

# OPERATION UPDATE

## 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 #2</b> <b>Date of issue:</b> 01/02/2024	<b>Timeframe covered by this update:</b> From 04/12/2023 to 12/01/2024
<b>Operation timeframe: 28 months</b> (08/09/2023 - 31/12/2025)	<b>Number of people being targeted:</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 35 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 as part of the immediate response and to provide an integrated recovery approach to the affected population.



MRC volunteers leading distributions in Idisyar, El Haouz on December 8, 2023. **Photo:** MRC

# A. SITUATION ANALYSIS

## Description of the crisis

On 8 September 2023 at 23:00 local time a 6.8-magnitude earthquake shook Morocco. According to the United States Geological Survey (USGS), the quake originated at a depth of 18.5 km with its epicenter in the High Atlas Mountains, located 71 km southwest of Marrakech, 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 struck 19 minutes later. Damage to homes and critical infrastructure was extensive in all affected areas, highlighting the urgent need for emergency shelter support for those affected. Fearing further 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 complicated rescue and relief efforts.

Remote villages high in the Atlas Mountains, near the earthquake's epicenter, suffered substantial damage. Moroccan search and rescue teams, with support from teams from Spain, Britain, Qatar, and the United Arab Emirates have stepped up massive efforts to bring relief to devastated mountain villages.

This earthquake is 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>1</sup>. El Haouz/Marrakech, Chichaoua and Taroudant were the worst affected areas, although other areas including Ouarzazate and Azilal were also affected. Regarding educational institutions, the Ministry announced that a total of 530 educational institutions and 55 boarding schools were damaged to varying degrees, mostly in the provinces of Al Haouz, Chichaoua, and Taroudant.



*MRC volunteer supporting a community member in Agadir, Chichaoua. Photo: MRC*

<sup>1</sup> [Daily Flash \(europa.eu\)](https://www.europa.eu/en/press-communication/infographic/2023/09/23/flash-report-09-23-2023)



## Needs analysis

The MRC with support from the IFRC and the German Red Cross has carried out several multi-sectoral needs assessments in severely affected areas to investigate the needs at the community level. Assessments were carried out before entering new communities and on an ongoing basis to best understand the changing needs of the affected population. Consultations with authorities and community leaders are also conducted on a regular basis to inform interventions. Most affected areas are the provinces of Al Haouz, Chichaoua and Taroudant. Main needs to be addressed through this operation remain as follows:

**Shelter and non-food items:** With over 59,674 houses damaged or destroyed, many families do not have suitable living arrangements and are staying in temporary settlements. Some people still lack emergency shelter solutions. Heating, blankets, and non-food items are still needed especially during winter and particularly in mountainous areas where winters are usually harsh. Therefore, the affected population requires shelter solutions that could help them stay warm and dry in these harsh conditions. Schools affected by the earthquake are lacking beds, mattresses and blankets for children living in dormitories.

**WASH:** Running and drinking water is not available in temporary settlements. The affected population also lacks access to toilets and sanitation facilities which may lead to waterborne diseases and other health-related outbreaks potentially extending the impact of the earthquake not only on people, but also on their environment. It has also been noted that the affected population has not enough means to access hygiene-related items, especially for children and women. The promotion of basic hygiene practices remains a priority.

**Long-term food security and livelihoods:** The emergency assistance is planned to last until April this year. In the long run, the support for reconstruction and repair of destroyed and damaged houses is foresighted. Support towards food security, income generation for affected population, mental health and disaster risk reduction will require additional planning and investment over the coming months.

## 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 remains hard to predict. The real possibility of snow presents hazardous access and driving conditions, which may impact operations. 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	High	Very High	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.	Very High	High	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 organizations 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 organizations.
Winter conditions and difficulty accessing communities and providing timely support to deal with winter conditions	<b>Very High</b>	<b>High</b>	Prioritizing 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. The proposed operational strategy is based on discussions with the National Society; the Government's reconstruction strategy; secondary data and rapid multi-sectoral assessments carried out two months after the earthquake in 16 communities across the three most affected provinces; as well as on observations and discussions with communities on the ground. 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 the final recovery planning.

The Government is leading response operations, including the reconstruction strategy which falls under its responsibility. Existing government strategies cover social protection schemes and housing reconstruction assistance. The Government Reconstruction Strategy is defined for one year. However, given the complexity access to the mountains and Government directives, reconstruction could take longer than expected, between two to five

years according to experts, particularly in very remote areas. Government reconstruction directives call for the application of the Eco-Douar concept. The approach combines:

- i) respect for the social organization of the inhabitants of the douars (small villages, often bringing together one or two extended families);
- ii) respect for cultural heritage in relation to the model of habitation and the 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.

The operational strategy aims to provide complementary assistance to the government-led response. The MRC approach primarily targets hard-to-reach communities and the most vulnerable populations living in remote areas with a twin-track intervention that primarily intends to address the immediate needs of affected populations through multi-sectoral relief assistance as well as early recovery integrated assistance activities, which can in the medium to long-term turn into support to the reconstruction.

In the emergency phase, the priority identified by MRC is to provide relief activities through distributions of items of first necessity, as well as emergency shelter assistance including winterization support, emergency WASH facilities in a safe and dignified way, while building its own capacity in these sectors. As the operational strategy progresses to include early recovery activities, sectoral activities evolve to propose transitional solutions such as transitional shelter units, decongestion of sites, strengthening access to sanitation, water and waste management facilities complemented by a comprehensive hygiene promotion campaign and community-based health and first-aid (CBHFA) activities. In parallel, discussions are ongoing to explore the possibility of complementary cash and voucher-related activities to government schemes, first in the form of a potential pilot in one of the intervention areas. In the medium term, community based DRR, livelihoods support complemented by a strong psychological well-being component will be incorporated in the overall intervention to strengthen resilience on the path to recovery. Whilst the recovery strategy continues to be developed, MRC and its partners understand that 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 considered. This situation will extend into a second and potentially third winter period, hence the imperative to improve the quality of these temporary shelters.
- **Return to homes with lingering trauma:** affected people are expected to return to homes which suffered minimal or no damage. However, a considerable number of these individuals who need to improve their homes and be prepared for any other hazard are still dealing with significant psychological trauma.
- **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.

These situations may continue to evolve over the next months with certain contextual factors such as the current winter season, with very low temperatures expected in February (potential cold wave); sowing and growing season of wheat (main cereal); and the Ramadan period.

