

# OPERATIONAL UPDATE

## MENA / Middle East Complex Emergency

<p><b>Emergency appeal №:</b> MDRS5002  <b>Emergency appeal launched:</b> 18/10/2023  <b>Operational Strategy published:</b> 28/02/2024</p>	<p><b>Glide №:</b>  <b>CE-2023-000186-PSE</b></p>
<p><b>Operation update no 1</b>  <b>Date of issue:</b> 23/04/2024</p>	<p><b>Timeframe covered by this update:</b>          From 18/10/2023 to 19/03/2024</p>
<p><b>Operation timeframe:</b> 14 months          (18/10/2023 - 31/12/2024)</p>	<p><b>Number of people being assisted:</b> 437,500</p>
<p><b>Funding requirements (CHF):</b>          CHF 86 million through the IFRC Secretariat          CHF 100 million Federation-wide</p>	<p><b>DREF amount initially allocated:</b>          CHF 3 million</p>



*To date, this Emergency Appeal, which seeks CHF 86 million, is 21 percent funded. Further funding contributions are needed to enable the National Societies in the region, with the support of the IFRC, to continue with humanitarian assistance efforts as well as the required preparedness actions.*

## **A. SITUATION ANALYSIS**

### **Description of the crisis**

Since October 7, 2023, hostilities in the Gaza Strip and the West Bank have intensified to unprecedented levels. Humanitarian needs in the occupied Palestinian territories (oPt) are immense, and the situation is rapidly deteriorating, affecting social and economic stability, security, and aid channels in Gaza and neighboring countries. Although the situation in each of the surrounding countries varies, most National Societies have undertaken significant response and response preparedness activities, while providing essential logistical support and integrated services where needed.

#### **Within Gaza:**

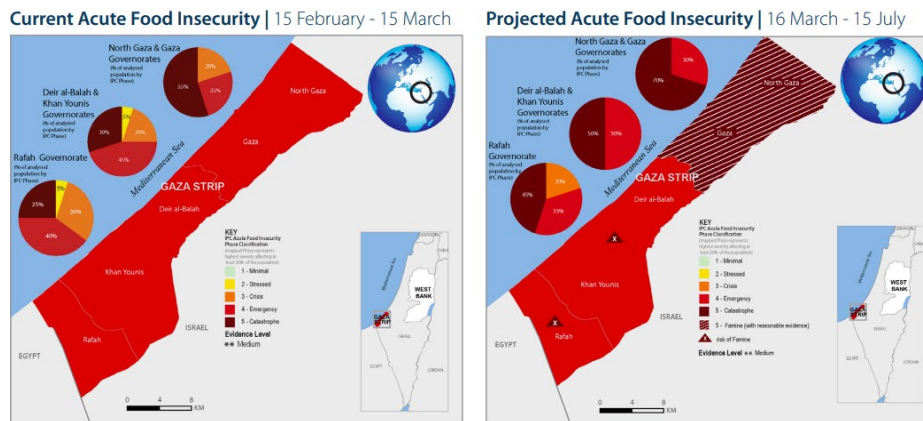
The Gaza Strip is 41km (25 miles) long and 10km wide, bordered by the Mediterranean Sea on one side and fenced off from Israel and Egypt on its borders, and has "simply become uninhabitable", according to [United Nations officials](#). According to [UN OCHA](#) at least 31,988 Palestinians were killed in Gaza between October 7 and March 21. To these figures are added more than 7,780 were reported missing or under the rubble ([WHO](#)). The number of displaced people continues to increase. More than 1.7 million people, representing approximately 75 percent of Gaza's total population, are estimated to be internally displaced, in some cases multiple times, congregating in emergency shelters and informal sites. The demographic breakdown of those most affected by this crisis has been widely reported as women and children, as well as those with pre-existing medical conditions, disabilities, and mental health issues, who no longer have access to treatments necessary ([WHO](#)).

Despite mediation efforts and the UN Security Council resolution, the situation and conditions are expected to continue to deteriorate. People continue to be moved from one place to another, as fighting and shelling continue, including in areas that had been designated for evacuation. In Rafah, estimated to currently host well over half of Gaza's population, concerns of an escalation in fighting there are growing. According to ICRC, less than 20 percent of Gaza's land now serves as a refuge for more than 1.5 million people. Intensified fighting in Rafah would lead to more deaths due to violence or lack of essential services.

The consequences of the conflict are far-reaching and will cause prolonged hardship in Gaza. [WHO](#) estimates that up to 80 percent of civilian infrastructure has been destroyed or severely damaged, including homes, hospitals, schools, water, and sanitation facilities. At least 150,000 buildings across the Gaza Strip were damaged, with more than 80 percent of buildings in northern Gaza and Gaza City and up to 64 percent of buildings in the Khan Younis area damaged. Recovery in terms of infrastructure alone is projected to require billions of dollars of investment over decades. In the meantime, disrupted access to education will continue to impact children's educational and psycho-social development. The [UN](#) Environmental Program estimates that 3 to 12 years would be required to clear the debris and explosive remnants of war.

Gaza's health system is no longer functioning, with only limited capacity to provide life-saving services and a minimum of essential services. A [report](#) by Juzoor for Health and Society Development describes a system at “a breaking point”, with emergency response activities at a minimum. According to [WHO](#), as of March 27, 24 out of 36 hospitals across Gaza are non-functional, two are minimally functional, and ten remain partially functional. Two field hospitals are fully functional and one minimally functional, and only 20 of 80 primary healthcare facilities are functional. The pipeline for medical supplies is entirely dependent on humanitarian/international assistance. Six hospitals in the North are partially functional but face challenges due to military operations and limited access to the area. Other hospitals in the center and the South are partially functional, with average bed occupancy at 388 percent. All face critical shortages of fuel and basic supplies, including oxygen, blood products and anesthetics, displacement of staff, lack of specialized medical staff, a chronic electricity crisis, lack of potable water, lack of hygiene and damages from past or ongoing hostilities. Additionally, referral of patients outside of Gaza is extremely challenging, with [WHO](#) reporting that there are 9,200 patients on the waiting list to be evacuated for tertiary medical care (with around 2,300 permitted to exit since October 7), including over 6,000 trauma-related patients, and 2,000 patients with serious chronic conditions, such as cancer.

Food insecurity and malnutrition across the Gaza Strip are getting worse by the day. The latest [findings](#) of the Integrated Phase Classification (IPC) are alarming. The entire population of the Gaza Strip (2.23 million) faces high levels of acute food insecurity. From mid-March to mid-July 2024, in the event of an escalation of the conflict including a ground offensive in Rafah, half of the population of the Gaza Strip (1.1 million people) should be faced with catastrophic levels of hunger (IPC Phase 5). In the northern governorates, famine is imminent and expected to occur anytime between mid-March and May 2024 for approximately 210,000 people.



Source IPC - [Special Snapshot](#) – Gaza Strip. 15 February-15 March 2024

The report notes that between **24 November and 7 December 2023**, over 90 percent of the population in the Gaza Strip faced high levels of acute food insecurity (IPC Phase 3). Among these, over 40 percent were in Emergency (IPC Phase 4) and over 15 percent were in Catastrophe (IPC Phase 5). Between **8 December 2023 and 7 February 2024**, the food security of the entire population in the Gaza Strip (about 2.2 million people) deteriorated significantly. As of 7 February 2024, the entire population of the Gaza Strip - 100% - is estimated to be in IPC Phase 3 or higher. Notably, this is the

highest share of people facing high levels of acute food insecurity that the IPC initiative has ever classified for any given area or country. Within this, 50% of the population is estimated to be in IPC Phase 4, while an estimated 25% is in Phase 5, facing catastrophic food insecurity levels, characterized by households experiencing 'an extreme lack of food, starvation, and exhaustion of coping capacities.

The severity of these conditions has become clearer in recent weeks. On March 6, a [spokesperson](#) for the Palestinian Ministry of Health stated that more than 20 Palestinians had died of starvation in Gaza. The real figures could be even higher, as limited access to northern Gaza has hampered the ability of aid agencies to fully assess the [situation](#) there. The World Bank Food Security [update](#) highlights that the food shortage is severe, given that the humanitarian aid and limited commercial cargo allowed into the enclave fall far short of need. The average number of food trucks entering Gaza daily fell from 150 before the conflict began to 59 between October 7, 2023, and January 24, 2024. Basic food items have become unavailable in many areas, with the north most affected, or are in extremely limited supply and expected to last less than a week.

An Insecurity Insight [report](#) notes that agricultural land has been hit by explosive weapons on at least 119 occasions and that analysis of satellite images shows large-scale degradation of agricultural land and orchards, as well as the destruction of greenhouses. The destruction of agricultural land and infrastructure, coupled with difficulties in accessing essential farming inputs and transporting goods to market, as well as repeated displacement, has virtually paralyzed food production in Gaza, notably eliminating local production of essential fresh foods and, therefore, making a balanced diet inaccessible. The fishing sector has also been paralyzed, with access to the sea prohibited to boats since October 7. Food security experts have warned of a total collapse of agriculture in northern Gaza by May if conditions persist.

The growing food security crisis may also result in an increased need for urgent medical services and subsequent medical evacuations. The IPC Report indicates that in the northern governates, sustained lack of access to regular aid, distance from border crossings, intensity of ground operations, and level of infrastructural damage continue to compound food security challenges; while at the same time, lack of adequate and sustained relief are drastically impacting conditions across the Gaza Strip, which may continue to deteriorate, resulting in catastrophic, sustained food insecurity.

Prior to October 7, approximately 80 percent of Gaza's population depended on humanitarian aid, and although it continues to arrive in Gaza, since October 7 the volume of [aid](#) entering Gaza has decreased by about 87 percent. Safe and unhindered humanitarian access to deliver life-saving aid to and through Gaza remains critical and extremely insufficient. Gaza's capacity to absorb aid has declined due to the deteriorating security situation, the lack of fuel to distribute aid within Gaza, and the lack of trucks inside Gaza. Rafah is crowded, and trucks cannot maneuver on the roads. Aid [looting](#) is frequently reported. Increased violence in Rafah and along existing humanitarian corridors creates a significant risk for humanitarian assistance and humanitarian workers. Southern Gaza is the only gateway for humanitarian assistance and humanitarian personnel. The Rafah and Karam Abu Salem crossings have been affected and are at risk of closure or increased access restrictions.

Humanitarian aid corridors are constantly affected by the reduction in the number of trucks crossing to Gaza -by events such as the closure of Karam Abu Salem crossing from February 8 to 10 and the closure of Rafah crossing from February 12 to 15, due to the intensification of [attacks](#) against Rafah. [COGAT](#) restrictions imposed by Israeli authorities to allow certain key materials remain a major

concern for the movement of humanitarian aid from Egypt into the Gaza Strip. Essential medical items such as oxygen, solar refrigerators and medicines are not allowed entry. In some cases, part of the material is admitted while the rest is not. For example, some tents are allowed, but not the metal poles and anchors necessary for their installation. Among the items rejected at the border, relief items (31 percent), shelter items (24.7 percent), WASH items (10.7 percent) and hospital medical equipment (3.9 percent) account for the majority of articles rejected.

A number of countries have airdropped aid packages into the Gaza Strip, and the development of a maritime corridor to deliver aid to the Gaza Strip is under consideration. The different modalities discussed and developed to provide aid show how desperate the situation is. The IFRC has not conducted airdrop operations, although assistance from the Red Cross and Red Crescent has been included in some airdrops. Airdrops are very difficult operations and are an option of last resort. The IFRC is not currently involved in any maritime operation but is actively working to understand what this would entail in terms of logistics and coordination, and what this would look like in practice. The IFRC prefers to reach populations by land and continue to work to guarantee safe and regular access to humanitarian convoys to Gaza.

In terms of maternal, neonatal and child health, the [WHO](#) issued a statement highlighting that “women, children and newborns in Gaza are disproportionately bearing the burden of the escalation of hostilities in the occupied Palestinian territory, both as casualties and in reduced access to health services”. A [report](#) from the United Nations Population Fund (UNFPA) indicates that more than 90 percent of children aged 6 to 23 months, as well as pregnant and lactating women, face severe food poverty. Moreover, a [report](#) from the International Rescue Committee indicates that approximately 6,000 pregnant women in Gaza have little or no access to prenatal health services; at least 183 women give birth every day and most do not have access to midwives, doctors, or healthcare facilities during and after childbirth; while concerns have also been raised about anxiety leading to premature births, as well as an increase in [stillbirths](#) due to malnourishment during pregnancy. Another concern related to the shortage of clean drinking water is babies fed with infant formula, which requires clean water for milk formula preparation. [UNICEF](#) points out that the lack of drinking water is linked to an increased risk of infection and, therefore, malnutrition in young children. It has been shown that in the long term, very poor neonatal health also has an impact on long-term health of children. More than a thousand children have reportedly had one or more limbs amputated, and thousands more have acquired disabilities due to injuries and trauma, including hearing loss and speech impediments, and more mental and psychosocial health problems. Approximately 90 percent of children under five were reported to have been affected by one or more infectious diseases, while 70 percent were reported to have had diarrhea in the two weeks preceding the assessment, impacting the nutritional status of children and further aggravated health problems.

Water, sanitation and hygiene (WASH) challenges in the Gaza Strip also indicate a likely increase in public health problems. At the end of this reporting period, 81 percent of households lacked safe and clean water with average household access to safe and clean water being less than one liter per person per day. This is far from the minimum standard of 15 liters per person per day. Frequent flooding due to the destruction of major sewage stations has been reported, with over a thousand such incidents reported across the Gaza Strip. Due to fuel shortages, sewage stations remain unused, exacerbating WASH, environmental, and public health problems. ([UNICEF](#))

### Within West Bank:

Beyond the Gaza Strip, in the **West Bank**, including East Jerusalem, [UN OCHA](#) reports that as of March 21, a total of at least 434 Palestinians had been killed and 5,000 injured, including 725 children, over half in the context of demonstrations. The situation in the West Bank continues to deteriorate rapidly and is expected to get progressively worse if the conflict in Gaza continues and plans to establish new settlements continue. Populations in the West Bank are facing increased restrictions on movement and access to land, and essential goods and services. There are now over 700 checkpoints in the West Bank, with some 150 checkpoints and gates added since October 7.

