

## Morocco, MENA | Morocco Earthquake 2023

<b>Emergency appeal №:</b> MDRMA010 <b>Emergency appeal launched:</b> 12/09/2023 <b>Operational Strategy published:</b> 07/11/2023	<b>Glide №:</b> <b>EQ-2023-000166-MAR</b>
<b>Operation Update #1</b> <b>Date of issue:</b> 14/12/2023	<b>Timeframe covered by this update:</b> From 08/09/2023 to 03/12/2023
<b>Operation timeframe:</b> 16 months (08/09/2023 - 31/12/2025)	<b>Number of people being assisted:</b> 125,000 people
<b>Funding requirements (CHF):</b> CHF 75 million through the IFRC Emergency Appeal CHF 100 million Federation-wide	<b>DREF amount initially allocated:</b> CHF 1 million

*To date, this Emergency Appeal, which seeks CHF 75,000,000 is 30 per cent funded. Further funding contributions are needed to enable the Moroccan Red Crescent (MRC), with the support of the IFRC, to continue providing humanitarian assistance in the immediate response and provide an integrated recovery approach to the affected population.*



*Distribution of tents early in the response (Photo: MRC)*

# A. SITUATION ANALYSIS

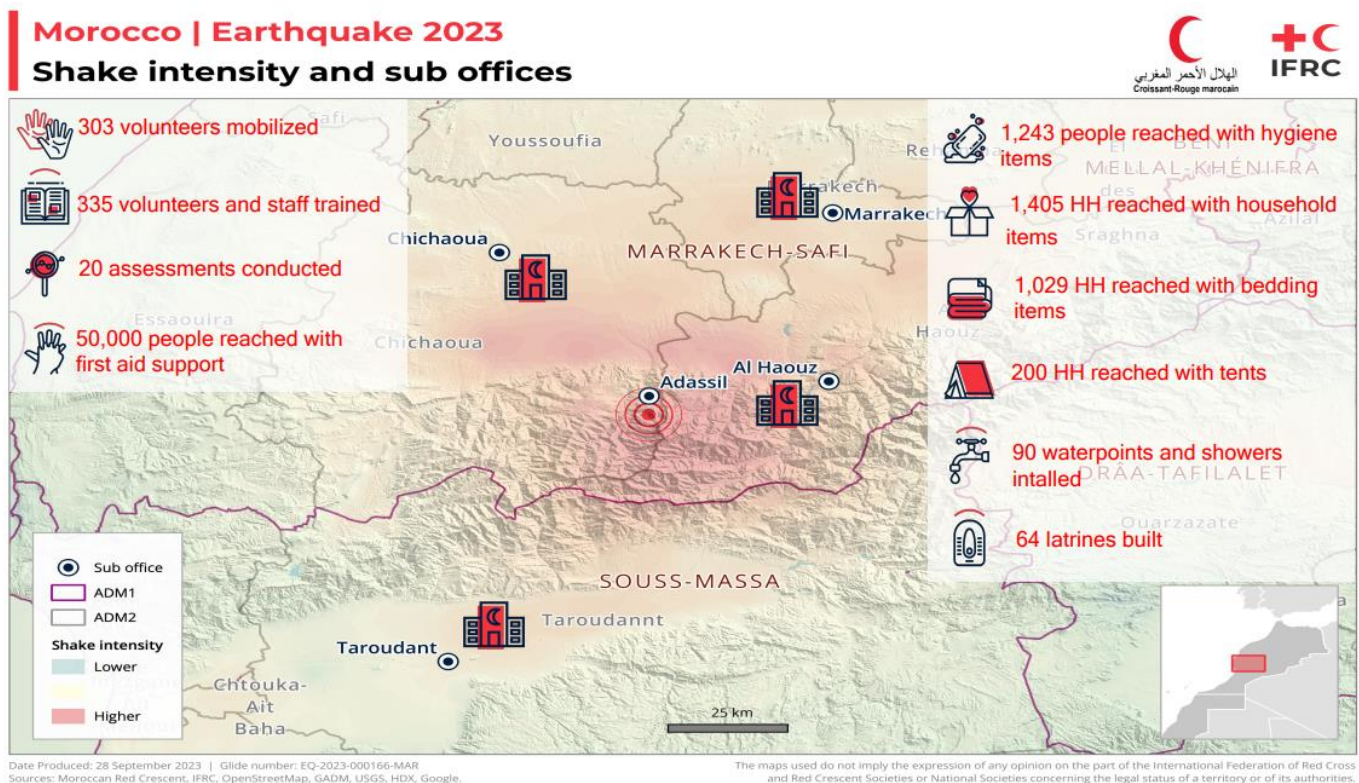
## Description of the crisis

On 8 September 2023 at 2300 local time a 6.8-magnitude earthquake shook Morocco. According to the United States Geological Survey (USGS), the quake originated at a depth of 18.5km with the epicenter in the High Atlas Mountains, located 71km southwest of Marrakesh, a major economic centre. The earthquake was felt as far away as Portugal and Algeria, according to the Portuguese Institute for Sea and Atmosphere, and Algeria's civil defense agency. A 4.9-magnitude aftershock then hit 19 minutes later. Damage to homes and essential infrastructure was extensive across the affected areas, underscoring the urgent need for emergency shelter support for affected individuals. Fearing more tremors, many survivors of the first two days sheltered in the streets for safety, while damaged roads, the continued risk of landslides, and the large distances involved complicated rescue and relief efforts.

Remote villages high in the Atlas Mountains, near the earthquake's epicenter, suffered substantial damage. The Moroccan search and rescue teams, with the support of teams from Spain, Britain, Qatar, and the United Arab Emirates stepped up a massive effort to bring relief to devastated mountain villages. This earthquake was the deadliest in Morocco since 2004. According to the national authorities, 2,946 people died while the amount of injured reached 5,674<sup>1</sup>. It is estimated that 59,674 houses were destroyed or damaged<sup>2</sup>.

## Summary of response

### Overview of the host National Society and ongoing response



<sup>1</sup> [Daily Flash \(europa.eu\)](https://www.europa.eu)

<sup>2</sup> [Deep Surge Situation Report – Morocco Earthquake](#)

The Moroccan government is leading the overall coordination and management of humanitarian assistance for this earthquake both locally and internationally, and the Moroccan Red Crescent (MRC) maintains close relations with government departments, relevant ministries, security authorities, and other agencies.

In the minutes and hours following the earthquakes, the MRC immediately deployed emergency response teams. More than 303 volunteers were mobilised (211 in Taroudant, 60 in Marrakesh and 32 in Chichaoua). Volunteers helped quickly transport the injured to medical points, distributed non-food items (NFIs) from pre-positioned stocks, and distributed donated tents and other NFIs from Partner National Societies (PNS).

MRC also offered psychosocial support (PSS) sessions to affected communities at the start of the response, and as well to their own volunteers. After the search and rescue phase was over, MRC continued to provide first aid services in community shelters, alongside the continued distribution of supplies to meet the basic needs of the affected population. The MRC also provides a service to restore family links (RFL) with technical support from the International Committee of the Red Cross (ICRC).

MRC has been supporting communities in three regions: Chichaoua, Taroudant and Al Haouz/Marrakech. Based in Rabat, MRC has its own core staff for project management, finance, logistics, and human resources. Branch and sub-branch offices in Marrakesh, Chichaoua, and Taroudant continue to actively respond to the emergency. The Al Haouz province is supported through the Marrakech branch.

