

OPERATION UPDATE

Morocco, MENA | Morocco Earthquake 2023

Emergency appeal №: MDRMA010 Emergency appeal launched: 12/09/2023 Operational Strategy published: 07/11/2023	Glide №: EQ-2023-000166-MAR
Operation Update #3 Date of issue: 07/05/2024	Timeframe covered by this update: From 12/09/2023 to 12/03/2024
Operation timeframe: 28 months (08/09/2023 - 31/12/2025)	Number of people being targeted: 125,000 people
Funding requirements (CHF): CHF 75 million through the IFRC Emergency Appeal CHF 100 million Federation-wide	DREF amount initially allocated: CHF 1 million

To date, this Emergency Appeal, which seeks CHF 75,000,000 is 42.percentnt funded. Further funding contributions are needed to enable the Moroccan Red Crescent (MRC), with the support of the IFRC, to continue providing humanitarian assistance as part of the immediate response and to provide an integrated recovery approach to the affected population.



In Taroudant, a member of the Moroccan Red Crescent (MRC) surveys the destruction caused by the earthquake which took place in September 2023. Since the earthquake struck, MRC has continued to tirelessly respond to the needs of affected people with the support of Red Cross Red Crescent and other partners. (Photo: MRC/IFRC)

A. SITUATION ANALYSIS

Description of the crisis

On 8 September 2023 at 23:00 local time a 6.8-magnitude earthquake shook Morocco. According to the United States Geological Survey (USGS), the quake originated at a depth of 18.5 km with its epicenter in the High Atlas Mountains, located 71 km southwest of Marrakech, a major economic center. The earthquake was felt as far away as Portugal and Algeria, according to the Portuguese Institute for Sea and Atmosphere, and Algeria's civil defense agency. A 4.9-magnitude aftershock then struck 19 minutes later. Damage to homes and critical infrastructure was extensive in all affected areas, highlighting the urgent need for emergency shelter support for those affected. Fearing further tremors, many survivors of the first two days sheltered in the streets for safety, while damaged roads, the continued risk of landslides, and the large distances complicated initial rescue and relief efforts.

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

This earthquake is the deadliest in Morocco since 2004. According to the national authorities, 2,946 people died while the amount of injured reached 5,674¹ It is estimated that 59,674 houses were destroyed or damaged¹. The provinces of El Haouz/Marrakech, Chichaoua and Taroudant are the worst affected areas, although other areas including Ouarzazate and Azilal were also affected. Regarding educational institutions, the Ministry announced that a total of 530 educational institutions and 55 boarding schools were damaged to varying degrees, mostly in the provinces of Al Haouz, Chichaoua, and Taroudant.



In response to the needs of people affected by the earthquake, MRC and RCRC partners distributed essential items such as blankets and water storage items to support them in the initial phase of response. (Photo: MRC/IFRC)

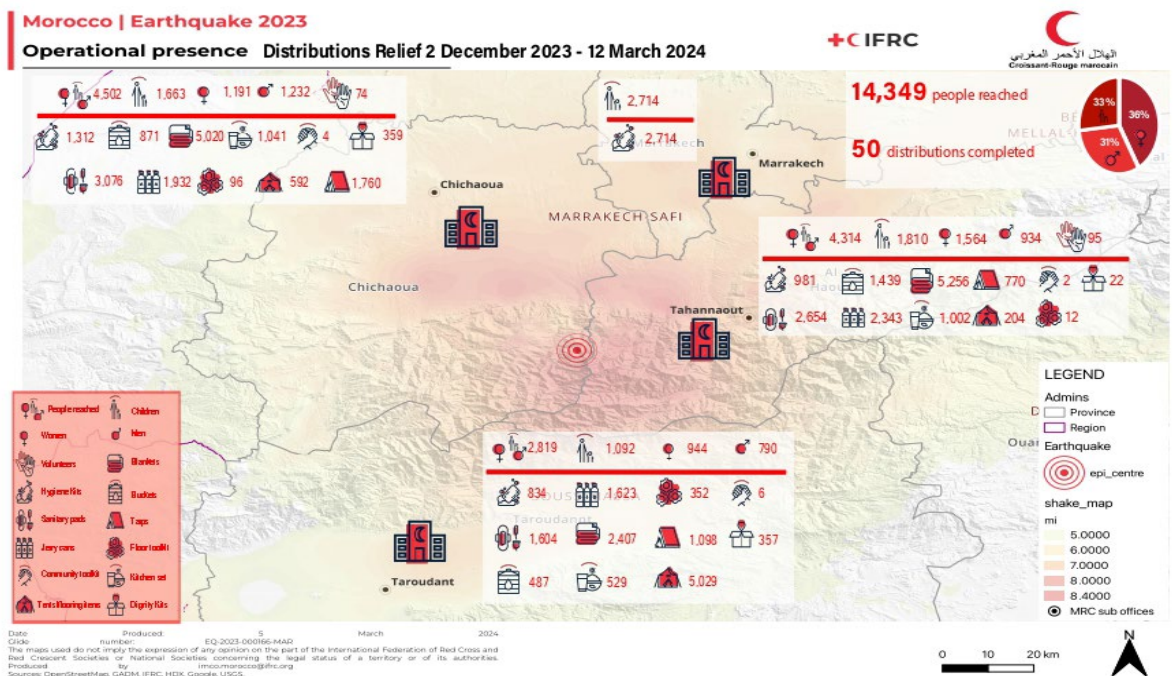
¹ [Daily Flash \(europa.eu\)](https://www.europa.eu)