### Regional

The wider impact of the conflict is being felt across the **MENA** region and beyond. Tensions have also increased across borders, as neighboring countries have witnessed an escalation of local protests and civil unrest in different countries, which could lead to new humanitarian needs, including displacement and migration, while the situation remains unstable.

According to [UNDP](#), the war in Gaza has cost Egypt, Lebanon and Jordan 2.3 percent of their combined gross domestic product, with an additional 230,000 people in these countries expected to fall into poverty. These countries' economies are likely to suffer from continued tensions in the Red Sea, impacting the most vulnerable, including refugee populations. The war in Gaza is expected to continue to affect the tourism sector in Egypt, Jordan and Lebanon and the inflow of foreign direct investments.

### Country-Specific

With the conflict ongoing for more than 6 months, **Egypt** remains the main entry point for humanitarian assistance to the Gaza Strip. Intense fighting continues, while humanitarian needs are immense and growing, and the main challenge remains the lack of safe, unimpeded, and sustained humanitarian access into and across Gaza. The Egyptian Red Crescent (ERCS) has been mandated by the Egyptian authorities to act as the sole logistics manager and consignee to facilitate aid deliveries into Gaza. ERCS has taken on that role on behalf of the humanitarian community in coordination with the Palestine Red Crescent (PRCS). This mandate stems from ERCS' auxiliary role in supporting public authorities during disasters, and specifically for this emergency, their unique access to operate within the security zone of the Sinai Peninsula of Egypt. This is a hugely challenging task, as there are many constraints to getting aid into Gaza, including the limited number of crossing points open and trucks being allowed in, strict screening procedures, and unclear restrictions on items allowed in. Unfortunately, the opening of the Karem Shalom/Karem Abu Salem crossing did not lead to a significant increase in the number of trucks going into Gaza. The high mark was 236 trucks in mid-January, but on some days, less than 50 trucks are allowed in.

On another note, the World Health Organization (WHO) has underscored the urgent need for medical evacuation from Gaza, with estimates indicating that over 8,000 individuals require immediate care. Among them, 6,000 individuals suffer from war-related injuries, while an additional 2,000 individuals have medical conditions necessitating evacuation as Before October 7th. In 2023, around 100 patients each day needed specialized health care services outside the Gaza Strip because of the lack of specialized health services inside Gaza. Between October 7 to March 14, a total of 2,998 medical evacuees, 4,570 accompanying family members, and 54,963 dual citizens have transited to Egypt, according to data collected by the ERCS.

In **Jordan**, the security situation remains stable with continued protests across the country and larger demonstrations on Fridays. Tensions on the northern border between the Jordanian forces and smugglers from the Syrian side remain consistent. No major security incidents have been reported. Jordan has also been engaged in mobilizing international support for an immediate ceasefire in Gaza; for efforts to ensure the safety of Palestinian civilians and a mechanism to provide sustainable humanitarian aid to the territory. Jordan has been advocating for the establishment of a political horizon that paves the way for a comprehensive resolution to the long-running Israeli-Palestinian conflict. Additionally, notable logistical developments took place following the November 2023 meeting on “Coordinating Gaza emergency relief” hosted in Jordan. Since then, Jordan has served as a logistics hub to facilitate the delivery of aid from different countries and humanitarian bodies to Gaza. Aid delivery has been facilitated through airdrops directly in Gaza and through conventional routes across the Red Sea to Rafah, as well as from King Hussein Bridge via the West Bank to Gaza via Karem Abu Salem crossing.

**Lebanon’s** southern border has been the scene of continued conflict since October, leading to internal displacement of people in the south and elsewhere within the country. Cross-border tensions between Lebanon and Israel persist, with Israel launching targeted strikes on military sites. In recent weeks, the tensions have further escalated, with Israeli strikes reaching deeper into Lebanon, and several Lebanese civilians being killed. Despite continued attempts at mediation, there is little evidence supporting the likelihood of a rapid de-escalation. Notably, the airstrikes reached the Bekaa districts for the first time since the commencement of the escalation, with the Israeli Defense Forces (IDF) striking two areas in Bekaa. As of March 19, according to the Ministry of Public Health, a total of 316 people had been killed and 909 wounded, with at least 54 civilian deaths confirmed (50 percent female). The International Organization for Migration (IOM), for its part, reported that 90,491 people (53 percent female) had been displaced from southern Lebanon due to ongoing hostilities ([OCHA](#)). An estimated 97 percent of internally displaced people (IDPs) come from Bent Jbeil, Marjayoun and Tyre districts and have relocated to the districts of Tyre, El Nabatieh and Saida. Approximately 79 percent of IDPs are currently living with host families, while 15 percent have opted for rental accommodation. Four percent of IDPs have relocated to their secondary residences and around two percent are housed in 18 collective shelters. The active conflict zone in the southern region poses risks to aid providers staff and affected people, making aid delivery difficult, and further exacerbating socio-economic challenges in the country.

In **Syria**, the security situation in parts of the country remains unpredictable and the economic outlook is becoming increasingly dire. Facing more than 12 years of protracted crisis, including recent extreme weather events and the lingering impacts of the February 2023 earthquake, OCHA’s 2024 humanitarian needs [overview](#) estimates that 16.7 million people in the country need humanitarian assistance. This figure represents an increase of nine percent from the previous year, with a direct impact on the absorption capacity of host communities in the event of internal displacement and/or influx of refugees from neighboring countries. Israeli strikes on Damascus and Aleppo airports have been several times disrupting air traffic and causing delays in air cargo shipment and personnel movement. From October to December 2023, major disruptions in the supply chain of essential products and humanitarian supplies transported via the Red Sea and Jordan to Syria were observed. Shipping prices are rising and insurance premiums have climbed, increasing the overall costs of transit. The logistics cluster reported that the average time to receive humanitarian goods and

supplies is three weeks. Additionally, oil shipments through Lattakia port are experiencing delays. This could lead to further price increases and loss of availability, leading to higher basic commodity prices. Daylight missile attacks against residential areas and areas housing international organizations and embassies in Damascus and Homs have taken place several times during the reporting period causing casualties and damaging civilian infrastructure and assets. These factors, combined with increased instability in the region, are further depleting the coping capacities of communities already very vulnerable after more than 12 years of crisis. Furthermore, regional escalations and continued missile strikes could worsen psychosocial stress among an already vulnerable population.

## Summary of response

The IFRC [Emergency Appeal](#) for the Middle East Complex Crisis was launched and published on October 18, 2023. It complements the Palestine Red Crescent Society's frontline response efforts in Gaza Strip and the West Bank and oPt Appeal to support those affected by the ongoing escalation of hostilities. The IFRC Emergency Appeal supports the humanitarian response plans and activities of National Societies in four neighboring countries impacted by the Middle East Complex Crisis, namely Egypt, Jordan, Lebanon, and Syria and aims to support 437,500 people as well as logistics and preparedness activities, with a funding ask of CHF 86 million.

Initial assessments carried out by the four National Red Cross/Red Crescent Societies, with IFRC support, identified needs and priorities for intervention, including:

- **Logistics:** to address immediate and urgent needs to support the delivery of humanitarian aid to Gaza, scaling up supply chain capacities, including receiving, clearing, storing and forwarding humanitarian aid across two humanitarian aid corridors.
- **Integrated Services:** to respond to the shelter, cash and vouchers (CVA), health and mental health needs of medical evacuees and their companions, stranded Palestinians, dual citizens evacuated, and displaced population, where requested.
- **Preparedness:** based on the need for a rapid scale-up of the potential response capacity of the four countries involved, depending on the possible scenarios and the scale of the operation.

In line with these needs, National Societies have been responding actively, through initial support from the IFRC DREF and subsequent contributions to this Appeal, by providing essential services, including first aid, psychosocial support, provision of food, water and essential household items, as well as a significant effort in logistics and supply chain coordination, while strengthening the readiness capacities of National Societies to meet current and projected needs.

Unfortunately, with a funding gap of 79 percent, funds available for this operation are extremely limited, while costs associated with logistics within this operation are higher than anticipated due to the challenges outlined in the section above. Without urgent additional resources, National Societies will have to reduce their relief, support, and readiness activities, including the required pre-positioning of stocks and technical human resources to support the National Societies. This is of grave concern given the continued hostilities in the Gaza Strip, the sharp increase in humanitarian needs, and the increasing likelihood that the scale and trajectory of humanitarian impacts in the region will extend over a prolonged or protracted timeline.

## Egypt

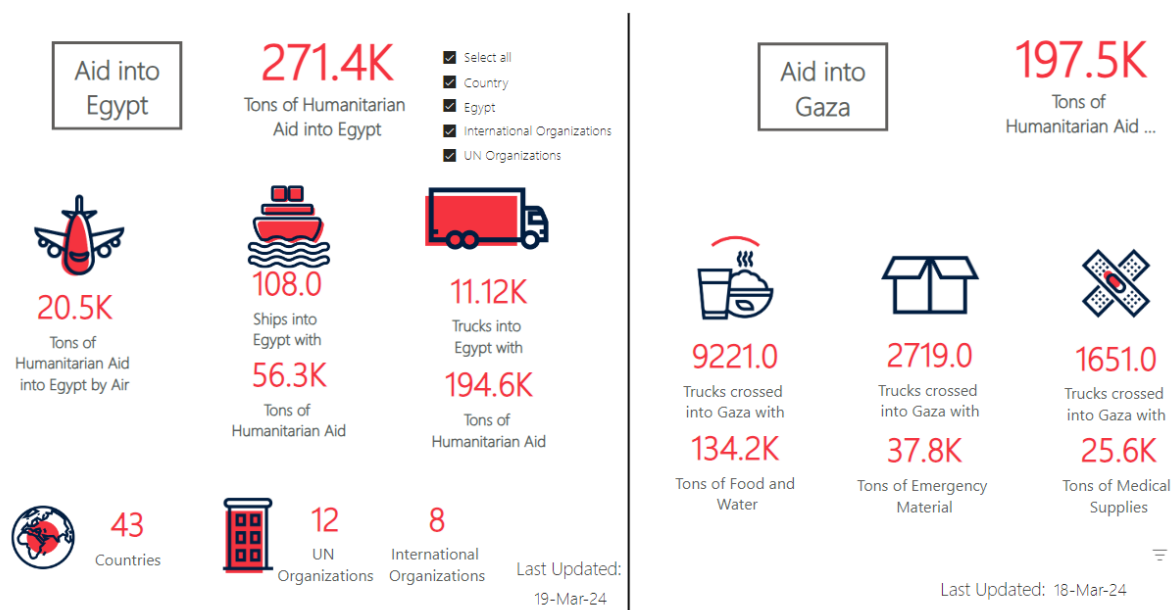
The current activities of the Egyptian Red Crescent Society (ERCS) country response plan (CRP), within the framework of the IFRC Middle East Crisis Appeal, mainly focus on logistical support to Gaza. ERCS also carries out operations in Egypt and the Rafah crossing, focused on providing mental health and psychosocial support (MHPSS), water, sanitation and hygiene (WASH), shelter, and cash and voucher (VCA) assistance. The plan also includes National Society disaster preparedness and capacity enhancement, and protection and prevention components. Since its first launch, the ERCS CRP has been revised with an IFRC Secretariat funding requirement of CHF 65 million. The Egyptian Red Crescent Society (ERCS) response strategy is outlined in greater detail in the [Country Response Plan \(CRP\)](#).

Under the patronage of the government of Egypt, the Ministry of Health and Population (MOHP) has been leading the charge in facilitating medical evacuations from Gaza. This includes prompt transportation to hospitals in North Sinai for vital medical treatment and comprehensive support for the patients' families and dual citizens. While ERCS actively delivers humanitarian services, such as relief items, food supplies, restoration of family links services, psychosocial support as well as deployment of trained volunteers to ensure dignified service delivery.

Since the start of the crisis, Egypt has been a proactive country in this response, particularly due to its access to the Rafah and Karem Abu Salem/Kerem Shalom border crossings. As a trustee auxiliary to the Government of Egypt, ERCS is the sole logistics manager and consignee to operate within the security zone of the Sinai Peninsula. It receives all international assistance transiting through Egypt to Gaza and manages all aid deliveries (whether internationally received or sent from within Egypt) into Gaza, through both crossing points, and in close coordination with PRCS. ERCS is the only actor able to receive aid delivered to Al-Arish military airport. The ERCS coordinates closely with the European Union's and United Nations' agencies in Arish. Staff and volunteers from ERCS work non-stop eight-to-twelve-hour shifts to receive aid, and coordinate and facilitate the movement of aid via trucks and through complex security protocols. This includes sorting, repalletizing, and repackaging items to ensure they will be allowed into Gaza. The aid includes items such as food, safe drinking water, medical supplies and medicine, blankets, and clothing. The ERCS has established large-scale warehouses by the border to handle incoming aid and is in regular contact with the Palestine Red Crescent (PRCS) and prioritizes the delivery of aid based on the most urgent needs in Gaza.

As of March 19, a total of 43 countries and 20 humanitarian organizations, including 12 UN organizations, had sent 271,400 tons of humanitarian aid to Egypt on cargo planes, ships, and trucks. Conveyed via Sinai, of this total incoming aid, 5,292 trucks carrying 197,500 tons of humanitarian aid, including food and water, emergency material and medical supplies arrived Gaza. Details are shown in the infographic and updated figures can be found on the Dashboard available [Here](#).

## Gaza Response - General Overview



The logistical operations of the ERCs face significant challenges due to the lack of available bonded warehouses and unclear directives from Israeli authorities regarding daily truck entry quotas, which results in notable bottlenecks within the transportation network. Specifically:

- The ambiguity surrounding daily truck entry quotas from Israeli authorities leads to increased trucks waiting at border crossings, compounding congestion issues.
- Concerns are raised about increased operational costs, which necessitate intensified efforts to ensure the quality and viability of transported goods.
- Prolonged storage and transportation durations could compromise the operations' effectiveness.