The following activities are being conducted with the Movement partners:

- Multi-sectoral assessment to identify needs and plan response activities in an integrated approach. The assessment was conducted with MRC volunteers and sectors officers and took place in six villages within the Chichaoua province, in four villages in Taroudant and in four villages in Al Haouz.
- Volunteers training on Induction to Emergency Response and on sectors (community engagement and accountability -CEA; water, sanitation, and hygiene -WASH; Shelter and Relief).
- WASH activities: constructions of latrines, showers, water points and hygiene promotion activities.
- Relief activities: distribution of blankets, hygiene kits, tents, floor kits for tents, jerrycans, bucket.
- Shelter activities: community mapping and site decongestion, fire prevention activities, community tool kits to repair shelter.

## Needs analysis

Considering the significant impact and the shelter needs after the earthquake, MRC, German Red Cross and IFRC have been conducting multisectoral assessments to efficiently address the needs of the affected populations in Taroudant, Chichaoua and Al Haouz.

These multi-sectoral assessments, combined with targeted discussions with community members and with local authorities, have led to the identification of the following needs:

- Access to basic non-food necessities.
- Safe and winterised temporary shelter.
- Psychosocial support (PSS) including referral to mental health services.
- Safe water, sanitation, and health and hygiene promotion.
- Specialised services to ensure the protection of vulnerable groups.
- Long-term food security and livelihoods.

The response phase of this operation is expected to last until next spring with a focus on communities located in high altitude, difficult to reach and strongly impacted by the earthquake. Longer-term resilience, disaster risk reduction, and permanent shelter solutions require additional planning and investment over the coming months.



MRC volunteers leading distributions for the community of Takoushte, Taroudant (Photo: IFRC)

## Operational risk assessment

The security situation in Morocco is generally stable. One of the biggest threats to IFRC delegates and MRC volunteers is working in the Atlas Mountain regions. The risk of aftershocks or seismic recurrence exists, yet it remains hard to predict. The real possibility of snow will present hazardous driving conditions, which may impact operations. Certain risks identified in the Operational Strategy remain relevant.

Risk	Likelihood	Impact	Mitigation Steps
Importation of humanitarian goods faces long delays in customs and limited availability in local market.	<b>High</b>	<b>Very High</b>	Continued Humanitarian Diplomacy with Government of Morocco to allow import of goods. Exploration of import modalities in coordination with Movement partners.
Higher costs associated with local procurement with limited suppliers showing interest to concur in bidding processes.	<b>Very High</b>	<b>High</b>	Country-wide approach to local procurement. Strong coordination with partners to avoid duplication. Quality assurance of products by IFRC technical experts to meet the highest available standards.

Limited coordination systems for humanitarian actors with presence of non-traditional humanitarian organisations not following sphere standards.	<b>High</b>	<b>High</b>	Continued Humanitarian Diplomacy with Government of Morocco and continuous coordination with UN representatives and non-traditional humanitarian organisations.
Winter conditions and difficulty accessing communities and providing timely support to deal with winter conditions.	<b>Very High</b>	<b>High</b>	Prioritising higher altitude and less accessible communities, to receive earlier relief and support. Identify means of continuing to provide support to communities that are difficult to access in winter.
Large number of suppliers requiring cash payments.	<b>High</b>	<b>High</b>	Establish a sustainable treasury flow in-country, search longer term agreements with suppliers moving into bank transfers and develop a Federation-wide procurement plan.
Limited capacity to meet time earmarked partners' requirements due to delays on procurement and difficult access to communities affected.	<b>High</b>	<b>High</b>	Continued advocacy with partners on unearmarked contributions, humanitarian diplomacy with Government of Morocco to facilitate imports and increase the procurement human resources in the response team.
Limited systems are in place for safeguarding.	<b>High</b>	<b>High</b>	Support the development of safeguarding systems and approaches. Develop a community feedback mechanism with specific actions to address sensitive feedback.

## B. OPERATIONAL STRATEGY

### Update on the strategy

The [Operation strategy](#) was published on November 7, 2023. Current operations updates are based on discussions with the National Society; the Government Reconstruction Strategy; secondary data and updated rapid multi-sectoral needs assessments carried out two months after the earthquake; as well as on observations and discussions with communities on the ground. Adjustments were implemented with careful consideration to meeting the most immediate needs of the affected population. More in-depth assessments will need to be carried out later to refine recovery plans, using the enhanced vulnerability and capacity assessment (EVCA) methodology to ensure full community participation in final recovery planning. Although adjustments have been made, they were sufficiently aligned with the initial Operational Strategy to not require revision of the latter at this stage.

A two-day planning meeting was held with MRC leadership, including the three branches leadership, and the GRC, on November 9 -10. During those two days, each sector offered a presentation of the current state of its activities and the proposed upcoming activities. The goal was to confirm the response orientations in an integrated way.

National society development was also discussed and projected organisational charts were agreed. Due to the extensive needs of the affected population and the need to maintain shelter, WASH and relief activities in the coming months, MRC needs to expand and build its local capacities in these sectors. For this, the necessary key positions were identified in the three branches, as well as at the headquarter in Rabat and are currently being recruited.

The Government is leading the response operations, including the reconstruction strategy which falls under its responsibility. Existing government strategies already cover social protection schemes and housing reconstruction assistance, which explains the removal of cash and voucher-related activities and indicators in this operational update.

The Government Reconstruction Strategy is outlined for one year. However, given the complexity of mountain access and Government directives, the reconstruction may take longer than expected, between two to five years according to the experts, particularly in very remote areas. Government directives to rebuild call for development of the Eco-Douar concept. The approach combines:

- i) respect for the social organisation of people in the douars (small villages, often bringing together one or two extended families);
- ii) respect of the cultural heritage in relation to the model of houses and type of construction in the Middle and High Atlas (some sites are in the process of becoming UNESCO world heritage);
- iii) respect for ecological construction combining local, natural, and modern materials while complying with anti-seismic standards.

On this basis, three simultaneous situations seem to emerge:

- **Extended stay in temporary shelters:** affected individuals residing in temporary shelters for at least one to two years. Despite the government's one-year reconstruction strategy, potential delays must be taken into account. This situation will extend into a second and potentially third winter period.
- **Return to homes with lingering trauma:** affected people are expected to return to homes which suffered minimal or no damage. However, these individuals are still dealing with significant psychological trauma, need to reinforce their homes, and be prepared for any other hazard.
- **Urban migration with uncertain prospects:** affected individuals without homes, reluctant to stay in temporary shelters (especially during winter) or foreseeing limited prospects for recovery. Consequently, they may migrate to urban areas in search of improved living conditions, risking homelessness and exclusion from humanitarian aid outreach. IFRC and MRC is exploring feasibility to open adapted humanitarian service points.

Below is a detailed table showing the evolving needs and actions to take.

#### **Evolution of the situation three to six months after the earthquake from December 2023 to March 2024:**


- **Context:** winter, with very low temperatures in February (potential cold wave); planting and growing season for wheat (main cereal); high touristic season and the Ramadan period.
- **Objective of operations updates:** increase and sustain the safety, health, and dignity of affected; interventions are aimed at stabilising conditions after the emergency, restoring basic services, assessing long-term needs, and putting in place recovery plans.

Evolving risks and needs	Response Priorities and Recovery Perspectives
<ul style="list-style-type: none"> <li>• People are still in temporary shelters and some of them are enrolled in the Government Aid scheme, other are still waiting.</li> <li>• Anecdotal movements of people to their homes or towards cities.</li> <li>• Sanitation remains a challenge even as people move from tents to habitable containers.</li> <li>• Removal of rubbles in remote areas stops due to winter conditions.</li> <li>• Supply gaps in rural areas likely to be more evident due to winter conditions.</li> <li>• Aid decreases drastically and saving/incomes are exhausted, three to six months without work as men do not want to return to cities and leave their family while in tents, leading to food shortages.</li> <li>• Preparation of the spring: some agricultural activities have resumed but with few seeds available (mainly wheat).</li> <li>• Post-traumatic stress.</li> <li>• Issues of protection of children and widows.</li> <li>• Respiratory infectious diseases.</li> </ul>	<ol style="list-style-type: none"> <li>1. Winterisation is the main needs in terms of food, warm clothing, heating, tent insulation, floor kits.</li> <li>2. Site improvements in terms of WASH and shelter, including decongestion of the temporary shelter sites and using a participatory approach for safe shelter awareness (PASSA).</li> <li>3. Psycho-social support and health support.</li> <li>4. Livestock support restocking in targeted communities in the High Atlas.</li> </ol>

More information on the operation can be found here: [IFRC GO - Morocco](#).

