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Final Report

Iraq: Flash Floods



DREF Operation	Operation n° MDRIQ014
Date of Issue: 12 May 2023	Glide number: FL-2021-000208-IRQ
Operation start date: 24 December 2021	Operation end date: 30 April 2022
Operating National Society: Iraqi Red Crescent Society (IRCS)	Operation budget: CHF 225,874
Number of people affected: 7,500 (1,250 families)	Number of people assisted: 7,500
Red Cross Red Crescent Movement partners currently actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), and the Turkish Red Crescent.	
Other partner organizations actively involved in the operation: Prime Minister Office of Kurdistan Region, Civil Defence, Local Government, and the Health Department at Erbil and Kirkuk Governorates.	

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 Iraqi Red Crescent Society, would like to extend thanks to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Iraq is at risk of multiple disasters ranging from natural phenomena such as drought, sandstorms, heatwaves, and floods, to man-made ones. After one of the driest years in decades, heavy rains slammed Iraq's northern Kurdish region on 17 December 2021. The overnight rainfall caused a flash flood in Erbil, the region's capital, and the Kirkuk governorate in northern Iraq. Destructive consequences ensued, as houses, infrastructure, and vehicles were damaged. In the early hours of the morning, muddy water inundated people's homes in Erbil's Daratu, Qushtapa, Shamamk, Zhyan, Roshinbiri, and Bahrka neighborhoods, forcing inhabitants out of their houses. According to the Kurdish region's government, as of 19 December 2021, 14 casualties were reported, and 7,000 individuals were



Figure 1 Flash floods aftermath (Photo: IRCS)

affected by the floods. IRCS carried out further rapid assessments to confirm the number of casualties and affected families, reaching a total of 14 casualties and 7,500 people affected (1,250 families). Officials urged residents to stay off the roads and avoid flooded areas. The floodwaters later receded, and government authorities started clearing flood debris in the affected areas.

Iraq had witnessed record-low rainfall that year; nonetheless, officials had warned about sporadic heavy rains resulting from climate change. Experts warned the rainfalls, compounded by climate change, represent a social and economic threat to war-scarred Iraq. The disastrous heavy rains came at a time when Iraq was already suffering from severe droughts, with seven million Iraqis already affected along with the majority of agricultural lands. IFRC, on behalf of IRCS, had launched a DREF operation for droughts to cater to the pressing needs of the affected population in three governorates.

Summary of response

Overview of Operating National Society

The IRCS remained vigilant and monitored the situation since the start of the flooding. The national society has coordinated with the Prime Minister's office in the Kurdish region as well as with the Crisis Cell for Flood Emergency and has attended government meetings in the governorate. The overall response was led by the Kurdish region Civil Defence authorities, which evacuated the families during floods in Erbil.

The IRCS national headquarters requested its governorate branch to submit primary information reports on the flooding situation in Erbil and Kirkuk. Between 17 and 19 December, the IRCS governorate branch mobilized its trained staff and volunteers to conduct rapid assessments in flood-affected areas with the support of the national headquarters' technical capacity. Assessment findings revealed that 1,250 families were severely affected and in need of urgent support, including 14 deaths and 55 people injured.

On 18 December, the IRCS supported 309 families with cooked meals and 250 blankets. On 19 December, 250 food parcels, 300 hygiene kits, and 500 blankets were dispatched from the national headquarters (HQ) to Erbil and Kirkuk branches to be distributed to those most in need. The Turkish Red Crescent also supported flood-affected families and provided winter clothing to 200 families.

Throughout the operation, IRCS:

- Distributed 3,540 blankets, 1,250 hygiene kits, and 2,500 food parcels.
- Conducted 208 home visits for psychosocial support (PSS) activities.
- Distributed 1,500,000 IQD (equivalent to 957.51 CHF) to the 14 families of the deceased.