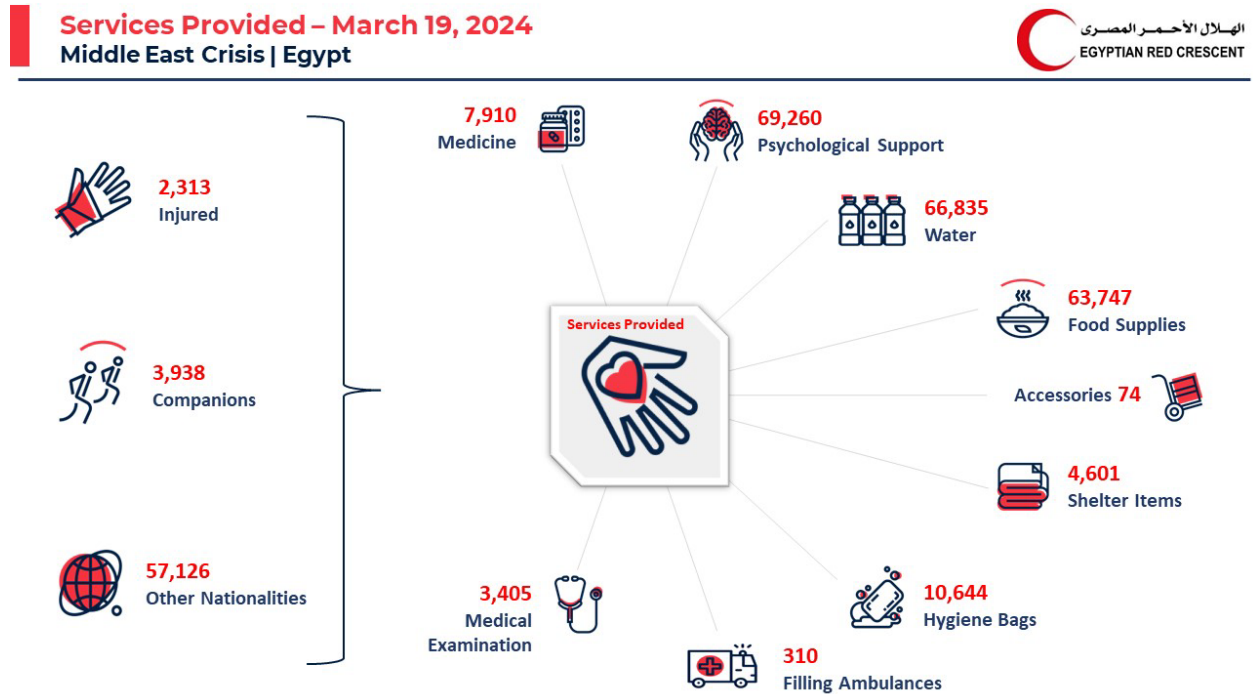
While, managing rejected items by Israeli authorities adds another layer of complexity, demanding additional resources and coordination efforts to resolve logistical hurdles efficiently.

The Rafah border crossing is also an important resupply point where, to date, 310 PRCs Palestinian Ambulances have been restocked with ambulance kits, to continue providing services in Gaza.

In addition, the Egyptian border crossing is also an entry point for medically evacuated Palestinians escorted by companions as well as dual citizens evacuees. Providing services to them and to [stranded](#) Palestinians in Egypt is another important role of the ERCs. The Egyptian Red Crescent is working closely with the Ministry of Health and Population to provide psychosocial support to the evacuees to ensure their mental well-being. The Egyptian Red Crescent under the patronage of the Ministry of Social Solidarity supports the families of the medical evacuees, those transiting in Egypt and the stranded Palestinians with relief services.

Among the services provided are psychosocial support (PSS), restoring family links (RFL), distribution of relief items, including food items and non-food items, as well as WASH services. ERCs provides

these services in 11 governorates through 61 service points at the Rafah crossing border point, in hospitals where Palestinian patients are being treated, and in accommodation service points for those accompanying the medical evacuees. The following infographic shows the list of services provided in these service points as of March 19.



In Egypt, in collaboration with private sector, ERCS organized two portable bakeries and an emergency food supply centre, [humanitarian kitchen](#), which is fully operational since mid-March. Bakeries produce 25,000 loaves per day, and this will double to 50,000 loaves. During Ramadan, from March 11 to 20, the humanitarian kitchen provided 121,053 Iftar meal (Late lunch), 154,992 Sohour meal (Supper) and 453,280 loaf of bread. Food parcels, dry food packs and hot meals are all being produced from the emergency humanitarian kitchen. This operation requires 50-70 volunteers, staff, and specialists. The emergency humanitarian kitchen operates from the town of Sheikh Zuweid in North Sinai, around 17km from the Rafah border.

## Jordan

Faced with the crisis in Gaza and the West Bank, the Jordan National Red Crescent Society (JNRCS) quickly embarked on a preparation and preparedness process to provide emergency medical care and humanitarian assistance, considering different scenarios for the evolution of the overall situation. The JNRCS [Country Response Plan](#) (CRP) focuses on improving response preparedness in key areas such as health, mental health and psychosocial support (MHPSS), water, sanitation and hygiene (WASH), multi-purpose cash transfers and strengthening National Societies. In February, the CRP was revised with funding requirements increased to CHF 4 million as part of the International Federation's

crisis appeal for the Middle East, to reflect the growing strategic importance of the JNRCS as a logistics platform and its role in the development of an alternative corridor for the delivery of aid to Gaza.

Health is an area of expertise of JNRCS, which covers primary, secondary and some tertiary health care services as well as health promotion programmes. JNRCS owns and operates a 126-bed hospital in Amman which includes five operating rooms, an intensive care unit, a renal dialysis unit, an emergency department, an imaging unit (X-ray), a laboratory, a mobile clinic, a pharmacy, and a blood transfusion bank centre. The PRCS's main priority activities under this appeal, for possible evacuees from Gaza and the West Bank, include surgery, kidney dialysis, PSS support to injured patients and their families, and transport of medical cases from the border to the healthcare provider concerned. The aim is to provide medical care to up to 9,000 people at JNRCS Hospital in Amman and ensure that their critical needs, as well as those of the person accompanying them, are met during this period, including cash and voucher assistance, hygiene kits and relief items.

During the reporting period, JNRCS initiated numerous preparation activities detailed in Section C of this Appeal. Among the preparedness activities, the JNRCS hospital has been equipped with the needed equipment and materials in preparation for the arrival of medical evacuees. The staff of the hospital were provided with the necessary technical knowledge on PSS and the best practices on dealing with cases including war-wounded persons, especially children. In collaboration with the hospital management team, JNRCS began developing a referral system with hospitals and the network of health professionals in Amman to manage cases that would require other specialized services as well as various agreements with local service providers to ensure appropriate care of medical evacuees and their companions during their stay. The JNRCS has also obtained the necessary approvals from the authorities and made arrangements to begin receiving medical evacuees accompanied by their attendants.

The severity of the needs in Gaza, coupled with the logistical complexities of transporting goods from Egypt and congestion at the Rafah border crossing, prompted the JNRCS and IFRC to establish a logistics hub in Jordan; to plan and organize an alternative route/corridor to deliver aid from Jordan, including requesting authorizations from authorities, which were granted. This hub aims to facilitate the receipt and distribution of aid to the Gaza Strip and West Bank. A first delivery of aid through Jordan for Gaza by the Canadian Red Cross, the Kuwaiti Red Crescent, the Turkish Red Crescent and the IFRC in Dubai, including hygiene kits, sleeping mats and blankets, is being coordinated by JNRCS and IFRC through the Logistics cluster. Other members of the RCRC Movement have already expressed interest in delivering aid via this new corridor. More details on the logistic aspect of this operation under Section National Society Strengthening in Part C.



*JRCS warehouse in Madaba receiving a shipment from Canadian Red Cross. Photo: JRCS*

## Lebanon

The focus areas of the **Lebanese Red Cross Country Response Plan (CRP)** are: health; water sanitation and hygiene promotion (WASH), shelter; cash and voucher assistance (CVA) as well as food security and livelihoods. The plan includes activities to strengthen the National Society; enhance coordination and partnerships, migration and displacement (restoring family links) services as well as protection and prevention services provided to evacuees and displaced people. Lebanon's initial funding allocation under this appeal was set at CHF 6 million, aimed at addressing the immediate and urgent needs stemming from the crisis. With the revision of the regional appeal due to the escalating humanitarian requirements and the unfolding situation, the Lebanon CRP has been revised to a Federation-wide funding requirement of CHF 13,000,000 and IFRC Secretariat funding requirement of CHF 10,000,000.

In terms of preparedness, the Lebanese Red Cross is deeply committed to maintaining safe and unhindered access during conflict situations and through the diligent work of LRC's safer access focal points and collaboration with key stakeholders, LRC has been leading on comprehensive context and risk assessments to anticipate and mitigate dangers. LRC's commitment to safety is reflected through the ongoing, clear communication channels both within the organization and with all relevant stakeholders. The Lebanese Red Cross capitalized on the existing capacities at the NS that encompasses 400 staff members and over 12,000 volunteers alongside the already existing and adopted Crisis Response Plan.

In response to a period of heightened conflict, emergency response sectors have taken proactive measures to bolster their capacities for effective preparedness and response.

The **Emergency Medical Services (EMS)** have expanded their operations by deploying additional teams in conflict-prone regions south of the Litani River. On a daily basis, an average of 54 volunteers,

organized into 18 teams, were mobilized to respond to emergencies. This response was further supported by the availability of 18 ambulances to ensure swift medical assistance when needed.

The **Blood Transfusion Services (BTS)** sector has maintained its operational readiness across all centers and headquarters. They ensured a consistent presence of approximately 48 BTS personnel and conducted awareness sessions on armed conflict, equipping their staff with the essential knowledge to manage situations effectively.

Meanwhile, the **Medico-Social Sector** focused its efforts on enhancing the preparedness of health centers, especially those situated in high-risk areas south of the Litani River. They conducted awareness sessions on armed conflict for their staff and ensured the procurement of necessary medications, consumables, and additional resources. This allocation of resources aimed to fortify bordering health centers, ensuring they are well-equipped and prepared to handle any medical emergencies.

The **Disaster Management Sector (DMS)** adopted a dual approach, concentrating on both preparedness and immediate response. For preparedness, they procured essential items such as disinfection kits, drinking water, food parcels, and mattresses. These items were strategically stored in warehouses to facilitate quick and safe access during emergencies. Additionally, the DMS provided immediate relief to those affected by the conflict, distributing meals, drinking water, mattresses, blankets, and hygiene kits to individuals sheltered in Tyre, Hasbaya, and Rachaya.

Lastly, the **Disaster Risk Reduction (DRR) Unit** emerged as a pivotal player in coordinating national preparedness and response efforts. They facilitated collaboration among various governmental entities, Emergency Operation Rooms, Union of Municipalities, and other stakeholders. Beginning on October 9, 2023, they initiated coordination efforts to address evolving security concerns and potential scenarios. These coordination meetings expanded beyond the South Governorate, encompassing all relevant partners and government entities. The aim was to ensure comprehensive situational awareness and develop unified preparedness plans to respond efficiently to escalating situations.

## Syria

In **Syria**, the Syrian Arab Red Crescent (SARC)'s [Country Response plan](#) focuses on health and care, WASH, shelter; food security and livelihoods; protection, gender and inclusion (PGI); migration and displacement; National Society strengthening, as well as community engagement and accountability (CEA). The plan allows SARC to intensify its protection activities including provision of psychosocial support and legal assistance, as well as to strengthen safety and security measures for SARC staff, volunteers and assets. The plan is aligned with SARC's institutional preparedness strengthening efforts and response strategy and is designed to create synergies and complementarities with the Syria Earthquake Emergency Appeal and other ongoing emergency response operations in Syria. In anticipation of escalating tensions and the need for rapid response, the Federation-wide funding requirement for Syria has increased to CHF 12,000,000 of which the IFRC Secretariat funding requirement is CHF 8,000,000. The National Society is procuring protective/visibility items for its assets and facilities. Established in 1942, SARC, with 6,077 staff and 9,300 volunteers, is Syria's largest humanitarian organization, mandated by the government to deliver aid to the most vulnerable.

## Regional readiness

The IFRC is supporting the National Societies in Palestine, Israel, and neighboring countries to alleviate human sufferings of populations affected by the current Middle East Crisis. It provided initial financial support (DREF) to support the Palestinian Red Crescent Society (PRCS) and Magen David Adom (MDA). IFRC engaged in this MENA Regional Appeal to support the LRC, ERCS, SARC, and JNRCS in scaling up their preparedness to respond to potential humanitarian needs. Surge staff are providing support under the Appeal on operations, logistics; planning, monitoring, evaluation, and reporting (PMER), communications, strategic partnership, resource mobilization (SPRM), and information management (IM). A longer-term workforce structure has been developed after the post-surge phase and was shared with partner National Societies for their possible support. The IFRC is providing support on humanitarian diplomacy efforts related to the Middle East crisis and is also working on a coordination platform between PRCS, JNRCS and ERCS, which would be headed by PRCS. IFRC and PRCS are also coordinating with the International Committee of the Red Cross (ICRC) on security considerations for certain affected areas as well as on potential complementarity of action where this may be required. IFRC coordinates and collaborates closely with Federation members, government authorities at local, regional, and national levels, and with other humanitarian partners such as United Nations and European agencies.

The IFRC MENA regional office continues to analyze and adjust its interventions – on a regular basis – based on the evolution of the crisis and the development of possible scenarios and their impact on the region. The IFRC has increased its readiness including the required pre-positioning of stocks based on the available resources (mobilization table can be found [here](#)). The IFRC continues to advance several strategic and operational streams including membership coordination, humanitarian diplomacy, communications, supply chain, Information management and National Society development and preparedness. A review and update of the National Societies' needs, and capacity has been carried out with the National Societies involved in this Appeal, with a specialist in strengthening National Societies, to ensure a rapid scaling up of their capacities to meet the upcoming challenges linked to the current crisis.

