

# EMERGENCY APPEAL

## REVISED OPERATIONAL STRATEGY

Türkiye, Europe Region | Earthquakes



Turkish Red Crescent teams are providing cash assistance to people affected by the earthquake. Photo credit: Turkish Red Crescent


Appeal No: <b>MDRTR004</b>	To be assisted: <b>1,250,000 people<sup>1</sup></b>	Appeal launched: <b>07/02/2023</b>
Glide No: <a href="#">EQ-2023-000015-TUR</a>	DREF allocated: <b>CHF 2M</b> (reimbursed)	Disaster Categorization: <b>Red</b>
Operation Start date: <b>07/02/2023</b>	Operation End date: <b>28/02/2025<sup>2</sup></b>	
Operational Strategy Revision	Revision #: <b>1</b>	Date of issue: <b>07/06/2023</b>

**IFRC Secretariat Funding Requirement: CHF 400 million**  
**Federation-Wide Funding Requirement: CHF 750 million**

<sup>1</sup> 1.25 million people to be reached via support through the IFRC Secretariat funding requirement of CHF 400 Million

<sup>2</sup> Subject to change pending future updates to the long-term strategy.

## TIMELINE

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- 6 February 2023:** A magnitude 7.7 earthquake occurred in Pazarcik, Kahramanmaraş, Türkiye followed by aftershocks at a maximum level of 6.7. A second earthquake of 7.6 occurred in Elbistan, Kahramanmaraş the following day in the same region.
- 6 February 2023:** Interior Minister announced the highest level of alarm, including a request for international assistance. The Disaster and Emergency Management Authority (AFAD) declared a Level 4 earthquake within the framework of the Türkiye Disaster Response Plan.
- 6 February 2023:** CHF 2M allocated from the International Federation of Red Cross and Red Crescent Societies (IFRC) Disaster Response Emergency Fund (DREF).
- 7 February 2023:** President Erdogan declared a state of emergency in 10 affected provinces, for a period of three months. Seven days of national mourning are also announced.
- 8 February 2023:** The IFRC issued an Emergency Appeal for a Federation-wide funding ask of CHF 120M, targeting 300,000 people until December 2023.
- 8 February 2023:** IFRC Surge Capacity (Rapid Response personnel) initially activated for Operations Management, Membership Coordination, Health in Emergencies and Communications.
- 10 February 2023:** The IFRC assumed the Shelter Sector coordination role within the United Nations system.
- 16 February 2023:** The IFRC issued a revised Emergency Appeal for a Federation-wide funding ask of CHF 450M, targeting 1,250,000 people, which was extended to 28 February 2025.
- 16 February 2023:** AFAD confirmed 11 provinces were affected by the earthquakes.
- 20 February 2023:** A magnitude 6.4 earthquake occurred in the Defne district, in Hatay province, followed by a second, 5.8 magnitude earthquake in Samandag district, once again in Hatay province.
- 10 March 2023:** Publication of the [Operations Update no. 1](#).
- 26 March 2023:** The IFRC holds the *Recovery and Resilience Conference for the Syria and Türkiye Earthquakes* in Geneva.
- 21 April 2023:** Publication of the [Operations Update no. 2](#).

# OPERATIONAL STRATEGY REVISION

The initial Operational Strategy was produced in the first weeks of the response; its aim has naturally evolved as the needs and priorities on the ground have shifted and the Turkish Red Crescent (TRC)'s operational approach came further into focus. This Revised Operational Strategy captures priorities as they have been implemented in the field since the beginning of the response, but also integrates planned early recovery and recovery actions, as described in the TRC's recently published [Recovery Plan](#).

Funding requirements for multilateral support via the IFRC Secretariat have only slightly increased but requested resources have been reallocated **across key sectors** to better reflect implementation costs so far, as well as emerging priorities.

Sector	Operational Strategy	Revised Operational Strategy
Shelter, Housing and Settlements	28.85%	22.76%
Livelihoods - Food	10.83%	12.57%
Livelihoods - Other	5.60%	7.36%
Multipurpose Cash	22.37%	23.59%
Health and Care	5.42%	7.52%
Water, Sanitation and Hygiene	5.44%	5.65%
Risk Reduction, Climate Adaptation and Recovery	3.99%	3.61%
Community Engagement and Accountability	1.22%	1.06%
Protection, Gender and Inclusion	0.47%	0.82%
Environmental Sustainability	0.13%	0.11%

*\*In addition to the sectors, the funding requirements for Enabling Approaches (Coordination and Partnerships, Secretariat Services, and National Society Strengthening) are available/reflected on page 38.*

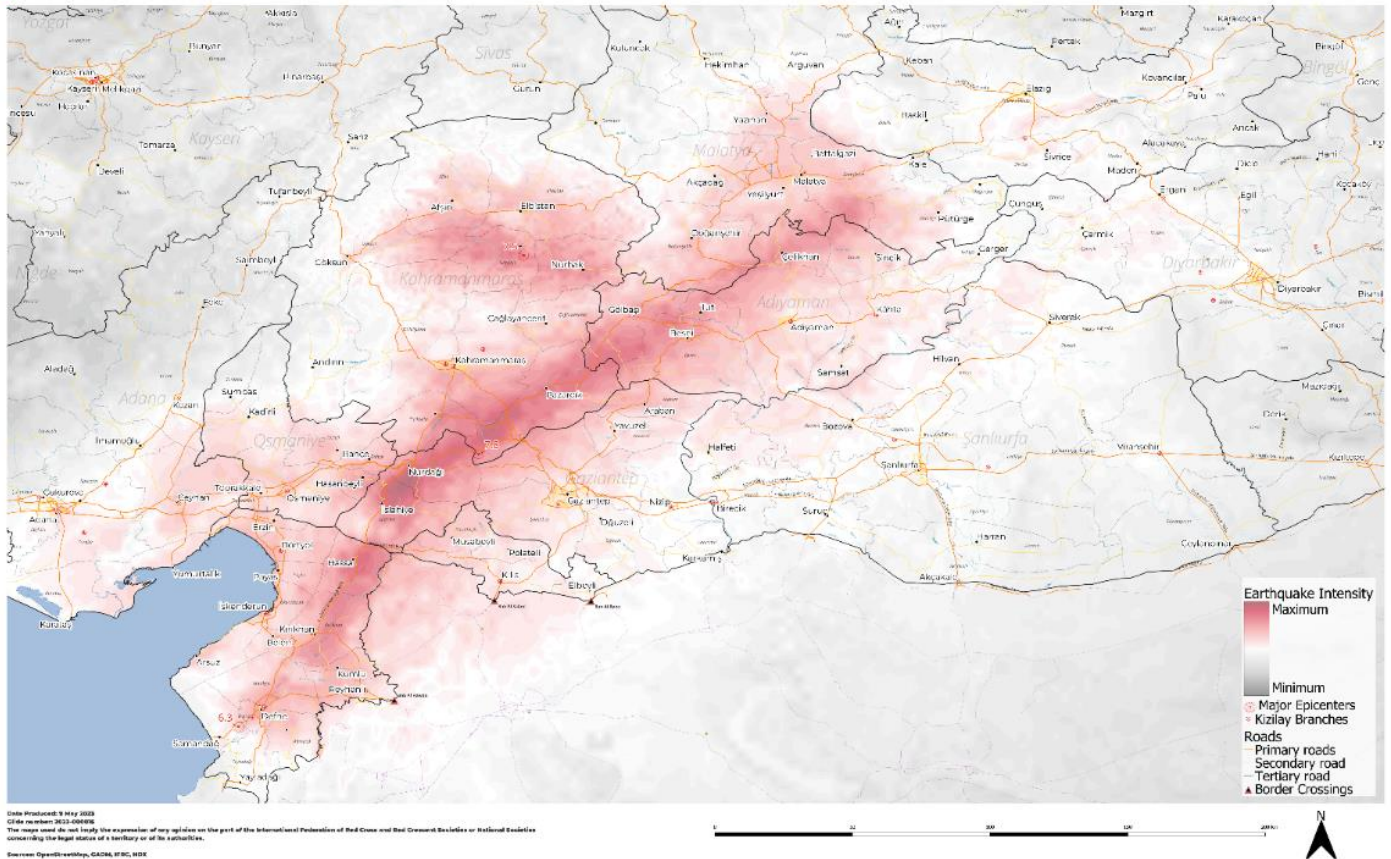
**New activities** now integrated in this Revised Operational Strategy, in line with early recovery and recovery priorities, include:

- Shelter, Housing and Settlements: fully furnished containers
- Food: cash assistance for food, transition from hot meals to food parcels
- Livelihoods: increased cash assistance for rural livelihoods, small-to-medium businesses grants
- Health and Care: cash assistance for health (health equipment, medicine, medical treatment, people living with disabilities)
- WASH: increased WASH services in temporary settlements (through water tanks, shower units, laundry units)

Planned operations have also been revised to take into account the bilateral contributions from Partner National Societies in the areas of health, most especially in support of mobile health units and mental health and psychosocial support (MHPSS) activities.

# DESCRIPTION OF THE EVENT

## Türkiye | Earthquake Impacted Areas



A magnitude 7.7 earthquake occurred in Türkiye at 04:17 on 6 February 2023, followed by 83 aftershocks at a maximum level of 6.7. An additional separate earthquake of 7.6 occurred at 13:24 the following day in the same region. The areas of Adiyaman, Hatay, Kahramanmaraş, Gaziantep, and Malatya were reportedly the hardest hit.

Almost two weeks after the initial earthquake, a separate 6.4 magnitude earthquake hit the Defne district, close to the Syrian border in Hatay province, on 20 February. This was followed by a 5.8 magnitude earthquake on the same evening in Samandag district, Hatay, causing further destruction to the already heavily damaged area. Since 6 February, over 24,000 tremors were recorded in the area.<sup>3</sup>

<sup>3</sup> [AFAD, Press Release, 21 February 2023.](#)

<sup>4</sup> [OCHA, Türkiye Earthquake Humanitarian Needs and Response Overview – Interim Update, 11 April 2023.](#)

According to the Disaster and Emergency Management Authority (AFAD), as of 11 May 2023, more than 108,000 people were reportedly injured and more than 50,000 lost their lives following the earthquakes. Approximately three million people have been displaced, including an estimated 528,146 evacuated by the government. More than half a million buildings have sustained damage, of which at more than 300,000 have either collapsed or been severely damaged.<sup>4</sup>

Roads were equally seriously damaged in the affected areas, hampering access to the affected communities in remote villages and districts, primarily in the early days of the disaster. Significant numbers of medical service centres were affected, with 15 hospitals across 10 provinces damaged.<sup>5</sup> According to the latest statement from AFAD, an

<sup>5</sup> [Presidency of the Republic of Türkiye, Press Bulletin, 7 February 2023.](#)

estimated 16 million people were affected, with 9.1 million people directly affected, and 17 provinces were impacted.<sup>6</sup>

The earthquakes struck in areas that have been impacted, since 2011, by the protracted humanitarian crisis linked to the civil war in Syria. Before the disaster, the affected region was already hosting approximately 1.8 million Syrian refugees, which represented, as of January 2023, 47% of all Syrian refugees in the country. These populations live in Türkiye under the temporary protection regime, which allows them residency and access to social services. Tensions between refugees and host communities had been rising before the earthquakes, and the past three years have seen a steady degradation of social cohesion in the affected

areas.<sup>7</sup> The disaster has put even more pressure on both the refugee populations and host communities, stretching limited capacities.

The ongoing economic crisis is also of concern, especially considering that the region affected by the earthquakes already presented higher poverty rates than in coastal areas.<sup>8</sup> The disaster impacted critical infrastructure and led to extensive loss of livelihoods: losses and damage to crops, food stocks, agricultural infrastructure and assets, and livestock production are estimated at USD 6.4 billion.<sup>9</sup> Two months after the disaster, the combined effects of the destruction of workplaces, interruption of economic activities, loss of life, injuries, and internal displacement has still severely compromised the ability of households to meet their basic needs.<sup>10</sup>

## Severity of humanitarian conditions

During the first weeks of the operation, humanitarian needs were predominantly tied to search and rescue efforts, as well as to the delivery of immediate life-saving assistance. Given the scale of the devastation, it was apparent from the beginning that the relief and recovery efforts would be on a large scale and would require significant investments and time to address the main drivers of the crisis.