Overview of Red Cross Red Crescent Movement in Country

The IRCS headquarters maintained a regular flow of communication with the IFRC Iraq Country Delegation in Baghdad and with other Movement partners. Coordination and consultation with Movement partners in the country resulted in the launch of this DREF operation to avoid duplication of support. The ICRC, the German, Norwegian, Danish, and Swedish Red Cross Societies were among the Movement partners present in Iraq. Since the onset of the floods, the IFRC in-country delegation contacted the leadership and technical departments of the IRCS and the IFRC regional delegation, to share information about the Erbil and Kirkuk floods, their impact, emergency plans, rapid response, and to provide technical support to the DREF operation.

Overview of non-RCRC actors in the country

The Civil Defence Department initiated the response in Erbil and Kirkuk governorates. Iraqi security forces in the country's northern Kirkuk province rescued several families trapped in their houses as a result of the torrential rains, according to a statement released by the Civil Defense Ministry. The United Nations World Food Programme (WFP) and its partner World Vision International (WVI) provided 235 flood-affected Syrian refugee families in the Qushtapa camp in Erbil with emergency ready-to-eat food assistance.

Needs analysis and scenario planning

Following the floods, IRCS mobilized its staff and volunteers to rapidly assess the number of affected families and their needs. The assessment was performed in collaboration with the national headquarters and the relevant government authorities to ensure the validity of the collected information. Assessment findings

revealed that 1,250 families were severely affected and in need of urgent support, including food, blankets, WASH services, cash assistance, and psycho-social support. Within the affected families, there were 14 deceased and 55 injured. Given the extent of the damages caused by the floods, families have had their livelihoods severely disrupted and lost their homes along with their ability to work due to their injuries.

The situation is further compounded by the complex humanitarian context that the families are living in, ranging from a lack of basic services to the overall instability witnessed across the country. Through this operation, IRCS aimed to reduce the initial distress caused by the floods and to foster short- and long-term adaptive functioning and coping.

Risk Analysis

Due to the nature of the operating environment and the extremely volatile situation, and despite having widespread acceptance across Iraqi territory, the IRCS applied all the necessary heightened security measures to ensure and prioritize the safety and security of staff and volunteers engaged in this operation. IRCS continuously monitored the security situation of the country and liaised closely with the security institutions to reduce the risk in the field, in an attempt to avoid any barriers that may impede access to the affected people as well as avoid any undue risk to its personnel. Lately, more than ever, IRCS has been jointly working with local authorities to find the best approach that ensures the safe delivery of humanitarian assistance to affected populations.

B. OPERATIONAL STRATEGY

Proposed strategy

This operation assisted 1,250 affected families, including the 14 families of those who passed away. IRCS assisted in the following:

- Distributing 3,540 blankets, 1,250 hygiene kits, and 2,500 food parcels.
- Conducting 208 home visits for PSS activities.
- Distributing 1,500,000 IQD (equivalent to 957.51 CHF) to the 14 families of the casualties.

IRCS deployed people from its Cash and Voucher Assistance (CVA) -trained pool to the branches to assist in the implementation of the cash interventions. Furthermore, for this operation, cash distribution was done directly with the supervision of IRCS' Head of Disaster Management and CVA focal points. Throughout the intervention timeframe, IRCS provided psychosocial support and medical follow-up for the wounded, including first-aid treatments through targeted home visits. Post-Distribution Monitoring (PDM) was also conducted following the cash assistance, to ensure that the aid was distributed in a timely and accurate manner.

During the response, a strong coordination mechanism was developed with the government authorities and an assessment was conducted by trained IRCS staff and volunteers to identify the affected families in Erbil and Kirkuk. Furthermore, a lessons-learned workshop was conducted towards the end of the DREF operation to identify the achievements, challenges, and recommendations for future programming. IRCS was responsible for the overall coordination and implementation of the humanitarian response operation, supported by the IFRC. Considering the nature and scope of the response, IFRC mobilized resources via the DREF operation on behalf of IRCS.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 7,500

Male: 3,825

Female: 3,675

Indicators:	Target	Actual
# of people reached with basic household items to save their lives during the response	7,500	7,500
# of blankets distributed	1,500	3,540

Narrative description of achievements

The flood damaged the infrastructure, including equipment and amenities, disrupting the daily lives of the families in the affected areas. The IRCS aimed to ensure that families severely affected by the floods could live safely and with dignity through access to essential household items, thereby strengthening their self-reliance and positive coping mechanisms. The IRCS focused on providing immediate relief items to the 1,250 families most affected by the flash floods. A total number of 3,450 blankets were directly distributed to meet the prevailing needs.



