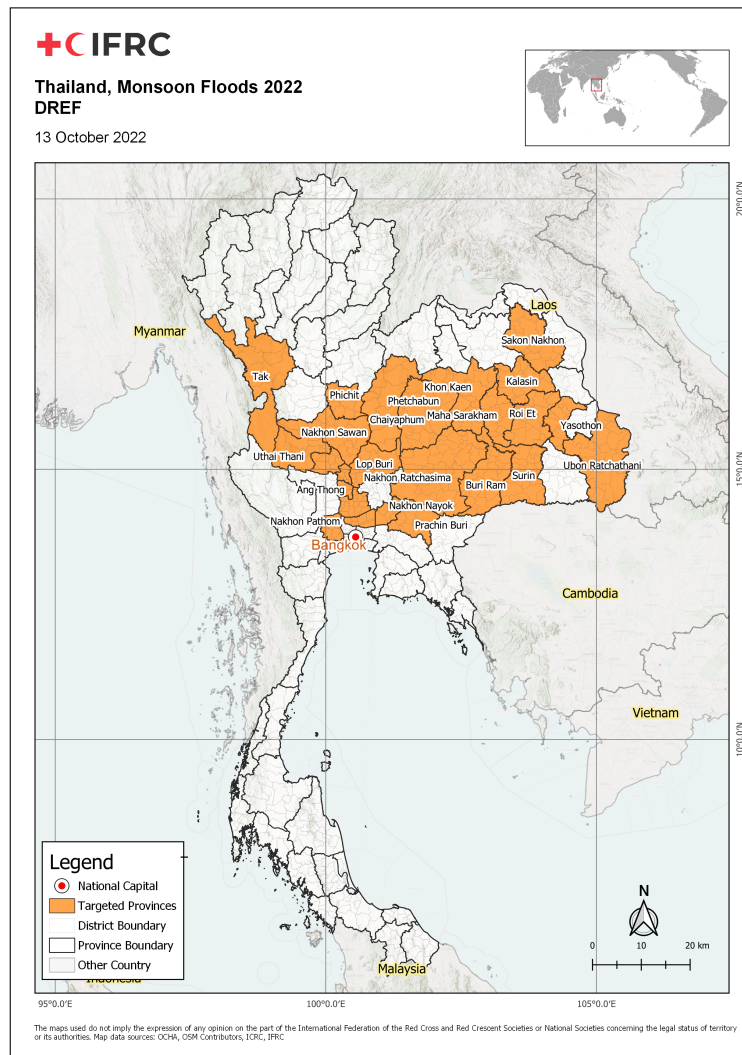




Massive floods in 2022 have affected thousands of people in Thailand, and the Thai Red Cross provided food and other critical assistance across the country (Photo: TRCS)

Appeal: MDRTH002	Total DREF Allocation CHF 670,868	Crisis Category: Orange	Hazard: Flood
Glide Number: FL-2022-000333-THA	People Affected: 485,906 people	People Targeted: 62,200 people	
Event Onset: Sudden	Operation Start Date: 2022-10-18	New Operational end date: 2023-04-30	Total operating timeframe: 6 months
Additional Allocation Re- quested -	Targeted Areas:	Ang Thong, Ayutthaya (Phra Nakhon Si Ayutthaya), Buriram, Chai Nat, Chaiyaphum, Kalasin, Khon Kaen, Lopburi, Maha Sarakham, Nakhon Nayok, Nakhon Pathom, Nakhon Ratchasima, Nakhon Sawan, Pathum Thani, Phetchabun, Phichit, Prachinburi, Roi Et, Sakon Nakhon, Singburi, Surin, Tak, Ubon Ratchathani, Uthai Thani, Yasothon	

Description of the Event



Satellite map capture flood in 12 provinces, northeast region.

What happened, where and when?

The monsoon weather that prevailed over the Andaman Sea, Thailand, and the Gulf of Thailand, including Typhoon NORU, which struck Thailand on 28 September 2022, brought heavy to very heavy rainfall and strong winds. This has resulted in flooding in over 25 Thai provinces as of 11 October 2022.