Summary of response

Overview of the host National Society and ongoing response

The Moroccan government is leading the overall coordination and management of humanitarian assistance for this earthquake both locally and internationally. Since the beginning of the response, the Moroccan Red Crescent (MRC) has maintained regular contact and close relations with relevant ministries and authorities. The MRC deployed emergency response teams made up of volunteers trained on search and rescue, and first aid to provide essential and life-saving support, also releasing non-food items from its disaster preparedness stocks. These items were distributed to the people affected by the earthquake, particularly those living in the open sky in the mountains.

Once the search and rescue phase ended, the MRC continued to provide first aid, and mental health and psychosocial support services in communities; distributed emergency tents, floor kits, tarpaulins, jerry cans, buckets, hygiene kits and other non-food items. In addition, MRC installed temporary WASH



facilities (toilets, showers, water points and incinerators) for people living in temporary settings, with the support of Partner National Societies (PNS) and IFRC. At the same time, MRC provided restoring family links (RFL) services with technical support from the International Committee of the Red Cross (ICRC).

So far, 324 volunteers have been deployed by MRC in this response. MRC and Movement partners have organized a number of training sessions for volunteers and newly inducted staff on emergency response, first aid, firefighting, and community engagement and accountability (CEA). Training sessions on safe driving and first aid were also provided for newly recruited drivers. Throughout this response, MRC will continue to invest in its capacities by organizing different trainings to further strengthen its disaster response capacities.

This operation is overseen by MRC headquarters (HQ) based in Rabat. MRC has its own core staff for project management, finance, logistics, and human resources. MRC has a strong presence with a field office in Marrakech and sub-offices in Chichaoua and Taroudant. MRC has recruited 30 national staff and additional staff are being recruited to support the implementation of activities under this response. Further scaling up will continue based on

identified needs and prepared plans. IFRC is also scaling up and recruiting international and national staff for this response.

German Red Cross (GRC), who had a pre-existing delegation, has also expanded its team in country. New partners have now also established new delegations in Morocco since the beginning of 2024, including French Red Cross, Spanish Red Cross and Qatar Red Crescent. All are in the process of clarifying their project plans for the upcoming future together with Moroccan Red Crescent and will contribute to the joint emergency appeal operational strategy and Federation-wide reporting.

Needs analysis

The government has carried out its own needs and damage assessments to profile the affected areas and communities. MRC, with support from IFRC and GRC, has carried out several multi-sectoral needs assessments in severely affected areas to understand the needs of the affected populations and their communities. Community needs are continuously assessed either through formal initial needs assessments prior to response activities or through the feedback system in place in communities. Consultations with authorities and community leaders are also conducted on a regular basis to inform interventions and to ensure access and complementarity with other actors. The first six months of the operation have outlined the variety of needs that communities face as well as the difference in priorities from community to community.

After six months, needs have evolved, often moving from emergency to recovery-focused and longer-term needs. The focus is shifting to the reconstructions but despite this and even after six months, emergency needs persist in some remote communities where little to no assistance has yet been provided due to difficult access.

Priority needs observed in affected communities are:

Shelter and non-food items: With over 59,674 houses damaged or destroyed, many families are displaced and live in temporary settlements of varying standards and the situation is likely to remain without major changes for several months to come since reconstruction will take time and progress to date is quite slow. Some people still lack adequate transitional shelter solutions and household items, including school children living in dormitories. Heating, blankets, and non-food items can still be needed especially during winter months, notably in mountainous areas where winters are usually harsh. These regions also experience high winds and extremely hot weather during summer, adding to the complexities of the securing safe and dignified shelter solutions.