Despite all the relative uncertainty regarding the evolution of the situation and context, the objective of the operation remains to increase and sustain the safety, health, and dignity of affected people; interventions aim to stabilize conditions after the emergency, restore basic services, assess long-term needs and put in place viable long-term

solutions through recovery plans. Below is a detailed table showing the evolution of needs and the interventions envisaged:

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, others are still waiting;</li> <li>• Anecdotal movements of people to their home or to cities;</li> <li>• Sanitation remains a challenge even if people move from tents to containers;</li> <li>• Evacuation of rubbles in remote areas stops because of winter conditions;</li> <li>• Gaps in provision in rural areas likely to be more evident because of winter conditions;</li> <li>• Aid reduces drastically and saving/incomes are exhausted, three to six months without work as men do not want to return to cities to let their family while they are in tents, leading to food shortages;</li> <li>• Preparation of the spring: some agriculture activities have resumed but with few seeds at their disposal (wheat mainly);</li> <li>• Post-traumatic stress and traumas;</li> <li>• Vulnerable groups exposed to protection problems, including children, female heads of households, people with disabilities;</li> <li>• Respiratory infectious diseases.</li> <li>• Limited available space in affected steep villages and challenges in accessing land for temporary shelter settlements especially as the agricultural season approaches.</li> </ul>	<ol style="list-style-type: none"> <li>1. Winterization is the main needs' focus in terms of food, warm clothes, heating, tent insulation, floor kits and overall improvement of living conditions.</li> <li>2. Continuation of households' relief assistance and hygiene items for communities not yet reached and second round to those already reached.</li> <li>3. Site improvements to facilitate WASH and Shelter interventions, including decongestion of the temporary shelter sites and using participatory approach for safe shelter awareness (PASSA).</li> <li>4. Transitional shelter assistance to households whose houses have been destroyed</li> <li>5. Psycho-social support (PSS) and community-based health support.</li> <li>6. Establishment of robust referral pathways for protection cases identified and dissemination of prevention messages</li> <li>7. Livelihood support through livestock support in targeted High Atlas communities.</li> <li>8. Disaster risk reduction activities</li> </ol>

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

## C. DETAILED OPERATIONAL REPORT

### STRATEGIC SECTORS OF INTERVENTION

	<p><b>Shelter, Housing and Settlements</b></p>	<p>People reached: 10,388</p>	
<p><b>Objective:</b></p>	<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>		
<p><b>Key indicators:</b></p>	<p><b>Indicator</b></p>	<p><b>Actual</b></p>	<p><b>Target</b></p>

Number of households provided with assistance for repairs or construction	Not started	1,000
Number of households provided with transitional shelter assistance	33	2,300
Number of households provided with support for winterization of tents	296	2,000
Number of households provided with shelter NFIs (household items and tarps)	2,591	4,000
Number of affected people who attended awareness sessions on shelter and emergency household items	22	600
Number of safe and winterized communal spaces in tented settlements (e.g., communal kitchens, social spaces) supported	0	20
Number of sites benefiting from temporary site improvement activities	7	50
Number of staff and volunteers trained on the implementation of Shelter activities	33	60
Number of people taking part in daily labor related to shelter and settlement	50	-

### Emergency Phase:

Emergency response activities continued to ramp up with additional villages reached. Distributions of essential household items (blankets, kitchen sets and jerry cans) and emergency shelter items (emergency tents and tarpaulins) are appreciated by the affected population as it has allowed them to improve the day-to-day activities around the household. Additional blankets are also appreciated as temperatures in December and January drop to below zero at night for the communities at higher elevations. Every distribution of the winterization floor kits (pallets, plywood sheets and a family tool kit (composed of a hammer, a saw, and half kg of nails) to give protection from the cold and moist ground includes an installation instruction session by trained MRC volunteers. For households that require help, like the elderly and single female-headed households, the MRC volunteers are there to tackle the installation work for them. In order to better complement actions and increase the quality of MRC's assistance, GRC and IFRC combined materials and resources for the distribution of materials to protect against winter conditions.

As part of the site improvement activity, the IFRC team has been training the MRC staff and volunteers to deliver community-based participatory planning for actions to make the temporary settlement safer, secure, and dignified. Specific sessions include repair to reinforce the emergency tents and fire risk reduction and fire extinguishing. Community tool kits (includes digging and levelling tools, construction tools and personal protective equipment) are provided to help the community carry out the work themselves. Ongoing procurements for fire extinguishers and communal tents for urgent distribution will contribute to the safety and the social fabric at the temporary settlement sites.

Activity	Description	Number of communities assisted		
		Al Haouz/ Marrakech	Taroudant	Chichaoua
Settlement site improvement	PASSA approach to grow awareness, deliver risk reduction sessions, distribute community tool kits, and work to improve site and shelter conditions.	2	4	2
Winterization	Distribution of floor insulation kits	2	4	2
Tent distribution	Provide winterised tents	0	2	1
Non-food items distribution	Provide household items and shelter repair items (NFIs)	7	4	9

### Marrakech/ Al Haouz

To date, the seven villages of Ait Zitoun, Idisyar, Iguidi, Alla N'Mzagheni, Tasghimoute, Tachgalt, Ighrem have received essential household items as well as tarps to improve the waterproofness of their tents. These distributions have opened the door to further support and the shelter team carried out participatory planning for decongestion and site improvements and handed over community tool kits in Ait Zitoun and Idisyar. MRC and the shelter team also distributed floor kits to 12 households. At the request of the Ministry of Education, the MRC will provide 500 bunk beds, 500 mattresses, and 1000 blankets to improve the living conditions for students living in dormitories in Al Haouz.

### Taroudant

Following the practical learning from their work in Takouchte, the team has provided site Improvement support including work to the paths and road access of Ait Yahya, Ida Ougoumad, and Ait Youssef. A total of 241 households have now received household items and shelter materials. 20 families in Takouchte and 10 families in Ida Ougoumad received improved tents provided by the German Red Cross as a transitional shelter solution and the four villages received a total of 214 Floor kits. Following what could have been a disastrous accidental fire last year, the team has provided fire extinguishers and will provide fire extinguishing training in the coming weeks. A first firefighting training was held in Taroudant on January 5, 2024, with the participation of 36 volunteers. MRC with the support of IFRC aims to provide fire extinguishers and trainings to all the settlement sites where it works in addition to the risk reduction session on fire risks and mitigation.

### Chichaoua

The Chichaoua teams have made great progress despite very challenging access conditions for certain villages in the deep valleys of the High Atlas. In Agadir, Imin Izghnar, Ishrana, Anzefi and Tindri 242 households received shelter repair and household items. A total of 96 families in Anzefi and Tindri received tarpaulins and Floor Kits to improve their emergency shelter, strengthen tents and keep the floor warm and dry. The Ighermane and Anzefi settlements benefited from site improvements led by MRC volunteers, including a participatory planning session with community members. In Anzefi, three households were prioritized to receive the first of a larger order designed and manufactured in Morocco.