Since the beginning of the 2022 monsoon season, flash floods, floods, and overflowing riverbanks accumulated human suffering, primarily in rural areas. Much of the flooding was exacerbated by the overuse of major dams, which resulted in the rapid release of water upstream and a rise in river levels downstream.

The situation deteriorated 6 October 2022, a week after NORU struck Thailand and brought heavy rainfall. North-eastern and southern provinces were particularly affected.

The Thai Meteorological Department issued a weather alert on 11 October 2022, informing that the situation was unlikely to improve, as the moderate high-pressure system could continue to bring unstable weather to the northeast.

The "monsoon trough" was also caused heavy to very heavy rainfall in the south. As a result of flooding in the neighbouring province of Nonthaburi, residents of Bangkok who reside near rivers were also advised to move their belongings to higher ground.

The following pictures depict critical assistance provided by the Thai Red Cross (TRCS) across the country, to people affected by the massive floods (Photo: TRCS)



Scope and Scale

In comparison with past data, the total rainfall recorded since the start of 2022 was on pace with the last time Thailand went through severe, widespread flooding in 2011. The rain was forecasted to continue until the end of the rainy season at the end of October 2022.

According to the Department of Disaster Prevention and Mitigation (DDPM) report on 11 October 2022, flooding occurred in 25 provinces (132 districts, 711 sub-districts, and 4,377 villages), with a total of approximately 156,240 households (485,906 people) affected, four deaths and two injuries reported.

It was also reported that in the northern areas, such as Ubon Ratchathani province, more than 13,135 people were evacuated to 74 shelters after the Moon River (also known as Mun) overflowed and overwhelmed more than 1,000 villages. Further south, 5,740 households close to the Chao Phraya River were affected by floods in Nakhon Sawan Province. Additionally, flooding from the overflowing Chao Phraya River in Phrom Buri district, in the eastern part of Sing Buri province, affected about 2,620 households.

In neighbouring Lopburi Province, as many as 15,567 households were affected by floods, and approximately 500 people were displaced in the province.

The damages and sectoral needs are further described under the section on needs assessment.

Summary of changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No

Is this a request for a second allocation	No
Has the forecasted event materialize?	No
Please explain the summary of changes and justification	
The key change is the extension of the DREF operation's end date from 31 March 2023 to 30 April 2023. The operation's activities, objectives, and budget remain the same. The reporting of this second operation update (OU) covers activities from 18 October 2022 to 10 March 2023. TRCS procured 20,000 relief kits (food and essential household items) for distribution. The related acquisition required a technical review by the Global Humanitarian Services and Supply Chain Management team of the IFRC. The review process lasted about six weeks - it started in the last week of October 2022 and ended on 7 December 2022. There was then additional delays in signing a Project Agreement with TRCS due to internal approval processes. As a result, the field implementation was further delayed due to procurement delays. The Project Agreement was signed on 17 February 2023 and DREF activities have resumed. Training workshops have been provided by IFRC to TRCS on Protection, Gender And Inclusion (PGI), Community Engagement and Accountability (CEA), and Information Management (IM). A key activity being planned with TRCS now is the Post-Distribution Monitoring (PDM) in three targeted provinces. Finally, conducting a lessons learned workshop will be key to TRCS preparedness for future responses in view of the next monsoon season. The one-month timeframe extension will allow for TRCS to complete the main activities mentioned above. IFRC and TRCS staff are meeting regularly and working very closely together to build the workplan for these activities.	

Current National Society Actions

Coordination	TRCS coordinated with public departments (provincial governor offices, sectoral departments, and the Department of Disaster Prevention and Mitigation) and other available humanitarian organizations in providing relief assistance to households affected by the 2022 floods.
Assessment	TRCS deployed its Rapid Assessment Team (RAT) in affected areas to understand impacts of the floods, needs, and gaps on the ground. Findings of this rapid assessment informed design of activities and the response strategy planned under this DREF operation.
Protection, Gender And Inclusion	The TRCS response team (staff and volunteers) integrated Protection, Gender, and Inclusion (PGI) considerations in the implementation of response activities in affected locations, particularly the distribution of relief kits and PDM activities to households affected by floods.
Water, Sanitation And Hygiene	In addition to relief kits containing drinking water, the TRCS has an emergency Water Purification Unit (WPU) in Ubon Ratchathani province that was utilized on 7 October 2022, to produce clean drinking water for affected people. Furthermore, the WPU has a daily capacity of 6,400 litres (1,280 gallons) of clean and safe water. This emergency WPU will remain operational until the floodwaters recede.
	TRCS has an Emergency Operation Center in its headquarters to command operation, communicate and supervise its chapters, and to coordinate with