WASH: People living in temporary settlements often lack appropriate water supply and access to clean drinking water. Safe and dignified sanitation facilities are not always available, increasing the risk of waterborne diseases and related outbreaks. Affected populations have limited means to access hygiene-related items, especially those for women and children. The usual hygiene practices have been disrupted due to the dramatically changed living conditions, so the promotion of basic hygiene practices remains a priority.

Long-term food security and livelihoods: Some of the activities relating to the emergency response phase are planned to last until July this year, due to the identified enduring needs of the affected populations. At the same time, support towards reconstruction and repair schemes of the destroyed and damaged houses is foresighted. Strengthening food security, supporting income-generating activities, and contributing towards disaster risk

reduction have been identified as priorities and figure amongst the planned activities and will require further investment over the coming months.

Psychosocial support: Psychological distress has been noted as an enduring need of community members. Processing grief, or trauma, while living in difficult conditions without an occupation and with little prospects for improvement can be extremely challenging. MRC volunteers provide psychological first aid to community members during activities and monitoring visits however the need for further psychosocial support has been identified as a priority for communities. Support to volunteers and staff has also been noted as an important need.

Operational risk assessment

The security situation in Morocco is generally stable. One of the biggest threats to IFRC delegates and MRC volunteers working in the Atlas Mountain regions is the risk of aftershocks or seismic recurrence but this remains hard to predict. Extreme weather events also occur on a relatively frequent basis with high winds, snow and cold waves during winter months, heat waves which can result in hazardous access and driving conditions, with potential impact on operations. Risks identified in the Operational Strategy remain relevant.

Risk	Likelihood	Impact	Mitigation Steps
Importation of humanitarian goods faces long delays in customs and limited availability in the local market	High	Very High	Continued Humanitarian Diplomacy with the Government of Morocco to allow the import of goods. Meetings scheduled with customs to review procedures and agree on faster processes. Exploration of import modalities in coordination with Movement partners.
Lack of attractiveness of IFRC for suppliers. Due to the complexity of the IFRC procurement processes and payment conditions which results in difficulty in identifying local suppliers and an increase in proposed offers the IFRC requirements are not attractive to the local market, resulting in a limited number of local suppliers wanting to work with IFRC, and a disproportionate increase in the economic offers proposed by interested suppliers.	Very High	High	Country-wide approach to local procurement. Propose to adjust and contextualize procurement processes. Quality assurance of products by IFRC technical experts to meet the highest available standards.

Limited multilateral coordination systems for humanitarian actors and little awareness of interventions of non-traditional organizations	High	Medium	Bilateral coordination with government representatives is happening at all levels as well as UN agencies and other non-traditional organizations at field level Continued Humanitarian Diplomacy with the Government of Morocco
Extreme weather events trigger changing needs for communities and render access difficult	Very High	High	Prioritizing higher altitude and less accessible communities, to receive earlier relief and support. Anticipating seasons ahead with different needs for communities and stock contingency planning
Lack of adaptability of payment procedures resulting in difficulties in working with local suppliers: Due to the Moroccan market system and the nature of purchases, many suppliers ask for advance payment (mostly 50%) and preferably in cash.	Very High	High	Establish a sustainable treasury flow in-country, search longer-term agreements with suppliers moving into bank transfers and develop a Federation-wide procurement plan. Propose contextualized Standard operating procedures or in procurement and finances that would support mitigating and covering those risks.
Limited capacity to meet earmarked partners' requirements on funding pledges due to initial delays in implementation and overlapping or sometimes conflicting priorities	Very High	Medium	Continued advocacy with partners on the importance of unearmarked contributions Scale up of operations' human and logistical resources to increase delivery pace
Limited systems are in place for safeguarding	High	High	Support MRC in the development and rollout of PGI and PSEA policies. Setting up safeguarding systems, and appropriate, safe and confidential referral mechanisms for protection cases. Putting in place internal and community reporting, complaint, and feedback mechanisms together with the CEA team.

B. OPERATIONAL STRATEGY

Update on the strategy

The Operation Strategy was published on November 7, 2023. The proposed operational strategy is based on discussions with the National Society, the Government's reconstruction strategy, secondary data and rapid multi-sectoral assessments carried out two months after the earthquake in 23 communities across the three most affected provinces, informal coordination with authorities and other humanitarian and development actors, as well as on observations and discussions with communities on the ground. More in-depth assessments will need to be carried out later to refine recovery plans, using the enhanced vulnerability and capacity assessment (eVCA) methodology to ensure full community participation in the final recovery planning.