Figure 2 Distribution of blankets to affected people (Photo: IRCS)

Challenges

- Some of the IFRC procedures, including getting all the necessary approvals and the procurement process, are different from the National Society's internal procedures and systems. This created some difficulties for the National Society in following the above-mentioned processes and increased the time needed to complete replenishment.

Lessons Learned

- Despite the challenges faced in following standard procurement procedures, constant communication and support from IFRC MENA in that regard was a helpful element that should be replicated in future interventions. Additionally, online meetings were organized by the country delegation, including IRCS and the MENA RO technical teams, which further aided IRCS in the implementation of the operation.



Livelihoods and Basic Needs

People reached: 7,500

Male: 3,825

Female: 3,675

Indicators:	Target	Actual
# of households that have enough food, cash, or income to meet their survival threshold	1,250	1,250
# of households reached with food assistance for (basic needs)	1,250	1,250
# of families reached with multipurpose cash assistance for (basic needs)	14	14

Narrative description of achievements

According to the rapid assessment teams, the floods have jeopardized household food security, rendering affected areas unable to meet their basic nutritional needs. Hence, coverage of immediate food needs was done through the provision of one-month food baskets, distributed over the course of two months. A total of 2,500 baskets were distributed.

The baskets included the following:

- 1x Rice 4.5KG
- 2x Sunflower oil 1L
- 2x Lentils 900g
- 1x Beans 900g
- 2x Sugar 900g
- 5x Pasta 200g
- 1x Tomato paste 830g
- 1x Tea 200g

IRCS was also mandated by government authorities to assist the 14 families of deceased members through direct multipurpose/unconditional cash assistance of 1,500,000 IQD (equivalent to 957.51 CHF) for post-funeral rituals and other social/spiritual activities, in addition to miscellaneous basic needs, medical care, and essential household items. IRCS deployed people from its CVA-trained pool to assist in the implementation of the cash interventions, with IFRC's support in monitoring.

Post-Distribution Monitoring (PDM) was conducted following the cash distribution. Given the relatively new nature of this exercise, 3 families out of the 14 were selected, with one respondent from each family. The main findings were as follows:

- 67% and 33% of respondents were satisfied and very satisfied with the amount of cash received, respectively.
- All respondents used the cash mainly for food, healthcare, and to repay debt.

- All respondents found that the amount was enough to meet their basic needs.



Figure 3 Food parcels and cash assistance distribution (Photo: IRCS)

Challenges

Some of the challenges faced included:

- The government set curfews and movement restrictions that impeded operational activities, compounded by the deteriorating security situation and political turmoil in the country.
- Contact information of some targeted families was missing.
- Some families were absent during the first round of cash distributions and were reached later.
- The risks and challenges associated with money transfers.
- The amount of money granted to the beneficiaries does not match the magnitude of the losses they have incurred.

Lessons Learned

- Using primary data sources to collect information about families.
- Building and maintaining a strong relationship and appropriate level of communication with all stakeholders.



Health

People reached: 624

Male: 318

Female: 306

Indicators:	Target	Actual
# of people reached with psychosocial support	414	624
# of home visits done through PSS activities	69	208

Narrative description of achievements

Floods increase the chance of disease incidences, such as diarrhea, typhoid, pneumonia, and acute respiratory infections. Therefore, in coordination with the Ministry of Health, IRCS monitored the situation in the affected areas through targeted visits and provided first aid and PSS to the affected families, including referrals to medical care.