National Society EOC	various departments related to disaster management during disasters. TRCS activated its EOC to manage and support its relief operations for flood affected population.
Activation Of Contingency Plans	The Relief and Community Health Bureau (RCHB) of TRCS has a disaster management plan and five contingency plans, including 1) flood, tropical storm, and landslide, 2) fire, 3) conflict, 4) the H5N1 (Avian influenza), and 5) contingency plans for common disasters in each area of the TRCS Health Stations. The contingency plan for 'flood, tropical storm and landslide' was activated.
Shelter, Housing And Settlements	TRCS supported evacuation of the affected population to evacuation centers at the field. TRCS also provided the affected population with initial relief kits in evacuation centers. TRCS, using its 'PhonPhai' application, which enables affected communities and volunteers to ask for assistance, distributed 98,323 relief kits benefiting around 300,000 people. Each relief kit contains 21 items, which include food items such as rice and canned food, as well as items for immediate relief such as torches and candles, generic medicine and bottled water. When the affected people or village heads make a request through the online 'PhonPhai' application and later approved, the supplier, under a pre-arranged agreement, can mobilize a nationwide network providing delivery of the relief kits to households in need. Requests for a large number of relief kits may come from local authorities or community leaders. In that case, the supplier will delivered the relief kits in bulk to the distribution site as coordinated by TRCS.
Resource Mobilization	TRCS initiated its "Emergency Fund for Disaster Victims" to support its overall relief operations. Since the beginning of the 2022 monsoon season, the TRCS procured and distributed a total of 98,323 relief kits (including food items, essential household items, drinking water packs and generic medicine), in 37 provinces valued around 98,323,000 Thai Baht (CHF 2,582,855).

Movement Partners Actions Related To The Current Event

IFRC	The IFRC Country Cluster Delegation (CCD) in Bangkok, Thailand covers the four Mekong countries of Thailand, Lao People's Democratic Republic (Lao PDR), Cambodia, and Viet Nam. The IFRC CCD supports the National Societies in these countries in enhancing institutional capacity, responding to humanitarian needs in the event of disaster and crisis as well as in implementing development programmes. Regarding the 2022 flooding, the IFRC CCD closely monitored the monsoon and storm situation and was in close communication with the TRCS. Three staff from the IFRC CCD joined the TRCS in relief distribution in Ubon Ratchathani and Ang Thong provinces.
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	The IFRC CCD team will continue providing programmatic and technical support to TRCS teams in the implementation of activities planned under this DREF operation.
ICRC	N/A
Participating National Societies	Currently, no Participating National Society has an in-country presence in Thailand.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	The National Disaster Prevention and Mitigation (DDPM) Commander prepared a comprehensive strategy for the country's flood response and asked partners including humanitarian organizations to support in providing relief and recovery support to affected populations. As of this reporting period, the public departments have focused on immediate basic needs (food, water, health, and essential household items). The public departments also conducted a needs assessment and supported in setting up 790 temporary tents, 120 mobile toilets, 50 water tanks, 4,205 relief kits, 1,209 sets of medicines, 2,981 packs of drinking water, 13,120 boxes of cooked food boxes, 70 plastic boats, 40,500 sacks of sand, and installed pumps to pump flood waters out in many areas.
UN or other actors	N/A
Are there major coordination mechanisms in place?	

Needs (Gaps) Identified



Shelter Housing And Settlements

The floods caused damage to homes and infrastructure. Many houses were inundated and rendered uninhabitable. Roads were inundated, and transportation severely hampered. Furthermore, agricultural land was flooded, some fishing farm sites damaged, and assets lost or damaged, all of which impacted both the food supply and people's livelihoods.