The Government is leading response operations, including the reconstruction strategy which falls under its responsibility. Existing government strategies cover social protection schemes and housing reconstruction assistance. The Government Reconstruction Strategy is defined for one year. However, given the complexity access to the mountains and Government directives, reconstruction could take longer than expected, between two to five years according to experts, particularly in very remote areas. To date, household assessments have been conducted and the demolition work is slowly starting in some of the villages. In addition, all households to be enrolled in the government reconstruction programme have now been identified. Government reconstruction directives call for the application of the Eco-Douar concept. The approach combines respect for the social organization of the inhabitants of the douars (small villages), respect for cultural heritage in relation to the model of habitation and the type of construction in the Middle and High Atlas (some sites are in the process of becoming UNESCO world heritage), respect for ecological construction combining local, natural, and modern materials while complying with anti-seismic standards.

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

In the emergency phase, the priority identified by MRC was to provide relief activities through distributions of items of first necessity, as well as emergency shelter assistance including winterization support, and emergency WASH facilities in a safe and dignified way, while building its own capacity in these sectors. The operation is still in the scale-up phase, and the relief activities are still ongoing with a geographical expansion underway to target and reach new villages where emergency relief assistance is still required.

As the operational strategy progresses to include early recovery activities, sectoral activities evolve to propose transitional solutions such as transitional shelter units, decongestion of sites, strengthening access to sanitation, water and waste management facilities complemented by a comprehensive hygiene promotion campaign and community-based health and first-aid (CBHFA) activities. In parallel, discussions are ongoing to explore the possibility of complementary cash and voucher-related activities to government schemes, first in the form of a potential pilot in one of the intervention areas. In the medium term, community-based DRR, livelihood support complemented by

a strong psychological well-being component will be incorporated in the overall intervention to strengthen resilience on the path to recovery.

A two-day recovery workshop was organised by the MRC in Marrakech on 7 and 8 March, six months post-earthquake. It was attended by 50 participants from MRC, IFRC, German RC, French RC, Spanish RC, Swiss RC, representatives of government technical services, as well as the Mohamed V Foundation and RADEEMA, being organizations involved in the earthquake response to El Haouz. This allowed for reflection on past and ongoing activities, understanding of evolving needs, and identification of the role of MRC and partners moving forward. The workshop identified the need for more in-depth operational planning and the shaping of a strategic plan for recovery with precise objectives and indicators to measure success.

As MRC is embarking on further development of the recovery strategy, closer interactions with authorities at all levels and sectoral departments and ministries are proactively initiated to ensure that MRC’s activities align with government initiatives and contribute to the wider national strategies.

The government program for clearing destroyed homes has experienced delays, primarily due to difficulties in finding qualified labour. Authorities in the regions of Taroudant and El Haouz have sought assistance from the Red Crescent to address this issue. The partnership aims to focus on two key areas: training and equipping workers recruited from the affected community, and providing monetary transfers to owners of destroyed homes, enabling them to hire trained workers from the program.

Despite all the relative uncertainty regarding the evolution of the situation and context, the objective of the operation remains to increase and sustain the safety, health, and dignity of people affected by the earthquake; interventions aim to stabilize conditions after the emergency, restore basic services, assess long-term needs and put in place viable long-term solutions through recovery plans. Below is a detailed table showing the evolution of needs and the interventions envisaged:

Evolving risks and needs	Response Priorities and Recovery Perspectives
<ul style="list-style-type: none"> • People are still in temporary shelters and some of them are enrolled in the two Government financial support programs (monthly relief payments and specific repair and reconstruction grants); • Anecdotal movements of people to their home or to cities; • Sanitation remains a challenge even if people move from tents to containers; • Evacuation of rubbles in remote areas proving more challenging than expected which results in a lengthy process; • Gaps in provision in rural areas likely to be more evident because of difficult access conditions; • Aid reduces drastically and saving/incomes are exhausted, three to six months without work as men do not want to return to cities to let their family while they are in tents, leading to food shortages; 	<ol style="list-style-type: none"> 1. Winterization (actions to help families overcome winters cold and snow conditions) was the priority for households over winter months and will come back next winter for those still in temporary shelters; access to food, essential household items, warm clothes, insulated temporary shelter and overall improvement of living conditions. 2. Continuation of households’ relief assistance and hygiene items for communities not yet reached and second or third round to those already reached. 3. Continued site improvements to facilitate WASH and Shelter interventions, including decongestion of the temporary shelter sites and using participatory approach for safe shelter awareness (PASSA). 4. Transitional shelter assistance to households whose houses have been destroyed. 5. Clearing of rubbles in support to government ahead of reconstruction through cash for work programme.