The needs of the affected population in the settlements are continuously evolving and a number of organizations and members of the public are also delivering sporadic assistance. The team has prioritized close collaboration with all levels of governance and informal community leaders to improve coordination

and to avoid duplication of assistance. The shelter response strategy is not an exclusive package, so teams seek to fill any gap to support the communities. This continuous assessment through interactions with communities during activities and observation will feed the proposals for transitional and recovery interventions.

## **Recovery Phase:**

### *Transitional shelter Unit:*

Following the approval from the Government for the use of the Relief Shelter unit (produced by [Better Shelter](#) organization), 156 units were procured and are planned to arrive to Marrakech on the last week of January. These units are timely options to improve the dignity and safety of households including lockable doors and meet [Sphere](#) minimum living space requirements for up to five persons. The team is drafting the activity description, targeting strategy, and socialization/communication plan to support the MRC in identifying and selecting communities where the transitional shelter solution will be proposed. Two potential areas for pilots have been identified: Al Haouz and Chichaoua. In Al Haouz, local authorities have asked for relief shelter units for 100 teachers from affected villages who have moved down to unaffected schools with students; and in Chichaoua, they are looking for a solution for 500 households. The team is planning a pilot construction to train trainers and validate the bill of quantities for procurements. In areas at risk of wind or storms, the unit will be installed on a concrete slab to ensure good anchoring. The shelter also receives a floor kit to provide additional thermal comfort and protection from ground moisture. All units will have an exterior insulation solution adapted to the conditions of the High Atlas. This fireproof mineral insulation layer and the wood frame can be reused when the unit is dismantled and moved when the family reaches their durable solution.

### *Social Technical Assistance/ Technical partnership:*

For the many vulnerable families, the goal of returning to their pre-earthquake residences to begin repairs or even reconstruction will be difficult. For some, this will mean resettling to a new area. The MRC is in the position to offer the strength of its volunteers to accompany families through the final steps of the shelter process. The team has continued the preparation of a social shelter technical program including the following support activity options;

- Mobile information posts and information sessions. These offer crucial information on safe reconstruction and the government financial support, for example.
- Helpers to families in applications for subsidies, grievances, access, and referrals to organizations that will support them in specific fields.

MRC also partners with organizations like [Miyamoto International](#) that provide para-seismic engineering competencies, to:

- provide detailed damage assessments and technical recommendations in coordination with government offices.
- offer technical support, recommendations, and accompaniment to families for repairs and reconstruction.
- augment local skilled worker capacity through trainings and contract for daily labour.
- accompany households in returning to their homes if they are inspected and deemed safe. Support with transporting their belongings. This return can be traumatic which is why PSS trained volunteers will be essential.
- support to remediate the temporary settlement sites.
- provide technical support to water supply and sanitation in residences.

The scale of activities has required additional induction trainings for new volunteers during which the sector is introduced, followed up by shelter activity implementation training that are a combination of theory of the response activity including reporting and then practical training like tent set up, floor kit installation and tarpaulin repair options. A specific training for the transitional shelter unit is being designed and will be tested in the coming weeks. The shelter team is supportive of having multi skilled volunteers to make best use of their availability and talents.

The Shelter coordinator is participating in an informal national Shelter working group of national and international actors that discusses the Government's policies, best practices and tries to improve coordination of support. The group is shifting now from emergency shelter to conversations on longer term shelter support strategies.

### **Crosscutting PGI**

The teams had separate gatherings with women for the participatory settlement site improvement planning session in Chichaoua. A group of 11 women gather to discuss their settlement planning needs. In particular cooking practices and fire safety around cooking and heating are discussed. Community lighting solutions were discussed with village residents and can be supported by the site improvements activity to ensure safe access from the temporary shelter to the communal latrines at night. In the selection of volunteers for shelter activity implementation trainings, MRC has been asked to include volunteers of all genders and that speak the local dialect (Tachelhit) to ensure better communication with the communities. The team is promoting the inclusion of women as potential daily workers for shelter activities. With a scale up in construction work across the affected area, the team is preparing locally appropriate messaging to avoid having children work on construction sites and in the construction material production sector.



## **Livelihoods**

### **Objective:**

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

The MRC, with the support of the IFRC, is contributing to livelihoods support through the hiring of community-based daily workers. Indeed, as part of the WASH hardware construction and Shelter activities, daily workers from affected communities continue to be employed to build infrastructure, with, as of January 12, a total of 162 individuals who have been employed and compensated according to the salary scale of the *Caisse Nationale de Sécurité Sociale*, ensuring them income to support their families (see indicator in the WASH section). The workforce plan for shelter and settlements also considers hiring both specialised and non-specialized daily workers and the [Red Rose platform](#) being set up for compensation of volunteer expenses is also expected to be used for payment of daily workers.

To complement support from the Government to cover the immediate food needs of the affected populations, the MRC is planning to provide food parcels (either in-kind or in cash) during the month of Ramadan (March 2024). Discussions are ongoing between MRC and the government regarding a potential cash and voucher pilot project to complement the social protection schemes currently being rolled out.

Whilst comprehensive recovery plans including a livelihoods component are in the offing, MRC is working closely with IFRC and Qatar Red Crescent (QRC) to develop a robust livelihoods approach based on the technical assessment conducted at the end of 2023 by IFRC. The foreseen livelihoods intervention will entail distribution of livestock and training on animal husbandry, distribution of seeds, tree planting, and training for farmers as well as women economic empowerment (handcraft, cooperatives, etc) which will be closely linked to psychosocial well-being. Such activities are expected to be jointly supported by IFRC and QRC from spring 2024.

The community-based disaster risk reduction (DRR) intervention to be implemented in the recovery phase under the technical coordination of the German Red Cross (GRC) will adopt an integrated approach that includes a climate-smart livelihoods component, as well as anticipatory mitigation measures aimed at addressing climate change related challenges and protect livelihood assets. These specific mitigation measures will be identified following enhanced vulnerability and capacity assessments (EVCA) exercises conducted at community-level.



## Health & Care

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

### Objective:

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

	Indicator	Actual	Target
<b>Key indicators:</b>	Number of people reached by first aid activities in the response period	-	-
	Number of communities reached with community-based health activities (e.g., CBHFA)	-	60
	Number of people reached with health promotion, awareness, and other outreach activities for the prevention and control of diseases	-	26,000
	Number of people reached with psychosocial support (PSS) activities	-	26,000
	Number of volunteers trained on First aid and PFA facilitation	20	300

At the start of the response, the MRC provided first aid (FA) and psychological first aid (PFA) to 50,000 individuals during the search and rescue interventions.

The community-based health and first aid (CBHFA) component of the response is currently being designed by MRC with the joint support of IFRC and German Red Cross (GRC) and will be complementary to the WASH especially hygiene promotion and DRR interventions.