## C. DETAILED OPERATIONAL REPORT

### STRATEGIC SECTORS OF INTERVENTION

	<b>Shelter, Housing and Settlements</b>		People reached: 7,025												
<b>Objective:</b>	<ol style="list-style-type: none"> <li>1. <i>Emergency phase: Communities in crisis-affected areas restore and strengthen their safety through emergency shelter and household items provision.</i></li> <li>2. <i>Resilience building: Meet the medium-term shelter needs and urban resilience in line with principles of dignity, protection, and an integrated approach.</i></li> <li>3. <i>Offer technical and strategic support to governorate-level local high relief committees on shelter strategy/solutions and actions</i></li> </ol>														
<b>Key indicators:</b>	<table border="1"> <thead> <tr> <th data-bbox="386 1543 860 1591">Indicator</th> <th data-bbox="865 1543 1222 1591">Actual</th> <th data-bbox="1227 1543 1487 1591">Target</th> </tr> </thead> <tbody> <tr> <td data-bbox="386 1598 860 1696">Number of households provided with assistance for repairs or construction</td> <td data-bbox="865 1598 1222 1696">0</td> <td data-bbox="1227 1598 1487 1696">1000</td> </tr> <tr> <td data-bbox="386 1703 860 1801">Number of households provided with household items</td> <td data-bbox="865 1703 1222 1801">1405</td> <td data-bbox="1227 1703 1487 1801">2500</td> </tr> <tr> <td data-bbox="386 1808 860 1898">Number of affected people who attended awareness sessions on</td> <td data-bbox="865 1808 1222 1898">-</td> <td data-bbox="1227 1808 1487 1898">-</td> </tr> </tbody> </table>	Indicator	Actual	Target	Number of households provided with assistance for repairs or construction	0	1000	Number of households provided with household items	1405	2500	Number of affected people who attended awareness sessions on	-	-		
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Number of affected people who attended awareness sessions on	-	-													

shelter and emergency household items		
Number of safe and winterised communal spaces in tented settlements (e.g., communal kitchens, social spaces) supported	-	-
Number of staff and volunteers trained on the implementation of Shelter activities	22	-
Number of people taking part in daily labor related to shelter and settlement	50	-

**Emergency Phase:** Early in the response, MRC distributed donated tents, pallets, and other non-food items - NFIs (such as blankets, mats, kitchen sets) from Partner National Societies, primarily the German Red Crescent, Turkish Red Crescent, Qatar Red Crescent, and Kuwait Red Crescent reaching 1,340 households. During early distribution, MRC volunteers actively engaged in community-based approaches playing an instrumental role in facilitating the distribution of shelter items. Throughout this phase, substantial focus was directed towards recruiting and training volunteers as part of broader capacity-building initiatives.

Winterisation assistance has started in two of the three regions and includes the distribution of kitchen sets, blankets, floor kits (palettes and plywood), tarpaulins, and waterproof tents. The village of Takoushte in Taroudant received community toolkits (e.g., handsaw, shovel, hoe, hammer, boots, glove) as part of the IFRC's "site improvement" approach to decongest sites and raise awareness about fire risk prevention.

In Takoushte, the community has decided what improvements they want to make to their temporary shelter (e.g., pathways, communal areas, cooking areas, drainages, disposal containers, distance between tents and WASH facilities.). This was made possible through the participation of volunteers and community members as daily workers, and with the technical guidance from shelter and WASH surge delegates. A Caidal tent will be distributed in each community as a heated collective shelter solution.



*MRC volunteers supporting distributions*

**Recovery Phase:** In September 2023, IFRC carried out a market assessment to explore transitional shelter options for affected people in Morocco. The assessment revealed an inadequacy in both quantity and quality of local solutions to meet supply chain needs, with availability projections uncertain. A transitional shelter solution (relief housing unit (RHU)- [Better Shelter](#)) has been proposed to the government for use in specific locations. The units allow for incremental upgrading, reinforce what is available locally, and can be re-used and recycled over time. Insulation will be procured locally.

**Technical partnership:** MRC and IFRC are exploring, through a partnership with technical engineering expertise, [Myamoto](#), the possibility of supporting the Government of Morocco's efforts to identify which houses can be reintegrated. The aim is to alleviate site congestion, facilitate emergency occupation of safe or reparable homes, and significantly contribute to community resilience.

The next step is to submit a formal proposal to MRC and then to the authorities.

### Shelter Trainings:

- Development of introductory shelter training (Training 1) for volunteers from each MRC branch: Chichaoua, Taroudant and Marrakech.
- In-depth shelter training (Training 2) in Chichaoua, Taroudant and Al Haouz with site planning and participatory methods; development of key fire safety message; tent erection and practical construction techniques.

### Table 1: Plan of Shelter activities

As per the response and early recovery priorities, the following table provides an overview of the proposed integrated approach.

EMERGENCY PHASE - Shelter, including Site planning and NFIs		
Activity	IFRC Support Proposed	Remarks
1. Site improvement and decongestion: <ul style="list-style-type: none"> <li>- community mapping and participatory approach</li> <li>- planning</li> <li>- risk reduction messages and hygiene promotion/waste disposal (in collaboration with WASH)</li> </ul>	Community mobilisation to identify the activities and actions priorities (e.g. pathways, communal areas cooking areas, drainages, disposal containers, distance between tents and the WASH facilities etc.)	<ul style="list-style-type: none"> <li>- Community toolkits to prepare areas for waste segregation (including animal excrement), heating/stoves with improved technologies (smokeless stoves, low consumption lights, etc.)</li> <li>- Use of IFRC's participatory tools (PASSA, CBDRR).</li> <li>- Alignment with GRC-led DRR programs.</li> <li>- Integrated approach with community-based volunteers conducting hygiene promotion activities.</li> </ul>
2. Winterisation	Distribution of floor kits and blankets	Floor kits are made of pallets and plywood sheets
3. Tents distribution	Distribution of: <ul style="list-style-type: none"> <li>- waterproof tents, in collaboration with GRC, including the inner layer to households with very poor tent conditions.</li> <li>- Caidal communitarian tents</li> <li>- family shelter tool kits</li> </ul>	

4. NFIs distribution	Distribution of blankets, heating, stoves, extinguishers, tarpaulins, kitchen sets, and buckets.
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<b>EARLY RECOVERY</b>		
<b>Activity</b>	<b>IFRC Support Proposed</b>	<b>Remarks</b>
Better Shelters	RHU units as a transition between the tents and getting the house repaired.	Vulnerability selection criteria: Women heads of households, widows, orphans living with relatives, and people with disabilities.
Technical Partnership	Detailed damage assessments and technical recommendations.	In coordination with the Government plans and in partnership between IFRC/MRC/specialised technical support
Training of community workers on improved local building technologies	Contract and train daily workers from the community.	Partnership IFRC/MRC/ technical support.
Psychosocial support and information support	Help families psychologically re-establish themselves once houses are safe for return. Family Support with the authorities for (i) claiming the house repair subsidies when available, (ii) explaining selection criteria to the community, (iii) helping to recover the lost property documentation	In coordination with the Government plans. MRC volunteers for door-to-door support.
Technical inspection of WASH facility at home level	Check the functionality of water and sanitation in the repaired houses	In coordination with the WASH sector.
House repairs	Detailed retrofitting and repairs implemented with documentation of step-by-step process (pedagogic videos/tutorials) to ensure learning and dissemination	In coordination with the Government plans.
Sites dismantle	Support the site decongestion once community members can return to their homes, dismantle tents, and logistics.	In coordination with the Government plans.