### EARTHQUAKE IN KAHRAMANMARAŞ

PAZARCİK AND ELBİSTAN DISTRICTS

May 11, 2023

06 February 2023  
 Pazarcik at 04:17AM - 7.7 Magnitude  
 Elbistan at 13:24 PM - 7.6 Magnitude  
 Aftershocks: 33,567



**16,000,000**  
 AFFECTED POPULATION



**50,096+**  
 FATALITIES



**108,272+**  
 INJURIES



**72,879+**  
 RESCUED

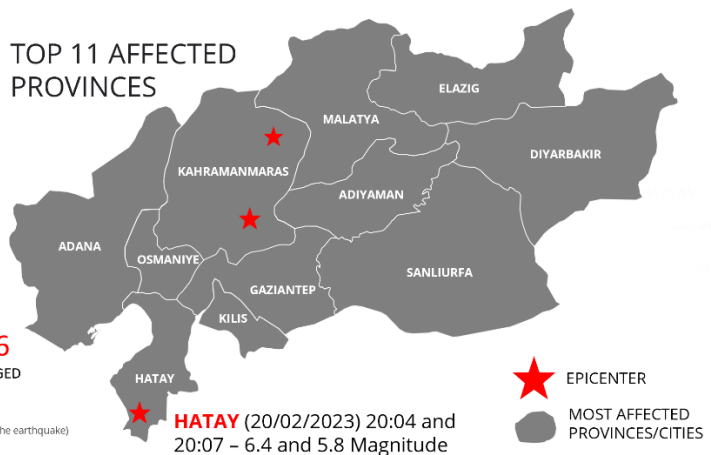


**1,971,589+**  
 EVACUATED



**313,156**  
 HEAVILY DAMAGED BUILDINGS

INJURIES - those who survived the wreckage, those affected by the earthquake, and those who went to the hospital with injuries caused by the earthquake)



<sup>6</sup> [OCHA, Türkiye Earthquake Humanitarian Needs and Response Overview – Interim Update, 11 April 2023.](#)

<sup>7</sup> [IFRC, Deep Platform IFRC Türkiye Project Secondary Data Review \(SDR\) Studies Series #2, 29 June 2022.](#)

<sup>8</sup> [Turkish Statistical Institute, Income and Living Conditions](#)

[Survey Regional Results, 2021.](#)

<sup>9</sup> [Government of Türkiye, Türkiye Earthquakes Recovery and Reconstruction Assessment \(TERRA\), 27 March 2023.](#)

<sup>10</sup> [International Labour Organization, “The effects of the February 2023 earthquake on the labour market in Türkiye”, 28 March 2023.](#)

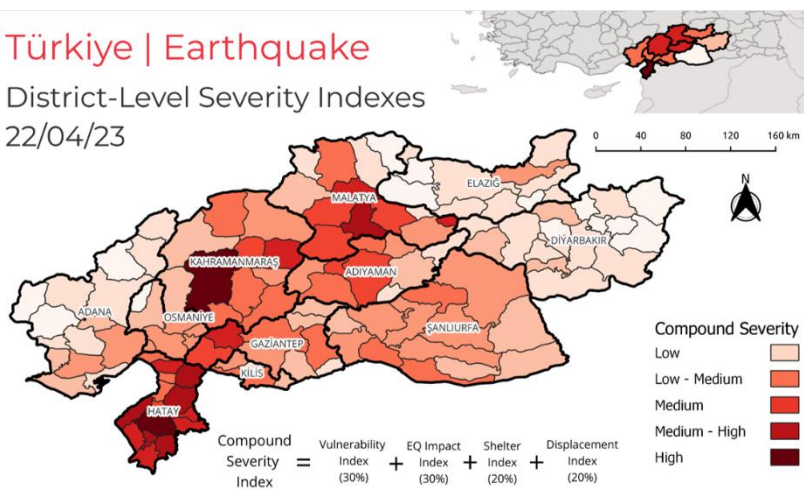
The United Nations Office for the Coordination of Humanitarian Affairs (OCHA) led a multi-sectoral rapid assessment (MIRA) with the involvement of the TRC, IFRC, and all UN entities within the country and INGOs. The TRC and IFRC acted as enablers of this assessment, with support for data collection, analysis and visualization. In addition, the IFRC information management (IM) and monitoring and evaluation (M&E) teams, in support of and in collaboration with the TRC, conducted assessments and key analyses to better inform overall and sectoral understanding of the humanitarian impact of the crisis:

1. Shaken to the Core: Assessing the Impact of the Earthquake on ESSN and C-ESSN Recipients ([LINK](#))
2. Consultation with Communities ([LINK](#))
3. A Dire Humanitarian Situation: Rapid Market Assessment ([LINK](#))
4. Transaction analyses of KIZILAYKART beneficiaries targets in the earthquake zone ([LINK](#))
5. IFRC, DEEP, OCHA, DFS Secondary Data Review library ([LINK](#))
6. IFRC Secondary Data Review – Initial Review – Shelter & Displacement ([LINK](#))
7. TRC, IFRC, WFP Rapid Market Mapping – March 2023 ([LINK](#))
8. Türkiye Earthquake Recovery Assessment ([LINK](#))

## Türkiye | Earthquake

District-Level Severity Indexes

22/04/23



Provincial and district level severity indexes were also developed by the IFRC in collaboration with DFS<sup>11</sup> to evaluate the combination of pre-existing vulnerabilities and the impact of the earthquakes, allowing for a more refined understanding of the consequences of the disaster and the medium- to long-term recovery outlook for each province.

Building on available assessments and analysis, four main areas of severe impact emerge:

### Shelter, Housing, and Settlements

The earthquakes have had a tremendous impact on shelter, housing and settlements, with high levels of damage observed in dense residential areas hosting both Turkish nationals and refugees. Almost 1.5 million people have moved to non-affected areas, where they rent apartments or are staying with family and friends. In the affected areas, an estimated 3.2 million people are being provided with shelter support. As of 21 April, 2,085,364 people lived in informal camps, 593,828 people lived in formal tented camps, 85,310 people lived in container camps and 157,427 stayed in community facilities.<sup>12</sup> In parallel, an estimated 1.6 million people continue to live in informal sites or alongside their damaged homes, sheltering in tents or makeshift shelters, where living conditions are very basic and access to services is limited.<sup>13</sup>

While damage assessment work continues under the chairmanship of the Ministry of Environment and Urbanization and under the coordination of AFAD, the return to buildings assessed as undamaged or slightly

<sup>11</sup> DFS – Data Friendly Space: U.S. based INGO working across six continents to make modern data systems and data science accessible to the humanitarian and development communities.

<sup>12</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)

<sup>13</sup> [OCHA, Türkiye Earthquake Humanitarian Needs and Response Overview – Interim Update, 11 April 2023.](#)

damaged is slow, due to a combination of earthquake anxiety, high prices and low availability of materials, and a shortage of tradespeople. In parallel, occupants of units in moderately damaged buildings must wait for structural strengthening before settling-in again, while heavily damaged buildings need to be demolished and rebuilt. Insurance experts have been assigned by the Natural Disaster Insurance Institution (TCIP-DASK) to determine the damage to houses covered under the compulsory earthquake insurance, together with compensation amounts. Experts underline that due to the economic downturn and the inflation in house prices, compulsory earthquake insurance can only provide partial compensation. It is likely that there will be disputes about insurance payment calculations, which may delay the progress of cases, negatively affecting the short- and long-term sheltering situation of the affected populations.

The large number of people displaced has also had an important effect on the cost of rental accommodation in many regions of the country, within and outside of the affected areas. Almost three months after the first earthquakes, the number of households moving back to the affected areas is also increasing, creating additional pressure on existing shelter options and pathways.<sup>14</sup>

### **Food and Livelihoods**

Particularly in the areas most affected by the earthquakes, markets were initially partially or completely disrupted, severely compromising access to basic food items. Even as disaster relief distributions were organised and as market functionality improved in the weeks following the earthquakes, vulnerable population groups struggled to access quality food in the context of adverse winter conditions, pre-crisis socioeconomic constraints and high inflation rates. There also remains geographic variation regarding market functionality: while there is minimal disturbance to markets and cash flow in Gaziantep, for example, commercial activity is still very limited in Hatay.<sup>15</sup>

As of 30 March 2023, OCHA reported that 42 districts in 11 provinces still presented a high level of food insecurity. Damages in agriculture production and lack of labour to undertake harvest and production have also driven an increase in prices for the most basic household items, including food.<sup>16</sup> This puts even further pressure on affected households living in temporary accommodations, such as tent settlements, with limited access to cooking facilities, and especially for those who have also suffered job and/or income loss.

With regards to livelihoods, losses and damage in the agricultural sector are estimated at USD 6.4 billion, including the destruction of crops, livestock, agricultural inputs, and infrastructure.<sup>17</sup> Urban livelihood options, on the other hand, are linked to the level of damage observed in cities and the associated state of the markets: the scope and scale of the destruction in the city of Antakya (Hatay), for example, point to a severely constrained economic recovery.<sup>18</sup>

### **Health and Water, Sanitation, and Hygiene**

Across the earthquake-affected provinces, at least 15 hospitals in 10 provinces have reportedly suffered moderate to severe damage, and more than 100,000 people were injured. According to OCHA, only one in seven family health centres remains functional.<sup>19</sup> In addition, people with underlying medical conditions may face

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<sup>14</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)

<sup>15</sup> [TRC/IFRC/WFP, Rapid Market Mapping, March 2023.](#)

<sup>16</sup> [OCHA, Türkiye 2023 Earthquakes Situation Report No. 12, 30 March 2023.](#)

<sup>17</sup> [Government of Türkiye, Türkiye Earthquakes Recovery and Reconstruction Assessment \(TERRA\), 27 March 2023.](#)

<sup>18</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)

<sup>19</sup> [OCHA, Türkiye Earthquake Humanitarian Needs and Response Overview – Interim Update, 11 April 2023.](#)

limited access to medical care due to damages and overburdening of the health infrastructure. While field hospitals were set up, many of these have already been taken down, leading to gaps in much needed medical support. The demand for mental health and psychological support is immense, with many people suffering distress from the ongoing situation. Significantly, 64% of the TRC/IFRC Recovery Assessment household survey respondents reported that they or someone close to them have persistent psychological or physical complaints related to the earthquakes.<sup>20</sup>

Water supply was initially disrupted in the most affected areas. Even though it has, as of three months after the first earthquakes, been restored in many regions, municipalities (notably in Hatay, Adiyaman, Osmaniye, and Kahramanmaraş) have warned that the water is not drinkable yet, as disinfection has not been completed. Moreover, there is a risk of groundwater contamination due to infrastructure damage and debris spillage. The use of this water in food production could result in foodborne infections.

While formal camps generally have an adequate water supply, running water is not available in many informal settlements. The lack of access to clean toilets and sanitation facilities leads to unsanitary conditions, and unsafe access to facilities for women, children, and persons with disabilities.<sup>21</sup> Furthermore, the lack of WASH facilities increases the risk of waterborne disease and poor hygiene-related outbreaks.

### **Protection, Gender, and Inclusion**

The situation and living conditions in temporary settlements, particularly in the informal ones, present several risks, most significantly for population groups such as women, and children, the unaccompanied elderly, adolescents out of school, and people living with disabilities and/or living with critical medical conditions, amongst others. It is possible that the scale and severity of a crisis like this one may lead to a drastic increase in the risks and occurrence of various forms of violence, neglect, and exploitation. These protection concerns are likely to take place in temporary camp areas, and the informal camp settlements are of particular concern: the lack of camp management, access control, and service provision (including such basic services as latrines and lighting) all exacerbate existing risks. Formal camps provide more services, including security and monitoring services, day and night.<sup>22</sup>

The affected provinces also present diversities in terms of religion, language, and ethnic backgrounds, including refugees. A large community of Syrian migrants (12.4 % of the total population) has lived in the impacted region since 2011, while other affected migrants include Afghans, Iraqis, and Iranians. As informal or formal protection mechanisms, including appropriate local systems, are challenged, stretched, or have collapsed simply due to destroyed infrastructure or displacement, and as the population experiences severe stress, loss, and insecurity, harmful, violent or risky behaviours and coping strategies are expected to increase. There is a pressing need to mitigate, work preventively, and ensure an appropriate response to violence, discrimination, and exclusion at scale.

***Aggravating factors and likely evolutions of needs:*** The severity of needs is likely to continue to evolve, with additional complexities and scenarios arising based on how recovery progresses in the mid- to long-term. Humanitarian conditions are expected to further degrade due to: i) inflation, financial/resource pressures, and ii) migration and escalating intra-community tensions.

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<sup>20</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)

<sup>21</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)

<sup>22</sup> [TRC/IFRC, Türkiye Earthquake Recovery Assessment, April 2023.](#)



# CAPACITIES AND RESPONSE

## 2.2 National Society capacity and ongoing response

Established in 1868, the TRC is the largest humanitarian organisation in the country aligned with the Movement's fundamental principles, with an auxiliary role to the public authorities and a permanent presence across Türkiye. The TRC has 279 branches, 291 representations and over 300,000 volunteers, providing support to the most vulnerable people in Türkiye and overseas. This operational strategy benefits from the TRC's strong engagement in past operations within the region, together with strong insights to past practices.