GRC, building on previous projects developed with MRC, will continue to support MRC in implementing the CBHFA program. This program is structured around four axes:

- *Distribution of hygiene and dignity kits to 3,000 families is planned for 2024 (this is taken into account in the target for the indicator, under the WASH sector).*
- *Training of staff and volunteers on approaches and/or topics for the implementation of disease prevention and health promotion activities:* In coordination with the current projects implemented bilaterally between MRC and GRC in other regions in Morocco, CBHFA training will be implemented as a comprehensive approach to build the capacities of MRC volunteers and to raise awareness in the targeted communities on health issues. This approach is driven by community-based volunteers to empower the people with whom they work, live and play. A first scoping mission will be organized from January 19 to 27, 2024, to define with the MRC, the Ministry of Health (MoH) and the different partners which topic of CBHFA will be adapted and rolled-out in the Moroccan context.
- *Implementation of awareness raising campaigns on health and DRR, outreach activities and first aid training in targeted schools and communities:* A total of eight awareness campaigns will be organized in 2024 in the targeted areas to inform communities about good health and hygiene practices. Volunteers will organize tailored awareness sessions on prioritised risks topics. Key health messages aimed at raising awareness and promoting household and community-level practices that can help mitigate, prepare for, and respond to the key hazards identified in the community risk assessments will also be shared during these sessions. These campaigns will be developed once key health priorities have been agreed with MRC. With the support of trained volunteers, a series of training on first aid will be implemented in schools.
- *Provision of psychological first aid (PFA) activities:* a one-day psychological first aid training for 20 volunteers of Marrakech and Al Haouz was organized on September 30, 2023, followed by a training of trainers (ToT) on October 1, 2023, with ten volunteers to support the emergency response teams during the surge and rescue activities organized during the first phase of the response. In the long term, and in line with the National Society development (NSD) component and to continue the support of MRC team in PSS based on the previous projects, PFA trainings will be implemented as an entry point to develop MRC's PSS approach. This activity will also be connected to the CBHFA trainings.

In addition to this, and in coordination with GRC Regional Office, the Turkish Red Crescent Society (TRCS) and MRC will engage in peer-to-peer exchanges to understand better MRC's MHPSS activities and gaps and provide ad-hoc support to MRC.

The Qatar Red Crescent (QRC) will also provide support to MRC to rehabilitate 10 primary health centres, repair buildings and provide of medical and non-medical equipment in the Chichaoua district.

The French Red Cross (FRC) has also expressed interest in providing support in the health component (including MHPSS) of the response and has already carried out a scoping visit to inform its approach.



## Water, Sanitation and Hygiene

People reached: 4,636

### Objective:

*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.*

### Key indicators:

Indicator	Actual	Target
Number of people reached with one or more hygiene items (soaps, buckets, basic cleaning products)	4,636	50,000
Number of people reached with hygiene kits	3,902	10,000
Number of people reached by hygiene promotion activities in the response period.	3,136	50,000
Number of water points installed/rehabilitated/treated	74	-
Number of villages reached with WASH assessments conducted in coordination with other sectors and implementing partners	46	-
Number of latrines and showers installed	87 latrines and 61 showers	-
Number of incinerators installed	10	-
Number of volunteers trained on the delivery of effective hygiene promotion in emergencies	73	-
Number of people taking part in daily labor related to WASH activities	162	-

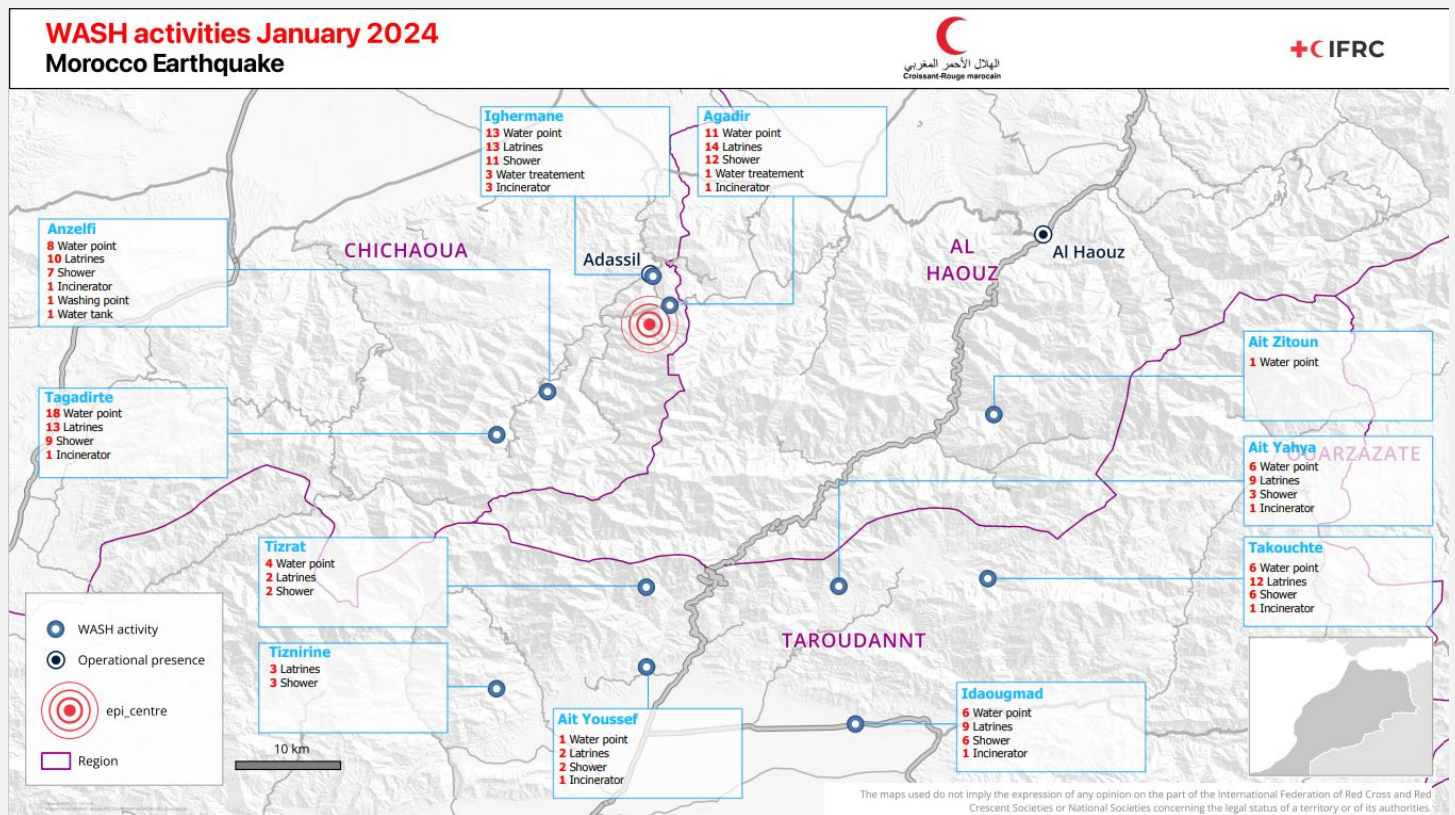
Following initial water, sanitation, and hygiene (WASH) assessments and distributions of hygiene items during the first few weeks of the response, the MRC, in consultation with authorities, tailored the WASH response to provide access to safe water; locally adapted sanitation and hygiene solutions meeting the SPHERE Standards as well as community engagement activities aiming at disease risk prevention.