Food, household items, safe drinking water, and sanitation were identified as the immediate needs of the affected communities. According to government reports and figures, the floods affected approximately 156,240 households (485,906 people) across the country in 25 provinces (132 districts, 711 sub-districts, and 4,377 villages).

This DREF operation enables TRCS to provide relief assistance (food and items needed for immediate relief) to 20,000 households (62,200 people) across all affected provinces.



Protection, Gender And Inclusion

For the affected population and people to be assisted, disaggregated data (such as gender, disabilities, bedridden status, etc.) is not readily available to facilitate specific needs assessment. For the development of a work plan, training and orientation for Red Cross personnel, staff, and volunteers, an assessment of child-safeguarding is required. Support to mainstream PGI elements into the operational sectors is also needed.

Operational Strategy

Overall objective of the operation

Under this DREF operation, the TRCS aims to provide relief assistance to 20,000 of the most vulnerable households (62,200 people) affected by the 2022 monsoon flood in Thailand over a revised duration of six months. This response operation is part of a bigger response by the TRCS to the 2022 monsoon flooding.

Operation strategy rationale

Each target household is provided with a comprehensive relief kit. The kit contains 21 items, including food items (rice and canned food), essential household items (torch and candles), generic medicine, and bottled water. TRCS uses its 'PhonPhai' application to receive requests for support from affected communities and to order the dispatch of kits for distribution. TRCS developed 'PhonPhai', a mobile application, with financial assistance from USAID's Bureau for Humanitarian Assistance (BHA).

Using the application, flood-affected communities notify TRCS about the situation and that they are in need of relief assistance. TRCS response team members, including staff and volunteers, visit the communities for a rapid assessment and to collect information about beneficiaries who would receive assistance from TRCS. Host community elders also support migrants and other displaced households living in their communities to be involved and request assistance. This is especially to make sure migrants and/or displaced households are not excluded because of language limitations they might have. Community and/or beneficiary assessments are done in close collaboration

with local public departments. TRCS makes sure local public departments are consulted for community mapping and when TRCS finalises its list of target communities.

As noted, under this DREF operation, the TRCS, in line with the request from local government units, focused on providing relief assistance (food, essential household items, and clean drinking water) to 20,000 households across all affected provinces. Other service providers (primarily public departments) take care of other needs, such as the promotion of health, hygiene, and livelihood restoration.

As of OU report, TRCS has completed providing relief kits to 98,323 households (one kit per household) across the flood affected provinces. Out of 98,323 kits, 20,000 were procured and distributed under this DREF operation. TRCS purchased the remaining 78,323 kits using its domestic funding sources. TRCS has an agreement signed with a local supplier who has been supplying relief kits to TRCS wherever they are needed across the country. The transportation of kits to the distribution sites is managed by the supplier.

As noted, this DREF operation is part of the broader relief operation TRCS is currently having to support the flood-affected populations.

PGI:

PGI issues are fully mainstreamed in this operation. The gender balance of the emergency teams has been the focus at all stages of field implementation. TRCS branches have been encouraged to deploy female volunteers for the assessment and distribution of relief supplies.

Among others, areas of focus include the prevention of sex and gender-based violence and child protection. Mainstreaming gender, inclusion, and protection issues also ensures that lines of accountability are in place for gender-based violence prevention and response. PGI activities focus on Child-Safeguarding through training and orientation, assessment, and work-plan development. The IFRC CCD team provides technical support to the TRCS team to mainstream the elements in activities of various sectors.

CEA:

Community accountability and feedback mechanisms are integrated into the operation to ensure that people to be assisted, have access to timely and accurate information on the nature and scope of assistance and services provided by TRCS, and the expected behaviour of staff and volunteers. TRCS local volunteers and community members have been mobilized to support the assessments and will be involved during the entire operation cycle.