## Operational risk assessment

### Regional

Operational risk assessments revealed that the main challenges and risks associated with this Emergency Appeal relate to the significant funding gap, the safety and security of staff and volunteers when supporting aid corridors; challenges in getting aid into Gaza due to the worsening security situation in Rafah, the complicated screening processes, and unpredictable restrictions. A risk management plan and risk register for this Emergency Appeal has been developed and IFRC teams are actively engaged and working in collaboration with the National Society to develop and implement mitigation strategies and update risk registers. A focal point at ERCS has been identified to conduct and follow up on the Risk Register created for ERCS, this conveys the successful advocacy regarding the risk management file within ERCS.

**Security:** The security situation remained volatile. Over the past months, the conflict in Gaza has been moving south towards Rafah bordering Egypt. At the same time, the northern part of the Gaza Strip is isolated from the south by a number of checkpoints. In Lebanon and Syria, there is continued cross-border shelling and bombing. So far, Jordan has not been affected directly in terms of security. The possible escalation of hostilities in Rafah would likely result in population movements and refugee crises should Israel go ahead with the operation. In Lebanon, the situation has more or less remained the same with cross-border clashes and bombardment mainly limited to the southern part of Lebanon. Additionally, digital security risks must also be considered, as cyberattacks can compromise sensitive data, disrupt operations, and pose risks to the organization's digital infrastructure.

In this escalation of hostilities that the Middle East is experiencing, security measures are necessary and essential but unfortunately insufficient to prevent human losses and injuries. Humanitarian staff and volunteers on duty are not spared, whether they are direct victims or facing the loss of relatives and friends. Since October, the IFRC Movement has lost 18 of its staff and volunteer members. These deaths are devastating and unacceptable. The IFRC and the Movement's members express their deep sadness at this loss, their recognition and gratitude to their dedicated employees and volunteers and extend their heartfelt condolences to the bereaved loved ones.

IFRC Facilities have also been destroyed. Both PRCS-run hospitals, Al Quds in Gaza City and Al Amal in Khan Younis, were forced to close after coming under bombardment, costing the lives of patients and denying care to thousands more.

**Funding Constraints:** The Emergency Appeal was revised upon finalization of the country response plans and is currently CHF 86M. So far, 21 percent of the overall appeal has been funded. The strategic partnership and resource mobilization (SPRM) team continues its fundraising efforts, engaging donors and partners to increase the funds available for response and preparedness.

**Human Resources (HR) Capacity Constraints:** Growing response needs and the potential for significant population displacement in Egypt and Lebanon imply a need for additional personnel to support operations. Currently, surge personnel rotations are used to support operations. Contingent to funding, delegate positions will then support the efforts of the implementing National societies involved in this Emergency Appeal. The current window for surge personnel deployment is ending on April 15, 2024, and a longer-term workforce plan has been developed and shared with Movement partners. This plan is based on operational needs and requests for support at the country level.

**Logistical challenges:** To respond effectively, the National Societies in surrounding countries, as well as the IFRC, would need important investment in their logistics capacity through staffing, especially in Egypt and Jordan, where massive shipments of humanitarian items are being transported to Palestine. The current situation at open border crossings has made the entry of aid into Gaza slow and unpredictable, requiring logistics contingency planning. Attacks on ships in the Red Sea by the Houthis have made the shipping costs for items increase, even double and this has an impact on the final costs of humanitarian materials which are imported.

**Risks:** There are many bottlenecks to getting aid from Egypt into Gaza, including the long and complicated screening process and the absence of a list of restricted items. Furthermore, the Rafah crossing is working at a reduced pace due to the deteriorating security situation in Rafah. In February, the passage even had to be closed for several days. There are intermittent closures of the Karem Abu

Salem crossing due to demonstrators, preventing trucks from entering, as well as restrictions on access to receive aid on the Gaza side.

**Protection related Risks:** The possibility of mass displacement in the Rafah area and/or its surrounding areas, including towards Egypt and South Lebanon, poses a protection challenge for the affected population, e.g. the injured, children and the elderly. Protection issues will therefore be embedded and aligned with the scenario possibilities, so as to have a safe, dignified and equitable response.

## Country-Specific Risk Factors:

### Egypt:

#### Warehousing and Logistics:

- ERCS has obtained an initial clearance from government officials for a bonded warehouse in Port Said. The rental contract for the location identified for the ERCS Ismailia logistics hub was finalized, and the covered area was handed over to ERCS on the 1<sup>st</sup> of April 2024 with an expected handover of the open space during May. In addition, ERCS is establishing a new Logistics HUB in Al-Arish over an area of 90,000 sqm with a plan to establish a bonded warehouse there are delays in clearing aid being sent to Gaza due to the absence of a list of restricted items from COGAT, as well as the challenges at the two border crossings, are resulting in a reduction in the number of trucks entering Gaza.
- An additional constraint for ERCS, in terms of warehouse capacity, is to accommodate for the rejected items returning from the border points, which must be stored in a separate warehouse. It is important to note that the ERCS continues its efforts to re-attempt to resend the vital items from the rejected list.
- ERCS is enhancing its Shipment Tracking System to connect the incoming aid with the ongoing shipments to Gaza in order to facilitate the reporting and help PRCS track any incoming aid. Moreover, PRCS will be granted access to the ERCS tracking system to enable real-time tracking and information sharing.

#### Security:

- Security situation in the North Sinai region
- Further deterioration of the Security situation in the broader region
- Delays in obtaining official permits and approvals required to deploy IFRC staff to Egypt

#### Reporting:

- Capacity at the National Society to support the collection and documentation of results in a timely manner, as ERCS must also manage other programs outside of this Emergency Appeal.
- Lack of a dedicated IFRC finance focal point to support the verification of financial reports and expenses from the National Society.

#### Protection:

- Population movement around Rafah and evacuation of the wounded from Gaza.

## Jordan:

### Capacity Challenges:

- Absorptive capacity to meet the logistical demand for the new logistics hub and corridor for the movement of goods between Jordan to Gaza, tied to adequate staff to support operations, the possible high volume of cargo items to be shipped, and the lack of logistics and warehouse systems to handle the cargo items.

### Seasonal Implications:

- Seasonal weather conditions, including a [cold wave](#), characterized by heavy rains and snowfall, may still pose challenges to truck movement and overall operational efficiency. Implementing precautionary measures will be crucial to ensure the safety and security of rubble halls, storage areas and warehouses.

### Funding:

- If aid delivery to Gaza via Jordan scales up, the limitation to the available funding for Jordan will constitute a challenge. A revision of the plan and funding requirement will be needed at this stage.

### Security:

- Possible tensions/escalations at the northern borders
- Possible escalation in the West Bank could hamper the delivery of aid through the West Bank.

### Domestic challenges

- The high demand for aid, particularly for shelter and food items in response to the situation in Gaza, could lead to disruption of domestic markets, affecting the availability of items and/or price fluctuations.
- Jordanian regulations regarding the local procurement of food items to be sent to Gaza to avoid disrupting local markets.

## Lebanon:

### Security:

- The security situation between Lebanon and the Israeli border, mainly in South Lebanon, remains volatile with regular cross-border shelling and bombardment, mainly due to the Gaza conflict escalation.

### Protection:

- The provision of cash assistance increases protection risks for recipients at the individual level or through heightened intra- and inter-community tensions.

### Healthcare System Collapse:

- Hospital saturation and reduced access to critical healthcare services, especially for injured individuals, puts pressure on LRC's healthcare response capabilities.

### Supply Chain Disruptions:

- Various factors, such as a naval blockade, attacks on airports, and attacks on bridges, can disrupt the supply chain, affecting access to essential supplies and resources. This can lead to

isolation from support, degradation of primary transportation hubs, and increased response times.

Intracommunal Tensions:

- Conflicts between different communities can disrupt response activities and pose risks to the safety of responders and recipients.

**Syria:**

Security:

- The increasing number of daytime high-precision missile strikes in urban areas housing international organizations and embassies poses an increased risk to personnel safety. For the moment, the demarcated security zones remain the same.
- Cross-border strikes between Syria and Israel could lead to population movement toward Syria and internal displacement.
- The escalation of armed activities deeper into Lebanon heightens the risk of a broader conflict, and therefore, an increased risk of spillover and population movement into Syria.
- Repeated strikes in northeast Syria and other parts of the country, which can be attributed to increased tension in the region could cause displacement and civilian casualties and damage to infrastructure.

Operational Risks:

- SARC staff and volunteers face challenges due to their involvement in various concurrent emergency operations such as earthquakes, wildfires, and droughts. This situation is likely to strain their abilities and resources as they juggle multiple responsibilities.
- Diminished collective response readiness and availability of pre-positioned relief items among humanitarian actors in Syria due to reduced funding could hamper rapid, large-scale response to the evolving crises and spread of hostilities with spill-over into Syria.

Funding:

- Insufficient and declining funding, leading to the inability and untimely response, limiting humanitarian aid to vulnerable populations. Reduced donor funding has already resulted in closure of sub-branches and redundancies among staff and volunteers, jeopardizing an effective and efficient response at scale and speed.

## **B. OPERATIONAL STRATEGY**

### **Update on the strategy**

On October 18, the IFRC launched an [Emergency Appeal](#) for the Middle-East Crisis - ensuring complementarity with Palestinian Red Crescent operations and their appeal - to support the intensification of response preparedness and readiness in neighboring countries; Jordan, Syria, Egypt and Lebanon.

The Emergency Appeal and Operational Strategy were later revised in December. The revision mainly focuses on the intensification of IFRC support to the Egyptian Red Crescent logistics operation, given the key role ERCS plays in ensuring the delivery of humanitarian assistance to the affected populations in Gaza via the Rafah border crossing. The revision of the Appeal also supports the National Societies in Syria, Lebanon and Jordan to strengthen further their preparedness and response activities to be able to assist those in need in their countries and evacuees. Particular emphasis and support was also placed on Jordan, also developing an additional corridor for the delivery of aid to Gaza. The revised operational strategy can be viewed [here](#).

The funding requirement amounts to CHF 86 million. The estimated 437,500 people targeted by the Emergency Appeal fall into three categories:

- Direct support to medical evacuees and those accompanying them from Gaza and the West Bank, as well as dual citizens evacuees and stranded Palestinians.
- Direct support to people from Egypt, Lebanon, Jordan, and Syria affected by the current tensions and conflict spillover, including internally displaced people and host communities.
- Indirect support to the affected populations in Gaza through the continued scaling-up of the ERCS logistics operation and preparedness activities of National Societies in neighboring countries.

Country Response Plans for [Egypt](#), [Jordan](#), [Lebanon](#), and [Syria](#) are regularly updated to reflect changing context or operational and situation needs.


This operation highlights the importance of preparedness and response readiness, with active operations launched in Egypt, Jordan and Lebanon by the respective National Societies. The main objective is to provide the National Societies with the means to respond effectively to the evolving situation, ensuring their capability to meet the challenges. A Key part of the operational strategy is building and strengthening logistics routes to Gaza via Jordan and Egypt, as well as scaling up the ongoing response operation in Lebanon. To ensure relevant technical support and effective coordination of this operation, this operation will also contribute to strengthening the capacity of the IFRC Secretariat's capacity at the national and regional levels to support the timely scale-up of operations based on the evolving humanitarian needs.

As established in the Emergency Appeal, and Operational Strategy, all activities continue to be designed to ensure support and complementarity with the Palestinian Red Crescent Society operation and Appeal. Many movement members and external partners are also supporting the Palestinian Appeal bilaterally, in funds and in-kind support. This operation highlights and advances required regional preparedness actions beyond the country-specific targeted activities. This allows the IFRC to support National Societies with maximum flexibility depending on the rapidly evolving situation.

# C. DETAILED OPERATIONAL REPORT

## STRATEGIC SECTORS OF INTERVENTION

### INTEGRATED ASSISTANCE

	<b>Shelter, Housing and Settlements</b>	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	Communities in crisis-affected areas, as well as people who are stranded and evacuees, are supported to restore and strengthen their safety and well-being through emergency shelter, settlement solutions, and relief items.		
<b>Key indicators:</b>	<b>Indicators</b>	<b>Actual</b>	<b>Target</b>
	1.1) # of NFI (mattresses, blankets, kitchen sets and shelter kits, solar lights) prepositioned	-	N/A
	1.2) # of people reached with non-food items-NFIs (mattresses, blankets, kitchen sets and shelter kits, solar lights)	<b>ERC:</b> 4,601 HH <b>LRC:</b> 190 mattresses 540 blankets	N/A
	1.3) # of people receiving cash for rent assistance	-	N/A

Since the onset of the complex emergency in Middle East, and the resulting risk of displacement across the four countries, preparedness surrounding shelter has been maintained across all four countries. Although housing and accommodation needs for medical evacuees and/or their companions have represented a smaller part of operational activities so far, they are considered a critical element of the operation.


In **Egypt**, as of March 19, 2024, services continue to be provided through 61 service points in Rafah crossing border point, hospitals, and the accommodation services point for companions of injured persons. The ERCS supports with the provision of shelter items when needed. The accommodation

support is provided through government, and in coordination with universities to use their unoccupied dormitories.

Up to 19 March, 4,601 household items comprising mattresses, blankets, kitchen sets and shelter kits had been distributed to evacuees of all nationalities crossing the Rafah border: medical evacuees with their companions, dual citizens and stranded people. Given the situation’s dynamic during the distribution, counting people reached was challenging.

Within **Lebanon**, the disaster management team (DMS) responded to the needs of conflict-affected people in the early stages of the displacement by providing 190 mattresses and 540 blankets to people in collective shelters in Tyre, Hasbaya and Rachaya. The reported items were distributed in collective shelters, while the distribution was done in direct coordination with organizations active in the affected areas. The coordination is done via the LRC’s Emergency Operation Room activated for the South Governate.

In **Syria**, prepositioning of non-food items (NFIs) in line with the Country Response Plan for Syria will be initiated to meet the basic needs of displaced populations within Syria and of evacuees from neighboring countries, if necessary.

	<b>Food Security and Livelihoods</b>	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	Improve food security to crisis-affected populations		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	2.1) # of food parcels prepositioned	-	N/A
	2.2) # of people that received food parcels	-	N/A
	2.3) # of people received ready meals, disaggregated by sex	<b>LRC:</b> 2003 ready meals <b>ERC:</b> 63,745 meals;	N/A

Among the four neighboring countries, food provision and basic needs interventions are underway in Egypt, Lebanon, and Syria with the aim of meeting the basic needs of displaced populations. As a common challenge, rising market prices and difficulties in accessing basic commodities in markets due to logistical issues were reported.