The TRC played a key role in the 1999, 2003, 2011, 2020, 2021, 2022, and 2023 large disasters, delivering immediate assistance to the affected communities and, at the same time, strengthening their capacities and expertise in relief, shelter, and livelihoods. This experience has allowed the TRC's operations to benefit from immediate and accurate insights regarding needs on the ground, while, at the same time, providing strong local reach and programmatic infrastructure on which to build earthquake relief and recovery assistance. The National Society headquarters has experienced and trained staff in disaster management, as well as an Emergency Operations Centre, which was established following the 1999 Marmara Earthquake. The TRC also has regional and local disaster response centres, continuous stock amounts, and a disaster management volunteer system.

Beyond these locally drawn insights, the operation also benefits from comprehensive internal operational knowledge, drawn from lessons learned and recommended practices arising from earthquake response operations in Nepal and Haiti, capturing key operational learnings from these responses, taken over the duration of extensive and long-term earthquake response operations. Reflections include critical insights related to asset recovery; winterisation and remote community response; delivery of earthquake response assistance in areas affected by pre-existing complex crises; and delivery of integrated recovery models.

Through its ongoing programmes, the TRC has established community relationships in the affected areas through local staff, volunteers, and branches, which has allowed the National Society to reach the most vulnerable population groups.

Since 2012, the TRC has played a leading role in supporting 2.7 million refugees in temporary accommodation centres (camps) and urban settings, providing a first-line response by deploying its volunteers, staff, and emergency supplies; organising its structures and resources to receive and provide safety for people in need; as well as providing support through community centres.

Since 2016, the TRC has been the main implementing partner for most major humanitarian partners in delivering conditional and unconditional cash assistance through the Kızılaykart platform. The TRC has worked in partnership with the Turkish government and World Food Programme in delivering aid through the Emergency Social Safety Net (ESSN) programme, funded by DG ECHO until April 2020 and in collaboration with the IFRC since then. ESSN is the largest humanitarian programme in the history of the European Union and the largest program ever implemented by the IFRC. Since April 2020, the TRC has supported 1.6 million refugees with a total of TRY 25 billion (CHF 1.22 billion). The programme is set to be handed over to the Ministry of Family and Social Services in the latter half of 2023.

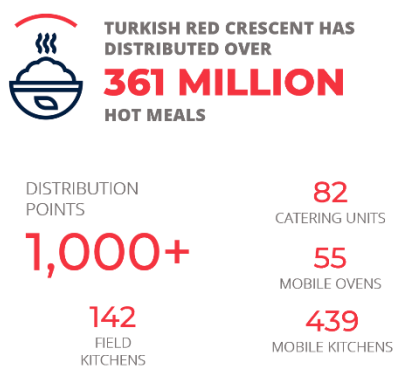
With the onset of the global COVID-19 pandemic, the TRC also supported affected populations through risk communication and community engagement (RCCE), health interventions, livelihoods, and cash assistance. Through the Ukraine Crisis Regional Appeal, the TRC has also been providing support to the Ukrainian population

in the areas of health and care, WASH, and integrated assistance (shelter, housing and settlements, multi-purpose cash). The National Society also extended its support to people affected by the crisis in Ukraine, as well as those who fled to Moldova.

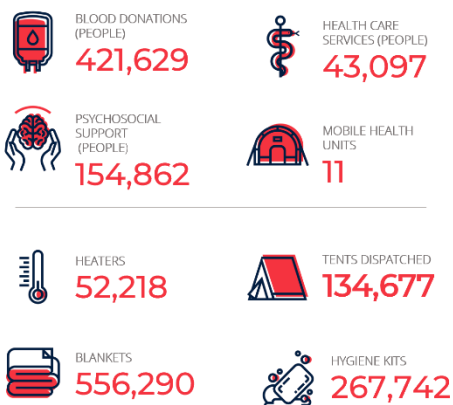
In the ongoing response to the earthquakes, the TRC leads the overall coordination of mass feeding in the disaster-affected areas and is the main partner in this service group. As part of the National Disaster Response Plan, the TRC has been identified as the lead in providing and coordinating nutrition services in disaster areas, which has led to the National Society working closely with all nutrition partners on preparedness activities and standards. This network, well known in Türkiye, is also known as the 'Nutrition Platform'. The National Society's response is channelled through its disaster response centres and respective branches. Overall, 1,038 staff and 1,512 volunteers are on the ground. On a rotational basis, the cumulative total of deployed staff is over 4,000, while approximately 150,000 volunteers are engaged to implement the response. The National Society mainly leads in mass feeding, psychosocial support, relief distribution (blankets, sleeping bags, heaters, hygiene kits, beds and other household items) and blood services. The TRC continues to deliver aid materials, especially to hard-to-reach areas and villages, using off-road vehicles and other available transport means.

Updated: 1 June 2023

## Turkish Red Crescent Response Earthquake | Türkiye



**THE TURKISH RED CRESCENT HAS OFFERED OTHER AID ITEMS AND SERVICES INCLUDING:**



## 1.2 Capacity and response at the national level

The Turkish authorities lead the overall coordination and management of humanitarian assistance for disasters, while the TRC works closely with AFAD, relevant ministries, security authorities and other relevant agencies as and when required. AFAD and the provincial governorates are in charge of the response at the local level, as well as metropolitan municipalities sending expert teams to the affected areas. In the field of urban search and rescue, international assistance was requested by AFAD through the Emergency Response Coordination Centre (ERCC).

Following the first earthquakes, the Ministry of Family and Social Services oversaw the transfer of TRY 250 million (CHF 12.3 million) in cash aid to 10 affected cities through the Social Assistance and Solidarity Foundations. AFAD also announced the start of "Household Support Payments" in the amount of TRY 10,000 (CHF 490), to be

provided to earthquake affected populations whose houses were damaged in the earthquakes to cover basic needs, which roughly 1.6 million people have now received. A one-off relocation allowance of TRY 15,000 (CHF 750) and a 12-month rental assistance package for homeowners (TRY 5,000 per month) and for renters (TRY 3,000 per month) was also announced. AFAD also indicated that financial assistance to families who lost family members would be provided, in the amount of TRY 100,000 (CHF 4,900).

## International capacity and response

### 2.1 Red Cross Red Crescent Movement capacity and response

#### IFRC membership

IFRC first opened a Country Delegation in Türkiye in 1994, and later re-established its presence in 2012 following the start of the conflict in Syria. In 2020, the IFRC took over the lead for the large-scale ESSN programme, scaling-up its presence in Ankara and several field offices. Through this role and presence, the IFRC is very well connected with UN agencies and other key stakeholders. IFRC support to the TRC in this operation has been built around existing resources, primarily consisting of national staff. Thanks to the partnerships built as part of disaster preparedness, the IFRC is also supported by numerous partners (FedEx, UPS, AirBus, Airlink), with three air bridges carrying 4,000 cubic metres of aid from IFRC prepositioned stocks in Dubai, Kuala Lumpur, and Panama, as well as from different prepositioned white stocks in Pakistan and China.

The IFRC's global surge capacity (Rapid Response personnel) was activated initially for the roles of operations management, membership coordination, health in emergencies and communications, and subsequently complemented by sectoral roles. Overall, a total of 41 Rapid Response personnel have been deployed to this operation in accordance with sectoral needs and the profiles available. Surge support has also been provided by the IFRC Regional Office in various roles, including PMER, PGI, communications, and operations coordination among others. This support (remote and deployment) is ongoing based on needs at the delegation level. To ensure coordination amongst the different actors in the field, the IFRC has expanded on the ESSN<sup>23</sup> structures to establish an operational field base in Gaziantep alongside the TRC.

There were no partner National Societies present in Türkiye bilaterally when the earthquakes struck, except for a Norwegian Red Cross health delegate integrated with the IFRC. The American Red Cross, British Red Cross, German Red Cross, and Livelihoods Centre (Spanish Red Cross) provide bilateral support to the TRC as part of the Country Operational Plan.

Following the earthquakes, the TRC has entered into new bilateral partnerships with the German Red Cross for MHPSS, CVA and disaster recovery resilience, and nourishment support, and the Korean Red Cross for nourishment support, shelter containers, and vehicles. Both partners will have a longer-term in-country presence. Additionally, the Japanese Red Cross will provide ongoing bilateral support to health activities.

On 10 February 2023, the IFRC assumed the Shelter Sector coordination role within the United Nations system. Following the setting up of the sector-based coordination mechanism by the Humanitarian Country Team (HCT) and the activation of the Scale Up protocols by the IASC (16 February 2023), IFRC took the leadership of coordinating the shelter sector response to the earthquakes and mobilized a dedicated and senior team for this purpose, including its Global Shelter Cluster Coordinator and Deputy Coordinator (surge support over the first

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<sup>23</sup> [Emergency Social Safety Net \(ESSN\) – IFRC.](#)

four weeks) supported by a roving coordinator, information manager and a technical coordinator, ensuring presence, strategic and operational guidance capacity in:

- Advising the inter-agency coordination level (Humanitarian Coordinator and HCT in Ankara)
- Providing insight and input at inter sector coordination level (OCHA/UNDAC in Ankara and Gaziantep)
- Liaising with national authorities and providing structured coordination services to engaged partner organizations and relevant stakeholders.

A dedicated page on the Shelter Cluster website has been set up early on and continues to serve as the one-stop shop informing and reflecting the pace of the response, providing for the information needs shelter sector partners, internal and external stakeholders [Türkiye Earthquake 2023 | Shelter Cluster](#).

## ICRC

The ICRC does not have a presence in Türkiye but provides support as part of the Country Operational Plan. For this response, the ICRC offered the TRC support in the areas of restoring family links (RFL) and forensic services and has delivered in-kind relief materials.

## 2.2 International Humanitarian Stakeholder capacity and response

Prior to the disaster, numerous humanitarian agencies were active in Türkiye. The Syrian civil war and its associated migration crisis resulted in Türkiye becoming an important centre for humanitarian work in the region. Türkiye is one of the most well-resourced countries in terms of a presence of international humanitarian actors, with more than 50 organisations, employing at least 1,850 staff, including UN agencies, such as the United Nations High Commissioner for Refugees (UNHCR), International Organization for Migration (IOM), and World Food Programme (WFP). The response capacity for this disaster, therefore, was theoretically very high.<sup>24</sup> However, much of this capacity was concentrated in the city of Gaziantep, which played a crucial role in the response to the Syrian civil war and the migration crisis, with a longer-term developmental focus. Due to the impact of the earthquakes on Gaziantep, international humanitarian agency capacity was significantly impacted, particularly field offices. Many agencies counted casualties among their staff, including UNHCR, CARE, AoF, IRC, and GOAL.<sup>25</sup> In response, international humanitarian agencies deployed staff to the impacted region and significant efforts had to be invested to ensure efficient support was provided in response to the emergency situation.

A UN Flash Appeal, including the requirements of UN agencies and non-governmental organisations to provide assistance in support of the government-led relief effort, was launched as a coordinated planning framework for the international response to the earthquake. For coordination purposes, the Inter-Agency Standing Committee (IASC) Scale-Up protocols were activated, and a sector-based coordination structure was set up by OCHA. In meeting its global shelter sector coordination mandate in the international humanitarian coordination architecture, the IFRC has agreed to facilitate the coordination of the shelter response of interested humanitarian shelter agencies, in support and complementary to the government-led response. As of May 2023, and in line with a request from the Ministry of Foreign Affairs to extend the implementation period of the Flash Appeal contributions for at least an additional three-month period, the Humanitarian Coordinator (HC) in consultation with the Humanitarian Country Team (HCT) proposed extending OCHA's intersectoral coordination presence, with a revised capacity, until the end of August 2023. Key Cluster Lead Agencies (CLA), including the IFRC for the shelter sector, have been asked to continue their coordination activities accordingly. However, considering the scale of the disaster as well as the complex nature of both the context and needs, and recognising the substantial

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<sup>24</sup> IFRC, IFRC Deep Platform IFRC Türkiye Project Secondary Data Review (SDR) Studies Series #3: Humanitarian Landscape Within Türkiye.

<sup>25</sup> UNHCR, CARE, AoF, IRC, GOAL Press Releases, February 2023.

and ongoing shelter humanitarian needs, it is anticipated that coordination services might be further extended and sustained.

Additionally, the [EU Civil Protection Mechanism](#) conducted its largest search and rescue mission in Türkiye, where over 1,500 rescue workers, 100 search dogs as well as medical teams were deployed to the affected areas.