The state branches ensure visibility and beneficiary communication during the relief distributions. Banners and information charts about the items being distributed are put on display at all distribution points. In addition, a complaint redressal mechanism will also be activated. Having a feedback mechanism in place would ensure transparency and accountability. Trainings for Red Cross personnel, both staff and volunteers, are needed. A post-distribution monitoring survey will provide feedback on the operation and input for response preparedness in the long run. This will be done through community and household visits, focus groups with TRCS staff/ volunteers, and engagement with community leaders and members.

Information Management (IM):

IM Surge is mobilized to support TRCS to consolidate and analyse data collected through the 'PhonPhai' system and community engagement. This will be done through data analysis and also by looping in information from CEA activities. The result will support TRCS identify needs and gaps and develop a more effective response mechanism.

Targeting Strategy

Who will be targeted through this operation?

With the DREF allocation, TRCS intends to reach 20,000 households (around 62,200 people) providing them with relief assistance. As the request for relief kit is initiated by the affected people, the village heads, health personnel or TRCS volunteers, and approved according to criteria communicated during promotion of the 'PhonPhai' application, the TRCS did not select the target beneficiaries of relief kits proactively. The beneficiary list was finalized after community level rapid assessments that were carried-out by TRCS response teams (staff and volunteers).

The selection criteria, shared with affected communities, focus on the most vulnerable households that have lost their houses and livelihoods, including female and child headed households, pregnant and lactating women, widows, people with disabilities and those still living in relief camps / temporary shelters.

Explain the selection criteria for the targeted population

Targeting was done based on criteria to define who were more vulnerable households which were finalized in consultation with the local authorities and communities. A participatory approach involving the affected communities, local public departments and TRCS volunteers was followed to select the Target households. The selection criteria focused on the most vulnerable households who were severely affected including female and child headed households, pregnant and lactating women, widows, people with disabilities and those still living in relief camps / temporary shelters. Based on the vulnerability conditions, a household may be eligible to receive more than one form of assistance.

Total Targeted Population

Women:	31,100	Rural %	Urban %
Girls (under 18):	-	90.00 %	10.00 %
Men:	31,100	People with disabilities (estimated %)	
Boys (under 18):	-	5.00 %	
Total targeted population:	62,200		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
More weather disturbances will impact the same geographical areas causing increased flooding and landslides.	a) Continuous monitoring of weather systems and contingency planning with TRCS branches in the affected areas so that activities can be initiated as quickly as possible to lessen the impact possible flood conditions. b) Expand the operation under a response plan, with the inclusion of additional emergency response activities.
Access restriction.	Keep donors and the stakeholders informed on the challenges and potential operational delays.
Increase in prices and inflation.	a) TRCS to maintain involvement with national technical coordination forums to keep abreast of mapping, market assessment and adjustment to response plan. b) Regularly review budgets to ensure that savings from cost fluctuations can be reallocated to other activities.
Reputation damage of TRCS that may be incurred through misinformation or other means.	a) TRCS activity planning to involve greater collaboration with communities. b) TRCS to monitor community perceptions of its operation and address any issues accordingly.

	c) TRCS remain vigilant for any activity, including communication, that may breach operational protocols. d) Ensure all volunteers and staff understand Red Cross principles, values and guidelines and operationalize them through their activities.
Supply of relief kits is delayed by the vendor due to high level of request.	TRCS communicate with the vendor on community needs and reinforcement agreement on the delivery timeframe.
Incomplete data and information from TRCS for reporting	Provide briefing and training session for TRCS on data collection, reporting template and information required. (gender, age, location, beneficiary's detail, etc.).
Increase in number of vector-borne, water-borne and vaccine preventable diseases, including COVID-19, are reported in affected areas.	a) Expansion of activities planned under the health component to accommodate increased needs in this sector. b) Provision of distribution of Mosquito nets lessen the risk of vector-borne disease like Dengue, Malaria. c) Awareness session on cleanliness, safe storage of water, Cleaning Drive in communities reduces the risk of vector and water-borne disease. d) Support for Health mass vaccination campaigns, including COVID-19, through social mobilization of volunteers.

Please indicate any security and safety concerns for this operation

Adequate measures are being taken to ensure the safety and security of all RCRC personnel involved in this operation. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe 2.0 e-learning courses. The National Society's security framework is applicable throughout the duration of the operation to their staff and volunteers.