## Livelihoods

### Objective:

*Communities in crisis-affected areas and the displaced can cover their immediate food needs and build and protect resilient livelihoods*

A feasibility study was conducted to assess interest and potential entry points for implementing cash and voucher assistance (CVA) interventions aimed at addressing basic needs and supporting early recovery of affected people. During the first month of the response, the feasibility of CVA was inconclusive due to market saturation caused by significant support from the Government, local associations, NGOs, the Moroccan diaspora, and Moroccans from other regions, which made large scale purchases to supply affected communities. The market was unable to meet the high demand, particularly for food, blankets, hygiene products, tents, and kitchen sets, which were the main needs of the affected communities.

Simultaneously, discussions with the MRC and the Government were initiated to explore the strategy and integration of CVA into the earthquake response. It was determined that cash interventions were not feasible in the country, as the Government is already covering social protection schemes and aid for fully or partially destroyed houses in its existing reconstruction strategy.

As part of the distributions and WASH hardware construction daily workers from affected communities have been employed to build the infrastructure, with, as of December 3, a total of 50 individuals who have been employed and compensated according to the salary scale of the *Caisse Nationale de Sécurité Sociale*, providing them with an income to support their family. The workforce plan for shelters and settlements also considers hiring both specialised and non-specialised daily workers. The Red Rose platform being created for compensation of volunteers' expenses considers integrating payment of daily workers.

MRC also plans to contribute to livestock restocking in communities in the Taroudant region.

Moving forward, climate-smart livelihood activities carried out by the German Red Cross will be integrated and implemented under the main sectors of community-based disaster risk reduction (CB-DRR) and psychosocial support (PSS). Micro-projects will be developed with communities to achieve the following objectives:

- 1) Develop mitigation measures to address climate change challenges and protect their livelihood assets (CB-DRR).
- 2) Combine jobs and/or activities with psychosocial social support (PSS) to initiate a recovery process in the aftermath of the earthquake.



## Health & Care

Mental Health and psychosocial support / Community Health / Medical Services)

People reached: 50 000

### Objective:

*Reduce the risk of, and impact from injuries, illnesses, and mental health challenges through first aid, health promotion, and MHPSS interventions.*

### Key indicators:

#### Indicator

**Actual**

**Target**

Number of people reached by first aid activities in the response period

50 000

-

Number of communities reached with community-based health activities (e.g. CBHFA)

-

60

Number of volunteers trained on First aid and PFA<sup>3</sup> facilitation

125

300

Immediately after the earthquake and in the weeks that followed, the MRC provided first aid and evacuated the injured using the few ambulances at their disposal and with the mobilisation of volunteers from branches not directly affected by the earthquake (10 volunteers trained in first aid from the Agadir branch went to assist the Taroudant branch). In total 50,000 affected people benefited from first aid and psychological first aid (PFA). Subsequently, no significant activities directly related to health were organised as part of this emergency response. There is, therefore, no reporting on the corresponding indicators for this period.

In the initial recovery plan, the health and PSS sector remains a priority for MRC, in accordance with the mandate given by the Government. For several years, MRC has been engaged in a partnership with the Ministry of Health on a "health and emergency proximity" program, training first responders and organising mobile units which travel to remote mountain villages to raise awareness of good health and nutrition practices, as well as to monitor chronic diseases (hypertension, diabetes, acidosis) and diseases transmitted by animals like dogs and sheep.

The CBHFA approach, aligned with these MRC activities, is therefore adapted and relevant to allow the MRC to strengthen and scale its actions to assist people affected by the earthquake in the three branches. More details on how to strengthen the capacities of the branches and how the CBHFA/PSS will be implemented within the affected communities will be provided in the recovery plan.

<sup>3</sup> First Aid and PFA are provided together in one training.



## Water, Sanitation and Hygiene

People reached: 1,848

Objective:	<i>In coordination with relevant government agencies, reduce the risk of waterborne diseases and ensure the dignity of the affected population through the provision of safe, inclusive WASH services.</i>		
Key indicators:	Indicator	Actual	Target
	Number of people reached with one or more hygiene items (soaps, buckets, basic cleaning products)	1,848	50,000
	Number of people reached with hygiene kits	550	-
	Number of people reached by hygiene promotion activities in the response period.	1,243	50,000
	Number of water points installed/rehabilitated/treated	48 Installed 15 Rehabilitated 3 Treated	-
	Number of villages reached with WASH assessments conducted in coordination with other sectors and implementing partners	20	-
	Number of latrines and showers installed	64 latrines 42 showers	-
	Number of incinerators installed	7	-
	Number of volunteers trained on the delivery of effective hygiene promotion in emergencies	15	-
	Number of people taking part in daily labor related to WASH activities	50	-

Early in the response, MRC distributed hygiene items donated by Partner National Societies. From the start of operations, the WASH team have conducted multiple needs assessments in accordance with requests from the authorities made through the MRC. Focusing on the most affected small communities in rural and remote areas lacking WASH services, two WASH emergency response units (WASH ERUs), namely the module MS15 (water) led by the French Red Cross and the module MSM20 (sanitation) led by the Swedish Red Cross (with support of Austrian Red Cross, British Red Cross and Spanish Red Cross) were deployed locally with adapted water and sanitation solutions alongside hygiene promotion and community engagement activities.

To date, the WASH team has installed 48 water points, rehabilitated 15 others, and treated three reservoirs. In addition, 64 latrines and 42 showers have been installed to meet the pressing needs of these communities. WASH collaborated with the community and engagement (CEA) team to coordinate focus group discussions specifically tailored for women. These discussions provided valuable information to guide the location of latrines and showers. Some distributions of items were carried out mainly to support hygiene promotion activities in areas where latrines were installed, and access to water was assured.

During meetings with authorities to present the work of the MRC and gain approval to access new sites, a clear directive was given: all implementations must be envisioned with a timeline extending over at least one to two years. Consequently, water points have been redesigned to ensure ease of community use and increased sustainability. The latrines are now equipped with pits with a capacity of one or two years, equipped with ventilation, insulation, insect netting, and a roof. In addition, shower installations will incorporate the necessary accessories and drainage systems.

Other distributions are planned soon in Marrakech and the districts of Al Haouz, Chichaoua and Taroudant. This includes distribution of 3,000 hygiene kits to students relocated from the mountains to 11 centres in Marrakech, as well as family-hygiene kits in targeted areas.

Developing skills and capacities in the MRC has been a top priority. To introduce new WASH activities and recruit new MRC volunteers, the WASH team conducted software and hardware presentations in all three branches. All water, sanitation, and hygiene promotion delegates ensured the volunteers received comprehensive training at the branches and practical training in the field.

Currently, coordination is underway to merge the two ERUs aligning with the geographical MRC structure for the operation in the long term. The flexibility and needs-based approach demonstrated in the response by the WASH Emergency Response Units (led by the French Red Cross and Swedish Red Cross and integrating Austrian Red Cross, British Red Cross, and Spanish Red Cross members) is a good example of PNS collaboration for this response.