<ul style="list-style-type: none"> • Preparation of the spring: some agriculture activities have resumed but with few seeds at their disposal (wheat mainly); • Post-traumatic stress and traumas; • Vulnerable groups exposed to protection problems, including children, female heads of households, people with disabilities; • Respiratory infectious diseases. • Limited available space in affected steep villages and challenges in accessing land for temporary shelter settlements especially as the agricultural season approaches. 	<ol style="list-style-type: none"> 6. Psycho-social support (PSS) and community-based health support. 7. Establishment of robust referral pathways for protection cases identified and dissemination of prevention messages. 8. Livelihood support through livestock support in targeted High Atlas communities and identification of additional income generating activities to strengthen rural livelihoods 9. Disaster risk reduction activities at community-level 10. Disaster preparedness for MRC to be better prepared for a potential future crisis
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MRC with the support of IFRC and other partners will work on a revised operational strategy in the coming weeks to align with contextual and operational changes and the detailed planning work that is currently taking place.

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

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION



Shelter, Housing and Settlements

People reached: **10,388**

Objective:

1. *Emergency phase: Communities in crisis-affected areas restore and strengthen their safety through emergency shelter and household items provision.*
2. *Resilience building: Meet the medium-term shelter needs and urban resilience in line with principles of dignity, protection, and an integrated approach.*
3. *Offer technical and strategic support to governorate-level local high relief committees on shelter strategy/solutions and actions*

Key indicators

Indicator	Actual	Target
Number of households provided with assistance for repairs or construction	Not started	1,000
Number of households provided with transitional shelter assistance (winterized tents and Transitional Shelter Units)	47	2,300

Number of households provided with support for winterization of tents	490	2,000
Number of households provided with shelter NFIs (household items and tarps)	2,592	4,000
Number of affected people who attended awareness sessions on shelter and emergency household items	354	600
Number of safe and winterized communal spaces in tented settlements (e.g., communal kitchens, social spaces) supported	1	20
Number of sites benefiting from temporary site improvement activities	10	30
Number of staff and volunteers trained on the implementation of Shelter activities	137	150
Number of people taking part in daily labor related to shelter and settlement	58	-

Emergency Phase:

Emergency response activities continued to ramp up in 2024 with 42 villages reached. Distributions of essential household items (blankets and kitchen sets) and emergency shelter items (emergency tents and tarpaulins) continued throughout the first 6 months of the response and contributed to improving the affected populations day to day comfort and dignity. Items like blankets and tarps have been essential to protect people as temperatures in December and January dropped to below zero at night in the higher elevations. Consultations with the communities found that thicker blankets were preferred, so when this stock ran out, families were offered two medium warmth blankets instead of one.

At the request of the Ministry of Education in El Haouz, during January, a total of 500 displaced students residing in dormitories were provided with thick blankets to support their educational pursuits. Subsequently, in February, an additional 292 students in similar living arrangements were each provided with two medium-warmth blankets along with hydroalcoholic gel to maintain hygiene standards. MRC is procuring 500 bunk beds, 500 mattresses, and 1000 blankets to improve their living conditions.

Starting in January 2024, tarpaulin distributions were removed from the Relief distribution package and are used specifically to assist villages requiring tent repair and reinforcing support. The package includes 2 tarps and a tent repair kit (30 m of rope, wire, hammer, and adhesive tape) procured in the country by the German Red Cross. Communal awareness sessions are carried out to help households improve their tents and temporary shelters.

Across the three provinces, 490 households received floor kits composed of pallets, plywood sheets, and a floor tool kit including a hammer, a saw, and half a kilogram of nails to give protection from the cold and humid ground. The kits are distributed with installation instruction sessions by trained MRC volunteers who

also assist households that require help, like the elderly and single female-headed households. The initial target of 2000 floor kits will be revised to 500 and alternative winterization and support options to help families bear the heat of the summer will be proposed to reach the 2000 households supported.

Province	Commune	# of villages	HH recv Blankets	HH recv Kitchen sets	HH recv Tarps
Chichaoua	Adassil	9	569	569	474
	Immindounit	6	397	397	397
El Haouz	Ijoukak	7	354	354	354
	Aghbar	8	627	627	0
Taroudant	Oneine	2	105	0	60
	Ida ougmad	1	35	35	35
	Talhgout	3	225	225	225
	Tizi N'tast	6	280	280	280
Total		42	2592	2487	1825

As a component of the Site Improvement and decongestion activity, the MRC staff and volunteers have delivered community-based participatory hazard identification and planning in Imin Ighzar, Anzefi and Tindri in Chichaoua, in Takoucht, Ait Yahya, Ait Youssef, Tizrat and Chafarni-Achbarou in Taroudant and Ait Zitoiun and Idisyar in El Haouz. 15 Community tool kits (including digging and leveling tools, construction tools and personal protective equipment) were provided to 10 villages to facilitate work to reduce risks, improve accessibility and permit the decongestion of the tents. Awareness sessions on fire hazards mobilized the community to separate tents to prevent fires from propagating between them. Fire extinguishers have been distributed in the villages of Takoucht, Ait Yahya, Idaougmad and Ait Youssef in Taroudant and an additional 300 are being procured. Villages will receive one extinguisher for every 5 HH approximately along with instruction sessions assisted by local civil protection teams to learn how to use them.