Before the intervention, two volunteer training were conducted in both Erbil (14 attendees) and Kirkuk (10 attendees). The training aimed at ensuring volunteers had the required skillset to: (1) provide Psychological First Aid (PFA); (2) perform targeted home visits; (3) provide awareness-raising sessions about grief and loss, and (4) maintain their wellbeing throughout the operation.

By the end of the intervention, a total of 70 homes were visited in the Erbil governorate. Three visits were conducted per household, each targeting a different member of the family. A total of 208 home visits were conducted, broken-down as 69 households during the first visit, 69 households during the second visit, and 70 households during the third visit.

In Kirkuk, a team of volunteers was trained and put on standby, ready to be deployed based on need. However, needs assessments showed that PSS activities were mostly required in Erbil, making it the only governorate in which this intervention was implemented.



Figure 4 IRCS team providing PSS sessions to affected families (Photo: IRCS)

Challenges

- The perilous road conditions after the flooding created an obstacle in reaching the families in need, especially during the first couple of days following the disaster.
- The government set curfews and movement restrictions that impeded operational activities, compounded by the deteriorating security situation and political turmoil in the country.

Lessons Learned

- Emergency response requires a strong volunteer base. The pre-intervention trainings were successful at ensuring that the volunteers deployed had the required skill set to implement the intervention effectively.



Water, Sanitation and Hygiene

People reached: 7,500

Male: 3,825

Female: 3,675

Indicators:

	Target	Actual
% of the targeted population reached with hygiene promotion activities	100%	100%
# of hygiene kits distributed to target communities	1,250	1,250

Narrative description of achievements

Shortly after the floods struck Erbil and Kirkuk, the IRCS Branch Disaster Response Teams (BDRTs) were deployed to support the local authorities with evacuations. Water levels reached 1.5 meters high, completely flooding people's homes and forcing them to temporarily leave the premises.

After supporting with evacuations, the BDRTs focused on unblocking the greywater systems, then helped residents in removing flood debris that had accumulated in their homes. Infrastructures such as water points, communal latrines, and household latrines were damaged by the floods. IRCS's primary focus was to ensure that families could safely return to their residences as soon as possible. Hygiene kit distribution was therefore

delayed, but was immediately implemented once the families settled back in. A total of 1,250 kits were distributed, which included the following items:

- x24 Bar soaps 125g
- x3 Powder laundry detergent 1KG
- x3 Shampoo 250mg
- x3 Disposable razor packs of 5
- x6 Baby diapers packs of 10
- x6 Toothpaste 100ml
- x6 Toothbrush
- x2 Hand towel
- x2 Body towel
- x2 Hand sanitizer 500ml
- x2 Hair combs
- x5 Disposable trash bags packs of 10

In addition to hygiene kits, families received basic household items such as torch lights. Families were also given orientation sessions on how to use the items provided in the kits.

Last, IRCS gave awareness sessions in order to avoid the same scenario repeating itself in the future. Households in Iraq tend to cover the grey water systems during summer to reduce bad smells, and do not remove these covers later during winter if they live in areas that are not normally flood-stricken. The awareness sessions focused around the importance of removing these covers during flooding season to reduce the impacts and losses incurred and ensure effective drainage.