In **Egypt**, the ERCS has been involved on different fronts regarding food provision for displaced people. ERCS has been distributing food parcels within Egypt to medical evacuees, their companions,

dual citizens evacuated as well as stranded people through 61 service delivery points. As of 19 March, ERCS had distributed 63,745 food package items.

ERCS has also organized two portable bakeries and established an Emergency Humanitarian Kitchen in Sheikh Zuweid. As of 15 March, the bakeries were producing 25,000 loaves per day.

The emergency Humanitarian Kitchen started its activities in March, at the start of the month of Ramadan serving hot meals, dry meals and preparing food parcels to support the Khan Younis camps, in Gaza. During Ramadan, from March 11 to 20, the Humanitarian Kitchen has provided 121,053 Iftar meal (late lunch), 154,992 Sohour meal (supper) and 453,280 loaf of bread.



*Staff and volunteers preparing ready meals in the ERCS Humanitarian Kitchen. Photo: ERCS*


The distribution inside Gaza, not covered under this Appeal but consists of the following: The Egyptian Red Crescent, through its own and contracted transport fleet, provides specialized vehicles for the transport and storage of food from the food supply center to the border crossing. The meal parcels are distributed by the Palestinian Red Crescent to several areas including the Egyptian Red Crescent and Palestinian Red Crescent shelters in Khan Yunis, the fishermen's area, and the rest of the areas that are reached are based on the Palestinian Red Crescent's coordination and the safe access plan. The Egyptian Red Crescent strives to prepare meals according to specific standard criteria that ensure good nutrition in emergencies (Sphere standards) while adapting to transport conditions, waiting times and distribution.

Finally, as of 19 March, as the logistics and transportation facilitators for the delivery of aid from Egypt to Gaza for humanitarian organizations, ERCS had facilitated the truck delivery of 135,100 tons of foods and water in Gaza funded by other humanitarian organizations. Further details on the logistics and facilitator role of the ERCS can be found under the National Society Strengthening section in this report.

In **Lebanon**, the Lebanese Red Cross Society (LRC) expertise is evident in its crisis management plan, which emphasizes timely assistance to those affected by the conflict. A significant part of this expertise is tied to ensuring adequate preparedness and response. In terms of preparedness, the LRC disaster management team (DMS) has started procuring disinfection kits, drinking water, food parcels, mattresses, and other relief items. The procured items are stored in strategically placed warehouses to ensure quick and safer access when needed. Due to continued escalation, the LRC has shifted to response activities. The DMS team has responded to the needs of the conflict-affected people during the early stages of the displacement through the provision of 2,003 ready meals to people located in collective shelters in Tyre, Hasbaya and Rachaya. This strategic adjustment reflects a commitment to adapt swiftly to evolving crises.

In **Jordan**, the Jordanian National red Crescent Society (JNRCS) is working with IFRC, initiating the procurement process and identifying suppliers with whom to enter into framework agreements to ensure the availability of food items for delivery to medical evacuees who will be receiving medical care at the JNRCS hospital in Amman.


In **Syria**, for the Syrian Red Crescent Society (SRCS), the repositioning of food parcels is critical for the response readiness of the National Society and will be launched once funding becomes available.

 <b>Multi-purpose Cash</b>		Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	<b>Crisis-affected populations in vulnerable situations have their needs addressed through cash assistance.</b>		
<b>Key indicator:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	# of HH's assisted with unconditional cash to meet their basic needs	-	N/A

Among the four neighboring countries involved in this operation, cash and voucher assistance (CVA) interventions are mentioned in three of the country response plans (Egypt, Jordan and Lebanon). To date, no activity has been undertaken due to a lack of eligible individuals. No activities have been undertaken due to lack of funds and the cash component wasn't considered as a priority response option under the country plan's operating budget and implementation plan of appeal. Egypt is the

only country that considered cash in their implementation, however, no activities have been implemented till now due to technical difficulties in cash delivery.

Risk mitigation continues to be considered within CVA preparedness, recognizing that the provision of cash assistance may increase protection risks for recipients at an individual level or through heightened intra and inter-communal tension.

	<b>Health &amp; Care</b>	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	<b>Persons affected by the hostilities are provided with essential health services, including Mental Health and Psychosocial Support (MHPSS).</b>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	4.1) # of injured/ wounded people provided with transport support	<b>LRC:</b> 60 injured <b>ERC:</b> 2,998 medical evacuees	–
	4.2) # of referrals conducted for injured and wounded people	–	–
	4.4) # of Mobile Medical Unit (MMU) teams deployed to respond to primary healthcare needs in conflict-affected areas	<b>LRC:</b> 1 MMU for 16 weeks	N/A
	4.5) # of medical consultations provided through primary health facilities (MMUs and fixed clinics) (segregated by sex)	<b>LRC:</b> 871 Patients	N/A
	4.6) # of patients with their hospital cost covered	–	N/A
	4.7) # of people attending health promotion sessions, disaggregated by sex	<b>LRC:</b> 182 people	N/A

4.8) # of people reached with MHPSS services, disaggregated by sex	<b>ERC:</b> 69,260 PSS sessions for 2,111 people	N/A
4.9) # of individuals receiving secondary and tertiary health services, disaggregated by sex	-	N/A

In this crisis, healthcare, including first aid, psychological first aid (PFA), severe psychosocial trauma and injuries, are among the priority needs of affected populations and evacuees. Responding National Societies provide first aid, specialized medical services, medicines, mental health and psychosocial (MHPSS) support, directly or through referrals to their extensive network of health and social services. Alongside the immediate care provided, the National Societies in neighboring countries are undertaking preparedness activities to strengthen their capacity to be ready to ensure the health and care of a possible growing number of evacuees.

In **Egypt**, As of March 13, the Egyptian Red Crescent Society (ERCS) had provided 7,458 health services to individuals crossing through Rafah. PSS services (69K+ services) include PFA (on borders - mostly daily visits at hospitals), PSS Activities for children, Distribution of happy kits, Individual sessions. Services are provided mainly through the network of 61 humanitarian service points, notably at the border crossing, in hospitals and in accommodation centers. ERCS teams provide basic necessities, primary health care, mental health and psychosocial support while helping evacuees to reconnect with their relatives. Since the start of the conflict, 310 Palestinian Red Crescent Society's ambulances have also restocked their medical kits through the Rafah Border by ERCS to enable emergency care.



Convoy of four PRCS ambulances traveling through Gaza to provide care. **Photo:** PRCS

In terms of service delivery, the ERCS, supported by IFRC, has played a key role as a facilitator to manage and convoy to Gaza the medical support from other humanitarian organizations. As of March 19, the ERCS had successfully handled and conveyed approximately 1,651,000 tons of Medical Supplies to Gaza.

The Egyptian Red Crescent is at the forefront of providing MHPSS support to medical refugees crossing Gaza borders and their designated companions, to dual citizens and Palestinians stranded in Egypt. Preparing to support increased mental health and psychosocial needs, the National Society has multiplied its initiatives.

The ERCS, with the support of IFRC, carried out a training of trainers (ToT) on psychological first aid (PFA) for 21 volunteers from eight ERCS branches directly involved in the response. The five-day training program took place from December 24 to 28, 2023.

This was followed by a two-day workshop held from January 11 to 14, 2024, titled “Lessons learned and recommendations for the future phase of MHPSS Response to Gaza Crisis”. The workshop aimed to analyze the effectiveness of the initial MHPSS response, identify challenges, and develop action plans for future interventions. The recommendations are taken into account updating interventions plan.

A training session integrating elements of MHPSS into non-communicable diseases (NCDs) response was organized during the specialized training program on NCDs in Emergencies held from January 24 to 28, 2024.

In **Jordan**, the JNRCS obtained the necessary approvals from authorities and made arrangements to begin receiving medical evacuees from Gaza, with JNRCS facilitating the transport of 17 medical evacuees and 17 accompanying persons from Gaza via Al Arish to Jordan, to receive necessary health care at the JNRCS hospital. Patients in need of specialized medical services and those accompanying them were identified in coordination with PRCS and the Palestinian Ministry of Health. In anticipation of a possible increase in the number of medical evacuees requiring medical treatment in Jordan JNRCS has signed agreements with four additional hospitals.


Several challenges were identified during the process. Initially, JNRCS had prepared a list of 100 cases, most of which were children in need of urgent medical services. However, only 17 out of 100 were approved for evacuation from the Israeli side. This is mainly due to the permits being denied to their companion or to the case itself. As for the 17 approved to receive permits, and even though everything is ready from JNRCS side to receive the medical cases from Gaza, unfortunately, due to communication cuts and continuous displacement of people inside Gaza, the Palestinian Ministry of Health was unable to locate or contact these cases. Continued coordination with relevant parties is ongoing to locate these cases and identify new lists to proceed with permits from the relevant authorities to facilitate their transfer to Jordan. It should be noted that this process presents additional challenges, including the fact that many people have lost all their belongings, including identity and travel documents, or they are unable to issue new ones due to the complete destruction of most government buildings and infrastructure.

In **Lebanon**, the Lebanese Red Cross Society (LRC) has mobilized 18 emergency medical services teams and ambulances available 24/7. Additionally, 54 emergency medical technicians maintain a high alert state, and 150 units of blood are prepared and reserved for initial response. As of March 17, the LRC had reported 87 ambulance trips to support those affected by the conflict, and 1,639 medico-social services had been provided. In reference, the EMS has transported 60 conflict-affected injured people, and managed and transported 35 dead bodies.

The LRC has also undertaken significant preparedness activities, such as procuring medical consumables, reagents, and blood bags, procuring relief items, and storing them in strategic locations. In affected areas, LRC's response includes emergency medical services, blood transfusion services, and medical support services as part of its Health and Care preparedness activities. As part of its emergency medical services (EMS), the LRC has ensured that the crisis management room is ready for operations. A backup has been established for the southern dispatch center, and communication systems, including Thuraya phones, have been tested and are operational. Diesel provisions are made for generators, and emergency routing plans have been coordinated. The EMS fleet is checked for functionality, and there is a stock of tires for three months. Consumables are stocked and coordination with logistics and procurement is ongoing.

As part of its blood transfusion services (BTS), the LRC has been actively procuring medical consumables, reagents and blood bags and is working towards ensuring internet redundancy. Arrangements have been made for fuel, transportation, waste management, and human resource support. The LRC also aims to replenish blood stocks through regular donors and secure food and backup equipment for staff. As part of its medical support services (MSS), regular assessments are conducted regarding the availability of medicines and consumables. The LRC actively coordinates with various stakeholders such as the Medical Syndicate and the School of Nursing to ensure a coordinated response. Online awareness sessions for staff on conflict awareness have taken place. In addition, 1 MMU was deployed for 16 weeks, where 871 (363 Male and 508 Female) people have been reached with medical consultation. In addition, 678 (306 Male and 372 Female) patients benefitted from medication services through the aforementioned MMU. Moreover, 182 (59 Male and 67 Female) individuals have attended health promotion and PSS sessions facilitated by the Youth volunteers.

In **Syria**, the Syrian Red Crescent Society (SARC) had to respond to day-time missile strikes in different areas including central Damascus and Homs providing first aid, transporting the injured to medical facilities, and supporting safe evacuations. IFRC's in-country team in Syria continued to support SARC with procurement of prioritized items within the scope of the appeal, including medical consumables, and engaging procurement systems for the procurement of health preparedness items.

	<b>Water, Sanitation and Hygiene (WASH)</b>	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	<b>Comprehensive WASH support is provided to people affected by the hostilities, resulting in an immediate reduction in the risk of water-related diseases and an improvement in dignity for the targeted population.</b>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	5.3) # of hygiene kits prepositioned	-	N/A
	5.4) # of people that received hygiene kits	<b>ERC:</b> 10,644 kits <b>LRC:</b> 328 HHs	N/A
	5.5) # of women and girls within reproductive age that received dignity kits	-	N/A
	5.6) # of households (HHs) reached with drinking water	<b>ERC:</b> 66,835 bottles <b>LRC:</b> 1044 HHs	N/A

Within the Middle East Complex Emergency Operation, National Societies provide WASH support to the people in need through the provision of clean and safe water and hygiene kits while preparing for possible larger displacement of people.

**In Egypt**, services are provided through 61 service points located at the Rafah border crossing, in hospitals, and at the accommodation service points for companions of injured persons. As of 19 March, ERCS had distributed 66,835 bottles of water and 10,644 hygiene kits.

**In Lebanon**, the LRC continues to have full access and has active branches in all affected districts. LRC supports Tyre and El Nabatieh districts by initiating the activation of the Emergency Operations Room to efficiently coordinate and manage the response, including delivering essential services to displaced people. As of 19 March, 328 households had received hygiene kits and 1,044 had been provided with drinking water.

**In Jordan**, JNRCS is working with the IFRC to initiate the procurement process and identify suppliers with whom to enter into framework agreements to ensure the availability of hygiene kits for delivery to medical evacuees who will receive medical care in the JNRCS hospital in Amman.

**In Syria**, the prepositioning of hygiene items and menstrual hygiene management kits is critical for the response readiness of the National Society and will be initiated once funding becomes available.



## Protection and Prevention

Female > 18:

Female < 18:

Male > 18:

Male < 18:

<b>Objective:</b>	Affected populations are safe from harm, including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	6.1) # of staff and volunteers trained on PGI, PSEA, and child safeguarding, and ensure adherence to the Code of Conduct, disaggregated by sex	<b>ERCS:</b> 100 volunteers	N/A

In line with the principles of the humanitarian approach, protection is provided and mainstreamed based on priority needs, and not on legal status or category. The IFRC ensure that support is provided to host communities in their efforts to assist affected populations, including but not limited to internally displaced persons (IDPs), while also considering their vulnerabilities and their immediate needs.

National Societies prioritize people who are from groups of concern and at high risk of further harm, including pregnant and lactating women, children, people with disabilities, separated family members, elderly, people with chronic illnesses as well as minority groups.