Activity	Description	Provinces		
		Al Haouz/Marrakech	Taroudant	Chichaoua
Settlement site improvement and decongestion	Villages support with participatory planning, risk reduction awareness	2	5	3
	# of community tool kits distributed	2	9	4
Winterization support	Villages receiving floor kits	2	7	2
	# of households received floor kits	12	380	99

The shelter needs of households with damaged or destroyed homes continue to evolve. With the support of government demolition and reconstruction initiatives, some families have started their repairs and rebuilding. But many have not. Challenges with demolition, the cost of construction, the availability of skilled technical supervision and construction have slowed the rebuilding progress.

The team has prioritized close collaboration with all levels of governance and informal community leaders to improve coordination and to avoid duplication of assistance. The shelter response strategy is not an exclusive package, so teams seek to fill any gap to support the communities. This continuous assessment through interactions with communities during activities and observation will feed the proposals for transitional and recovery interventions.



Fire extinguisher training in Tacoucht, Taroudant and Tent Repair and Reinforcement sessions in Ighermane, Chichaoua. (Photos: Moroccan Red Crescent Society).

Early Recovery Phase:

Transitional shelter support:

The MRC, with the support of the German Red Cross (GRC) and IFRC is distributing winterized tents as a first option for transitional shelter. This option is suitable for households that require temporary shelter for up to a year, any longer than 1 year will enable them to receive the more spacious and comfortable Transitional Shelter unit. To date, 33 winterized tents procured by GRC were distributed in the communities of Anzefi in Chichaoua, in Ida Ougmad and Takoucht in Taroudant including a wooden floor and in Taroudant, el Haouz, 3 IFRC winterized IFRC Family tents were distributed to teachers. The IFRC tent includes a foam floor insulation system.

Following the arrival of 156 Transitional Shelter Units (TSU) (produced by [Better Shelter](#) organization), the team started pilot installations in all three provinces. These units are timely shelter solution to improve the dignity and safety of households including lockable doors and meet [Sphere](#) minimum living space requirements for up to five persons. To reflect their use as a temporary and non-permanent shelter solution, and the addition of insulation adapted to the climate in Morocco. To ensure a strong anchoring in areas of high winds or where the standard cable anchor system was not holding, the team proposed a 15 cm concrete anchoring slab, to be poured above ground and ensure that it would easily be removed if the TSU required relocation. The weight of the slab, and a strong connection to the frame are important to reassure communities that experience the destruction of tents during storms this winter. The teams also tested different insulation options. Market assessments of locally available materials and installation techniques over the month of February concluded with a final decision on a combination of mineral wool and wood frame

with a reinforced tarpaulin cover. This fireproof mineral insulation layer and the wood frame can be reused when the unit is dismantled and moved when the family reaches their durable solution.

In March, teams used the new design in the communities to train volunteers and prepare for the scale up of installations. With the goal of installing 1,000 units before next winter, the objective is to deploy groups of teams including local skilled and unskilled labour in 3 villages per provinces simultaneously. Through this pilot and training phase, 14 TSU have been installed for households and teachers.

A pilot installation of 2 TSUs connected (35 square metres) as a communal space in Takoucht is serving as a communal kitchen. Originally, Caidal tents were proposed for communal spaces but a number of windstorms have highlighted the limitations of tents. The kitchen is set up with a concrete slab floor for easy clean up and will be furnished with a large table as a work surface. The provision of communal spaces promotes social cohesion and the value of neighbours helping other neighbours at the temporary settlement sites. In Chichaoua, the MRC is discussing the TSU as a solution to provide temporary learning spaces where schools have been damaged or destroyed.



The Transitional Shelter Unit training in Outghal, El Haouz and a finished unit with its insulation installed in Imin Ighzar, Chichaoua. (Photo: IFRC)

Social Technical support for repairs and settlement decongestion:

For the many vulnerable families, the goal of returning to their pre-earthquake residences to begin repairs or rebuilding a home is a complex process. Government authorities have offered families with damaged and destroyed homes financial support to assist them. However, additional support to clear rubble, plan safe repairs, secure permits, contract builders and overcome the psychological barrier of seismic danger are lacking. For some, hazards identified through geotechnical assessment will mean resettling to a new area.