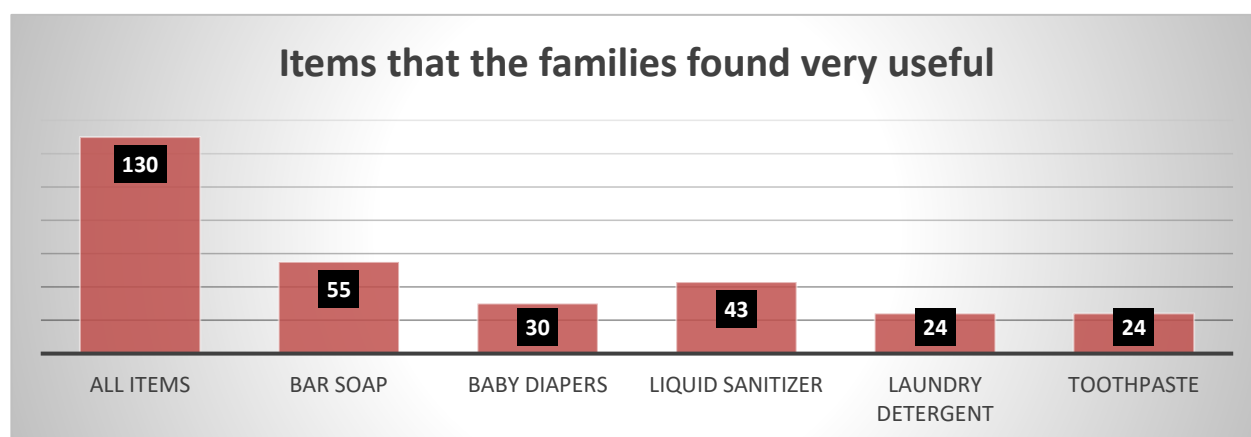
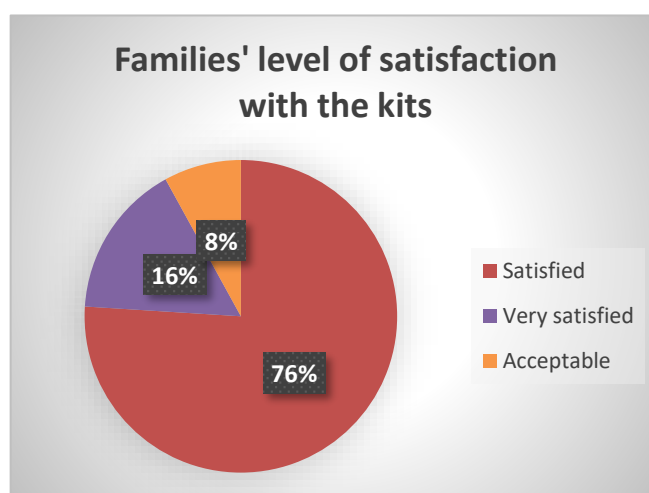
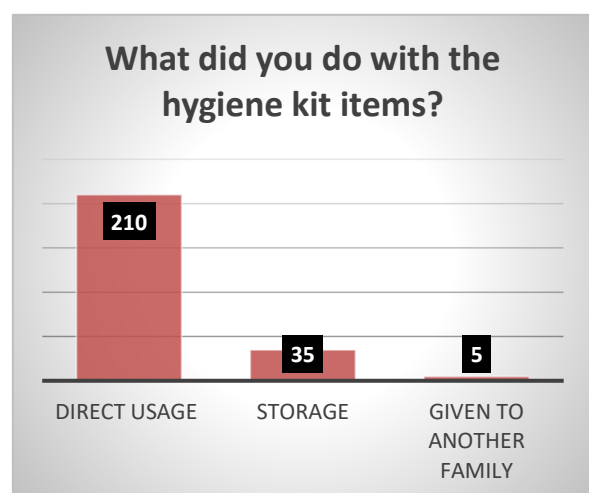
A PDM was conducted after the kits were distributed, noting the following:

- A total of 250 beneficiaries were included, 171 males and 79 females.
- The majority of beneficiaries were between 40 to 49 years old.



Figure 5 Hygiene kit distribution (Photo: IRCS)

Below are the main findings of the PDM:



Challenges

- The floods struck at night, which made communication with the branches more challenging and the actual response began the following day.
- Branch Disaster Response Teams (BDRTs) were not prepared to lead the evacuation operation.
- The overall response was very spontaneous as it was not anticipated that these specific cities would be affected.
- The procurement and replenishment process was long and tedious.

Lessons Learned

- IRCS staff and volunteers should be trained on safe access and contingency planning.
- Constant communication and support from IFRC MENA regarding the standard procurement procedures was a helpful element that should be replicated in future interventions. Additionally, online meetings were organized by the country delegation, including IRCS and the MENA RO technical teams, which further aided IRCS in the implementation of the operation.