### **Chichaoua district**

- **Tagadirt:** At the community level, 11 water points, 13 latrines and 9 showers have been installed, accommodating females, males, and people with disabilities. The team later discovered that a local organisation has installed containers for the community, causing half of the latrines/showers/waterpoints to be too far from the new container locations. Agreements were made with the local organisation to relocate these facilities, under our supervision. Plans are in place for further water points and drainages improvements (currently in progress). Hygiene promotion efforts have focused on encouraging the proper use and cleanliness of latrines and showers, ensuring the availability of soaps at all water points. Three sessions focused on hygiene promotion regarding the proper use and cleanliness of the facilities, with necessary cleaning materials provided.
- **Ighermame:** At the community level, 11 water points, 13 latrines and 11 showers were installed, and reservoir treatment was carried out. The latrines and showers facilities were designed to accommodate separate spaces for females, males, and people with disabilities. Meanwhile, the shower buckets were procured. Hygiene promotion focused on raising awareness about the cleanliness of new facilities. The hygiene promotion team ensured the distribution of soaps during hygiene promotion sessions and their availability at water points and discussed cleaning material requirements with the community. Two hygiene promotion sessions were organised, tailored for men and women. Additionally, five women were identified to initiate a hygiene club responsible to monitor latrines and showers. Three incinerators are also planned to be installed.
- **Agadir:** At the community level, 11 water points were installed and pits dug for latrines. The community received 10 latrines and 6 shower facilities, providing separate spaces for females, males, and people with disabilities. Shower buckets are in the process of being provided. Ongoing hygiene promotion activities include interactive sessions, including pocket chart voting on handwashing among women and visual discussions on basic hygiene practices. A session was also conducted with men.

### **Taroudant district**

Seven sites were assessed in collaboration with the shelter team during the initial stages of the operation. Subsequently, as more teams were deployed, it was decided to proceed with assessments and implementations using an integrated approach.

- **Idagoumad:** The community now has access to nine (9) latrines and six (6) shower facilities, which can accommodate females, male and people with disabilities. Meanwhile, the shower buckets have been procured. The pit areas have been covered, fenced, and supplemented with plants to provide a safe environment. A clean-up campaign was organised, and rubbish was disposed using the newly installed incinerator. Discussions regarding the management of non-combustible waste are ongoing. Hygiene promotion was carried out among children, integrating practical hand washing exercises through songs and visual aids. Five (5) water points were upgraded to make them more sustainable, with cement platforms and sufficient space for buckets.
- **Takouchte:** The community now has access to six (6) water points, nine (9) latrines and six (6) showers, catering female, male and people with disabilities. Buckets for showers will be provided. Hygiene promotion activities with two volunteers, including the distribution of soaps to 37 households, were carried out. The hygiene promotion awareness campaign focused on handwashing is underway. An incinerator has been ordered and other waste management activities are planned.
- **Ait Yahia:** The WASH team checked the water source and water samples were taken from the source as well as waterpoints for quality checks. The results seem good, but to be confirmed. It is planned to strengthen water supply and investigate chlorination needs. Four (4) latrines and four (4) showers, separate for female and male, and an incinerator are also planned. Buckets for showers will be provided. Hygiene promotion activities carried out with two volunteers, group discussions and community meetings with women highlighted the lack of soap. Thus, the distribution of soaps to 36 households was done during the same visit.
- **Ait Youssef:** The WASH team checked the water source and samples were taken for quality check. The results seem good. Four (4) water points are planned as well as consideration of increasing pumping capacities. The community will be provided with an incinerator, six (6) latrines and four (4) showers facilities, separate for females and males, including facilities for people with disabilities. Buckets for showers will be provided.

### **Al Haouz district**

- Organisational meetings and trainings for volunteers were organised. A sanitation and a water engineer attended the assessment planning meeting, together with the WASH volunteer.
- A water engineer and a hygiene promoter participated in the multisectoral assessment of four priority villages in Al Haouz which were identified by MRC and local authorities. Implementation plans will be discussed once assessment reports have been produced.
- A request from local authorities in Marrakech was sent, via MRC, for hygiene kits for students. Almost 3,000 students have been relocated from the mountains to 11 different locations in and around Marrakech to resume their education after their schools were destroyed in the earthquake. Distribution is expected to be completed by mid-December.



## Protection, Gender and Inclusion

### Objective:

*To ensure that dignity, access, participation, and safety are considered in the response, MRC PGI capacities shall be built and strengthened through mainstreaming of PGI and safeguarding in relevant technical sectors and ensuring linkages to effective protection services and strengthening MRC institutional architecture on safety and protection.*

	Indicator	Actual	Target
<b>Key indicators:</b>	Number of staff and volunteers trained on MRC code of conduct, PGI, PSEA, safe identification and referral or child safeguarding	-	180
	Number of referrals made for protection services	-	-
	Number of new policies/ SOPs developed	-	2
	Number of people that are aware of other services being provided in the region (service mapping)	-	3 600

As this is in the scoping phase there is currently no information to report on indicators for this sector, and indicators will be reviewed once the approach adopted by IFRC/MRC is defined.

In terms of capacity building, across the three branches, a total of 133 volunteers received an introduction to community engagement and accountability (CEA) approach. CEA collaborated with PGI to incorporate inclusive approaches, particularly highlighting the importance of conducting separate focus group discussions (FGDs) for males, females, and elders. Role-playing games were organised to immerse volunteers in the experiences people face when exposed to hazards, considering their gender and age, understanding the specific risks they encounter, and identifying actions needed to mitigate those risks. This, better equipped volunteers to conduct needs assessments, enabling them to tailor questions and actions accordingly during the interventions.

The membership services unit at the Regional Office has played a key role in comprehending the policies and developmental needs of MRC, especially in relation to PGI, safeguarding and child protection. Gaps and areas of growth have been identified. They mainly revolve around PGI mainstreaming, safeguarding policies and provisions for volunteer duty of care. Moreover, IFRC and MRC have worked together on due diligence exercises for donors, which helped understand what MRC's capacities are and how to build on them in a way that facilitates response and recovery, in an inclusive manner that does no harm.

For the recovery phase, IFRC and MRC will explore the role that MRC can play supporting earthquake orphans and vulnerable girls from impoverished families throughout the post-earthquake period, ensuring their rights are upheld. A scoping study has been commissioned for first quarter of 2024.

Indeed, in the days following the earthquake, the Ministry of Interior and UNICEF mentioned the figure of 100,000 children "affected", without however specifying whether this was an estimate of the number of children who have lost their parents. Regardless, the multisectoral needs assessments confirmed that children were orphaned by the earthquake (losing one or both parents). The exact figures have not yet been officially communicated.

The earthquake orphans were officially declared as "Pupilles de la Nation" ([Ward of the Nation](#)) by the Government. They are entitled to certain rights and special benefits, including financial assistance, priority education, priority

access to public services professions, and various aid forms of Government support. In response, the King of Morocco has directed the registration of these earthquake orphans in the adoption process. However, this decision exposes the orphans to potential violations of their rights and protection, such as school withdrawal, forced labour, abuse, and misappropriation of financial aid. Moreover, girls from affected families who are struggling to recover their livelihoods or who are facing poverty are particularly vulnerable to early marriage. Widows are also vulnerable to abuse, harassment, and sexual gender-based violence (SGBV).

The government is conducting training sessions in emergency child protection for social workers from child protection support centers (CPSCs); child protection units, as well as partner associations of the Ministry in regions affected by the earthquake. The Hassan II Foundation for the Promotion of Social Works has been entrusted with the task of overseeing the application of the texts relating to this statute and the Conseil National des Droits de l'Homme (CNDH), announced that it had set up a committee to monitor the situation of children, orphans and widows affected by the earthquake at local level, and had set up a toll-free number to report any abuses or malfunctions.