The MRC is in the position to offer the strength of its volunteers to accompany families through the next steps of the shelter process. The team continues the preparation of a social-technical support program including an essential partnership with seismic engineering expertise for the following support activity options:

- Seismic risk and reconstruction information campaigns. These offer important information on understanding the risk of earthquakes, safe repairs and government financial support, for example.
- Help families in applications for subsidies, grievances, access, and referrals to organizations that will support them in specific fields.

MRC with the support of the IFRC is planning a pilot program in partnership with Miyamoto International to support light to medium repairs in one community.

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

The scale of the shelter activities requires a larger and trained team. Each province will be staffed with one MRC officer and two assistants who will be supported by an IFRC officer. Additional induction training for new volunteers during which the sector is introduced, followed up by shelter activity implementation training that is a combination of the theory of the response activity including reporting and then practical training like tent set up, floor kit installation and tarpaulin repair options. A specific training for the transitional shelter unit is being designed and will be tested in the coming weeks.

The shelter team is supportive of having multi-skilled volunteers to make the best use of their availability and talents. The target has been raised from 60 volunteers to 150 (50 per branch) in order to ensure the availability and readiness of required volunteers to mobilize communities and monitor the progress of the TSU activity while respecting the part-time availability of volunteers. 43 women and 94 men have received training to date. More in-depth training for the installation of the TSU is also provided. In February, the MRC started the recruitment of two Assistant Shelter officers for each province to permit the supervision of activities in three villages simultaneously.

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

Crosscutting PGI

MRC is ensuring that women volunteers are trained to facilitate shelter activities to ensure that women in the communities are mobilized and their feedback is collected. Considering it is often the women that run the

household and spent the most time in the shelter, it's important to understand their specific needs. There are also opportunities for women to be involved in the repair and reconstruction activities and we will only know how to approach this by speaking to them in separate groupings.

Accessibility is an important concern with the installation of shelters. For the TSU, using the wood for the floor, a ramp can be built to ensure easy access through the larger door. The TSU is also installed with a portable Solar lamp/charger unit to provide security when family members leave the shelter at night to use the communal latrines.

For all construction-related activities engaging community members, the MRC will provide adequate personal protection equipment like gloves, eye protection, helmets and boots but also deliver sessions on working safely. Teams are encouraged to start every day with a briefing that reminds team members and daily workers that safety is a priority. Volunteers are trained in first aid and will carry first aid kits during installation and construction activities.



Livelihoods

Objective:

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

Daily labour opportunities have been provided to community members involved in infrastructure repairs linked to WASH and Shelter activities. See relevant sector sections.

Cash and voucher assistance has not been utilised in the earthquake response so far due to initial reluctance from authorities and the National Society's limited capacity in implementing CVA programmes. However, the situation has recently evolved, with the arrival of an IFRC cash focal point at the beginning of March to support and guide MRC in initiating a CVA intervention. Recent discussions with authorities have also opened the door to deploying cash as an intervention modality option. A pilot project for 200 households, still under discussion with authorities, is planned for May/June.


A scale-up of the pilot will then be envisaged as well as the use of the cash modality for sectoral assistance. This will complement in-kind assistance and support the recovery of the local economy. Livelihood recovery will need to be strongly linked to increasing household purchasing power.

To complement support from the Government to cover the immediate food needs of the affected populations, the MRC is planning to provide in-kind food parcels for 6,600 households after the end of Ramadan which is usually a period when aid is provided by communities and various associations in Morocco including the Mohamed V foundation.

Several possible livelihoods activities have been identified to support the recovery process of communities living in quite diverse geographical zones, MRC is working closely with IFRC and Qatar Red Crescent (QRC) to develop a robust livelihoods approach based on the technical assessment conducted at the end of 2023 by IFRC. The foreseen livelihoods intervention will entail the distribution of livestock and training on animal husbandry, distribution of seeds, tree planting, and training for farmers as well as women's economic empowerment (handcraft, cooperatives, etc) which will be closely linked to psychosocial well-being. Such activities are expected to be jointly supported by IFRC and QRC from spring 2024, in line with the seasonal calendar.

The delayed rains have affected pasture availability, and the price of sheep has increased sharply in anticipation of the Eid celebrations in April, so animal restocking activities will begin later in the year than initially planned. More in-depth assessments on viable income-generating activities, community grants and vocational training opportunities to strengthen community livelihoods will take place over the next months, as households settle into more suitable living arrangements.