**In Egypt,** a total of 100 volunteers were trained on protection, gender and inclusion (PGI), on protection against sexual exploitation and abuse (PSEA) and safeguarding as part of the preparedness training package for ERCS teams that will be deployed. All staff and volunteers at the Egyptian Red Crescent are aware of and are subject to a code of conduct ensuring that the protection factor is well integrated into their work.

**In Jordan,** IFRC works closely with JNRCS to assess the National Society's policies and standard operating procedures (SOPs) in regard to PGI. Capacity building activities will be planned accordingly. IFRC and JNRCS have undertaken a comprehensive risk analysis across all operational procedures as part of its preparedness to respond effectively to potential crises. This includes carrying out risk analyzes in areas such as PGI and safeguarding, The JNRCS provided capacity building for hospital staff and volunteers which was covered by the JNRCS funds in preparation for the reception of possible medical evacuees from Gaza. Additionally, the JNRCS is planning to provide training on psychosocial support services (PSS), cash and voucher assistance (CVA), planning, monitoring, evaluation and reporting (PMER) to the national response teams (NRTs) in coordination with IFRC.

In affected areas of **Lebanon,** as a part of its preparedness activities, the Lebanese Red Cross aims to strengthen the capacity of youth volunteers to act as support for other sectors. Staff have been trained

with sessions on awareness related to the conflict. Volunteers will be trained on the topic during the next period. The standard operation procedures (SOPs) for mobilizing youth volunteers are currently under review.

In **Syria**, through the country response plan, the capacities of SARC to provide protection services such as legal assistance, restoring family links and child protection will be strengthened. In coordination with other partners, services at help desks at key border crossing points with neighboring countries will be scaled up should there be an increase in the number of returnees and/or displaced.

	<b>Community Engagement and Accountability (CEA)</b>	Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	The diverse needs, priorities and preferences of the affected communities guide the response, ensuring a people-centered approach through meaningful community participation.		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	8.1) # of complaints and feedback received from the affected people that have been addressed	-	N/A


Community Engagement and Accountability (CEA) continue to be mainstreamed throughout the response in neighboring countries to ensure strong participation, open communication and feedback mechanisms at the core of all interventions. In Syria and Lebanon capacity strengthening approaches continue to ensure the National Societies interventions are based on a thorough understanding of community needs, priorities, and context, and ensure good engagement with communities by integrating participatory approaches, open and honest communication, and feedback mechanisms throughout the response.

**In Egypt:** ERCS is working with IFRC to develop a feedback system on services provided in Gaza which would be carried out by volunteers providing the services.

**In Lebanon:** the Lebanese Red Cross (LRC) continues to manage, operate and maintain the 1760 hotline and the volunteer-based emergency medical services (EMS-140) hotlines, particularly for the south and Beqaa regions. Emergency and non-emergency hotlines provide valuable support for collecting feedback, complementing face-to-face data collection exercises. Additionally, with the support of the British Red Cross, the LRC continues to train field staff and volunteers in community feedback mechanism (CFM) protocols and community engagement. With the support of IFRC and the Netherlands Red Cross, the LRC is also strengthening and scaling up its feedback system, digitizing CEA and creating of a chatbot for feedback, to ensure that insights, questions and concerns from the

community guide operational priorities and engagement strategies.

**In Syria:** The Syrian Arab Red Crescent (SARC) continues to operate its already established feedback mechanism in some of the governorates, while also working on the recruitment of CEA staff and volunteers at the national and branch levels, with the support of the IFRC regional office. In addition, CEA is being mainstreamed in branch-level training and preparedness activities for effective response approaches, including through the recruitment of dedicated capacities.

 <b>Migration</b>		Female > 18:	Female < 18:
		Male > 18:	Male < 18:
<b>Objective:</b>	Specific vulnerabilities of migrants, displaced, refugees and returnees are analysed, and their needs and rights are met with dedicated humanitarian assistance, Protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	7.1) # of safe and welcome spaces/service points established for the provision of relevant services (such as health care, psychosocial support, relief distribution, legal services, child friendly spaces and provision of timely and accurate updates)	<b>ERCS:</b> 61	N/A
	7.2) # of displaced individuals reached with protection and migration services, disaggregated by sex	–	N/A
	7.3) # of children accessing the child friendly spaces, disaggregated by sex	–	N/A
	7.4) # of Restoring Family Links (RFL) services provided	–	N/A


At the **Regional** level, scenarios and response strategies have been developed to ensure an adequate response for displaced individuals as the situation on the ground evolves for Egypt, Lebanon and Syria. No migration activities are planned for Jordan.

In **Egypt**, the Egyptian red Crescent Society (ERCS) provides various services as restoring family links (RFL), psychosocial support (PSS), food and water distribution, household items, medical services. These services are being provided through 61 service points at the Rafah border crossing point, hospitals, and the accommodation services point for companions of injured persons.

In **Lebanon**, the Lebanese Red Cross (LRC) is actively supporting branches in the Tyre and El Nabatieh districts, by initiating the activation of the emergency operations center (EOC) to efficiently coordinate and manage the response, in coordination with the governmental disaster risk management unit (DRMU). The primary objectives have included setting up shelters, carrying out need assessments, and delivering essential services to the displaced. A total of 3 child-friendly spaces were set up by the LRC Youth and the medico-social services (MSS) departments, to meet the needs of displaced families from the southern governorates.

In **Syria**, the Syrian Arab Red Crescent (SARC) continues to operate support centers/help desks previously established in coordination with UNHCR at the main border crossings with Lebanon. The capacities of these help desks will be boosted should there be an increase in number of Syrian returnees or displaced Palestinians. The Syria Country Response Plan approach aims to strengthen the response readiness of the National Society and focuses on a multi-sectoral approach and service delivery for persons displaced within Syria and from abroad as elaborated under the other sectors.

## Enabling approaches

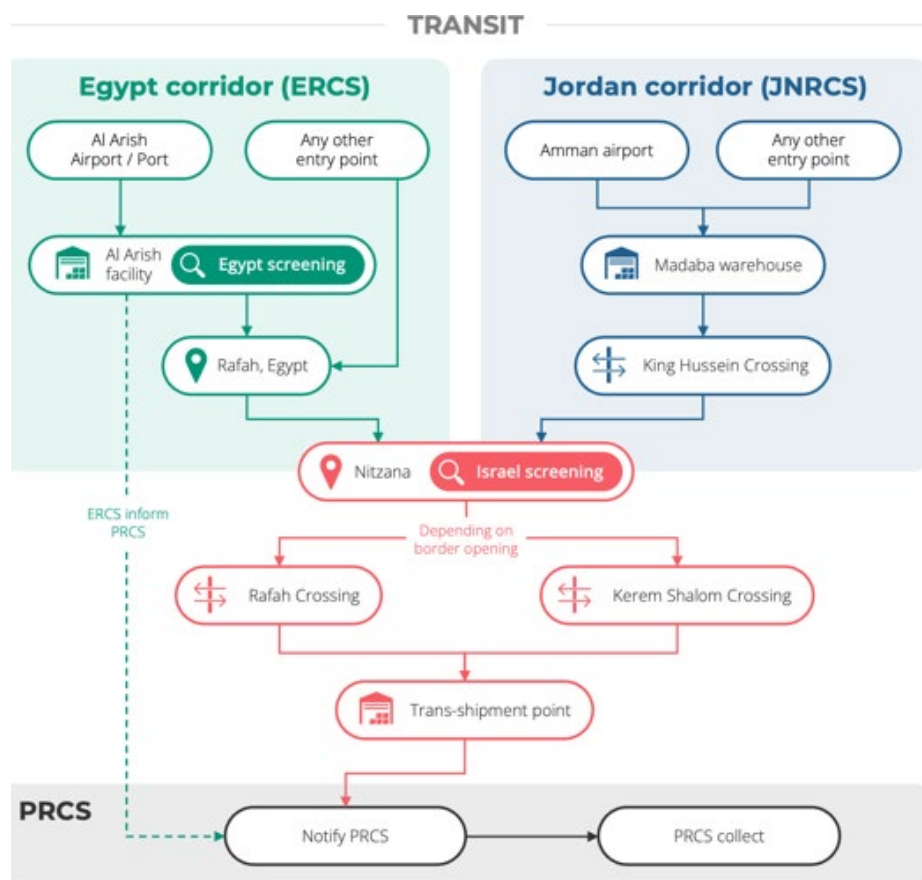
 <b>National Society Strengthening</b>			
<b>Objective:</b>	<i>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in responding to displacement and disasters is well-defined and prioritized.</i>		
<b>Key indicators:</b>	<b>Indicator</b>	<b>Actual</b>	<b>Target</b>
	9.1) # of staff and volunteers attended logistics and supply chain training, disaggregated by sex	<b>ERC:</b> 82 volunteers	N/A
	9.2) # of staff and volunteers attended PSS training, disaggregated by sex	<b>ERC:</b> 226 volunteers	N/A
	9.4) # of warehouses rehabilitated / established	<b>JRC:</b> 1	N/A

	9.5) # of Volunteers and staff provided with PSS services, disaggregated by sex	<b>ERC:</b> 384 volunteers	N/A
	9.6) Humanitarian aid inflow consigned to Egyptian Red Crescent Society (disaggregated by flight, ships, and trucks tonnage) (data source: ERCS dashboard).	<b>ERC:</b> 271.4K	N/A
	9.7) Humanitarian aid dispatched to Gaza (disaggregated by food and water, emergency material and medical supplies, tonnage) (data source: ERCS dashboard).	<b>ERC:</b> 197.5K	N/A

At the **Regional** level, main activities taking place are tied to the overall Logistics coordination role, shared between all participating National Societies across the operation, with a focus on supply chain coordination for the Middle East Complex Emergency Crisis operation. Coordination between IFRC and ERCS and JNRCS supply chain, based on existing partnership agreements, has worked toward leveraging cargo flights and sea-cargo to provide shipping at free or reduced cost options from different locations around the world to the National Societies involved. Procurement planning and coordination continues, through the Regional Office on international and local procurement including technical review and support.

Corridors

From the start of the operation, the IFRC supply chain team for the Middle East Complex Crisis has effectively coordinated the movement of goods with various stakeholders, while exploring additional options to secure shipment to Gaza. Initially, the only route for supplies to Gaza was through Egypt, with ERCS serving as a facilitator. The IFRC team, in collaboration with the Jordan National Red Crescent Society and the UN Logistics Cluster, has been instrumental in establishing an additional supply corridor, this time from Jordan. In March 2024, the first Canadian Red Cross pilot shipment successfully arrived in Jordan and was stored in Madaba, from where it will be transported to Gaza. This initiative supports the ECHO initiative, the RC/RC partner National Societies and other humanitarian actors by providing them optional supply routes to Gaza.



The IFRC regional team continues to cooperate closely with the UN Logistics Cluster, notably facilitating operations between the Logistics Cluster, JNRCS, ERCS and PRCS. Regional efforts have also facilitated coordination between Dubai and country offices in terms of fleet and procurement of vehicles for ERCS and PRCS. The IFRC MENA Complex Crisis Supply Chain team is actively working on developing a consolidated pipeline tracking system to monitor and report on all humanitarian goods destined for Gaza, with a particular emphasis on supporting oversight to the PRCS as the consignee. This initiative is part of the ongoing overall efforts to consolidate the cargo pipeline for PRCS, enhancing coordination between donors and PRCS for in-kind donations and route-planning, thereby ensuring efficient management and accountability of aid deliveries. The pipeline tracking system integrates pipeline information from various stakeholders, including PRCS, ERCS, JNRCS, PNSs, ECHO and other donors.

IFRC guidance and support on receiving, clearance, storage, shipping to Gaza and tracking of goods continue for JNRCS and ERCS, including comprehensive support on logistical procedures, warehouse management system support, documentation support, technical guidance, and capacity building. The IFRC is currently developing a supply chain strategy with JNRCS. An IFRC logistics ERU delegate supported ERCS in warehouse management procedures for the Ismailia warehouse.

The ECHO airbridge connecting European countries to Egypt and the IFRC pipeline to ERCS and Gaza remain key interventions. Since November 2023, the ECHO/IFRC partnership has successfully coordinated a total of 24 charter flights via the ECHO airbridge for a total of 32 metric tons of aid. The

operational partnership between ECHO's Emergency Humanitarian Response Capacity (EHRC) and IFRC continues, with the EHRC-IFRC Coordination Cell still active, however, supported remotely from Geneva in close coordination with the IFRC MENA Regional Office. ECHO is currently exploring new sea and air routes, including shipping via Jordan.

#### Capacity assessment and trainings

Additionally, to support the strengthening of the National Societies involved in this emergency response, the IFRC deployed a National Society Response Capacity Strengthening in Operations specialist for a period of five weeks starting early March. This deployment aimed to ensure that existing data on the response capacity of the National Societies is analysed alongside the context, mandate, and emergency services to be delivered to those in need, and is incorporated into the operational strategy. Within the reporting period, the main focus was put into the revision of scenario planning and the analysis of the four National Societies' capacities to implement response options. This analysis was based on information taken from the country response plans (CRP), the preparedness for effective response (PER) exercises, the response capacity checks, the operational learnings and missions' reports, as well as interactions with National Societies and IFRC staff both at the level of country delegation and regional office. Findings will be translated into recommendations of critical National Society response capacity strengthening interventions to be incorporated into medium to longer term plans, either through future Emergency Appeal revisions, the IFRC network country plan and/or bilateral support to the National Societies.

#### Logistics:

In **Egypt**, particular emphasis is placed on scaling-up logistics. The complexities and bottlenecks that have been experienced arise from a variety of reasons, including limited access, and hindered shipments, resulting in queues and prolonged processes at the border. This situation presents a dual challenge: efficiently receiving and storing and forwarding humanitarian items while maintaining readiness for timely transportation based on the prevailing and dire humanitarian conditions. The IFRC is working on supporting the ERCS by prioritizing the establishment of effective and transparent procedures for the receipt, clearance, storage, and forwarding of goods to Gaza.

The scale of this logistics and supply chain operation necessitates close coordination with the various stakeholders, with a special emphasis on collaboration with PRCS. Furthermore, there is an urgent need for resource scaling and logistics capacity strengthening to effectively respond to the demands of this challenging situation.