## Gaps in the response

### Shelter, Housing, and Settlements

All shelter options are not equal. While container sites continue to be set up, large numbers of displaced households are still living in tents. Access to services, including relief items as well as water and sanitation, is especially limited in informal settlements, where living conditions remain very basic. In parallel, a range of government-provided support packages are available to people whose homes were classified as moderately or severely damaged, collapsed or scheduled for demolition; however, some households may not be eligible for government support (including homeowners whose houses were not formally registered), while for others, the financial support provided may not cover the full costs of relocation (furnishings, utilities, and increasing rental costs).

In the first few weeks following the earthquakes, harsh winter weather exacerbated already challenging living conditions in tent settlements. In mid-March, heavy rains led to flash floods in the affected areas of Adiyaman and Şanlıurfa, inundating camps and causing 21 deaths.<sup>26</sup> Summer heat, with temperatures expected to reach 45 degrees Celsius in the affected areas, will continue to create difficult living conditions for people settled both in tents and containers. Therefore, anticipating weather-related hazards is essential to ensure that shelter pathways remain safe, predictable and stable, and to mitigate the exposure of vulnerable displaced communities to secondary weather-related impacts. Harsh winter conditions will need to be considered, and a winterisation component to be factored into longer-term plans. During the transition to recovery, specific considerations also need to be made on community kitchen sets and associated community engagement strategies and activities, and household kitchen sets and cash transfers to support the food transition as well as promotion of the SPHERE standards.

### Food and Livelihoods

Ready to eat foods and hot meals have been a high priority need since the initial phase of the response, particularly in the most affected areas, where markets were completely or partially disrupted. Cooking facilities are not always available in temporary settlements: Some non-standard containers have no cooking facilities, while it is not possible to cook in tents due to fire hazards, as well as the lack of relevant hygiene and food storage conditions. As part of its government-mandated role within the Türkiye National Disaster Response Plan, the TRC has been coordinating and providing hot meals in the affected areas since the earthquakes struck, supported by over 800 local organisations and NGOs. As more people move back to disaster-impacted areas and other partners scale down their operations after Ramadan, current projections suggest that although the total provision of cooked meals is dropping, the TRC's contribution will increase, reaching a peak in June of almost 750,000 daily meals on average, and decreasing to 400,000 by the end of the year. Alternatives to hot meals, such as cash assistance, vouchers, including food vouchers, and dry rations, will also be necessary to transition

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<sup>26</sup> [OCHA, Türkiye Earthquake Humanitarian Needs and Response Overview – Interim Update, 11 April 2023.](#)

to an approach where people have the means to prepare their own food, and ultimately buy their own ingredients using their own income.

Considering that the great majority of those receiving food assistance are and will still be living in tents for a considerable amount of time, this transition needs to be well-planned, communicated, and coordinated across a number of sectors. There will be a need for cooking items, cooking devices and fuel, water availability (cooking and dishwashing), as well as fire safety and prevention measures, to ensure that assistance can be provided to targeted families where hot meals are being phased out.

Gaps in livelihoods support vary across geography, with urban and rural areas presenting a range of dynamics. Contextual differences are especially visible in urban settings – while a city like Kahramanmaraş presents damaged but still partially functioning markets and infrastructure, the level of destruction observed in Antakya, for example, will have longer-lasting consequences. While government support packages will be made available, additional cash assistance to small and medium-sized businesses will be necessary to overcome the significant challenges generated by the earthquakes. Rural communities, on the other hand, will also need cash assistance to continue or restore production, as well as replace assets, machinery, and livestock. A particular focus and priority will be affected farmers, agricultural producers and processors as well as agricultural workers.

## **Health and Water, Sanitation, and Hygiene**

Access to essential healthcare continues to be flagged as a priority, as well as disease control. Provision of antibiotics, antipyretics, treatment for long-term diseases, wound care supplies, prosthetics, medication for diabetes, hypertension, cancer, reproductive health, maternal/paediatric health and support in mental health care have all been reported as current needs in the regions affected by the earthquake. Lactating women, children, people with chronic illnesses and persons with disabilities are among those with very urgent health needs. OCHA identified chronic illnesses with serious medical conditions and physical impairment for disability as the main health response gap.<sup>27</sup> Mental health and psychosocial support (MHPSS) is also continuously flagged as a major and urgent need for the affected population. The suffering caused by the earthquakes added to the loss of loved ones, moreover, the displacement conditions are significant among the population contributing to symptoms such as stress, anxiety, and sleeping disorders, among others. Children are particularly vulnerable to these mental health issues, and changes in the behaviours of some children have been reported (anger problems, aggressive behaviour, etc.).<sup>28</sup>

Health risks for displaced persons were initially tied to increased exposure to cold outdoor conditions, such as frostbite and hypothermia; and overall health risks arising from wet clothes, shoes, and bedding. It should be noted, though, that the number of unsheltered people has decreased considerably, as people have moved into informal and temporary accommodations. However, upcoming summer weather conditions may once again increase health risks, with higher incidences of heat stroke, dehydration, and exposure to water- and vector-borne diseases, especially in informal tent settlements.

Displaced households living in informal settlements could face additional health risks, such as smoke inhalation, burns, or carbon monoxide poisoning, from trying to heat enclosed spaces through fires or other heating devices. Reports of diarrhoea are also an emerging concern for people in informal shelters and within temporary settlements. Doctors have highlighted the risk of tetanus and other infectious diseases, including water and vector-borne diseases, for affected populations.

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<sup>27</sup> [OCHA, Türkiye 2023 Earthquakes Situation Report No. 12, 30 March 2023.](#)

<sup>28</sup> [UNICEF, Humanitarian Situation Report no. 6, 30 March 2023.](#)

Although the TRC has been distributing dignity kits, they remain in high demand, especially in informal settlements where there is an absence of clean water and sanitation. The dignity kits also include sanitary pads for women (access to which is reportedly limited in all provinces), as well as baby and adult diapers. Hygiene items are reportedly in urgent need by women, girls, and people with disabilities. The transition to recovery also needs to consider the following: Access to psychosocial support; through ongoing community engagement, ensuring that the affected population has access to correct information and feedback mechanisms; making sure that blood service capacity is sufficient to meet demand as well access to health care.

### **Protection, Gender and Inclusion**

As highlighted earlier, the situation and living conditions in temporary settlements, especially in informal ones, present risks for the most vulnerable population groups. The risk of family violence, child protection issues, and exploitation underlines the critical role of safe referrals, including to women's shelters, as well as access to psychosocial support services. The rapid and high turnover of personnel and other agencies in camps can be a limitation in ensuring that risks are detected early on, and mitigation strategies implemented. There are also concerns that a protracted stay in camps will make the lack of access to educational opportunities a chronic issue for children and adolescents.

During the weeks following the earthquakes, restoring family links services, including dissemination of child-friendly family reunification messaging, proved essential. Ensuring best practices are implemented for addressing child protection, exploitation, and other forms of violence, including service mapping and developing safe referral pathways for minors at risk, continues to be crucial during the transition to recovery. Cash assistance will also need to be mainstreamed to reduce and address protection risks for vulnerable people who experience specific vulnerabilities, enabling them to retain their own options for eradicating negative coping strategies and violence, while allowing them to afford legal and human rights services. Other programme areas, such as shelter and WASH, will also need protection mainstreaming to ensure that all needs are considered, and risks are mitigated using a do no harm approach.

### **Migration and Displacement**

There has been significant displacement from the affected areas to other provinces, both within and outside of the impacted region. The affected area is also host to 1.7 million refugees, predominantly from Syria. In some of the impacted sectors, the refugee population represents up to 80% of the total population. Out of 19 TRC community centres that already supported refugee populations prior to the disaster, nine are in earthquake-affected areas.

While refugees and local populations have lived in relative harmony over the last ten years, tensions between Turkish nationals and refugees may increase by this earthquake due to potential perceived inequities in response provisions or timeliness. Against this background, this Operational Strategy will not differentiate between local and migrant populations and does not include specific sectoral activities under migration and displacement, rather a cross-cutting and needs-based approach building on a decade of IFRC and TRC support to refugees. Simultaneously, TRC programmes targeted to refugee populations (ESSN, community centres, support to Ukraine) will be maintained and adapted as necessary. In this regard, the ESSN programme has been adapted to provide additional support to earthquake affected populations in the most impacted regions.

### **Coordination of Response Efforts**

Since the beginning of the crisis, volunteers from all over the country collected items and shipped them to affected areas, resulting in large numbers of in-kind donations needing to be processed. As Türkiye has a large pre-existing humanitarian community, and since major INGOs and governments have responded on a large scale, significant humanitarian and technical capacity were available in the country. Large numbers of international humanitarian staff also entered the impacted region and significant efforts had to be invested to ensure the efficient coordination of response activities. As the response now transitions from its acute phase to early recovery and recovery, thoughtful and intentional planning is required to maintain the right level of coordination.

## Needs Assessment and Analysis

An assessment technical working group, led by OCHA, was formalized early on. All humanitarian entities, such as the IFRC, TRC, UNFPA, UNHCR, and UNICEF, agreed to collaborate to share all results of the ongoing and planned assessments. Due to the intensity and scale of the disaster, as well as the complexities of possible scenarios unfolding in both the relief and recovery phases, the need for the IFRC and TRC to not only process secondary data, but also conduct needs assessments and perform novel analysis, remains crucial.

## OPERATIONAL CONSTRAINTS

- **Weather conditions:** Temperatures below zero in the earthquake-affected regions initially compounded the existing operational constraints for people and relief provision efforts. In some areas, the temperature dropped to -7 and -15 degrees Celsius at night. Cold weather abated after the first few weeks, although flooding in mid-March impacted affected areas, while anticipated highs of 45 degrees Celsius during the summer will likely affect response activities.
- **Humanitarian access and assistance provision:** Extreme cold led to major issues with humanitarian access, as roadways and airports impacted by the earthquakes were blocked by rain and snow. Challenges related to establishing base camps for humanitarian efforts due to the low temperatures were observed, including setting up showers and toilets, as well as heating in tents. With the arrival of larger scale assistance and warmer weather, immediate issues with humanitarian access have gradually decreased.
- **Unstable or unusable key infrastructure:** Physical destruction due to the earthquake initially presented barriers to responding to the crisis. In the first weeks following the disaster, many minor roads remained blocked by debris; collapsed buildings presented an issue; and overall infrastructure, including communications, water, and power, were heavily damaged in most of the earthquake-impacted zones.
- **Economic downturn and high inflation:** Official inflation in Türkiye recently hit 85.5 per cent in October 2022, easing to 64.3 per cent in December 2022. Türkiye's stock exchange suspended trading from 8 February until 15 February 2023, after its main index fell by seven per cent. The Türkiye Earthquakes Recovery and Reconstruction Assessment (TERRA) estimates that the financial costs of the earthquake disaster amount to USD 103.6 billion, or nine per cent of Türkiye's GDP forecast for 2023.<sup>29</sup> Findings from rapid market assessments indicate that markets and shops initially lost their functionality after the earthquakes hit. This may continue to impact the operation in terms of access to relief items, basic goods and services, as well as devaluing the purchasing power of donations made to the operation over the course of time.

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<sup>29</sup> [Government of Türkiye, Türkiye Earthquakes Recovery and Reconstruction Assessment \(TERRA\), 27 March 2023.](#)



## FEDERATION-WIDE APPROACH

The Emergency Appeal is part of a **Federation-wide approach**, based on the response priorities of the Operating National Society and in consultation with all Federation members contributing to the response. The approach, reflected in this Operational Strategy, will ensure linkages between all response activities (including bilateral activities and activities funded domestically) and will assist in leveraging the capacities of all members of the IFRC network in the country to maximise the collective humanitarian impact.

The Federation-wide funding requirement for this Emergency Appeal comprises all support and funding to be channelled to the Operating National Society in the response to the emergency event. This includes the Operating National Society's domestic fundraising ask, the fundraising ask of supporting Red Cross and Red Crescent National Societies, and the funding ask of the IFRC Secretariat.

The TRC is currently the only operating Red Cross/Red Crescent entity in Türkiye, while the IFRC has prioritised its mandate to coordinate the international elements of this response in line with the [Principles and Rules of Red Cross and Red Crescent Humanitarian Assistance](#).

**Federation-wide response plan:** This plan describes the IFRC membership response, including the overall objectives of the TRC, and the support provided by the IFRC Secretariat and the other National Societies.

**Membership coordination:** Field-level coordination is led by the TRC and supported by the IFRC. The TRC established a programme management structure as part of the command structure in Ankara, in support of the operational units. The IFRC Secretariat established a Membership Coordination mechanism, based in Ankara, to work closely with the TRC on coordination and cooperation with the membership. International support will be channelled through the IFRC Secretariat on a multilateral basis and the TRC on a bilateral basis. Communication of the evolution of needs and the response will continue through various levels and channels. A Federation-wide monitoring and reporting framework will capture the totality of work by the IFRC Network, with TRC efforts at the centre, and international support from other National Societies coordinated by the IFRC Secretariat. Through a Federation-wide approach, the IFRC Secretariat is coordinating support to Türkiye and will harmonise monitoring and reporting of efforts by all member National Societies.