## Community Engagement and Accountability

### Objective:

*From a foundation of integrated community engagement for risk reduction and behaviour change interventions, including health and hygiene promotion, information and education related to shelter, WASH, and other sectoral interventions. Support MRC's emergency response operations by identifying and communicating a thorough understanding of needs, priorities, and context while providing ways to collaborate closely with affected people by integrating meaningful community engagement and participation, timely and transparent communication, and feedback mechanisms for an effective response.*

### Key indicators:

Indicator	Actual	Target
Number of volunteers and staff trained on CEA mechanisms and digital feedback solutions	24	30
Number feedback mechanisms established	0	1
Number of trainings conducted on CEA	7	9
Number of consultations made with authorities and community leaders to inform better planning	3	-

Community engagement and Accountability (CEA) played an active role in the tool and methodology development as well as the rolling out of the first multisectoral rapid assessment. The CEA coordinator participated in observing and coaching the volunteers in the field during data collection, particularly for focus group discussions. The methodology was primarily qualitative and provided insights regarding risks and perceptions, as well as preferred communication channels, which will support the design of community-based activities. The multisectoral assessment exercise in Chichaoua was the first time the branch collected information in a participatory manner and proved to be a particularly good learning opportunity. The branch's volunteer coordinator said that it was an eye-opener to hear the different voices from the community and that they understood so much more than before when they only asked questions to the authorities.

CEA also supported the WASH team in organising focus groups for women. Focus groups provide valuable information for decision making around the location of latrines and showers, and there are examples where consultations with women can inform planning with a distinct perspective. Previously, community participation was only through men, but when interviewed separately, women in the village expressed very specific requirements that differed from those expressed by the men, for example to place the showers close to the latrines and to have shower/latrine units close to the tents rather than a block of showers and a block of latrines.

The CEA supported the Al Haouz field coordinator to facilitate an official visit to the local authorities of Al Haouz. This visit aimed to secure authorization for community access to the Al Haouz region. Subsequently, the team successfully obtained formal permission to access thirteen villages located within the communes of Imgdal and Ijoukak.

### Feedback mechanisms

At the planning meeting between MRC, GRC and IFRC, it was agreed that further discussions could take place with the branches to discuss details regarding the setting up of a feedback mechanism. The meeting with branch leadership in Chichaoua and Taroudant allowed discussion around the feedback mechanisms. The response in both sessions was very positive and the branches agreed to start piloting the feedback mechanism, but it was agreed not to collect feedback in a systematic manner before a system of closing the feedback loop could be provided. Training, coaching, and testing of the system can therefore continue but no formal system can be launched until the CEA officers have signed their contracts. The recruitment of CEA officers in all branches is undergoing.

A meeting was held with the NGO ShelterBox to discuss the feedback mechanism that they had set up for their activities in Al Haouz. Currently it is not possible to link the MRC services with that system, but once activities are being rolled out in Al Haouz, this can be further investigated.

### Trainings and capacity building

CEA supported capacity building of MRC volunteers by offering various trainings summarized in the table below. Volunteers wanted to be given opportunities to practice what they learned during implementation in the field.

Although recruitment is not yet been concluded, the CEA Officers spent substantial time over the last two week of the reporting period to coach and mentor the selected candidates in Taroudant and Chichaoua respectively to enable them to better understand their role, especially regarding the collecting, managing, and acting on feedback.

Trainings						
Type of training	Dates	Branch	CEA topics covered	Participants	Men	Women
Emergency response (CEA sessions 3-5 hours)	15-17 Oct	Chichaoua	<ul style="list-style-type: none"> <li>What is CEA and why is important?</li> <li>Understanding the community (what info we need, tools e.g., FGD)</li> <li>Communicating with the community (presentation and information sharing)</li> <li>Community participation</li> </ul>	32 volunteers	18	14
	2-3 Nov	Taroudant		33 volunteers	20	13
	4-5 Nov	Al Haouz		24 volunteers	16	8
	15-16 Nov	Taroudant		30 volunteers	12	18

	19/25-26 Nov	Chichaoua		14 volunteers	4	10
CEA training (1 day)	29 Oct	Chichaoua	<ul style="list-style-type: none"> <li>Understanding the community (initial needs assessment)</li> <li>Community participation in an emergency: challenges &amp; best practice</li> <li>Community feedback mechanism (collecting unsolicited data in Kobo)</li> </ul>	10 volunteers	5	5
	17 Nov	Taroudant		14 volunteers	3	11



## Risk Reduction, climate adaptation and Recovery

### Objective:

*Strengthen resilience and capacities of disaster and crisis-affected communities through climate-smart community-based risk reduction actions informed by enhanced Vulnerability Capacity Assessments and advanced planning.*

### Key indicators:

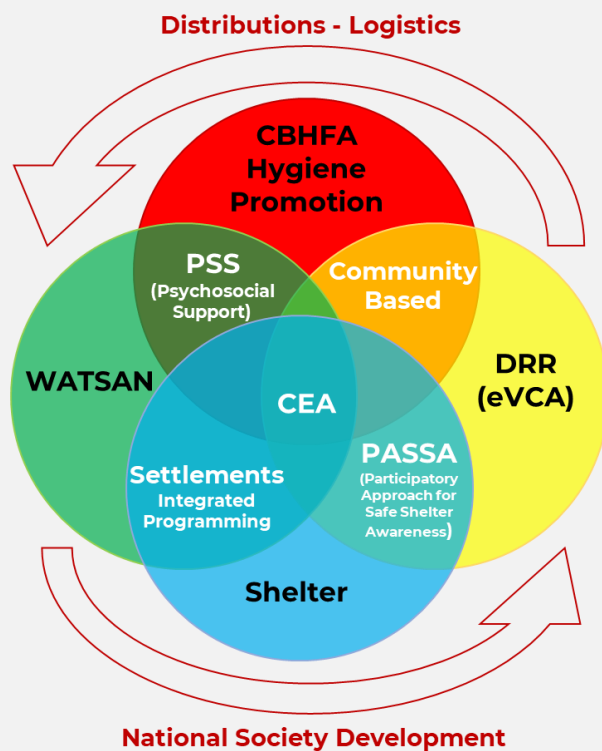
Indicator	Actual	Target
Number of people trained in disaster risk reduction-related areas such as vulnerability and capacity assessment.	-	320
Number of trainings conducted on EVCA or similar community-based assessment	-	-
Number of communities which have conducted the EVCA and developed a community action plan.	-	60
Number of communities that have implemented at least one (1) disaster risk reduction measure in the community action plan.	-	60
Number of people reached by RCRC through disaster risk reduction public awareness messaging and public education campaigns	-	50 000

Recovery activities have not yet started, therefore no reporting on indicators. We anticipate the revision of indicators to ensure alignment with the planned activities. However, early planning of the recovery has started and is summarised below.

### Recovery

During the two-days planning meeting with MRC, IFRC and GRC, the stakeholders agreed on the drafted recovery roadmap in terms of timeframe, milestones, and priority sectors, highlighting the need and willingness to adopt an integrated approach illustrated by the diagram below. Recovery planning will follow one single comprehensive EVCA-

like process that includes disaster, climate, and health risks, as well as a combined CBHFA and CBDRR intervention, using resilience lenses. The vision to implement this recovery roadmap is 24 months.



Although these two days of meeting determined the direction to follow, the approach must be put into perspective with the needs of the community and considerations related to the evolving situation. Therefore, the preliminary strategy to address the communities' imperative to resume their economic activities, while simultaneously managing climate-related challenges and psychological trauma, involves initiating climate-smart livelihood activities in the key areas of community-based disaster risk reduction (CB-DRR) and psychosocial support (PSS) (see Livelihoods section).

The National Society development process requires the establishment of a task force. Comprised of representatives from IFRC, MRC, and PNSs that are planning a bilateral partnership, this task force will strategically plan, coordinate, and ensure comprehensive support for all functional and operational systems of MRC. A preparedness for effective response (PER) assessment was carried out in 2021, followed by a PER plan of action, the implementation of which was supported by German Red Cross. This PER plan of action will be updated in line with disaster management preparedness priorities of MRC branches after the earthquake.