Strengthen National Society

Indicators:	Target	Actual
# of IRCS branches that are well functioning (for the operation)	1	1
# of insured volunteers	62	62
Narrative description of achievements		
The operation activities were implemented in the Erbil and Kirkuk, where IRCS has a significant presence. The strong branch network and the trained/skilled volunteer base are the strength of IRCS. During any emergency, they are at the frontlines, aiding the most vulnerable. These trained volunteers are deployed within the initial hours, especially in the hospitals to provide first aid (FA) services and Restoring Family Links (RFL). Several staff		

and volunteers are trained in disaster response, with some teams specializing in health, Psycho-Social Support (PSS), and hygiene promotion. These members are well-trained on life-saving techniques to assist rescue operations in times of need.

The IRCS worked through its Baghdad branch, supported by the national headquarters and National/Branch Disaster Response Teams (N/BRTs) that have directly supported the emergency operation activities through the mobilization of 62 volunteers. Furthermore, implementation was supported by both IRCS HQ and the IFRC delegation in Iraq.

Challenges

- All of the National Society branches are still facing the main challenge of ensuring continuous volunteer support throughout operations.

Lessons Learned

- Volunteer management mechanisms should be identified and the skills of the volunteer base should be diversified and strengthened.

International Disaster Response

Indicators	Target	Actual
<i>IFRC support to launch a DREF to raise financial and human resources</i>	Yes	Yes
<i>Coordination tools and mechanisms are in use for the operation (Ops/Surge Support)</i>	Yes	–
<i>% ratio of people reached by the IFRC disaster response operations to the people affected by these emergencies</i>	100%	100%
<i># of surge deployments in support of the operation</i>	1	0
Narrative description of achievements		
IFRC delegation in Iraq provided support to IRCS for this operation. The Disaster Risk Management (DRM) Delegate, with the support of the MENA regional Health, Disaster, Climate, and Crises (HDCC) team and in regular coordination with the national society, provided technical support and backstopping for financial processes, implementation of Cash and Voucher Assistance and PSS activities with IRCS technical teams.		
Regular meetings were organized with the national society to discuss progress and challenges faced by the IRCS during the implementation of operational activities. Appropriate mitigation actions were identified and carried out to address challenges, if any, as effectively as possible.		
Challenges		
- Inability to deploy surge personnel due to COVID-19 restrictions and difficulty in VISA issuance.		
Lessons Learned		
- The need to prepare pre-disaster multi-hazard contingency plans.		

Influence Others as Leading Strategic Partner

Indicators:	Target	Actual
<i>IFRC and NS are visible, trusted, and effective advocates on humanitarian issues</i>	Yes	Yes
<i># of lessons learned workshop conducted</i>	1	1
<i># of post-distribution monitoring exercise conducted</i>	1	2
Narrative description of achievements		
IRCS has earned the acceptance of local communities, as it is present in all governorates and is assisting vulnerable people. IRCS's mandate to ensure the wider provision of emergency mental health and psychosocial care to individuals and affected families is much needed in the country.		
Communications materials produced (social media)		

IRCS posts regular updates on social media, including Facebook and Twitter. Furthermore, the IRCS website is regularly updated to share updates on the operation.

Deployment of assessment teams at the branches level

Since the incident, IRCS has engaged its team for first aid response and activated its Erbil and Kirkuk branches to carry out rapid assessments and information collection with the relevant departments. IRCS has collected initial information and mobilized its team to further verify its accuracy with the affected families in different governorates. IRCS consolidated the assessment data for operation activities' implementation.

Post-Distribution Monitoring (PDM)

Post-distribution monitoring was conducted for both the livelihoods and basic needs component as well as the WASH component. PDM main results can be found under their respective sections.

Lesson Learned Workshop (LLW)

A lessons learned workshop was conducted to identify the learnings of the operation. The Heads of the Branches, staff, volunteers, and NHQ staff of IRCS attended the workshop and were divided into groups of 6.