*For further details, please see the Coordination and Partnerships section below.*

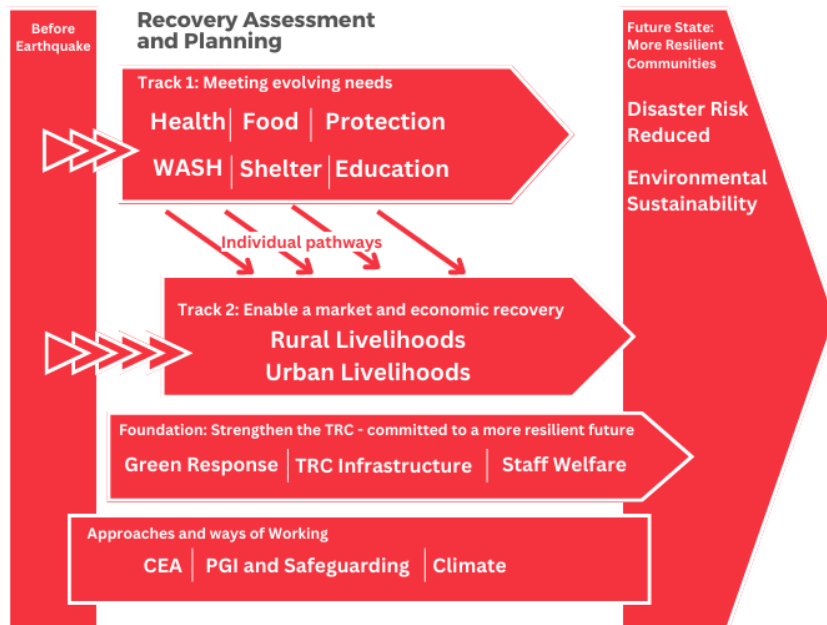
## OPERATIONAL STRATEGY

### Vision

This Operational Strategy strives to deliver a comprehensive response to the earthquakes, which accounts for pre-existing conditions within the region and addresses the immense needs of people affected by the disaster – directly due to the loss of loved ones, property, or livelihoods, and indirectly by its physical, psychosocial, and long-term socioeconomic effects. Building on the TRC's extensive presence in the country and experience in large-scale humanitarian programmes and emergency response, and with the support of the IFRC Secretariat and capacities of the global IFRC network, this strategy will address the **immediate and mid-to-long term recovery needs** of affected populations, with a particular emphasis on the most vulnerable communities and households, including host and refugee populations.

The **main objectives** include covering immediate needs in shelter; food and livelihoods; first aid and community health, mental health, and psychosocial support (MHPSS), and mobilising blood supplies; addressing basic needs through the distribution of relief items and provision of multi-purpose cash; ensuring protection services and safeguarding; and in search and rescue through the involvement of numerous partners.

## The TRC Earthquake Recovery Framework



**Recovery efforts** will build on the TRC's strong, locally established community presence. An in-depth [recovery assessment](#), based on both primary data collection (focus group discussions, key informant interviews, and household surveys) and secondary data review, informed the development of a comprehensive [recovery plan](#). The aim is to progressively move people from a first track (meeting evolving needs) to a second (enabling economic recovery) and from being dependent on assistance to once again being independent and self-sufficient. The objective is to eventually restore and maintain resilient communities and individuals.

Modalities and approaches, designed to meet the specific needs of affected people as they move along their recovery journey, include mainstreaming cash and voucher assistance (CVA), community engagement and accountability (CEA), and protection, gender and inclusion (PGI) and safeguarding; leveraging the TRC's extensive network; linking with the private sector; prioritising climate-smart solutions; and mitigating for secondary impacts.

The operation has been building on the extensive technical and financial management practices of the IFRC and the TRC that were developed under the ESSN. The discussions will continue in coming months to determine the transition of the earthquake response activities for longer term approaches, and the best way of formulating the long term strategy, so that that earthquake-related humanitarian objectives connect in a sustainable way with objectives defined in the [IFRC Network Plan for Turkiye](#) (currently under revision for 2024 and beyond).

**Cash and Voucher Assistance (CVA)** is central to this Operational Strategy and is integrated across sectors, leveraging the TRC's expertise while showing a strong commitment to address people's needs in a dignified and cost-efficient manner.

Cash assistance is being provided through an integrated cash assistance platform (ICAP), established by the TRC and IFRC, with the potential to serve as the main delivery mechanism for the humanitarian and recovery phases of the earthquake response, integrating all interested partners. The ICAP builds on the existing KIZILAYKART platform, which has been operational for eight years and already integrated with various government databases leveraging banking infrastructure. A first multi-purpose cash assistance programme from the IFRC, TRC and World Food Programme (WFP) is being implemented through this platform.

Cash modalities are also leveraged to support sectoral needs alongside multi-purpose cash:

- Shelter, Housing and Settlements: rental assistance; support to host families; cash assistance for minor home repairs.
- Food and Livelihoods: cash and voucher assistance for food; livelihoods support to home-based production, agricultural farming (production and processing) including husbandry; grants to small-to-medium-sized businesses.
- Health & Care: cash assistance for health services (medical treatment, medicine, health equipment); cash assistance for people living with disabilities.
- Protection, Gender and Inclusion: cash assistance for protection.

## Anticipated climate-related risks and adjustments in the operation

Based on information from the closest weather station (in Sanliurfa) of the Turkish State Meteorological Service ([MGM](#)), average temperatures in June are expected to be 0.5 to one degree above the seasonal average in the interior and eastern parts of the country, and around the seasonal average in other areas. Precipitation levels are also anticipated to follow seasonal averages throughout the country. This allows for the timely anticipation of potential extreme temperatures and rainfall conditions that can hamper the operation or increase risks for affected people. After the immediate needs are met, long-term climate projections and other environmental considerations will inform longer-term interventions.

## Targeting

### 1. People to be assisted.

This operation will target families and individuals based on the level of impact, pre-existing vulnerabilities, and any assessed gaps in the coverage of humanitarian services stemming from the immense scale of needs. People targeted by the immediate response are concentrated in the affected provinces, moved to temporary shelter arrangements, remaining in homes where structural integrity assessments have determined an adequate level of safety and security, or evacuated to the immediate surrounding regions.

Generally, following the immediate phase of mass relief efforts in the areas of shelter and nourishment, short-term targeting will prioritise households affected by the loss or injury of family members, loss of shelter and livelihoods, and/or affected by internal displacement, together with people with pre-existing vulnerabilities, such as those with refugee status. Mid-to-long-term recovery programmes will also consider the knock-on effects of the earthquake on economic and food insecurities, physical and mental well-being, and the capacity of individuals to recover and cope with the aforementioned effects.

Given the impact of the disaster on urban centres, especially vulnerable groups such as the urban poor, people living in informal settlements, and others most at-risk will be given additional attention while a key focus will be on designing programmes that strengthen the resilience of urban communities. Targeting will build on information shared by authorities, as well as information stemming from the TRC's well-established methodologies of analysis in household vulnerability within the affected population. The geographic focus on mid-to-long term programming will likely expand, as people unable to return to their homes are provided alternative accommodation or relocate to other regions on their own or due to family connections.

### 2. Considerations for protection, gender and inclusion, and community engagement and accountability

The operation has been designed based on analysis and consideration of the specific protection risks of vulnerable populations, the risk of compound disasters, potential tensions, acceptance of support by communities, pre-existing vulnerabilities of local and refugee populations in the affected area, and the knock-on

effects of the disaster to neighbouring regions and the country as a whole. All sectors will adhere to the minimum standards for PGI. Targeting will prioritise households which are, or have become, single-headed households, and/or those with multiple children, and/or pregnant or post-partum women, older people, people with disabilities, persons with chronic illnesses, orphans, or unaccompanied and separated children, and/or new-borns. Priority groups will also include households with sector-specific vulnerabilities, such as in the shelter sector, where people are living in a shelter that is below SPHERE standards, households where there is a lack of access to services (for example, no or little access to health services, no access to water or access only to poor quality water, no access to hygiene facilities, etc.). PGI considerations are incorporated into the targeting process to ensure an understanding and response to individuals and groups based on their specific risks, needs, and concerns. A PGI analysis integrated into needs assessments informs the targeting criteria and process. Other PGI considerations on how to address communities and our selected target groups include:

- Organising consultations with representatives of all groups when establishing selection criteria, including persons with disabilities/organisations of persons with disabilities, women, youth, the elderly, and children.
- Ensuring that information is accessible to all individuals and groups related to the intervention, the assistance to be provided, selection criteria, the registration process, and complaints and feedback mechanisms. This way, people can better self-assess whether they meet the targeting criteria and want to be included.
- Ensuring that recipient registration processes are available to persons of all diversities, ages, disabilities and backgrounds (e.g. if through community meetings, ensure a simultaneous process to reach the most vulnerable or at-risk groups through, for example, home visits or phone self-registration).
- Ensuring that the information collected is sex, age, and disability disaggregated data (SADDD).
- Consulting targeted households on who within the family should be registered as the primary recipient of assistance.
- Ensuring opportunities to register a (trusted) proxy who may access the assistance on behalf of a person at risk.


This operation will be based on a thorough understanding of community needs, priorities, and context, and will ensure ways of working collaboratively with people by integrating meaningful community participation,<sup>30</sup> open and honest communication, and mechanisms to listen to and act on feedback throughout the response. This will promote accountability to communities and enable people to lead and shape changes in their lives and on their own terms. CEA approaches will ensure that selection criteria and targeting will be discussed, agreed, and explained to communities, including how questions, complaints, and issues will be managed. CEA will be heavily utilising SMS systems and social media for its initial information dissemination strategy linked to the information gaps that the call centre and partners are identifying. The well-established 168 Call Centre will also be utilised to listen to and correct actions based on feedback and needs, ensuring community involvement during the planning and implementation phases. Several interagency coordination efforts have started in regard to community engagement and the IFRC has been invited to participate and collaborate in these endeavours. These opportunities will help to better utilise and further advance CEA activities. After the immediate risk has decreased and relevant centres have returned to normal functionality, face to face engagement modalities will be utilised to deliver clear messaging and receive feedback.


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<sup>30</sup> Ensuring community participation during the evaluation, planning and implementation processes.

# PLANNED OPERATIONS

## INTEGRATED ASSISTANCE


 <b>Shelter, Housing and Settlements</b>	Female > 18: <b>197,801</b>	Female < 18: <b>100,375</b>	<b>CHF 91,040,000</b>
	Male > 18: <b>196,424</b>	Male < 18: <b>105,400</b>	<b>Total target: 600,000</b>
<b>Objective:</b>	Meet the immediate and short to mid-term shelter needs of the earthquake-affected population in urban and rural contexts, whose homes were completely lost; whose homes were not demolished but are inaccessible due to extensive damage and who cannot access their homes due to risks caused by aftershocks.		
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>Distribute essential household items (HHIs): blankets, heaters, mattresses, sleeping bags, kitchen sets, and solar lamps.</li> <li>Provide winterised family tents, tarpaulins and/or prefabricated structures in coordination with AFAD, supporting site selection, clearance and technical assistance for set up.</li> <li>Provide <b>cash assistance and relevant technical support</b> (tailored to the specific action) for the following housing support:               <ul style="list-style-type: none"> <li>Short-term rental assistance support for private and collective accommodation options.</li> <li>Support to host families to improve existing housing conditions, cover increasing utility bills, etc.</li> <li>Support to households to undertake minor repairs on their homes.</li> <li>Address short and longer-term shelter needs and move towards recovery through rental assistance programming (including utilities, furnishings, and other support).</li> </ul> </li> <li>Raise awareness among and train volunteers, staff, and affected populations in the best uses of in-kind assistance, safe sheltering practices, and relevant shelter interventions (host family, rental assistance, repairs, etc.).</li> <li>Provide timely, clear and trusted information in local languages through SMS, social media, the TRC call centre, IEC materials, and other face-to-face channels, when possible, to ensure that information about available shelters and settlements is shared and understood, while doubts and concerns are addressed.</li> <li>Replenish critical shelter and household items stocks.</li> </ul>		

 <b>Food and Livelihoods</b>	Female > 18: <b>412,084</b>	Female < 18: <b>209,114</b>	<b>CHF 79,720,000</b>
	Male > 18: <b>409,218</b>	Male < 18: <b>219,584</b>	<b>Total target: 1,250,000</b>
<b>Objective:</b>	Contribute to the affected populations' urgent and long-term recovery needs by providing hot meals and resources to safeguard and begin restoring assets that support livelihoods.		
<b>Priority Actions:</b>	<b>Food (12.57%)</b> <ul style="list-style-type: none"> <li>Deploy the TRC's mass feeding capacities to provide hot meals to populations in the affected areas.</li> <li>Distribute food parcels.</li> </ul>		

- Provide **cash and voucher assistance** for food.