Two Emergency Response Units (ERUs), with a clear mandate to focus on the most affected small communities in rural and remote areas lacking WASH services, were deployed with the support of several Partner National Societies (PNSs): the Mass Sanitation Module designed to provide sanitation facilities for up to 20 thousand people (MSM20) for sanitation and, the Water Supply Module (M15) aimed at providing water supply to 15 thousand people. In mid-

December 2023, the two teams were merged into a single ERU team, showcasing flexibility and adaptability from MRC's partners. The structure will remain the same until the end of the ERU presence in country scheduled for mid-February.

WASH activities currently cover the three affected province (Al Haouz, Chichaoua and Taroudant) of intervention after extending hardware activities to Al Haouz by mid-December. To date, the WASH team has installed and rehabilitated 74 water points in 11 villages in total, with three additional villages in the pipeline. In addition, 87 latrines and 61 showers have been installed to meet the pressing needs of these communities. Laundry facilities will be added.

The map below summarizes these achievements. In some cases, the WASH team, in cooperation with MRC volunteers and communities are customizing WASH related activities to respond to inhabitants needs such as water supply repairs, improvement of the water sources and installation of the required water pumps.



The distribution of hygiene kits is carried out jointly with hygiene promotion activities. So far, 3,902 hygiene kits have been distributed to 1,188 adults and 2,714 students (under 18) in Al Haouz district. MRC is planning to reach a total of 10,000 people with hygiene kits distribution over the next few months, with each household receiving at least two rounds of distributions.

Hygiene promotion (HP) activities have been conducted in remote communities, reaching a total of 4,636 people including women, children, and people with disabilities. HP focuses on encouraging safe practices, preventing waterborne disease risks; maintaining community water points and latrine facilities, sound solid waste management and the use of bins and incinerators.

Community engagement is also an essential component of WASH activities as has been demonstrated with the involvement of communities in mapping exercises guiding the selection of sites for the proposed WASH facilities, encouraging a sense of ownership.

The provision of dignity kits adapted for women and men is also planned for 10,000 people. Following community consultations conducted per gender, the contents of these kits are currently being validated after sample testing for menstrual hygiene management products. The distribution will be combined with hygiene promotion messages on menstrual hygiene.



*Preparation of distributions in the community of Takouchte, Taroudant. Photo: MRC*

The WASH and shelter medium to long-term implementation strategies are closely intertwined with the common aim of improving the overall living conditions and dignity of those affected. Thus, with the shift from emergency shelters to transitional shelters, then to long-term shelters during the recovery phase, the overall WASH strategy will evolve to aim to achieve a better ratio of individuals per water points, latrines, and showers. The MRC will therefore continue to support communities on either relocating existing WASH facilities or building new ones alongside the transitional shelter units or later on, repaired houses. This strategy will also take into consideration the special needs of people and support the promotion of protection, gender, and inclusion (PGI) with a specific focus on the accessibility of WASH facilities.

The long-term hygiene promotion strategy is also being reconsidered to be jointly planned with the CBHFA component under the technical lead of the GRC.

With the upcoming departure of the ERU, capacity building of the newly recruited WASH team and volunteers of MRC is a priority for smooth transition and handover and ensuring continuation of activities.



## 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.*

Key indicators:	Indicator	Actual	Target
	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

A scoping study on protection, gender and integration (PGI) is being planned in February to better understand the protection needs in Morocco and how to better integrate PGI into the current earthquake response operation as well as to get better insights into the positioning of MRC. The study will provide recommendations as to priorities and serve as a basis to redefine the PGI plan of action.

In the upcoming period, awareness raising and dissemination of prevention principles amongst staff and volunteers will be the focus. As such, a PGI induction session will be included in various trainings. A PGI session is planned for January 14, 2024, as part of the Emergency Response training with Marrakech volunteers. The session will cover core concepts on PGI such as child protection, gender-based violence (GBV) and people with specific needs, as well as practical examples of how PGI can integrate with other sectors.

The continuation of the MRC's long-term restoring family links (RFL) project will be supported as part of the MRC earthquake response, thanks to the technical guidance and oversight of the ICRC.



## 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	38	30
	Number feedback mechanisms established	1	1

Number of trainings conducted on CEA	7	9
Number of consultations made with authorities and community leaders to inform better planning	11	-

At the heart of the IFRC/MRC response to complex humanitarian situations are the communities, families, and people in need of targeted support. Community acceptance and trust are essential to carrying out life-saving work. One of the most effective ways to build this trust is to ensure that people always have the capacity to engage and to guarantee that interventions are based on their feedback and their needs. Community engagement and accountability (CEA) activities, including participatory assessments, community feedback mechanisms, and community engagement activities enabled continuous adaptation of programming during this time. The CEA approach is being integrated in many approaches risk reduction and behaviour change interventions and activities led by the MRC.

Three CEA officers have been appointed by the MRC in three branches (Al Haouz/Marrakech, Taroudant and Chichaoua). However, there is a need for further institutionalization of CEA within the MRC. Therefore, a permanent national CEA focal point should be appointed to lead the elaboration of a national strategy, staff training and the set-up of feedback systems in collaboration with the CEA delegate.

#### *Trainings of MRC volunteers and IFRC staff*

To improve the quality and consistency of the CEA approach, as an integral part of MRC's work, trainings on CEA and collecting community feedback are organized to support better community engagement. As part of the implementation of a feedback mechanism to gather opinions, questions, suggestions, and complaints from the communities, a one-day introductory training course on feedback mechanism (definition and importance of feedback, sensitive feedback, main means of collecting feedback and feedback channel) in response to the earthquake was organized at the library of the Commune Urbaine de Taroudant in the province of Taroudant on January 9. The training brought together 14 MRC volunteers (11 women and 3 men). Volunteers had previously been trained on Kobo Collect to better support the feedback mechanism.