For personnel under IFRC security's responsibility, including surge support and integrated PNS deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident management is applicable. Any field missions undertaken by IFRC personnel is undertaken following the current IFRC travel approval process, current health advisories and business continuity planning (BCP) guidance regarding COVID-19.

Planned Intervention

	Community Engagement And Accountability	Budget	CHF 23,853
		Targeted Persons	62200
Indicators	Target	Actual	
# TRCS personnel trained on CEA	20	21	
# of recommendation report on CEA development for TRCS	1	0	
# of people engaged through CEA activities	62200	0	
# of TRCS personnel provided with orientation	70	0	
Progress Towards Outcome			
A CEA training workshop has been completed for TRCS personnel. Orientation sessions at the branch level have commenced and will be completed by end of March 2023. PDM activities are in progress and will be complete by end of March 2023 and includes household surveys, focus group discussions, and key informant interviews. During the PDM, TRCS will also be collecting general feedback as a first step in the development of a feedback mechanism. IFRC CEA Regional Coordinator provided training to TRCS on feedback mechanisms and supported an initial planning meeting on how to develop a feedback mechanism. TRCS is now developing a workplan on next steps.			

	Protection, Gender And Inclusion	Budget		CHF 19,644
		Targeted Persons		62200
Indicators		Target	Actual	
# of TRCS personnel trained on PGI		20	21	
# of TRCS personnel provided with orientation		70	0	
# of people reached with PGI message		62200	0	
Progress Towards Outcome				
A PGI training workshop has been completed for TRCS personnel. Orientation sessions at the branch level are planned for the first half of March 2023				

PGI is actively involved and integrated into the PDM planning process and the development of feedback mechanisms as well.

Child Safeguarding Assessment is planned to be completed by mid-March 2023.

PGI pamphlets/posters are in development to be used during PDM and for future responses.

	Shelter Housing And Settlements	Budget	CHF 564,230
		Targeted Persons	62200
Indicators		Target	Actual
# of households affected by flood provided with integrated relief kits in a timely manner		20000	22062

Progress Towards Outcome

As of reporting period, the procurement and distribution of relief kits to 22,062 targeted households (68,613 people) in three provinces, including Ang Thong, Ubon Ratchathani, and Roi Et, have been completed. Distribution was completed in September-December 2022 through TRCS's PhonPai workflow and as part of a much larger TRCS distribution response reaching approximately 100,000 households.

TRCS is currently reviewing data collected through PhonPai and comparing to data collected directly before finalizing the number of households and disaggregated data.

PDM activities are underway in Ang Thong, Ubon Ratchathani, and Roi Et targeting 10 per cent of the assisted households. A workshop on lessons learned will happen in April 2023.

	Secretariat Services	Budget	CHF 39,288
		Targeted Persons	62200
Indicators		Target	Actual
# of communications materials produced (social media, media articles, interviews, etc.) to share information about the operation		10	10
% of financial reporting compliance to IFRC procedures		100	0

Progress Towards Outcome

IFRC CCD Bangkok will support the development and dissemination of communication materials, such as high-quality photographs and key messages that will guide partner communication and social media posts. As of November 2022, the CCD has supported with the creation of eight Twitter posts, a press release, a photo album, and a video album related to this operation.

Additionally, reviewing the tendering and procurement process for relief kits in TRCS is something that IFRC CCD Bangkok has been working on in coordination with IFRC procurement teams in the IFRC regional office and Geneva.

An Operation Manager has been deployed by IFRC to provide TRC with assistance in managing the DREF operation.

	National Society Strengthening	Budget	CHF 23,853
		Targeted Persons	40
Indicators	Target	Actual	
# of TRCS personnel trained on IM	20	25	
# TRCS personnel engaged in lesson learned workshop	20	0	
# of report on IM development and lesson learned	1	1	
Progress Towards Outcome			
After the PDM and community engagement activities that are scheduled to take place in March 2023, a lessons learned workshop is scheduled to take place in April 2023. An IM Coordinator has been deployed by IFRC to provide TRC support. The IM coordinator has delivered a training to TRCS on IFRC's IM Framework and tools, and has reviewed the use of PhonPhai application data. The training also included an orientation to Kobo, which will be used in the upcoming PDM activities. A report, along with IM products identified, has been produced in order to make relevant recommendations for TRCS to enhance the IM capacity in an emergency context.			