**Livelihoods (7.36%)**

- Within 90 days of the first earthquakes, contribute to an immediate livelihoods impact assessment in affected rural areas, in coordination with public authorities, including the Ministry of Family and Social Services and Ministry of Agriculture.
- Provide **cash assistance** for the following activities:
  - Livelihoods support to home-based production, including farming.
  - Livelihoods recovery support to affected agricultural producers and processors as well as agricultural workers.
  - Grants to small-to-medium-sized businesses.

	<b>Multi-purpose Cash</b>	Female > 18: <b>247,251</b>	Female < 18: <b>125,468</b>	<b>CHF 94,378,000</b>
		Male > 18: <b>245,531</b>	Male < 18: <b>131,750</b>	<b>Total target: 750,000</b>
<b>Objective:</b>	Provide the most vulnerable of the affected population with cash support to meet their basic needs.			
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>• Conduct a needs assessment in coordination with the Ministry of Family and Social Services (MoFSS).</li> <li>• Identify cash modalities, eligibility criteria and transfer value, in coordination with the MoFSS.</li> <li>• Distribute vouchers (valid in widely accessible store chains) to support the needs of the population.</li> <li>• Deliver multi-purpose cash assistance through the integrated cash assistance platform (ICAP) based on the needs of the population.</li> <li>• Coordinate with CEA teams to ensure that minimum actions are taken on how to share information on cash distributions and selection criteria, collect and address community insights, deal with questions and concerns, and ensure local languages are considered.</li> <li>• Develop complementary awareness sessions across different sectors to disseminate during multi-purpose cash distributions (e.g. Shelter – Build Back Better, hygiene messaging, health promotion, etc.)</li> </ul>			

## HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)

### (MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT/COMMUNITY HEALTH)

	<b>Health &amp; Care</b> <i>(Mental Health and Psychosocial Support/Community Health/Medical Services)</i>	Female > 18: <b>197,801</b>	Female < 18: <b>100,375</b>	<b>CHF 30,080,000</b>
		Male > 18: <b>196,424</b>	Male < 18: <b>105,400</b>	<b>Total target: 600,000</b>
<b>Objective:</b>	Provide affected populations with urgent health and care services, including mental health and psychosocial support, together with timely, accurate, and trusted information enabling them to take action and protect their health.			

**Priority Actions:**

**Cash for Health**

- Cash for health services (medical treatment, medicine, and health equipment).
- Cash for people living with disabilities.

**Mental Health and Psychosocial Support (MHPSS)**

- Set up community safe spaces to conduct activities, including child friendly spaces.
- Provide MHPSS to affected populations, including psychological first aid (PFA), individual counselling, support groups and psychoeducation in tents and mobile units.
- Print and distribute awareness-raising materials on relevant topics, including how to cope with stress, loss and grief.
- Map and establish referral pathways.
- Engage and participate in an established MHPSS coordination structure.
- Provide MHPSS/staff well-being support to TRC staff and volunteers directly and indirectly impacted by the disaster.
- Conduct PFA and basic MHPSS training for staff and volunteers providing psychosocial support.
- Provide PFA induction to staff and volunteers in other sectors, including relief, shelter, RFL, etc.

**First Aid and Medical Services**

- Provide first aid in affected communities.
- Provide health care through a fixed unit with the TRC Emergency Response Unit (ERU), enhancing learning and building capacity among TRC health personnel.
- Procure and distribute first aid kits and materials.

**Rehabilitation of Health Facilities**

- Support the reconstruction of the Malatya, İskenderun, Kahramanmaraş, and Adiyaman Blood Service Units.

**Community-Based Disease Prevention and Health Promotion**

- Conduct disease prevention and health promotion activities in temporary settlements and communities through the implementation of the community-based health and first aid (CBHFA) approach.
- Work with the protection and MHPSS sectors to establish or strengthen community centres in the affected communities, with a focus on the continuation of maternal and child healthcare services, immunisation, referrals to primary health care, health awareness/education sessions and outreach activities together with a protection component, where the TRC responds to violence issues with a focus on health.
- Build partnerships with community leaders, local groups, and networks to plan local solutions and engage them in sharing information, addressing misinformation, and collecting feedback.
- Set up feedback mechanisms, including systems for collecting, responding to, analysing, sharing, and referring to feedback.
- Conduct CBHFA training for staff and volunteers.




**Water, Sanitation, and Hygiene**

Female > 18: <b>197,801</b>	Female < 18: <b>100,375</b>	<b>CHF 22,600,000</b>
Male > 18: <b>196,424</b>	Male < 18: <b>105,400</b>	<b>Total target: 600,000</b>

<b>Objective:</b>	Reduce the risk of waterborne diseases and ensure the dignity of the affected population through the provision of water, sanitation, and hygiene (WASH) services.
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>• Assess WASH needs.</li> <li>• Procure and distribute water-testing equipment and consumables for water quality monitoring.</li> <li>• Provide access to WASH services in temporary settlements, including through water tanks, shower units, and laundry units.</li> <li>• Conduct hygiene promotion campaigns.</li> <li>• Distribute WASH items, including family and personal hygiene kits.</li> <li>• Coordinate with other WASH actors.</li> <li>• Train volunteers in WASH service delivery and hygiene promotion.</li> </ul>

## PROTECTION AND PREVENTION

**(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), RISK REDUCTION, CLIMATE ADAPTATION AND RECOVERY, ENVIRONMENTAL SUSTAINABILITY)**

	<b>Protection, Gender and Inclusion</b>	Female > 18: <b>197,801</b>	Female < 18: <b>100,375</b>	<b>CHF 3,280,000</b>
		Male > 18: <b>196,424</b>	Male < 18: <b>105,400</b>	<b>Total target: 600,000</b>
<b>Objective:</b>	Prevent, mitigate, and respond to protection, gender and inclusion, and safeguarding threats against affected populations.			
<b>Priority Actions:</b>	<p><b>Cash Assistance for Protection</b></p> <ul style="list-style-type: none"> <li>• Individual protection assistance (IPA) for persons facing specific vulnerabilities or who have experienced a protection concern; this includes cash for transportation to women’s shelters or hospitals, cash for health related to protection, including due to different forms of violence, cash for emergency accommodation due to protection concerns, among other related costs.</li> </ul> <p><b>Mainstreaming Protection, Gender, and Inclusion (PGI)</b></p> <ul style="list-style-type: none"> <li>• Conduct PGI and safeguarding field assessments.</li> <li>• Support the integration of PGI and safeguarding mainstreaming within shelter, CVA, WASH, relief, and other relevant sectors.</li> <li>• Information dissemination, safe and appropriate referrals for different forms of violence, child protection, MHPSS, and case management.</li> <li>• Strengthen staff capacity of branch social services and mobile outreach teams in PGI and conduct regular protection monitoring.</li> <li>• Establish safe spaces for women and girls at risk.</li> <li>• Support the distribution of appropriate dignity kits.</li> <li>• In coordination with CEA, ensure that complaint and feedback mechanisms are child-friendly and appropriate for persons with disabilities, and ensure that sensitive complaints related to protection from exploitation and abuse (PSEA) are handled appropriately.</li> <li>• Develop prevention of different forms of violence, PSEA, safeguarding, and anti-trafficking outreach campaigns for affected communities and those receiving services.</li> </ul>			



### Safeguarding

- Provide PGI and mandatory safeguarding briefings and subsequent trainings as needed for all staff and volunteers deployed to the affected areas (code of conduct, PSEA and child protection), also linking to complaint mechanisms for community-based migration services (CBMS).
- Develop PGI and safeguarding self-assessments.
- Develop safeguarding and PGI standard operating procedures (SOPs), for example, linking to CBMS complaint mechanisms.
- Ensure that the minimum measures to prevent different forms of violence, exploitation, and abuse are mainstreamed in programmes and take into account the situation of children (e.g. identification of risk factors specific to children).

### Child Protection (Unaccompanied/Separated Minors)

- Develop service mapping and referral pathways for minors at risk and disseminate them to all sectors.
- Provide training and guidance to registration staff on the identification and registration of children with specific needs, including child-friendly procedures and communication with children.
- Strengthen child protection case management and referral mechanisms in community centres and mobile outreach teams, and strengthen capacity on child activities, identification, and safe referrals.
- Establish child-friendly spaces.
- Distribute baby kits.

### Restoring Family Links (RFL)

- Disseminate RFL and family reunification key messages, ensure they are child friendly.
- Liaise with national child protection authorities and key stakeholders and establish clear referral mechanisms for tracing purposes.

### Coordination

- Engage with the RCRC Movement Protection Coordination Group.
- Engage with the Protection/PSEA Inter-Agency Coordination Group in the field.
- Participate and support the establishment of a Child Protection Coordination/Case Management Group, which includes partners, national child protection authorities, and affected communities.
- Engage in interagency coordination activities for protection and other relevant topics.



### Community Engagement and Accountability

Female > 18: **247,251**

Female < 18: **125,468**

**CHF 4,259,000**

Male > 18: **245,531**

Male < 18: **131,750**

**Total target:  
750,000**


#### Objective:


Gain a thorough understanding of community needs, priorities, and context, and integrate meaningful community participation, open and honest communication, and mechanisms to listen to and act on feedback throughout the response.

#### Priority Actions:

- Integrate community engagement and accountability (CEA) approaches across the full response and ensure that staff and volunteers have the knowledge and capacity to effectively engage with communities.


- Integrate CEA minimum questions into the ongoing needs assessments to map and understand the local context, identify community needs, including preferred ways to receive information, participate, and provide feedback.
- Offer continued service provision through the 168 call centre.
- Leverage the call centre as one of the feedback mechanisms and ensure capacity to gather, analyse and leverage feedback data to guide response actions.
- Ensure that community members are consulted, engaged and actively participate to improve and inform the available services.
- Coordinate with local authorities to ensure relevant key information is aligned and distributed through multiple channels, avoiding duplication and not generating misinformation.
- Participate actively in inter-agency CEA/accountability to affected populations (AAP)/communication with communities (CWC) coordination systems and joint initiatives to share and leverage available community data.

	<b>Risk Reduction, Climate Adaptation and Recovery</b>	Female > 18: <b>115,384</b>	Female < 18: <b>58,552</b>	<b>CHF 14,450,000</b>
		Male > 18: <b>114,581</b>	Male < 18: <b>61,483</b>	<b>Total target: 350,000</b>
<b>Objective:</b>	Reduce the vulnerability of affected populations to future disasters and climate change impacts.			
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>• Identify climate-related risks, threats, and vulnerabilities through a comprehensive assessment.</li> <li>• Conduct risk screening and develop a roadmap for climate resilience.</li> <li>• Integrate climate risk information into the emergency needs assessment process and plan for short-, mid- and long-term risk reduction actions.</li> <li>• Build on or expand partnerships and collaborations with national and subnational meteorological services and strengthen the use of weather and climate information.</li> <li>• Conduct anticipatory action planning.</li> <li>• Raise awareness on the concept of climate-smart operations, and practical actions that can be taken; organise trainings as appropriate.</li> <li>• Work with vulnerable urban communities to build their resilience to future shocks and similar disasters, with a specific focus on people living in informal settlements, the urban poor and the marginalised.</li> <li>• Capture important lessons learned to improve and update tools, guidance and learnings on preparedness, working with communities, and building resilience.</li> <li>• Deliver risk reduction and resilience activities for community centres.</li> <li>• Deploy a recovery assessment team to inform a recovery action plan.</li> </ul>			

	<b>Environmental Sustainability</b>	Female > 18: <b>412,084</b>	Female < 18: <b>209,114</b>	<b>CHF 444,000</b>
		Male > 18: <b>409,218</b>	Male < 18: <b>219,584</b>	<b>Total target: 1,250,000</b>
<b>Objective:</b>	Reduce the environmental impact of the operation, with a focus on greener supply chain practices and procurement of locally produced items, effective waste management and recycling, and environmental screening of longer-term sectoral interventions.			
<b>Priority Actions:</b>	<ul style="list-style-type: none"> <li>• Integrate environmental considerations into the emergency needs assessment process.</li> </ul>			

- Raise awareness on the principles of green response and practical actions that can be taken and organise trainings as appropriate.
- Integrate awareness-raising on environmental issues and climate change into community-level activities, linked to the key environmental issues identified.
- Take into account the quality and environmental standards of what targeted populations can purchase in market assessments, for all cash and voucher assistance.
- Procurement of local production where quality and environmental standards are satisfactory to minimise carbon emissions.
- Include environmental sustainability as a criterion in procurement documentation (tenders, contracts, etc.).
- Minimise packaging of distributed items and/or use of biodegradable packaging; eliminate single-use plastics as much as possible; reduce waste by applying reverse logistics where feasible.
- Reassemble and pack unsolicited and non-standard items to reduce waste and packaging.
- Ensure separation of waste and recyclables in all project activities.
- Ensure the appropriate choice of vehicles matched to needs in the field to reduce fuel consumption and carbon emissions.
- Strengthen environmental sustainability and green response activities with the available technical support.