In light of the continued escalation of hostilities and the worsening humanitarian crisis, the Federation-wide Emergency Appeal has been increased and revised, primarily focusing on scaling up of IFRC support to the Egyptian Red Crescent Society (ERCS) logistics operation in Egypt, given the key role it plays in ensuring the delivery of humanitarian assistance to the affected populations in Gaza. Notably, the importance of this pipeline is not limited to the current emergency phase. It is highly likely to play a critical role in the future recovery and rehabilitation programming in Gaza, subject to the evolution of the situation and in coordination with PRCS.

ERCS has set up and is looking to expand its logistics hubs in strategic locations in Egypt to offer logistical and administrative support to humanitarian actors working through their system. In the very first days of the response, ERCS set up a logistics hub in Al-Arish, the main city within close proximity

to Rafah and Karam Abu Salem/Karem Shalom crossings, as well as a number of warehouses in Ismailia and around Cairo.

The ERCS is in the process of establishing a second hub in Ismailia, a strategically important location for gathering local donations. This hub serves as a center for re-kitting and palletizing activities before dispatching trucks to Rafah through Sinai. Additionally, ERCS has rented extra warehouses in both Cairo and Ismailia. Furthermore, the ERCS has implemented with the technical input of the IFRC a new tracking system for incoming shipments to Gaza, offering donors the ability to monitor their contributions. The organization is also on the verge of launching new software for warehouse stock management and movement.

To strengthen logistics capabilities, three training sessions for 82 ERC volunteers have been co-facilitated by the IFRC so far. The main topics of these introductory training courses included an introduction to logistics, handling of shipments in ports, transportation and warehousing.

Month	Number of Participants	Male	Female
23-Nov-23	25	24	1
21-Dec-23	27	26	1
06-Mar-24	30	21	9

Discussions are underway to organize additional training and prepare advanced level training whenever required for staff members and volunteers.

Moreover, the ERC Supply Chain unit, with the IFRC's supply chain officer, are examining the logistics procedures at ERC. They are also introducing new methods to enhance efficiency. This involves evaluating the ERC's warehouses and creating an action plan to enhance the warehouse systems, status, and conditions. Additionally, efforts are being made to strengthen the capabilities of supply chain personnel.

The IFRC country team and ERCS Human resource services have put together an assessment for with each department on the training required to strengthen their capacities. The assessment report is being completed to be reviewed for consideration and approval.

As of March 19, 2024, the ERCS had received and facilitated logistics of 271.4K tons of humanitarian aid into Egypt for Gaza in collaboration with 43 countries, 12 UN organizations and 8 international organizations, among which 20.5 thousand tons of humanitarian aid by air shipment, 56.3 thousand tons of humanitarian aid by sea shipment, and 194.6 thousand tons of humanitarian aid by truck. Of the aid received, ERCS has channeled 197.5 thousand tons of humanitarian aid into Gaza. Updates found: [Microsoft Power BI](#)

In **Jordan**, the Jordan National Red Crescent Society (JNRCS) has obtained the needed approvals from the authorities to act as a logistics hub to deliver the RCRC Movement aid to Gaza and West Bank, becoming the second corridor to dispatch humanitarian assistance to Gaza. Several partner National Societies, local organizations and INGOs have reached out to JNRCS expressing their interest in using

the corridor to deliver aid items. The JNRCS is currently piloting the corridor with a shipment of blankets and hygiene kits donated by the Canadian Red Cross to decide on the best delivery channel to Gaza. The IFRC started supporting JNRCS in the areas of procurement, warehousing and logistics. A warehouse, consisting of three rub halls (480m<sup>2</sup>) has been erected in the JNRCS center in Madaba. These rub halls are used to store the items received by partner National Societies in preparation to be sent to Gaza through Jordan. Logistics and warehouse officers' profiles were deployed to support the operation.

In addition to reviewing logistics standard operating procedures, JNRCS has developed shipping instructions and entered into necessary agreements with governmental bodies to streamline and facilitate immediate response in the event of an escalation. These measures are integral to ensuring a rapid and effective response to emergencies and enhancing overall preparedness efforts.

In **Lebanon**, the Lebanese Red Cross (LRC) emphasizes the continued development of its volunteer management strategy. This includes targeted refresher training sessions to keep volunteers abreast of evolving humanitarian response needs. The organization aims to enhance its emergency response capacity by swiftly deploying volunteers across various sectors to effectively respond to sudden increases in demand. To streamline operations, LRC focuses on rapid onboarding processes for new volunteers, ensuring they quickly understand essential protocols and practices. Additionally, recognizing the importance of mental well-being, consistent psychosocial support is provided to volunteers. Furthermore, efforts are directed towards strengthening the capacity of volunteers in managing child-friendly spaces, with a specific focus on comprehensive child protection training.

Youth Engagement: In addressing the well-being of children in conflict zones, the Youth section of LRC allocates funds for material and logistics costs related to establishing and maintaining child-friendly spaces. These spaces serve as crucial havens for the psychological and social well-being of children amid conflict, underscoring the organization's commitment to youth-focused initiatives.

Logistic Development Support and Human Resource Development: LRC's logistical development support includes carrying out local market surveys, procuring material for contingency stocks, receiving, and processing in-kind and international donations, and ensuring proper storage. Simultaneously, the organization emphasizes human resource development by maintaining regular communication with employees on safety guidelines, implementing remote work policies, collaborating with the finance director for salary payments, and addressing employee well-being through assessment and awareness initiatives.

PMER, Protection, Gender, and Inclusion (PGI), and Humanitarian Diplomacy (HD): LRC takes a comprehensive approach to planning monitoring, evaluation, and reporting (PMER) development, leading emergency appeals, coordinating with partner National Societies, and providing technical support for operational plans. Additionally, the organization conducts training on protection from sexual exploitation and abuse (PSEA) and child protection for volunteers and staff, minimizing safeguarding risks. Engaging in humanitarian diplomacy. LRC collaborates with community-based organizations and government entities, including the Ministry of Defence, Ministry of Public Health, Disaster Risk Management Unit, Lebanese Armed Forces, and local authorities, to strengthen its auxiliary role in various sectors such as WASH, Health, PSS, and Cash initiatives.

The overall objective of the **Syria Response Plan** is to strengthen the readiness and response capacity of the National Society to deliver timely and relevant humanitarian assistance at the scale required. The focus is on the SARC network of branches, which are the first responders in case of escalation of

the crises, focusing on the protection of staff and volunteers with, for example, the provision of protective and safety equipment, insurance, communications as well as marking on assets. The inventory of equipment and assets, including a review of their condition, has been done and branches have prepositioned fuel, a very scarce resource in Syria. Based on the inventory, needs have been prioritized, and the procurement of safety and security equipment, asset maintenance and repairs, as well as the procurement of emblem identification products, is underway to ensure that SARC staff and volunteers are provided the humanitarian protections afforded by the emblem. The SARC country response plan for this crisis is being implemented in complementarity with other ongoing emergency activities in Syria including the emergency operations centre and training.



## Coordination and Partnerships

### Objective:

Technical and operational complementarity is enhanced through cooperation among the IFRC membership, with the ICRC, as well as with key external actors.

### 1. Membership & Movement Coordination

Regular coordination meetings for this operation continue to inform the response and ensure that all relevant stakeholders are aligned and updated. This includes supply pipeline coordination support for in-kind donations from Red Cross/Red Crescent members and other actors to affected National Societies. The response map is regularly updated to reflect the activities and capacities of the National Societies. Coordination with the Palestinian Red Crescent Society is organized through the IFRC Palestine Country delegation.

At the **regional Level**, among the activities carried out so far to ensure good coordination:

- A regional Emergency Appeal, an Operational Strategy and response plans for the four National Societies have been developed and published. They were revised in February 2024, based on developments and changes in operational contexts, and will continue to be updated, when necessary, throughout the course of the operation.
- ICRC provides support to the responding National Societies based on its mandate and in line with the in-country coordination setup convened by the Operating National Society in countries covered by this operation. ICRC and IFRC have a longstanding collaboration in Egypt, Lebanon, Syria and Jordan. In these contexts, both Movement components have cooperated over the years on several responses. Within the context of this operation, the ICRC is engaged with National Societies in Lebanon, Syria, and Jordan on Health and Care, Integrated Assistance, Protection and Prevention, including RFL activities.
- Regional Appeal allocation principles have been defined.
- Regional roles and responsibilities have been defined.
- Weekly operational coordination meetings between country teams and regional coordination ensure alignment to the Operational Strategy.
- Partner calls bringing together stakeholders are conducted. These initially took place on a weekly basis, now as needed.

- Meetings between the European Community and MENA regional offices took place to align their response across the region.
- A Movement coordination meeting was held between Jordan National Red Crescent Society (JNRCS), IFRC and ICRC to review developments and discuss how best to cooperate and coordinate over the JNRCS response to support the PRCS by channeling RCRC aid to Gaza from Jordan. The parties agreed to hold a monthly meeting to ensure overall coordination and a bi-weekly meeting on a technical level.
- At regional level IFRC actively participates in Logistics Cluster coordination meetings and maintains contact with external partners

At the **national level**, Movement partners engage with external partners, coordinate with authorities and other stakeholders (UN agencies, NGOs) and participate in various working groups.

## 2. Engagement with external partners

The European Union (EU) has launched a humanitarian air bridge to support humanitarian partners responding to the crisis in Gaza. Given the unique roles of the Egyptian Red Crescent Society (ERCS) and of the Palestinian Red Crescent Society (PRCS), the EU and IFRC have established a coordination platform to mainstream the delivery of in-kind donations from EU member states. The coordination platform intends to streamline the flow of in-kind humanitarian assistance from the European Union to Gaza, ensuring that the in-kind donations respond to the identified and evolving needs on the ground. At the same time, the platform seeks to strengthen the logistics capacities of ERCS to support its mandate of maintaining the supply chain, which supports the humanitarian community. The deployment of two IFRC staff members (Operations and Logistics) within ECHO in Brussels - as part of the commitment of both organizations to the success of this endeavor - has ended but IFRC continues to provide remote support. A total of 24 charter flights from ECHO Member States were flown from Ostende, Dubai-Sharjah, Brindisi and Romania under ECHO-IFRC Partnership, through which the PRCS has received 327.780 tons of Humanitarian goods valued at EUR 2,373,360.26

**In Jordan**, the JNRCS convened a high-level meeting with Jordanian authorities to enhance their ability to aid Gaza. The outcomes of the meeting were positive, confirming that, in its role as an auxiliary body to the authorities, the JNRCS is granted approval by the authorities to receive RCRC humanitarian aid and deliver it to Gaza through the West Bank via land route and by airdrop in cooperation with the Airforce. Official communication was shared with relevant ministries to facilitate the JNRCS response. The military also provided support by assigning a plane to the JNRCS to evacuate the medical cases with one family companion from Al Arish to JNRCS's hospital. A separate technical meeting was held with the relevant authorities to facilitate the JNRCS operation. Agreements have been reached regarding the logistical operation as well as the evacuation of people in need of health care to the JNRCS hospital in Jordan. Official letters were sent out to the relevant ministries who have reached out to the JNRCS to offer all necessary assistance. The JNRCS is part of the Logistics Cluster in Jordan and maintains close coordination and collaboration with the Cluster. The JNRCS will be shipping the first pilot shipment received by the Canadian Red Cross through the Logistics Cluster to Gaza. Local NGOs and several local entities have been reaching out to JNRCS to coordinate the delivery of more relief items to Gaza. Jordan International NGOs forum is in contact with the JNRCS to explore coordination of response efforts.

**In Lebanon,** the Lebanese Red Cross (LRC) actively engages with international stakeholders and development agencies, participating in the Humanitarian Country Team (HCT) and the OCHA Emergency Operations Center (EOC) for collaborative efforts with global bodies and development agencies. This involvement underlines the commitment to effective coordination and cooperation on a broader scale. The LRC aligns its initiatives with the United Nations (UN) framework, engaging in sectoral and bilateral meetings with UN agencies. This strategic alignment ensures the synchronization of efforts with broader international frameworks, enhancing the impact and reach of LRC's humanitarian efforts. Furthermore, the organization collaborates closely with the International Organization for Migration (IOM) and the Disaster Risk Management (DRM) Unit. This collaboration aims to produce the Displacement Tracking Matrix (DTM) Mobility Snapshot, a crucial resource for displacement data in Lebanon. Working in tandem with IOM and the UN Disaster Risk Management (DRM) Unit, LRC contributes to the generation of valuable insights that inform effective responses to mobility and displacement challenges within the region.

**In Syria,** the Syrian Arab Red Crescent (SARC) is the main humanitarian actor, coordinating international humanitarian aid and international organizations. SARC is a member of the National High Relief Committee, the supreme body for disaster management and coordination, led by the government, and its equivalents in the governorates. SARC participates in the in-country UN Cluster system and has an observer seat in the HCT. SARC has established partnerships with UN Agencies including UNHCR, UNICEF, UNDP, UNFPA, WHO, WFP and several INGOs working in various sectors, facilitating coordination and alignment in the delivery of humanitarian assistance.

**In Egypt,** the ERCS has strengthened its coordination position through the "Partners Operational Cells" forum which includes representation from all [UN](#) partners, international organizations, embassies and Movement partners. The health Cell is headed by the ERCS head of health while the logistics Cell is headed by ERCS head of programs.

In addition to that, IFRC works closely with the ERCS in its coordination efforts with PRCS for operational and reporting means. ERCS senior management attend the National crisis management cell and coordinate all the above efforts with government officials.



## 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 whom they work as effectively and efficiently as possible.

### 1. Information Management (IM) and Data Analysis

The Information Management (IM) team provides analytical support to the response to enable evidence-based decision-making and planning. Working closely with in-country delegations and National Societies, IM developed detailed scenario planning for each country covered by the Emergency Appeal. The scenarios examine the possible evolution of the Middle East Crisis and the corresponding operational requirements. Scenarios are regularly updated. Throughout the crisis IM has been monitoring the situation in the region and produced weekly secondary data review snapshots, focusing on the consequences of the war in Gaza for the countries covered by the Emergency Appeal.