In terms of capacity building, a three-day training course took place on November 19, 25 and 26 on the notions of transition from emergency response to recovery. Fourteen volunteers (10 women and 4 men) of the Chichaoua branch were trained.

### ***Disaster risk reduction***

In November, community visits were conducted in three (3) targeted communities in Chichaoua and one community (1) in Taroudant. In coordination with the MRC Branch, discussions with community leaders and members, and primary school teachers were jointly undertaken by the IFRC Recovery Coordinator and the GRC DRR Advisor. This provided a better understanding of local contexts including potential hazards and underlying vulnerabilities, existing community structures and dynamics, and ongoing activities, challenges, and constraints in the earthquake response. Findings and recommendations from the visit helped refine the draft early recovery program framework discussed

with MRC early November, and shape mid- to longer-term planning on community based DRR (CBDRR), community-based health and first aid (CBHFA) and broader resilience activities.

A key consideration requiring urgency is the potential impact of hazards associated with the upcoming winter season (e.g., cold wave, winter storms, severe wind, heavy snow fall leading to road blockage and isolation, rock/landslides). Communities have expressed concerns about the lack of heating, appropriate clothing, food, and water stocks. Since this is the first winter experience of communities living in tents and containers, coping mechanisms are not yet well-developed. Finding ways to support communities brace for this winter is DRR's priority activity to help minimise the likelihood of a new wave of humanitarian needs.

## Enabling approaches



### Coordination and Partnerships

**Objective:** *Ensure a well-coordinated emergency operation and availability of funding.*

Key indicators:	Indicator	Actual	Target
	Number of movement operational meetings held	13	-

Collaboration mechanisms are well established between MRC, GRC and IFRC and planning meetings are organised between the three teams to maintain coherence between activities and draw on the expertise of each. Weekly coordination meetings also take place in each branch and the planning of activities validated by the branch leadership. In Chichaoua, local authorities and community members were further consulted by the recovery coordinator who undertook some actions to better inform recovery planning, such as meeting with the Governor (regional leader) to present the initial recovery roadmap.

An internal weekly situation report has been in place since November 13, reporting on all activities aimed at ensuring alignment and access to information between MRC, IFRC and GRC from branch or field level to MRC headquarters (HQ) in Rabat. A situation report is also prepared and shared regularly on the IFRC GO platform.

MRC maintains relations with the authorities. Branches get authorisation from the local authorities on which communities they can support. MRC's branches also inform local authorities of distribution activities and get appropriate authorisation when necessary. Additionally, the IFRC supports the MRC's humanitarian diplomacy efforts to facilitate import of goods and validate alternative shelter solutions to tents and containers.

Close coordination is also in place between the IFRC, the MRC and sending National Societies to coordinate the receipt of in-kind donations. A mobilisation table has been published and updated with responses to date from the French Red Cross (blankets and first aid kits for volunteers), the Spanish Red Cross (tarpaulins, aqua tabs, Blankets, kitchen sets), the Finish Red Cross (blankets), and the Canadian Red Cross (tool kits, crank lamps). Bilateral donation of new clothing from Korean Red Cross accepted by MRC under coordination with pre import clearance. A working and coordination group on Logistics was set-up with the MRC, the German Red Cross and IFRC in Morocco, also discussing with other National Societies that supported the MRC such as Kuwait Red Crescent, Qatar Red Crescent, and United Arab Emirates Red Crescent Societies. Contributions to the mobilisation table are being assessed, considering the current import requirements depending on the nature of the goods.

Strategic partnership and resource mobilisation (SPRM) from the MENA Regional Office has been supporting the operational team with pledge registration and overview, proposal submission, meeting support and communication of operational progress with donors.

Also, two internal to the Red Cross Red Crescent Partners meetings have been completed (October 5 and November 30). Regional SPRM have drafted a resource mobilisation strategy that continues to evolve with operational progress and challenges. SPRM will continue to support the operations team in prioritising pledges that complement MRC and operational plans moving forward.

### External coordination

The lack of effective coordination between different stakeholders poses a challenge in identifying the gaps, hindering the ability of MRC/IFRC/GRC to discern where they can meaningfully contribute to the recovery of communities.

The IFRC has been coordinating with the UN Resident Director, after meeting with the MRC in Marrakesh, to advocate to the Foundation Mohammed V for supporting reconstruction coordination. In the coming days the MRC is expected to meet with representatives of the Mohamed V Foundation to facilitate imports to mitigate supply chain risks.



## National Society Strengthening

### Objective:

*To reinforce capacity at MRC headquarters and branches to respond to emergencies and to enhance volunteer and staff competencies in preparedness and response with continued service delivery in an inclusive manner.*

*MRC responds effectively to the wide spectrum of evolving crises and its auxiliary role in disaster risk management is well-defined and recognised.*

	Indicator	Actual	Target
Key indicators:	Number of volunteers insured	720	-
	Number of volunteers trained on Emergency Response	133	-
	Number of branches supported with infrastructure repair or equipment	1	3

### Chichaoua Branch:

The Chichaoua branch has been managed by volunteers since its formation in 2019 and has carried out activities with limited resources. The earthquake response provides the branch with a means to increase the capacities of its volunteer base and the opportunity to expand its activities and assets:

- Seven volunteers were selected to fill different long-term positions within the branch: program manager, finance assistant, logistics/relief officer, as well as CEA, shelter, WASH, and IM officers.
- The branch received two Toyota Hilux for one year from the warehouse in Tabat. Vehicles are necessary to access remote locations in the mountains.
- New offices to rent to accommodate the new team and the IFRC teams have been identified. The branch plans to move on December 10.
- Taking advantage of the visit of the recovery coordinator, the MRC President and the field coordinator organized a meeting with the Governor of Chichaoua. A discussion took place on the general earthquake emergency response, and the potential impact the MRC can have in the communities in the medium/long term with DRR and health activities. This supports the auxiliary role of MRC.
- Together with the shelter coordinator, the MRC President and the field coordinator had a fruitful meeting with the Qaid of Assif el Mal municipality to explain the technical shelter proposal, as well as the WASH and relief responses. After discussing all the sectoral components of the integrated approach, the Qaid designated eight remote communities in the valley of Imindounit, where to intervene.

### Taroudant Branch:

The Taroudant branch has existed since 1989. The branch has been running rather independently with limited resources and a modest material set-up, but with a substantial number of motivated and engaged volunteers, of which 212 have been actively mobilized since the onset of the EQ activities. The volunteer base covers people of all ages and many key figures have been active for several years. The earthquake operation offers the branch the possibility to start professionalizing rapidly, notably with:

- the scaling up of diversified trainings for volunteers (two on emergency response, one on shelter, one on CEA, one on hygiene promotion and one on relief).
- the recruitment of key staff (six recruitments completed and being formalized, two in progress) in accordance with the centrally agreed new organigram.
- the establishment of procedural, coordination and planning methods and mechanisms.
- the establishment of a preliminary fleet composed of two permanent cars and two drivers (contracts currently being finalized).

The close coordination/cooperation with the IFRC teams has allowed the Taroudant branch to strengthen its intersectoral response capacities. It has allowed the branch to diversify their action from a mostly first-aid/assistance distribution provider to a more comprehensive humanitarian actor, while respecting two-way dialogue with the affected communities themselves. Working relationships with central and local authorities in Taroudant have been established and consolidated in line with ongoing and planned activities and dialogue continues. Taroudant covers a fairly large territory with many established needs. The challenge remains prioritisation and ensuring that activities continue quickly despite the many administrative delays/human resources challenges.