Some of the workshop findings included the following strengths and opportunities:

- The support provided by branches and HQ to respondents at the community level.
- The exchange of information between authorities allowed for the timely distribution of cash assistance to the targeted families.
- The good community relations and widespread acceptance of IRCS.
- The trust-based coordination with other agencies, along with the support from movement partners.
- The fast response of volunteers and trained staff.
- The presence of a strong and experienced disaster management team.
- The internal coordination between all departments as well as external coordination with the IFRC.

Challenges

- Given that the floods struck during night-time and caused widespread devastation, conducting initial assessments was very challenging.

Lessons Learned

- The volunteers' soft skills need to be continuously assessed and improved, including PSS knowledge and first aid.
- Multi-lateral coordination with local government authorities was successful and is to be sustained over time.

D. Financial Report

[The final expenditure should be as given in the Financial Report by Area of Focus and Strategy for implementation. In addition to the financial report please provide a narrative summary as follows:]

- Detail the funding requirements vs the income that came into the operation.
- Explain if there any variances in operating budget vs expenditure.
- Explain how much was spent and if there any unspent balances

CHF 225,874 has been allocated for IRCS to respond to the immediate needs of 7,500 people (2,500 families) in Erbil and Kirkuk. The financial report is found below.

bo.ifrc.org > Public Folders > Finance > Donor Reports > Appeals and Projects > DREF Operation - Standard Report 2022

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DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/12-2023/3	Operation	MDRIQ014
Budget Timeframe	2021/12-2023/3	Budget	APPROVED

Prepared on 20/Apr/2023

All figures are in Swiss Francs (CHF)

MDRIQ014 - Iraq - Flash Floods

Operating Timeframe: 24 Dec 2021 to 30 Apr 2022

I. Summary

Opening Balance	0
Funds & Other Income	225,874
DREF Response Pillar	225,874
Expenditure	-220,412
Closing Balance	5,462

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	32,333	32,462	-129
PO02 - Livelihoods	57,808	56,690	1,118
PO03 - Multi-purpose Cash	23,515	20,802	2,714
PO04 - Health	9,798	9,800	-2
PO05 - Water, Sanitation & Hygiene	57,073	58,517	-1,444
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	180,528	178,271	2,257
EA01 - Coordination and Partnerships	3,919	4,922	-1,003
EA02 - Secretariat Services	21,635	16,661	4,974
EA03 - National Society Strengthening	19,792	20,558	-766
Enabling Approaches Total	45,346	42,141	3,205
Grand Total	225,874	220,412	5,462

DREF Operation

FINAL FINANCIAL REPORT

MDRIQ014 - Iraq - Flash Floods

Operating Timeframe: 24 Dec 2021 to 30 Apr 2022

Selected Parameters			
Reporting Timeframe	2021/12-2023/3	Operation	MDRIQ014
Budget Timeframe	2021/12-2023/3	Budget	APPROVED

Prepared on 20/Apr/2023

All figures are in Swiss Francs (CHF)

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	86,480	123,731	-37,251
Clothing & Textiles	27,600	27,928	-328
Food	46,000	48,123	-2,123
Water, Sanitation & Hygiene		34,327	-34,327
Cash Disbursement	12,880	13,353	-473
Land, vehicles & equipment	34,500		34,500
Land & Buildings	34,500		34,500
Logistics, Transport & Storage	12,880	9,626	3,254
Distribution & Monitoring	12,880	9,626	3,254
Personnel	21,344	19,304	2,040
International Staff	2,760		2,760
National Society Staff	184		184
Volunteers	18,400	19,304	-904
Workshops & Training	43,010	38,848	4,162
Workshops & Training	43,010	38,848	4,162
General Expenditure	13,875	15,451	-1,577
Office Costs	13,875		13,875
Financial Charges		1,901	-1,901
Other General Expenses		13,550	-13,550
Indirect Costs	13,786	13,452	333
Programme & Services Support Recover	13,786	13,452	333
Grand Total	225,874	220,412	5,462



+CIFRC

22 December 2021
MDRIQ014
FL-2021-000208-IRQ

Iraq : Floods 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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Reference documents



Click here for:

- [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.