*CEA training at Taroudant, library of the commune de Taroudant* **Photo: MRC**

On January 8, 2023, an online training was organized by the CEA Delegate with the WASH team on FGD basics (What is a focus group discussion? How to conduct a focus group discussion? And the main steps of a focus group discussion). Nine people (6 men and 3 women) attended the training.

Trainings						
Type of training	Dates	Branch	CEA topics covered	Participants	Men	Women
Introduction to feedback mechanism	9 Jan	Taroudant	-Definition and importance of feedback -Sensitive feedback -Main way of collecting feedback -Feedback channels and mechanism	14	3	11
Running a Focus Group Discussion	8 Jan	Online	-What is a focus group discussion? -How to conduct a focus group discussion? -Main steps of a focus group discussion.	9	6	3

#### *Consultations with authorities and community participation*

The MRC continues to maintain close relations with the authorities to support the operation. Branches get authorization from local authorities on which communities they can support. MRC branches also inform local authorities of distributions and other activities and obtain appropriate authorization when necessary. Community mapping is actively conducted by the WASH team with community members to identify suitable locations for new toilets and water points in the community. Community leaders and women representatives are involved in the registration process in the majority of villages and during the distribution process. The CEA officer explains to the communities the quantities and weight of distributed items. Communities designate some of their members to support the MRC team and organize the transport of items to the elders and vulnerable people. In Anzefli, Chichaoua, a community meeting was organized to share information and demonstration on how to use and maintain fire extinguishers on December 25, 2023, with the WASH team. This meeting brought together 30 people (15 men, 10 women, 5 children).



CEA Officer during focus group discussion with a group of men in Tagadirte  
**Photo:** MRC, 28 December 2023

### Feedback mechanism

The implementation of a feedback mechanism has commenced with the recruitment of three CEA officers in the branches. Following a discussion with MRC headquarters (HQ) in November, it was agreed that a pilot feedback mechanism will be implemented in the Taroudant and Chichaoua branches. Therefore, a simple Kobo form, designed collaboratively with CEA volunteers from both Taroudant and Chichaoua branches, is now used to document any feedback received from communities. The Taroudant and Chichaoua branches have already started using the form to collect feedback from communities during distributions. The next step is to work closely with them to effectively close the feedback loop and develop a feedback report.

On December 6, 2023, the CEA team participated in the community of practice (CoP) Webinar. The CoP for community engagement and accountability (CEA) is a space to foster collaboration, knowledge sharing, and learning on CEA within the Red Cross Red Crescent (RCRC) Movement. The webinar, organized by BRC, aimed to exchange experiences, share lessons learned, and explore challenges related to CEA in practice. There was a specific focus on integrating community engagement in response to the Morocco earthquake, highlighting both successes and challenges.

The distribution frequently asked questions (FAQs) list, designed to help volunteers answer community questions during distributions, was finalised and shared with the CEA officer.

### Community ownership

- In Ida Ougamad, Taroudant, responsibility for the maintenance and management of shared latrines and showers falls to the community. Men in the community took responsibility and agreed on a method to carry out maintenance tasks. They also participated in its implementation after the construction was carried out by the MRC. All households contribute monthly to the payment of cleaning products.
- Following the construction of containers by a local NGO in Tagadirte, Taroudant, the community relocated two latrines and water points constructed by MRC closer to their new residences due to the remoteness and difficulty of use, especially during cold nights. Some trees were also relocated around latrines (focus group discussions -FGD with seven men in Tagadirte, Chichaoua on December 28, 2023).
- Following their positive community participation experience with the MRC, women in Ida Ougamad, Taroudant wish to create their own community-based organization so that they can be consulted, and their views and opinions taken into account by organizations providing support to the earthquake victims.



## Risk Reduction, climate adaptation and Recovery

<b>Objective:</b>	<i>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.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	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

Following the draft early recovery program framework discussed with MRC in late 2023, medium- and long-term planning for community-based disaster risk reduction (CBDRR), community-based health and first aid (CBHFA) and broader resilience activities were defined and refined.

MRC with the support of IFRC will coordinate the organization of a “Recovery workshop” in March 2024 to review the recovery plans, as well as validate and disseminate the recovery phase vision to branches and all levels of the organization and to all partners.

Short-term activities are being integrated into the shelter and WASH responses to support community preparedness for winter. The pre-positioning of strategic stocks in anticipation of a cold snap is underway.

The German Red Cross (GRC) is taking technical leadership on DRR. They will coordinate strategic discussions and support the MRC in the development of its risk and disaster reduction approach by capitalizing on existing projects and tools used by MRC. This will draw on a single and comprehensive enhanced vulnerability and capacity assessment (EVCA)-type process that includes disaster, climate, and health risks, and a combined CBHFA and CBDRR intervention using a resilience lens. Training and pilots will be conducted in all provinces for the volunteers. Once achieved, the implementation will be supported by IFRC and other potential partners, according to the methodology developed.

To support this development, the GRC is in the process of recruiting a technical coordinator, as well as national staff in each province. These individuals will help coordinate the DRR actions of all Movement partners and promote similar standards and approaches in all affected areas.

## Enabling approaches



### 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 recognized.*

<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	Number of volunteers insured	720	-
	Number of volunteers trained on Emergency Response	133	-
	Number of branches supported with infrastructure repair or equipment	2	3

To outline clear National Society strengthening plans, the MRC, with the support of IFRC and other Partner National Societies (PNSs) is envisaging conducting an organization capacity assessment certification (OCAC) around mid-2024. The aim would be to identify priorities to focus on for the coming years and develop a clear roadmap. All MRC partners would then be able to provide specific support consistent with this plan based on their own expertise. The IFRC is recruiting a National Society Development (NSD) coordinator to support this process and follow-up work.

Whilst this process is ongoing, several sectors have already been identified as crucial and some headways have been made in the framework of this response on organizational development (human resources (HR) practices, volunteer training pathways and volunteer payment through a centralized Red Rose system, financial reporting, among others).

### **Chichaoua**

The Chichaoua branch operates under the coordination of the regional branch in Marrakech. Since the earthquake, the branch has demonstrated solid and autonomous capacity to implement activities. The branch has hired full-time staff including a program coordinator, five officers and an assistant for the operations.

During the reporting period, the branch, with the support of the Marrakech branch and IFRC and GRC teams, has provided several trainings to volunteers, particularly with a focus on hygiene promotion. Progress has also been made in information management, including the use of the [Red Rose](#) system for volunteer payments. The team continued to report to the local government authorities in the region every two weeks, following the meeting held in December where it was agreed that frequent updates would be beneficial. In terms of infrastructure, the branch has moved to a new, larger office space. Moreover, nine telephones, seven computers and a printer were provided to the branch, together with two 4x4 vehicles sent from Rabat, which allow them to communicate and work in the office and in the field.

