively participating in the activities.	150	220

Output S1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers involved in the operation who are trained in Security, Code of Conduct and Standards and principles of humanitarian aid.	150	220

Narrative description of achievements

The Egyptian Red Crescent provided insurance to 150 volunteers involved in the disaster. The insurance was obtained through a contract with the IFRC. All volunteers have been trained to provide assistance in the event of a disaster, and have signed the code of conduct.

Lessons Learned

- During the occurrence of crises in multiple locations at the same time, it is crucial to have well trained staff and volunteers on hand to handle and respond to the crisis effectively and efficiently.
- It is critical to give high-quality training to staff and volunteers at the branch level to guarantee that ERC provides the same level of service to all governorates.
- It was critical to plan ahead of time and coordinate with stakeholders in order to avoid duplication of effort and to target the right people with appropriate services.
- The two train crashes in Egypt, which occurred in different areas, tested and showed the ERC's emergency response facilities and capacities. The NS solid experience in dealing with multiple crises will help in planning future interventions.

International Disaster Response

Outcome S2.1: Effective and coordinated international disaster response is ensured

Output S2.1.1: Effective and respected surge capacity mechanism is maintained.

Indicators:	Target	Actual
# of surge missions	1	0
# of monitoring visits	1	1

Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards

Indicators:	Target	Actual
# of rented vehicles	2	2
# of days of transport	60	60

Narrative description of achievements

ERC rented trucks to facilitate transporting relief items to beneficiaries in their locations during the disaster, as well as transporting relief items to ERC warehouses alongside ERC's cars to deploy volunteers and transport relief items.

Lessons Learned

The flexibility of having a budget available to be used by ERC in emergencies prior to the DREF money transfer to ERC from the IFRC side helped ERC in responding swiftly, serving vulnerable people efficiently, and giving the ERC the opportunity to act quickly.

Influence others as leading strategic partner

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

Indicators:		Target	Actual
# of lessons learned workshop		1	1

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.		1	1

Narrative description of achievements

A Lessons Learned Workshop (LLW) was held in Cairo on July 26-28, 2021. The workshop was attended by 18 Egyptian Red Crescent participants, 12 males, and 6 females from various operational, managerial, and volunteer levels. The PMER Team led the workshop, with assistance from the Operations team. The main findings represented the challenges, lessons learned, and successes of two DREF operations.

The following are the main findings and recommendations derived from the LLW:

- Adapting existing procedures to emergency responses, enhancing their relevance to the context. This adaptation entails establishing Framework Agreements with Financial Service Providers, ensuring the prompt provision of assistance and support to the affected population.
- Using financial service providers could allow the ERC to deliver cash more promptly and safely, increasing the ERC's effectiveness.
- Initiating and maintaining adequate coordination and collaboration between ERC and IFRC about financial challenges and updates during future emergencies to boost response agility and ensure timely feedback.
- Preparing ready-to-use response tools, Standard Operating Procedures (SoPs), and methodologies to respond directly to the targeted people, saving time and effort. This preparedness would aid in responding fast in situations such as the train crash crisis.
- Extending the DREF timeframe to be able to procure items and prepare to respond swiftly.
- Conducting continuous refreshment trainings for branch staff and volunteers to strengthen their readiness to respond to local crises within their locations.

D. Financial Report

The final financial report is found below.

DREF Operation

FINAL FINANCIAL REPORT

MDREG017 - Egypt - Train Crash

Operating Timeframe: 28 Apr 2021 to 30 Sep 2021

Selected Parameters			
Reporting Timeframe	2021/4-2023/8	Operation	MDREG017
Budget Timeframe	*	Budget	APPROVED

Prepared on 25/Sep/2023

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	84,694
DREF Response Pillar	84,694
Expenditure	-70,876
Closing Balance	13,818

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	44,198	35,901	8,297
PO04 - Health	19,436	33,416	-13,980
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	63,634	69,317	-5,683
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	10,384	1,467	8,917
EA03 - National Society Strengthening	10,677	92	10,584
Enabling Approaches Total	21,060	1,559	19,501
Grand Total	84,694	70,876	13,818

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/4-2023/8	Operation	MDREG017
Budget Timeframe	*	Budget	APPROVED

FINAL FINANCIAL REPORT

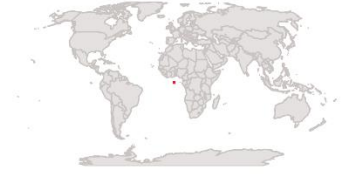
Prepared on 25/Sep/2023
All figures are in Swiss Francs (CHF)

MDREG017 - Egypt - Train Crash

Operating Timeframe: 28 Apr 2021 to 30 Sep 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	54,750	50,252	4,498
Clothing & Textiles		3,677	-3,677
Medical & First Aid	14,250	12,879	1,371
Cash Disbursement	40,500	33,696	6,804
Logistics, Transport & Storage	5,500		5,500
Distribution & Monitoring	1,000		1,000
Transport & Vehicles Costs	4,500		4,500
Personnel	2,250		2,250
National Society Staff	2,250		2,250
Consultants & Professional Fees	10,025		10,025
Consultants	10,025		10,025
Workshops & Training	4,000	15,772	-11,772
Workshops & Training	4,000	15,772	-11,772
General Expenditure	3,000	526	2,474
Travel	3,000	394	2,606
Financial Charges		132	-132
Indirect Costs	5,169	4,326	843
Programme & Services Support Recover	5,169	4,326	843
Grand Total	84,694	70,876	13,818



Egypt: Train Crash Disaster Relief Emergency Funds



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

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Contact information

Reference documents



Click here for:

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- [Emergency Plan of Action \(EPoA\)](#)

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How we work

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