## Enabling approaches

	<b>National Society Strengthening</b>	<b>CHF 31,970,000</b>
<b>Objective:</b>	Support the TRC in the implementation of pre-existing capacity strengthening efforts, as outlined in the National Society strategy and plans, and capitalise on available technical resources within the country and regional team to refine and further develop additional plans at a later stage in the operation.	
<b>Priority Actions:</b>	<p><b>Training to Fit Response Needs</b></p> <ul style="list-style-type: none"> <li>• Organise rapid refresher trainings in the form of training of trainers (ToT) on PSS in emergencies and disaster response including PFA, distribution monitoring, and coordination.</li> <li>• Provide tailored training to strengthen capacity in areas such as CVA, livelihoods, and other sectoral cash-based initiatives depending on identified capacity strengthening needs.</li> </ul> <p><b>Volunteer Management</b></p> <ul style="list-style-type: none"> <li>• Conduct rapid RCRC induction for spontaneous volunteers and staff.</li> <li>• Strengthen the volunteer management system, including updating volunteer deployment information, volunteer management regulations, and integrating PSS support.</li> <li>• Insurance provision to volunteers under the IFRC insurance scheme.</li> </ul> <p><b>Integration of Established National Society Development (NSD) Methods and Tools</b></p> <ul style="list-style-type: none"> <li>• Integrate NSD in Emergencies support to the operation team via ensured appropriate technical support and guidance.</li> </ul>	

- Support branches in the affected areas for coordination with local and other actors, financial management and accountability, communication with TRC HQ and among the branches themselves, infrastructure (including office space), and mobility.
- Integrate aspects of National Society development, led by the TRC, systematically into the response operation.
- Align capacity strengthening efforts and National Society development occurring from the response operation with the National Society development plan to ensure stronger implementation and monitoring.
- Integrate lessons learned from previous operations where applicable, and ensure alignment with self-identified organisational priorities extracted from the preparedness for effective response (PER) assessment conducted in 2021.

**Responding to Disaster-Based Impacts Incurred in the TRC Itself**

- Map and respond to newly arising needs within the TRC (at national and branch levels) as a result of losses incurred during the earthquake, including assets, stocks, and capacities.
- Conduct risk mapping and identify possible mitigation measures for the operation.
- Advocate on possible TRC business continuity plans.
- Based on the PER self-assessment exercise conducted in November 2022 with the TRC:
  - Support the rollout of the Disaster Management policy with appropriate tools.
  - Revisit the EOC SOPs, contingency plan and scenarios.
  - Organise simulation exercises.
  - Develop the community-based disaster risk reduction training curriculum and disseminate through branches and the volunteer network.
  - Train response teams in search and rescue and chemical, biological, radiological and nuclear (CBRN) hazards.
  - Update the National Disaster Response Team (NDRT) curriculum and train NDRTs.
  - Establish safety and security regulations for response teams.
  - Establish a reporting framework for the DM structures.
- Evaluate and improve the TRC’s urban PER, capitalising on the lessons learned during the response.



**Coordination and Partnerships**

**CHF 1,691,000**

**Objective:** Provide leadership, guidance, and direction to Membership coordination and external coordination in support of the TRC, enabling efficient, effective and complementary support to meet operational needs.

- Priority Actions:**
- Membership Coordination**
- Strengthen existing and established membership coordination mechanisms, including Emergency Appeal and surge mechanisms, as a tool for engagement and coordination of resources.
  - Ongoing coordination and information exchange between the TRC and IFRC on all membership-related activities, including membership presence, visits and information needs.
  - Monitor member National Society teams deployed through or with governments and advise the TRC on the principles, rules, and membership coordination and relations.
  - Provide consolidated information to the wider membership.

- In-country support to the Federation-wide monitoring and reporting framework to standardise monitoring and reporting and ensure accountability and transparency.
- Facilitate and coordinate member National Society visits, including high-level visits.
- Engage with the membership on resource mobilisation efforts, providing support towards a well-coordinated and broad fundraising drive.
- Develop longer-term approaches to membership coordination to ensure continuation and sustainability beyond the surge period.
- Ensure that lessons learned inform strengthened systems and readiness for membership coordination going forward, based on the Principles and Rules for Red Cross and Red Crescent humanitarian assistance, including perspectives on Civil Protection and EU Civil Protection mechanism cooperation.

**Movement Cooperation**

- Coordinate with the ICRC on support to TRC and the operation, including a readiness to facilitate deployments of experts for ICRC-specific areas of work as per existing surge agreements, should the TRC request support.

**Surge:**

- Support to communication and information sharing for members deploying surge personnel.
- Support to capture learning from surge deployments.

**Engagement with External Partners**

- Further strengthen coordination with relevant external actors, including the government and UN agencies.
- Active representation towards donors, external partners and the diplomatic community.
- Proactive engagement with key external stakeholders at the international level, including the private sector and non-traditional donors in driving financial, pro-bono, and in-kind support.
- Support the TRC in targeting and engaging key international stakeholders to address specific operational and policy level challenges likely to be faced in this response operation.



**Shelter Cluster Coordination**

**CHF 1,598,000**

**Objective:**

Coordinate the humanitarian shelter and settlements sector, supporting a comprehensive, quality, coherent, and consistent shelter and settlements response in cooperation and harmonisation with Government of Türkiye’s relief to recovery plan.

**Priority Actions:**

- Support the delivery of shelter and settlements assistance complementing the Government of Türkiye’s efforts by providing a coordination platform so that the delivery of shelter and settlements response is driven by the agreed strategic priorities.
- Develop and sustain the mechanisms to eliminate duplication and gaps in humanitarian shelter and settlements assistance.
- Inform strategic decision-making for the humanitarian response needs assessment and response gap analysis for the shelter and settlements sector; perform analysis to identify and address (emerging) gaps, obstacles, duplication, and cross-cutting issues; prioritise, grounded in response analysis.

- Monitor and report the implementation of the shelter sector strategy and results; recommend corrective action where necessary.
- Contingency planning/preparedness/capacity building in situations where there is a high risk of recurring or significant new disaster.
- Sustain the Shelter Sector coordination function and capacity over the next six months to ensure structured and coherent guidance to humanitarian partner organisations, along with effective inter-sector coordination and cooperation with government authorities towards informing and achieving a harmonised response.

**Human Resources**

- In support of the IFRC in-country team, sustain and localise the capacity of the sector coordination team by recruiting highly capable and motivated national staff.



**IFRC Secretariat Services**

**CHF 24,490,000**

**Objective:**

Ensure the IFRC Secretariat provides strategic orientation, facilitation, and coordination to enhance the TRC's response to the current crisis and towards the long-term positioning and further capacity development of the National Society; this is to be done by building on the existing Country Delegation, its existing structures for large-scale programming, and through strong stewardship and accountability for all programming. The IFRC Secretariat will facilitate channelling global resources to sustain the localised response and recovery efforts.

**Priority Actions:**

**Strategic support**

- Joint liaison with key external stakeholders and donors for continued broad positioning beyond the earthquake operation itself.
- Strengthen positioning in strategic areas with unique added value by the TRC, including in CVA, CEA and community centres.
- Continued capitalisation of learning and knowledge management from the operation and wider programming.
- Support to and planning for and the exportation of knowledge and experiences to the wider Federation.

**Logistics**

- Engage with the TRC to ensure the requirements of the PFA are addressed and adhered to in a timely manner to meet IFRC and donor requirements.
- Support the TRC in local procurement activities.
- In concert with the TRC, update and relaunch the mobilisation table to seek in-kind donations to meet ongoing operational needs and replenish emergency preparedness stock holdings.
- Negotiated with partners for free of charge cargo flights to transport urgently needed relief items.
- Strengthen TRC and IFRC reporting procedures with the goal of developing a dashboard for a visual representation of stock movements across the operation.

**Human Resources**

- Strengthen the capacity of the IFRC in-country team by sourcing national staff through an existing agreement with a temporary worker agency.

**Communications**

- Scale up communications with the global public to ensure reliable visibility and the dissemination of accurate information, which is needed for donations, and positioning of the IFRC and TRC; this includes increased social media activities, media engagements on the ground in Türkiye and around the world through regional/global offices.

#### **Information Management (IM) and Data Analysis**

- Scale-up information management and data analysis to support the TRC in disaster management.
- Support interoperability with humanitarian partners by developing dashboards and data collection on IFRC GO, as well as through the use of common qualitative analysis tools such as DEEP, in production of interagency secondary data review (SDR) products.
- Coordinate and task the SIMS network for the production of maps and infographics, satellite imagery analysis, and other data analysis tasks.
- Coordinate with UNDAC for the production of MIRA and MIRA workshop and produce a MIRA dashboard used for analysis output.
- Produce analysis for the targeting of cash assistance.

#### **Planning, Monitoring, Evaluation, and Reporting (PMER)**

- Set up structured monitoring and data collection on people reached and other achievements, also including a qualitative approach.
- Ensure continued and effective support in the areas of planning and reporting.
- Organise capacity strengthening activities for the PMER team in the DM section of the TRC.

## **Risk management**

Support will be provided at all levels to integrate proactive risk management in the operation. A risk register and risk management plan has been developed and the overall risk management framework is building on existing programmes implemented through the IFRC in Türkiye, including ESSN. It will elaborate a systematic risk management process in the identification, prioritisation, and management of potential risks to achieve the operation's objectives as well as roles and responsibilities. Below are the emerging and captured risks and mitigating actions that are evolving.

<b>Risk</b>	<b>Likelihood</b>	<b>Impact</b>	<b>Mitigating actions</b>
Insufficient IFRC membership coordination resulting in inadequate comparative advantages each member brings to the response.	Low	Low	<ul style="list-style-type: none"> <li>• There has been engagement at the strategic level between the Head of Delegation (HoD) and Regional Director (RD) with the TRC leadership, as well as at the operational level between the Head of Emergency Operations (HEOps) and TRC operational management.</li> <li>• Immediate deployment of regional membership coordinators to coordinate membership into the response.</li> <li>• Several Information Notes on Membership Coordination have been circulated among members in order to frame the coordination and cooperation.</li> <li>• All members are expected to respect the Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance, ensuring that the TRC agrees with any assistance that is provided and actioned.</li> </ul>

			<ul style="list-style-type: none"> <li>• The primary channel of international support is the IFRC and the Emergency Appeal.</li> <li>• All international personnel incoming to Türkiye to respond to the earthquake should be part of the IFRC surge structure and deployed officially through global response tools.</li> <li>• Concerted efforts will be made to integrate unilateral partners into the IFRC structure to ensure a unified and coordinated international assistance pillar.</li> </ul>
Insufficient ownership of risks within the operation's structures or limited awareness of the interrelationship of risk by the operations team and country delegation.	Low	Medium	<ul style="list-style-type: none"> <li>• While the IFRC Türkiye delegation is running three very distinct operations (ESSN, Ukraine Appeal, and Earthquake Appeal), it will remain one delegation with unified corporate services (HR, finance, admin, procurement, IT, security) and unified cross-cutting programmatic areas (PMER, CEA, Comms, etc.).</li> <li>• Clear separation of duties and a RACI<sup>31</sup> developed for each of the response areas.</li> <li>• More than half of the operational structure is made up of a delegation structure that is very familiar with IFRC procedures and cooperation with the TRC.</li> <li>• The operation is adopting the control structure of the delegation.</li> <li>• Proper documented handovers are completed for each operational team member when leaving the response.</li> <li>• Detailed risks are identified and incorporated into the operation's plans and risk decision-making is promoted.</li> </ul>
Immediate impact of the intensive operational context and stress conditions, including the harsh weather and the infrastructure that is destroyed on staff and volunteers, around security, safety, health and/or burnout and duty of care related risks.	Medium	Low	<ul style="list-style-type: none"> <li>• Deployment briefing by the IFRC, including the provision of welcome packs.</li> <li>• Gaziantep field office has established a staff cap to control staff going to the field.</li> <li>• There is an established working relationship with the TRC in the field and, thus, the ability to access operational support.</li> <li>• There was an immediate deployment of the country delegation security officer to establish a security structure in Gaziantep.</li> <li>• Staff and volunteers have a mandatory deployment kit with all key items included.</li> <li>• Regular rotation of staff on the mission to ensure limited time exposure in extreme conditions.</li> <li>• Stress monitoring and psychosocial sessions (PSS) for staff and volunteers.</li> <li>• Matching staff profiles with the response to potential risk exposures, reinforced training and awareness of personal and health risks.</li> </ul>
Lack of agility and speed to scale the operations up and down across multi-sectors, thereby, slowing down the response.	Medium	Medium	<ul style="list-style-type: none"> <li>• Contracts with key large, experienced suppliers, with agreed and understood deliverables. Locally sourced and secured procurement for an immediate response.</li> <li>• Donor discussions and flexibility with the Operational Strategy, which is revised in line with the Emergency Appeal.</li> <li>• Transaction limits are discussed and revised as agreed upon.</li> <li>• Workforce planning is conducted and revised regularly, and staff with relevant competencies are included in the response.</li> <li>• Establishment of field operations and Ankara operations in close collaboration to ensure efficiency.</li> <li>• Close collaboration between the IFRC and TRC in the response.</li> </ul>
The role of the IFRC is questioned, reputation damaged/diminished (at different levels inside and	Medium	Medium	<ul style="list-style-type: none"> <li>• The IFRC regularly communicates our status and position in the sector with all partners.</li> </ul>