### **Taroudant**

During this period, the Taroudant branch finalized the recruitment of the entire operational team. A series of seven comprehensive training sessions were delivered by the IFRC team in Taroudant, Morocco. The field coordinator and the MRC logistics officer engaged in discussions covering various aspects of vehicle management, with emphasis on responsibilities, safety protocols, maintenance, cleanliness, fuel management, and emergency procedures. In Ouladberhil, the hygiene promoter organized a training session for six volunteers (6 women), focused on activity planning and implementing the hygiene handbook to ensure a smooth transition and sustainable continuation of hygiene initiatives. Furthermore, a firefighting training session was successfully conducted for 36 MRC volunteers (24 women, 12 men), with plans to replicate the training across all villages and camps under their care.

A joint planning framework was established for weekly meetings, including sessions with IFRC/PNS team members and separate sessions with volunteers.

In terms of infrastructure, the branch has moved to a larger office. The branch received three mobile phones and ten laptops, significantly improving communication and working capabilities. An additional seven mobile phones are expected to be provided soon. The procurement of furniture for the new office is underway and is anticipated to be completed within the next couple of weeks.

### **El Haouz/Marrakech**

In early December, MRC facilitated several meetings with local authorities to deliberate and harmonize distribution strategies for Al Haouz. At the same time, valuable progress was made strengthening the National Society branch through completing recruitment procedures for several critical roles, including program coordinator, human resource officer, fleet officer, CEA officer, WASH officer, finance assistant, and administrative assistant. Additionally, positive partnerships were strengthened, and commendation was received for collaborative endeavors involving local authorities and the Ministry of Education, most notably the dissemination of hygiene kits in eleven schools impacted by the earthquake in Marrakech. Furthermore, in close coordination with the technical teams of IFRC, the MRC is actively engaged in a collaborative effort to respond to urgent needs arising from the effects of the earthquake. The initiative includes rehabilitating educational institutions affected by seismic events by responding to the request of the Regional Directorate of Al Haouz to provide essential non-food items to these institutions and enhance the living conditions of students and teachers (see Shelter section).

The Marrakech office was furnished to effectively host the newly recruited staff members as well as the IFRC operational team.



## **Coordination and Partnerships**

<b>Objective:</b>	<i>Ensure a well-coordinated emergency operation and availability of funding.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	Number of movement operational meetings held	13	-

The IFRC is supporting the MRC to establish strong internal and external coordination mechanisms for the response. The collaboration mechanisms established at the start of the response between MRC, GRC and IFRC are under review but are still functional. Weekly meetings are held to share highlights of the week's planning and key challenges encountered. A monthly face-to-face management meeting will be put in place starting in February to review overall progress and investigate strategy updates for the overall response and recovery phase. Joint planning meetings also take place on a weekly basis at the branch level.

Bi-weekly reporting is in place since December 2023 to keep track of new developments and recent achievements. This report circulates between MRC, IFRC and GRC both in the field and at MRC HQ.

External coordination with the authorities is managed by MRC. Regular meetings take place with local authorities in the field as well as at MRC HQ. Branches get guidance and authorization from local authorities regarding which communities to support and carry out specific activities. Additionally, the IFRC supports the MRC's humanitarian diplomacy efforts to facilitate the importation of goods for which the process is now becoming smoother. Through

humanitarian diplomacy, transitional shelter solutions have also been approved by the local authorities in some districts, allowing the MRC to proceed with piloting this approach.

MRC's collaboration with the [Mohammed V Foundation](#) is also very good and supports MRC with imports, supply chain and access.

Close coordination is also in place between the IFRC, the MRC and sending National Societies to coordinate the receipt of in-kind donations. The mobilization table is now closed.

The strategic partnership and resource mobilization (SPRM) team 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.

MRC, with the support of IFRC and GRC, are engaging in several bilateral relationships with donors and embassies at Rabat-level. A coordinated group of donors from Embassies based in Rabat also meets regularly with IFRC to provide operational updates on response implementation.

The MRC is also hosting several visits from Red Cross Red Crescent's National Societies as well as back donors.



## 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	3	-
Number of financial systems adopted	-	1
Number of trainings on financial systems conducted	-	-
Number of technical or operational staff recruited	30	39
Number of trainings conducted on logistics or procurement	2	-
Number of villages with multisectoral assessments conducted	16	-
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	-	-

**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 changing needs of the operation and initiating long-term human resources workforce planning.

The IFRC's long-term staff structure is currently underway and has started with the recruitment of a long-term IFRC operations manager for Morocco, who began a 2-year assignment in January and a finance delegate also on a long-term basis from March 1. Likewise, the recruitment of national staff planned by the MRC for the coming year has been completed, with the IFRC having assisted MRC in recruiting 30 national staff in Rabat, Taroudant, Chichaoua, and Marrakech.

While the surge window was closed in January, surge delegates were extended to ensure coverage for shelter, administration, WASH, logistics, PMER, IM, CEA and other key positions until March 2024, ensuring that the IFRC maintains the same staff capacity during the transition period until the remaining long-term positions are recruited. Staff on loan options are being explored while long-term positions are being recruited to replace surge delegates and avoid discontinuity in the support to MRC.

Now that MRC staff have been recruited, capacity building and training of staff is underway between IFRC technical experts and their MRC counterparts.

**Finance and Administration:**

Initially, the finance team were focusing on finding a solution to liquidity and other financial issues that were minimally necessary to facilitate operational work, based on the IFRC policy and procedures. The administrative and finance teams collaborated to provide the minimum required for the surge and ERU teams by facilitating the rental agreement and procuring the needed IT equipment and furniture for staff.

Despite some challenges, planning with the MRC for the implementation for the coming period, and how to enhance their capacity to be able to function and implement in accordance with the plan was completed.

Throughout 2023, IFRC organized several meetings with the MRC headquarters (HQ) in Rabat to extend the project funding agreement with MRC and closely monitor the expenses of the first transfer and submit the financial report.

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

Early in this period, PMER collaborated with CEA to develop a learning pathway to systematize the training and learning support that volunteers and staff should receive upon recruitment.

PMER supported MRC staff (information management -IM- officers in Chichaoua and Taroudant) and logistics officer in Marrakech/Al Haouz in setting up a system to track distributions at branch level. PMER continues to be responsible for tracking progress made against indicators in collaboration with sectors, as well as compiling and editing information for the weekly report to MRC and operational updates.