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

It is estimated that 20 staff from the TRCS would be trained in CEA activities, 20 staff trained on PGI and 20 staff trained on IM in this operation. Their roles are described as follows:

1. TRCS staff from the RCHB to lead the operation and collaborate with IFRC, the vendor, the application development team, and government officials involved in the operation.
2. A vendor selected by TRCS and with pre-arranged agreement with TRCS will deliver the relief kits to the households or distribution points designated by the TRCS.
3. The 'Phon Phai' application development team to monitor the application's function and solve any problems, if any.
4. IFRC team from the CCD Bangkok Office, including the management team, Planning, Monitoring, Evaluation and Reporting (PMER) and Communications Officer, and DRR Officer will coordinate with TRCS throughout the entire operation.
5. IFRC IM to analysis and make recommendations on the data and information contained in the 'PhonPhai' application for effective data management for humanitarian relief assistance.
6. IFRC PGI coordinator will provide training and technical input to the TRCS.

Will surge personnel be deployed? Please provide the role profile needed.

IFRC has deployed a surge operation manager and a surge IM coordinator to Bangkok who are providing technical assistance to IFRC and TRCS teams and supporting management of this DREF operation.

If there is procurement, will it be done by National Society or IFRC?

TRCS logistics team is leading the logistics support for this operation with the support of the IFRC CCD Bangkok logistics officer. The overall aim is to effectively manage the supply chain, including procurement, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures to ensure the efficient and timely delivery of these items for the success of the operation.

IFRC CCD in Bangkok provides logistical support and technical advice to TRCS on local procurement of relief supplies. IFRC CCD also keeps close communication with TRCS to ensure transparency and accountability in the process of replenishment of relief stocks. The IFRC Global Humanitarian Services & Supply Chain Management – Asia Pacific (GHS&SCM-AP) unit in Kuala Lumpur has also been providing additional technical logistics support to CCD Delhi and IRCS, as needed.

To meet immediate relief needs, TRCS has already completed the procurement process to select the vendor, and a pre-arranged agreement was signed. Under this operation, the IFRC GHS&SCM further reviewed documents of the selection process and provided Technical Observations ensuring the procurements comply with IFRC procurement policy and procedures.

How will this operation be monitored?

TRCS is overseeing all operational, implementation, monitoring, and reporting aspects of the present operation in the flood affected areas through its branches and volunteers. IFRC CCD, in Bangkok, has been providing technical support in programme management to ensure the operational objectives are met.

PDM activities will be conducted for all relief distributions to evaluate the suitability of items as well as beneficiary satisfaction. Open Data Kit (ODK) will be used to collect data during the activities. A lesson learned workshop will be conducted at the end of the DREF operation to check if objectives of the operation are met, and to analyse operational challenges and gaps in planning. This will be held either in one of the affected states based on the feasibility of travels by participants.

Please briefly explain the National Societies communication strategy for this operation.

IFRC has been supporting TRCS communications capacity through the communication team in the Bangkok CCD. Furthermore, IFRC has been providing assistance in media relations and content gathering, producing and distrib-

uting communication material and resources, as well as using social media (such as Twitter) to promote advocacy messages through the global and regional platforms. Furthermore, IFRC supports in managing reputational risk at the country level, and ensures that the Movement actors at the country level speak and act with a unified voice to build trust towards partners, donors and other stakeholders. IFRC also ensures communication with stakeholders and partners are in place.

Contact Information

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

- **National Society contact:**

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- **IFRC Appeal Manager:** Kathryn Clarkson, Head of Country Cluster Delegation, kathryn.clarkson@ifrc.org

- **IFRC Project Manager:** Pascal Bourcher, Programme Coordinator, pascal.bourcher@ifrc.org

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