<sup>31</sup> Who is Responsible, Accountable, Consulted, and Informed – RACI.



outside Türkiye). A perception of not meeting our fundamental principles, including neutrality and the humanitarian imperative.			<ul style="list-style-type: none"> <li>• High media visibility of the IFRC's work is increased by regular President and Secretary General statements, high level visits, and the strengthening of cooperation mechanisms.</li> <li>• Support for the TRC in their communications.</li> <li>• Strategic communication with partners.</li> <li>• Development of key internal messages related to the operation, the IFRC and TRC's roles and linkages with NW Syria and SARC.</li> </ul>
Fraud and corruption due to inherent risk in the operating countries combined with the speed, scale and complexity of the response (where the IFRC needs to demonstrate accountability).	Medium	Medium	<ul style="list-style-type: none"> <li>• Staff awareness of the Anti-fraud and corruption policy, Whistle-blower policy, and protection through mandatory training on corruption prevention.</li> <li>• Oversight and management controls are in place and will be strengthened, including monitoring and support to National Societies on measures to prevent fraud and corruption.</li> <li>• Awareness raising of the integrity line and the National Society call centre (168) for feedback, and the complaint mechanism and dedicated resources for investigating fraud allegations and ensuring due process.</li> <li>• Clear roles and responsibilities will be agreed to throughout the operation's structure with good coordination and accountability mechanisms.</li> <li>• The selection of people to be assisted and support for delivery processes will be clearly communicated to all affected populations.</li> </ul>
Safeguarding risk for the affected population and staff. Affected populations are exposed to harm in the course of accessing our programmes impacting well-being and trust in our work.	Medium	Medium	<ul style="list-style-type: none"> <li>• Policies on sexual exploitation, abuse (SEA), discrimination, child protection, and safeguarding and anti-harassment.</li> <li>• Development of a plan to embed a culture of safeguarding through training, PGI, and reporting mechanisms.</li> <li>• Contract and codes of conduct for staff and volunteers.</li> <li>• Mandatory IFRC training on SEA.</li> <li>• Strategic intent in the operations to prevent and report on SEA. This includes the use of the integrity line tool and system, the call centre for the National Society and including a feedback mechanism.</li> </ul>
Risk in competing on surge staff, publicity, and fundraising with the Syria response.	Medium	Low	<ul style="list-style-type: none"> <li>• Strategic and operational coordination between the two operations has been established by the IFRC SG at the Geneva level, appointing USG as Emergency Coordinator.</li> <li>• HR in Geneva and the regional offices should have a proactive approach to manage the collective talent in the region for the benefit of both operations (Türkiye and Syria), sending people based on need and not on want.</li> <li>• Joint Partners Calls organised for Türkiye and Syria to jointly fundraise for both operations.</li> <li>• Recovery and Resilience Conference organised in Geneva (26 April) jointly convening the plans of both National Societies to the diplomatic community and NS.</li> </ul>
Strong competition among humanitarian partners for local staff to run the operations.	High	Low	<ul style="list-style-type: none"> <li>• Early publication of a wide range of job postings for IFRC Türkiye.</li> <li>• Relying as much as possible on the TRC's capacities minimising the IFRC requirements in terms of HR.</li> <li>• Flexibility and proactiveness to attract local staff within the limits of IFRC staff regulations.</li> </ul>
Increased tensions between communities due to perceived discrimination or different levels of support to the affected populations.	Medium	Medium	<ul style="list-style-type: none"> <li>• A strong CEA and communications approach to ensure that all affected populations understand the TRC/IFRC's operations and the targeting criteria used.</li> </ul>

## Quality and accountability

The below **list of indicators** has a Federation-wide scope and [reports](#) capture the **totality of the work of the IFRC Network in Türkiye**, namely the efforts of the TRC from its own resources, and the support provided by the IFRC Secretariat and other National Societies.

Sector/Area	Federation-wide Indicator <sup>(1)</sup>	Target
<b>Health and Care</b>	Number of people reached with primary health services and/or referral to public health institutions	150,000
	Number of people reached by the National Society's mental health and psychosocial support services	600,000
	Number of people trained in first aid	40,000
	Number of local health facilities supported with staff, equipment and/or running costs for the provision of medical services in emergencies	11
	Number of people reached with health promotion as a response to an emergency	600,000
	Number of people trained in mental health and psychosocial support (including psychological first aid and other MHPSS-related trainings)	1,000
<b>WASH</b>	Number of WASH situation assessments conducted in total	4
	Number of staff and volunteers reached by WASH training	2,000
	Number of people (and households) reached by hygiene promotion activities in the response period	600,000
	Number of people reached with hygiene supplies	600,000
	Number of people targeted for WASH assistance in the response phase (excluding hygiene promotion and hygiene kits)	70,000
<b>Shelter, Housing, and Settlements</b>	Number of people assisted with collective temporary shelter/accommodation	375,000
	Number of people reached with relief assistance for basic needs	500,000
	Number of people reached with cash/vouchers or in-kind assistance for repairs (material and/or labour) for shelter that is safe and adequately enables essential household and livelihoods activities to be undertaken with dignity	125,000
	Number of people reached with rental assistance	25,000
	Number of host families receiving assistance to improve sheltering conditions of the hosted population	10,000
	Number of people who attended training/awareness raising sessions on safe shelter	125,000
<b>Food and Livelihoods</b>	Number of people reached with food	1,250,000
	Number of targeted households (and people) reached with essential services/information for employment opportunities, including self-employment	250,000
	Number of livelihood and food security assessments conducted in total	5
<b>Multi-Purpose Cash</b>	Number of people reached with conditional and/or unconditional cash and voucher assistance	750,000
	Amount of cash distributed	70,000,000
	Number of needs assessments (cash) conducted in total	5
	Number of children welcomed in child-friendly spaces	2,000
	Number of people reached with PGI activities	750,000

<b>Protection, Gender, and Inclusion</b>	Number of staff, volunteers, and associated personnel trained on prevention and protection of sexual exploitation and abuse, and child safeguarding	2,000
<b>Community Engagement and Accountability</b>	Number of information dissemination channel established by the National Society	4
	Number of community feedback comments collected	150,000
	Number of community feedback reports produced	24
	Percentage of community members who feel the aid provided by the operation currently covers their most important needs	80%
<b>Risk Reduction, Climate Adaptation, and Recovery</b>	Number of branches and communities that have developed and implemented community-based disaster risk reduction (DRR) plans and climate risks based on a vulnerability and capacity assessment	11
	Number of people reached with climate and environmental activities	350,000
<b>National Society Strengthening</b>	Number of branches responding	11
	Number of volunteers involved that have increased their skills in response to and management of the operations and provided protection, safety, and support appropriate to the emergency.	1,500
	Number of staff and volunteers trained on specific disaster response topics. Topics include PFA, distributions, coordination, and monitoring.	1,500
<b>Coordination and Partnerships</b>	Number of Movement coordination meetings organised, and updates provided to Movement partners.	20
<b>Environmental Sustainability</b>	Environmental awareness raising and capacity building activities, campaigns, etc. in communities promoting community leadership, engagement and community-led initiatives – presence in the sector Operational Strategy.	1
<b>Shelter Sector Coordination</b>	Number of shelter sector coordination meetings convened by the IFRC at the Ankara and field levels.	216
	Number of partners attending shelter sector coordination meetings.	20
<b>IFRC Secretariat Services</b>	Number of National Societies with functioning data management systems that inform decision-making and support monitoring and reporting on the impact and evidence of the IFRC network's contributions.	1
	Number of evaluations/reviews conducted for the emergency response.	3
	Establishing communication strategy engagements across the global platform for fundraising and knowledge sharing.	1

The TRC will be taking the lead in monitoring the implementation of the operation on a day-to-day basis. The TRC/IFRC joint monitoring teams will regularly visit operating sites to assess the progress of the implementation and provide assistance to carry out the suggested actions in the intervention areas using contextualised tools and security and safety precautions. The IFRC security plans will apply to all IFRC staff throughout the operation. Area specific security risk assessments will be conducted for any operational area where IFRC personnel deploy; risk mitigation measures will be identified and implemented. Specific IFRC post-earthquake safety guidelines will be shared with all IFRC personnel. All IFRC staff must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe 2.0 Global Edition Levels 1-3.

An assurance and risk management program is being embedded in the response where the IFRC Office of Internal Audit and Investigations (OIAI) and the IFRC global risk management team will support the response to establish a risk management plan and ensure that critical risks are identified and managed at the start and during the response as well as set out an assurance model for various services in internal audit and investigations. The IFRC OIAI team will work with the TRC assurance team to ensure that this is also embedded within the National Society. A key area in quality and accountability will be to note what safeguarding measures are in place

and what actions will be taken to meet the requirements for PSEA and around child safeguarding. Actions can include completing the Child Safeguarding Risk Analysis; having in place screening, briefing, and reporting systems; and ensuring community feedback mechanisms and child friendly information and participation. The IFRC has safeguarding measures where all staff sign the code of conduct and various related policies including child safeguarding, PSEA, and prevention and response to workplace harassment and discrimination, and training has been provided to them. The National Society also has these policies in place for staff and volunteers, and training has been provided. New staff and volunteers to the response will be briefed on these policies as part of their induction and onboarding. There will be refresher training sessions to staff and volunteers during the response to ensure a clear understanding of these policies. Furthermore, the IFRC has in place a reporting mechanism (integrity line) where any safeguarding concerns and other unethical behaviours can be reported and the investigation unit within the OIAI ensures that they are promptly investigated, and actions are taken. The TRC has a feedback mechanism (call centre 168) where any safeguarding concerns can be reported by the affected population and action taken. There will be continued awareness of these reporting mechanisms to staff, volunteers, and the affected population.

## FUNDING REQUIREMENT

### Federation-wide Funding Requirement\*

#### CHF 750 Million

Federation-wide funding requirement, including the National Society's domestic fundraising target, and the IFRC Secretariat and Participating National Society's funding requirements

#### CHF 400 Million

IFRC Secretariat funding requirement  
in support of the Federation-wide funding ask

*\*For more information on the Federation-Wide funding requirement, refer to section: Federation-wide Approach*

# Breakdown of the IFRC Secretariat funding requirement



## OPERATING STRATEGY

### MDRTR004 – Türkiye – Earthquakes

#### FUNDING REQUIREMENT

#### Planned Operations

Shelter and Basic Household Items	91,040,000
Food and Livelihoods	79,720,000
Multi-purpose Cash	94,378,000
Health	30,080,000
Water, Sanitation & Hygiene	22,600,000
Protection, Gender, and Inclusion	3,280,000
Community Engagement and Accountability	4,259,000
Risk Reduction, Climate Adaptation, and Recovery	14,450,000
Environmental Sustainability	444,000

#### Enabling Approaches

Coordination and Partnerships	3,289,000
Secretariat Services	24,490,000
National Society Strengthening	31,970,000

#### **TOTAL FUNDING REQUIREMENTS**

**400 000 000**

*all amounts in Swiss francs (CHF)*

## Contact information

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

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### At the IFRC:

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### For IFRC Resource Mobilisation and Pledges support:

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### For In-Kind Donations and Mobilisation table support:

- **Humanitarian Services and Supply Chain Management:** Stefano Biagiotti, Head of Global Humanitarian Services & Supply Chain Management, EU, [stefano.biagiotti@ifrc.org](mailto:stefano.biagiotti@ifrc.org)
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### Reference



Click here for:

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- [Emergency Appeal landing page](#)