The IM team has produced a report on the impact of the escalation in the Red Sea on the Middle East Crisis response, looking at the impact of events in the Red Sea on global supply chains and the possible implications for Egypt, Jordan, Lebanon and Syria. Displacement trends in Gaza and Lebanon are monitored and for Lebanon, these are visualized in an internal displacement dashboard available on the GO platform. IM has also produced a number of products including maps and infographics, visualizing logistics corridors, activities and operational challenges.

Operationally, IM works closely with the Jordan National Red Crescent Society (JNRCS) to set up a logistics tracker and dashboard to visualize aid into Jordan, aid into Gaza, stock in the warehouse and stock in transit. IM is also working with regional logistics colleagues to develop a centralized tracker that combines logistics data from both Egypt and Jordan so that it can provide PRCS with a consolidated list of stocks arriving into Gaza.

Assisting support functions, IM has worked with SPRM colleagues to produce a funding dashboard showing information on funding requirements and coverage of the IFRC secretariat Appeal.

## 2. Human Resources (HR) Deployment

The full cycle for Surge deployments ends on April 15. Recruitment for long-term positions is ongoing.

Role Profile	Status	Rotation	Deploying Entity
<b>Egypt</b>			
Logistics ERU	Deployed	1 <sup>st</sup> rotation	Finnish Red Cross
Supply Chain Officer	Deployed	2 <sup>nd</sup> rotation	Swiss Red Cross
Operations Manager Egypt	Deployed	1 <sup>st</sup> rotation	Swiss Red Cross
Finance Coordinator	Deployed	1 <sup>st</sup> rotation	IFRC
Operations Manager Egypt	Deployed	2 <sup>nd</sup> rotation	IFRC
<b>Jordan</b>			
Warehouse officer	Deployed	1 <sup>st</sup> rotation	Finnish Red Cross
Logistics officer	Pending	1 <sup>st</sup> rotation	IFRC
<b>MENA RO</b>			
Comms Coordinator	Deployed	3 <sup>rd</sup> rotation	Netherlands Red C
NS Response Capacity Strengthening Coordinator	Deployed	1 <sup>st</sup> rotation	IFRC
Humanitarian Diplomacy Advisor	Deployed	1 <sup>st</sup> rotation	British Red Cross
Security Coordinator	Deployed	2 <sup>nd</sup> rotation	IFRC
Operations Manager, Regional	Deployed	1 <sup>st</sup> rotation	IFRC

Operations Manager, Regional	Deployed	2 <sup>nd</sup> rotation	Danish Red Cross
Operations Manager, Regional	Deployed	3 <sup>rd</sup> rotation	Finnish Red Cross
SPRM Coordinator, Regional	Deployed	2 <sup>nd</sup> rotation	Turkish Red Crescent
SPRM Coordinator, Regional	Deployed	1 <sup>st</sup> rotation	IFRC
Comms Coordinator (Media), Regional	Deployed	2 <sup>nd</sup> rotation	British Red Cross
Comms Coordinator, Regional	Deployed	2 <sup>nd</sup> rotation	IFRC
Comme Coordinator (Media), Regional	Deployed	1 <sup>st</sup> rotation	IFRC
PMER Coordinator, Regional	Deployed	1 <sup>st</sup> rotation	Canadian Red Cross
PMER Coordinator, Regional	Deployed	2 <sup>nd</sup> rotation	IFRC- Netherlands Red Cross
PMER Coordinator, Regional	Deployed	3 <sup>rd</sup> rotation	Canadian Red Cross
IM Coordinator, Regional	Deployed	2 <sup>nd</sup> rotation	British Red Cross
IM Coordinator, Regional	Deployed	3 <sup>rd</sup> rotation	British Red Cross
Mobilization Coordinator	Deployed	1 <sup>st</sup> rotation	Finnish Red Cross
Supply Chain Coordinator, Regional	Deployed	1 <sup>st</sup> rotation	Finnish Red Cross
Humanitarian Diplomacy Coordinator	Deployed	1 <sup>st</sup> rotation	ICRC
Finance coordinator, Regional	Deployed	1 <sup>st</sup> rotation	IFRC
Federation-wide Data Collection and Analyst Coordinator	Deployed	1 <sup>st</sup> rotation	Canadian Red Cross
Human Resources in Emergencies Officer	Deployed	1 <sup>st</sup> rotation	IFRC

### 3. Resource mobilization

Regarding **resource mobilization**, the revised Emergency Appeal with the 100 million CHF Federation-wide Funding requirements and 86 million CHF IFRC Secretariat Funding requirements has been published and shared with potential donors. Discussions are ongoing with respective partner National Societies, governments, the private sector and other stakeholders which could result in financial support and lead to a reduction of the 79 percent funding gap. Frequent changes in the dynamics of the operation and field needs require constant information sharing among sector partners as well as flexible use of funds.

As a considerable number of stakeholders are also interested in providing support to PRCS Emergency Appeal through IFRC, the IFRC Secretariat has taken a **facilitation role** in transferring the funds and in-kind support to PRCS in line with IFRC Emergency Appeal's complementary role to Palestine Red Crescent Society's response efforts in oPt and their appeal to support those affected by the ongoing hostilities.

### 4. Logistics

IFRC maintains close contact and collaboration with both Red Cross Red Crescent Movement partners and external stakeholders. As humanitarian needs continue to grow and the situation deteriorates, partners are increasingly interested in receiving detailed and up-to-date information about the developments in the region. There is a particular need for information on **logistical arrangements** for the delivery of goods to the Gaza Strip from Egypt and Jordan, as well as on issues relating to sanctions and the due diligence process of the respective National Societies involved in the operation. For more details, see results reported under section National Society Strengthening.

A Mobilization table, regularly updated, has been prepared and shared for this operation and can be consulted [here](#). Mobilization tables by country are also available and active for: [Egypt](#), [Jordan](#), [Lebanon](#) and [Syria](#).

### 5. Communications

Media and social media interest remains high. Key messages were developed by IFRC Communications teams for the operation as a whole but also for each country involved: Lebanon, Syria, Jordan, Egypt. These are shared with National Societies and regularly updated every 1.5 - 2 months.

Even after six months, the IFRC communications' teams are facilitating media interviews almost every day – recent interviews include [TRT World](#), [BBC World News and France 24](#). Additionally, the recent [visits](#) in the MENA region by IFRC President Kate Forbes and Regional Director Dr Hossam Elsharkawi, resulted in a number of interviews, including on [CNN](#) and Al Jazeera, and several posts on social media from [Lebanon](#), [Egypt](#), and [Gaza](#). [Regular statements](#) from the IFRC Secretary General Japan Chapagain have been taken up by the media.

Misinformation and disinformation continue due to the politicized context. IFRC is closely monitoring and responding, in coordination with ICRC and partner National Societies. On a daily basis, the communications team proactively prepares answers to questions from international journalists. Regularly, content in the form of videos and articles is prepared to present the work of National Societies in response to the crisis.

## **6. Quality Assurance and Accountability, Including Planning, Monitoring, Evaluation and Reporting (PMER)**

Planning, Monitoring, Evaluation and Reporting (PMER) and Information Management (IM) aim to continuously provide accurate, timely, credible/verifiable and utility focused information and evidence for decision-making, action, accountability, and learning.

As a first step when defining activities, a list of relevant indicators was developed for each country based on the type of intervention planned. Subsequently, the indicators' lists of the four countries were cross-checked with those of the National Societies/Country Delegations and aligned to a master indicator list of indicators for the Middle East Appeal, consolidating countries' indicators into a single list.

A PMER Framework is currently being developed to serve as a roadmap for all National Societies involved and other stakeholders to monitor progress, identify challenges and promote accountability. The framework will clearly describe and define all indicators, means of verification, and frequency of monitoring and reporting (linked to donor requirements).

Several assessments are planned in various intervention sectors. The National Societies and the PMER team are in the process of consolidating and archiving reports for reference and institutional memory.

The IFRC Operations Manager is also working with IM And PMER colleagues within the operation to develop a more systematic, evidence-based approach to changing scenarios given the speed of changes in this crisis, to better inform preparedness and readiness planning, while also considering impacts on strategic long-term planning for the region.

Encompassing and aligning with the IFRC Appeal monitoring system, the MENA Region is also developing a Federation-wide data collection framework and tools to capture funds invested and activities conducted by the IFRC members involved in this crisis at the bilateral and multilateral levels within each country. Once implemented, this Federation-wide reporting system will enable better alignment of the IFRC funding and activities for greater impact.

## **7. Humanitarian Diplomacy (HD)**

Humanitarian diplomacy (HD) has been a key component of this crisis given the global attention it is receiving and the complexity of political dynamics.

The IFRC Secretariat has created and maintained a set of resources for the IFRC network and actively promotes their use by IFRC Secretariat and Leadership. These resources aim to ensure that the IFRC

network can contribute to positive humanitarian outcomes on the ground, such as increased humanitarian access into and across Gaza, as well as to highlight and generate further diplomatic and financial support for the response of the IFRC network.

- Three meetings to support humanitarian diplomacy for the IFRC network were organized. The last meeting took place on March 7 and brought together more than 70 participants with representatives from the IFRC Secretariat and more than 20 National Societies, including the Magen David Adom Society (MDAS), the Palestinian Red Crescent Society (PRCS) and the Egyptian Red Crescent Society (ERCS) who were invited to present their priorities.
- A repository of relevant information from the RCRC Movement and other actors has been created and is updated daily.
- Key messages on humanitarian diplomacy key have been prepared for use by the IFRC network, and updates to these messages are shared bi-weekly with IFRC Secretariat staff and around 30 National Societies.

These activities have helped to ensure the unity of the IFRC network and contributed to the IFRC network's ability to speak with one voice across the globe, thereby strengthening its capacity for influence.

The IFRC Secretariat has conveyed its key messages and questions regarding the crisis in numerous multilateral forums and bilateral engagements. Importantly, the IFRC Secretariat leadership remains regularly engaged, and the IFRC President's first official visit was to the Middle East region, providing an important opportunity to conduct humanitarian diplomacy.

The development of an HD strategy, which aims to define priority engagements, ensure HD tools and resources are maximized, and stimulate more proactive engagement, is underway.

## **8. Security**

Security advisors at national, regional and secretariat levels collaborate to ensure the security of the operation with following tasks:

- Monitor and analyze the security situation in the region and identify related trends and issues that affect the IFRC and RC/RC Movement.
- Maintain internal and external security related contacts and participate in security networks both internally and externally with organizations, partners, and authorities.
- Systematically assess safety and security risks, implement effective risk mitigating measures and formulate contingency plans.
- Liaise with operations to define the geographical prioritization of security assessment missions, which are aligned with operational needs and priorities.
- Advise IFRC and RC/RC Movement on required changes to operations and procedures to address identified trends and issues.
- Advise and assist IFRC managers and NS in the development of appropriate security plans and procedures.
- Ensure implementation and compliance with IFRC Minimum-Security Requirements (MSR).
- Disseminate and promote the various IFRC security tools and initiatives in the region.
- Develop and support security focal points.

## D. FUNDING

To date, 21 percent of the funding requirements of the revised Emergency Appeal have been covered. The IFRC expresses its gratitude to donors and kindly encourage further contributions to fill the 83 percent funding gap to enable the National Societies in the region, with the support of the IFRC, to continue with humanitarian assistance efforts as well as the required preparedness actions.

### Contact information

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

#### At the LRC:

- **Secretary General:** Mr. Georges Kettaneh, email: [georges.kettaneh@redcross.org.lb](mailto:georges.kettaneh@redcross.org.lb);

#### At the ERCS:

- **Acting CEO:** Dr Amal Imam, email: [amal.emam@egyptianrc.org](mailto:amal.emam@egyptianrc.org)

#### At the SARC:

- **Head of operations:** Tammam Muhrez, email: [tammam.muhez@sarc-sy.org](mailto:tammam.muhez@sarc-sy.org);

#### At the JNRCS:

- **President H.E. Dr Mohammed Al-Hadid,** email: [president@jnrcs.org](mailto:president@jnrcs.org).

#### At the IFRC:

- **IFRC Regional Office for Health, Disasters, Climate & Crises (HDCC) Unit:** Dr. Hosam Faysal, Regional Head (HDCC) Unit – MENA; [hosam.faysal@ifrc.org](mailto:hosam.faysal@ifrc.org);
- **IFRC Regional Office for Operations Coordination:** Nader Bin Shamlan, Operations Coordinator- MENA; [nader.binshamlan@ifrc.org](mailto:nader.binshamlan@ifrc.org);

#### Operations Manager – Middle East Crisis:

- **IFRC Country Delegation – Jordan:** Dr. Nehal Hefny, Head of Delegation, email: [nehal.hefny@ifrc.org](mailto:nehal.hefny@ifrc.org);
- **IFRC Country Delegation - Egypt:** Dr. Asmaa Samir, Programme Manager, email: [asmaa.samir@ifrc.org](mailto:asmaa.samir@ifrc.org);
- **IFRC Country Delegation - Lebanon:** Cristhian Cortez, Head of Delegation, email: [cristhian.cortez@ifrc.org](mailto:cristhian.cortez@ifrc.org);
- **IFRC Country Delegation - Syria:** Mads Brinch Hansen, Head of Delegation, email: [mads.hansen@ifrc.org](mailto:mads.hansen@ifrc.org);
- **IFRC Geneva:** Lea Christensen Nielsen, Senior Officer Operations Coordination, email: [lea.nielsen@ifrc.org](mailto:lea.nielsen@ifrc.org).

#### For IFRC Resource Mobilization and Pledges support:

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

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

- **Global Humanitarian Services and Supply Chain Management Unit, MENA Regional Office:**  
Dharmin Thacker, Acting Regional Manager, email: [dharmin.thacker@ifrc.org](mailto:dharmin.thacker@ifrc.org).

#### Reference

Click here for:

- [Link](#) to the Emergency Appeal and updates
- [Link](#) to the Emergency Appeal
- [Link](#) to the Country Response Plan Egypt
- [Link](#) to the Country Response Plan Lebanon
- [Link](#) to the Country Response Plan Syria
- [Link](#) to the Country Response Plan Jordan
- [Link](#) to the Mobilization table

## 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.