### Al Haouz/Marrakech Branch:

Activities in Al Haouz and Marrakech started in November 2023. A team composed of a field coordinator, a CEA officer, and MRC volunteer visited the authorities of Al Haouz and obtained approval to access 13 communities in

Al Haouz (Ijoukak, Imgdal). A multi-sectoral assessment was conducted in four communities in Al Haouz and the rollout and implementation of activities are currently planned.

The earthquake response also contributed to the development of the Marrakech Branch through the following activities:

- The Emergency response training, an induction training in CEA, shelter, WASH, and relief, was successfully provided in two days to 24 volunteers from Marrakech and Al Haouz. Following the training, two briefing sessions on the use of the Kobo form in the field were organized for 15 volunteers from Marrakech and Al Haouz.
- Recruitment is also underway for various positions within the branch such as WASH officer, CEA officer, fleet officer, and program coordinator.



## IFRC Secretariat Services

### Objective:

*IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible. The Secretariat provides strategic orientation, facilitation, and coordination, considering long-term positioning and further capacity development of the National Society. This will be done by building on existing structures for large-scale programming, toward strong guardianship and accountability for all programming. The IFRC Secretariat will facilitate channeling global resources to sustain the localized response and recovery efforts.*

### Key indicators:

Indicator	Actual	Target
Number of trainings conducted on IM or PMER	1	-
Number of financial systems adopted	-	1
Number of trainings on financial systems conducted	-	-
Number of technical or operational staff recruited	13	39
Number of branches supported with infrastructure repair or equipment	1	3
Number of trainings conducted on logistics or procurement	1	-
Number of villages with multisectoral assessments conducted	14	14
Percentage of people assisted reported the relevance of the assistance to their needs	-	-

Percentage of people assisted reported receiving the assistance in a dignified and safe manner	-	-
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## **Human Resources**

During the reporting period, human resources support to the operation was provided at national, regional and Geneva levels as well as remotely, ensuring specialized surge personnel where necessary to meet the needs changes in the operation.

A Federation-wide approach has taken place when defining the organisational charts for the short- and long-term response. Reflecting the structure of the MRC, IFRC and GRC projected an organisation chart covering the next two years of the response. Most of the 39 projected national staff positions in MRC are currently being recruited or under contract signing. IFRC will maintain a structure of 28 staff to support the MRC. Disaster risk reduction will be supported by GRC, as well as the field coordinator position for Chichaoua.

In terms of IFRC surge capacity in support to MRC, another rotation of surge has been approved to cover the period between mid-December and mid-February. This will allow a better transition between the surge and the long-term team that should start early January. It will also ensure support to the branches that have just recruited new members that may require technical support form IFRC in terms of Shelter, WASH, Relief, Logistics, IM, and CEA.

### ***Administration:***

One of the main priorities of the administration team was to hire a local lawyer to represent and to support IFRC in legal matters and officially represent IFRC in the Kingdom of Morocco before all official and administrative bodies and authorities.

At a more operational level, the team developed a welcome briefing for new delegates, set up a housing system for the accommodation of surge personnel in Marrakech, Rabat, Chichaoua and Taroudant.

In terms of capacity building of the MRC, standard operating procedures (SoPs) for finance/administration, and procurement were developed, and discussions are underway on the MRC volunteer's management policy and volunteer engagement form.

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

In collaboration with regional colleagues and the different sectors of intervention, a set of response wide indicators was tailored and confirmed in accordance with the Operational Strategy. An indicator tracking table (ITT) was developed and shared with sectors and field coordinators to monitor progress across various sectors. PMER has also been responsible for compiling and editing information for the weekly report to MRC.

PMER, in collaboration with CEA and Relief, supported the first round of multisectoral assessment led by MRC. Throughout the multisectoral assessment process, feedback from sectors and volunteers has been instrumental in adjusting the questions. In collaboration with sectors, PMER continued to refine the methodology and data collection tool and conducted three assessment trainings on November 4, for the Chichaoua branch (10 volunteers trained) and the Al Haouz/Marrakech branch on November 11 and 14 (15 volunteers trained). PMER supported preparations for the assessment, data analysis and associated report drafting for nine villages in Chichaoua and Al Haouz. To this date, it is estimated that at least 600 community members participated in the multisectoral assessment group discussions

### ***Information Management (IM):***

IFRC supports MRC in rolling out the Red Rose Platform that ensure volunteer payments via Money Gram. In the reporting period, services for Red Rose, Money Gram and Twilio were contracted. The IFRC, in collaboration with

German Red Cross, supported MRC in unifying and applying an indemnity policy for the crisis allowing the roll out of the payment system. More than 15 people (MRC finance and volunteers coordinators, IFRC, PNS staff) received training on Red Rose/Money Gram in November. IFRC is preparing a registration process for all volunteers of the Red Crescent as well as for daily workers.

IM also supported the multisectoral assessment in Chichaoua and Taroudant and ensured the reporting of data collected in Anzefi (Chichaoua).

**Logistics:**

Importation of various humanitarian goods such as blankets, chlorine tablets, mosquito nets, and kitchen sets, has faced significant delays at customs, currently being resolved. There is now a focal point at the Foundation Mohamed V to receive authorization to import. Shipping instructions have been updated to reflect new import procedures. All imports are opened according to new procedures. Thus, IFRC target is set to get up to 4,000 Better Shelter units in-country, exception for sole supplier has been requested and is now awaiting approval from the Committee of Contracts in Geneva for a first batch of 1,000 units.

On the procurement side, targeted market assessment is underway in Rabat, Casablanca, and Marrakech to find more suppliers and engage relationship. The team has been successful in securing local relief and shelter items such as 300 floor kits made of pallets and plywood, tools kits (hand saw, hammer, nail), household tool kit, 3,000 hygiene kits for students. In alignment with the MRC development, procurement of laptops for staff members and mobile phones for volunteers is underway. The team supports the WASH team in their procurement process, as well as the shelter team for Caidal tents and Better Shelter insulation kit.

The main challenges faced in logistics and procurement are the limited cashflow in the country and the complexity of the documents requested which discourage suppliers' participation in tenders, especially for low value purchases. The distribution of relief items to remote communities also poses a logistical challenge in terms of warehouse and transportation. A warehouse has been secured in Marrakech. An agreement has been made with MRC to lease three Toyota Hilux, two small utility trucks, two 12 Mt trucks and one 12-seater minibus to the IFRC.

The next step is to ensure a smooth transition between the Logistics ERU which will be phased out in mi-December and be replaced by Logistics IFRC, and the supply chain delegates surge.

The overall Logistics and supply chain strategy is based on a combination of local sourcing where possible at fair price, quality, and quantity; and with international procurement for standard IFRC catalog items or items not available in Morocco. Storage is in the Marrakech Operational Warehouse and dispatch from that warehouse is made via heavy trucks to distribution regions. At the regions, either a direct distribution from the heavy trucks, or transfer to smaller satellite trucks too difficult to pass roads to access remote villages.

Training	When	Participants	Men	Women
Procurement Guidelines and procedures	17 Nov	Wash team	0	4

## D. FUNDING

To date, 30 percent of the IFRC Emergency Appeal's funding needs have been covered (see [Donors' Response](#)). The IFRC and the MRC express their gratitude to the generous donors and kindly encourage continued donations to support this Emergency Appeal in order to enable the Moroccan Red Crescent to continue providing support to meet immediate, medium, and long-term needs of the populations affected by the earthquake.

### Contact information

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#### **For In-Kind donations and Mobilisation table support:**

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#### **Reference documents**



Click here for:

- [Previous Appeal documents](#)
- [the GO platform](#)

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations (NGO's) in Disaster Relief, the **Humanitarian Charter, and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.