PMER continued to support with the data analysis and reporting for multi-sector assessments, mainly for Al Haouz, prior to distributions. Subsequently, PMER prepared the methodology and question guide for the satisfaction survey which will be implemented, in the three regions, one month post distribution, as per IFRC guidelines for in-kind distributions. This will allow the IFRC and MRC, in the coming periods, to report on the percentage of people who perceive that the assistance is relevant to their needs as well as the percentage of people assisted who reported receiving the assistance in a dignified and safe manner. Volunteer trainings on

carrying out the satisfaction survey are planned to be conducted in the second half of January in the three branches. In addition, PMER and IM team collaborated with regional colleagues to establish a new tracker to systemize data collection for WASH and Shelter implementation and improve reporting against the ITT (Indicator Tracking Table).

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

During the reporting period, IFRC began supporting the MRC to regularize data protection against Moroccan national regulations, resulting in the drafting of a data compliance request for the Government of Morocco. The information coordinator (IM) connected the IFRC legal firm with external providers (Kobo, Red Rose, Microsoft) to ensure registration with the national data protection authorities (CNDP) to guarantee the rights of people served by the Red Cross Red Crescent Movement (RCRC).

Between December 4 and January 12, the IM coordinator supported and trained Information Management (IM) personnel in branches on Red Rose cash for work deployment, WASH visualization tools, and analytics data for exit surveys.

The MRC, with technical support from the IFRC, continued to receive feedback on the distribution process. In total, 431 opinions were collected, cleaned and several reports were distributed with relevant humanitarian analyses from El Haouz, Chichaoua and Taroudant branches. IFRC trained IM officers in Taroudant and Chichaoua who have since taken over the analysis of exit survey data.

### ***Data visualization***

IFRC supported the MRC with data visualization, creating and uploading three infographics on relief activities, WASH and the general response which are available in the IFRC [Go platform](#) for Movement partners and general public. As requested by MRC, IFRC is supporting MRC in generating a dashboard linked to ITT information for dashboard visualization.

### ***Red Rose IM platform***

During the reporting period, IFRC supported the MRC to test and roll out the Red Rose platform for volunteer indemnities payments, enabling the MRC to make cashless payments to volunteers and daily workers. As of December 7, the payment platform was fully deployed.

The Red Rose Twilio platform for SMS delivery to all operators was also successfully tested. Over 300 SMS were sent on December 25, and half of the money was cashed before the end in 2023. IFRC deployed the cash-for-work module in Taroudant and Chichaoua, and trained supervisors on the use of the Red Rose One application.

### ***Logistics:***

During this period, ERU logistics deployment came to an end. The last rotation ended simultaneously with the onboarding of a new IFRC supply chain coordinator, a new procurement delegate, and a logistics assistant recruited for the Marrakech warehouse.

Support was provided to field distributions and all processes for receiving goods planned in the pipeline and local purchases were worked on.

Four trucks with 8,448 IFRC hygiene kits, one truck with 2,112 French Red Cross hygiene kits, three trucks with 156 IFRC Relief Shelter units and one truck with 500 French Red Cross Shelter tool kits arrived in the port of Tangier awaiting customs clearance. The biggest challenge faced in terms of logistics is the substantial amount of time required to complete all customs procedures. All pending shipments are detailed below:

CTN	Description	Donor	Quantity	ETA	Means of transport
23-0001767	Kit, First Aider's bag + material	French RC	300	ETA: 006/02/2024	ROAD
23-0001766	Kitchen Sets	Spanish RC	1,500	ETA: 30/01/2024	SEA
23-0001747	Shelter kit, tools, tarpaulins and fixations	French RC	500	ETA:28/01/2024	SEA
23-0001809	Family Dignity Kits	Spanish RC	10000	ETA: 30/01/2024	ROAD
23-0001810	Hygiene Parcel - for 5 persons / 1 month (ERO Standard)	Spanish RC	10000	ETA: 30/01/2024	ROAD
23-0001746	Tent Family, Winterized Type	French RC	300	ETA: 06/02/2024	SEA
23-00001755	Winterization Kit for the family tent	French RC	300	ETA: 06/02/2024	SEA
23-0001748	Hygiene Parcel - for 5 persons / 1 month (ERO Standard)	French RC	2,112	In Tangier Port	ROAD
23-0001761	Hygiene Parcel - for 5 persons / 1 month (ERO Standard)	IFRC	8,448	In Tangier Port	ROAD

The mobilization table has now been closed. Work is underway to repair the MRC's Rabat warehouse in order to use it as a backup warehouse. Below is the latest stock report from the Marrakech warehouse:

WASH equipment	400,000
Tarpaulin	6976
Shelter	415
Saw	200
Sanitary Pads	1,958
Nails	100
Mosquito net	2,415
Kitchen set	1,387
Jerrycan	4,125
Hygiene kit	1,006
Hammer	200
Family tent	167
Bucket	2,052
Blanket	21,051

Several tenders and major procurement processes were launched during the reporting period, particularly for the procurement of WASH and shelter hardware, as well as a new logistics requisition numbering system applied for the whole operation. A supplier database is currently being developed to ease future procurement processes. The main challenges faced were lack of funds at the national level which led to delayed payments to suppliers. Secondly, suppliers are not familiar with IFRC's procurement guidelines, which have been rigorously followed, and which sometimes pose a problem when suppliers choose not to participate in our tender processes.

First aid as well as driving and safety training have been provided to all drivers of the operation, and an electronic transport request and mission order system has been put in place.

## D. FUNDING

To date, 35 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

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

#### In the Moroccan Red Crescent Society

- **Secretary General:** Abdel Salam Makroumy, Director General; email: [secretariat@mrcs.org.ma](mailto:secretariat@mrcs.org.ma)
- **Operational coordination:** Dr. Mohammad Bendali, Head of DM, email: [bemdalimed2@gmail.com](mailto:bemdalimed2@gmail.com)

#### In the IFRC

- **IFRC Regional MENA for Health, Climate and Crises (HDCC):** Dr. Hosam Faysal, Regional Head of HDCC; [hosam.faysal@ifrc.org](mailto:hosam.faysal@ifrc.org)
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#### For IFRC Resource Mobilization and Pledges support:

- **IFRC Regional Office for MENA:** Yara Yassine, Acting Regional Head, Strategic Partnerships and Resource Mobilization: [yara.yassine@ifrc.org](mailto:yara.yassine@ifrc.org)

#### For In-Kind donations and Mobilization table support:

- **Global Logistics Services and Supply Chain Management Unit, MENA region:** Dharmin Thacker, Regional Procurement Unit Manager; [dharmin.thacker@ifrc.org](mailto:dharmin.thacker@ifrc.org)
- **Global Humanitarian Services and Supply Chain Management in Emergencies:** Nikola Jovanovic; [nikola.jovanovic@ifrc.org](mailto:nikola.jovanovic@ifrc.org)

#### 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 Organizations (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.