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

	Health & Care <i>Mental Health and psychosocial support / Community Health / Medical Services)</i>	People reached: 140	
Objective:		<i>Reduce the risk of, and impact from injuries, illnesses, and mental health challenges through first aid, health promotion, and MHPSS interventions.</i>	
Key indicators:			
Indicator	Actual	Target	
Number of schools reached with first aid activities / trainings in the response period	-	100	
Number of communities reached with community-based health activities (e.g. CBHFA)	-	20	
Number of people reached with health promotion, awareness, and other outreach activities for the prevention and control of diseases	-	26,000	

Number of people reached with psychosocial support (PSS) activities	-	26,000
Number of volunteers and staff trained on First aid, disease prevention, health promotion and/or PFA facilitation	140	300

At the start of the response, the MRC provided first aid (FA) and psychological first aid (PFA) to 50,000 individuals during the search and rescue interventions. The community-based health and first aid (CBHFA) component of the response is currently being designed by MRC with the joint support of IFRC and the German Red Cross (GRC) and will be complementary to the WASH, especially hygiene promotion and DRR interventions.

Training of staff and volunteers on approaches and/or topics for the implementation of disease prevention and health promotion activities will be conducted by MRC with technical support. CBHFA training will be implemented as a comprehensive approach to build the capacities of MRC volunteers and to raise awareness in the targeted communities on health issues. This approach is driven by community-based volunteers to empower the people with whom they work, live and play.

A scoping mission by the GRC Regional Health Advisor was conducted in January 2024, to define with the MRC and the different partners which topics of CBHFA will be adapted and rolled out in the Moroccan context. A work plan with clear next steps has been developed. As the first step, a Training of Trainers will be organized in June 2024 to build the capacities in CBDRR and CBHFA. After that, the cascade will be implemented to train more volunteers in each branches, then the communities targeted, to implement locally the agreed activities, based on the local context. A GRC Health delegate has been identified and will soon start to work in country to support these specific activities.

After the training, roll-out and conducting the eVCAs in the communities, implementation of awareness-raising campaigns on health and DRR, outreach activities as well as first aid training in targeted schools and communities will follow. Volunteers will organize tailored awareness sessions on prioritized risk topics. Key health messages aimed at raising awareness and promoting household and community-level practices that can help mitigate, prepare for, and respond to the key hazards identified in the community risk assessments will also be shared during these sessions. These campaigns will be developed once key health priorities have been agreed with MRC. With the support of trained volunteers, a series of training on first aid will be implemented in schools, as part of a broader engagement with schools (including SBDRR). The roll-out of FA training in schools is under development and is planned to start in May 2024 in Chichaoua, with a first phase targeting 13 schools, pupils above 16 years old and their teachers.

French Red Cross will also support MRC in developing, expanding their First Aid programme and the design of this component is currently ongoing, and it will be complementary to the activities already being implemented.

Psychological first aid (PFA) has been identified as a priority by MRC to support target communities and volunteers. A one-day psychological first aid training for 20 volunteers of Marrakech and Al Haouz was organized on 30 September 2023, followed by a training of trainers (ToT) on 1 October 2023, with 10 volunteers to support the emergency response teams during the surge and rescue activities organized during the first phase of the response. In the long term, and in line with the National Society development (NSD) component and to continue the support of MRC team in PSS based on the previous projects, PFA training will be

implemented as an entry point to develop MRC's PSS approach. This activity will also be connected to the CBHFA trainings.

French Red Cross (FRC) will also expand on the Mental Health and Psychosocial Support (MHPSS) component. Its approach will be in line with the MRC/GRC collaboration and will seek to strengthen the MRC in its ability to respond to the urgent needs of the disaster-stricken population, but also in its capacity to take care of its own teams and volunteers. The design of the Mental Health & Psychosocial Support project is currently being finalized, recruitment has begun, and implementation is due to start at the beginning of May 2024.

Qatar Red Crescent (QRC) will also support MRC in rehabilitating 10 primary health centers, repairing buildings and providing medical and non-medical equipment in the Chichaoua province.

An in-depth assessment on the health system and needs in the areas affected on the earthquake with a view of developing a long-term programme building on MRC's experience to date is currently being planned with the support of French Red Cross. It will focus on understanding the health system, referrals, and guidance system.



Water, Sanitation and Hygiene

People reached:
5,164

Objective:

In coordination with relevant government agencies, reduce the risk of waterborne diseases and ensure the dignity of the affected population through the provision of safe, inclusive WASH services.

Key indicators:

Indicator

Actual

Target

Number of people reached with one or more hygiene items (soaps, buckets, basic cleaning products)

5,839

50,000

Number of people reached with hygiene kits

10,761

10,000

Number of people reached by hygiene promotion activities in the response period.

1,703

50,000

Number of water points installed/rehabilitated/treated

167

-

Number of villages reached with WASH assessments conducted in coordination with other sectors and implementing partners

25

-

Number of latrines installed

151

-

Number of showers installed

124

Number of incinerators installed

26

-

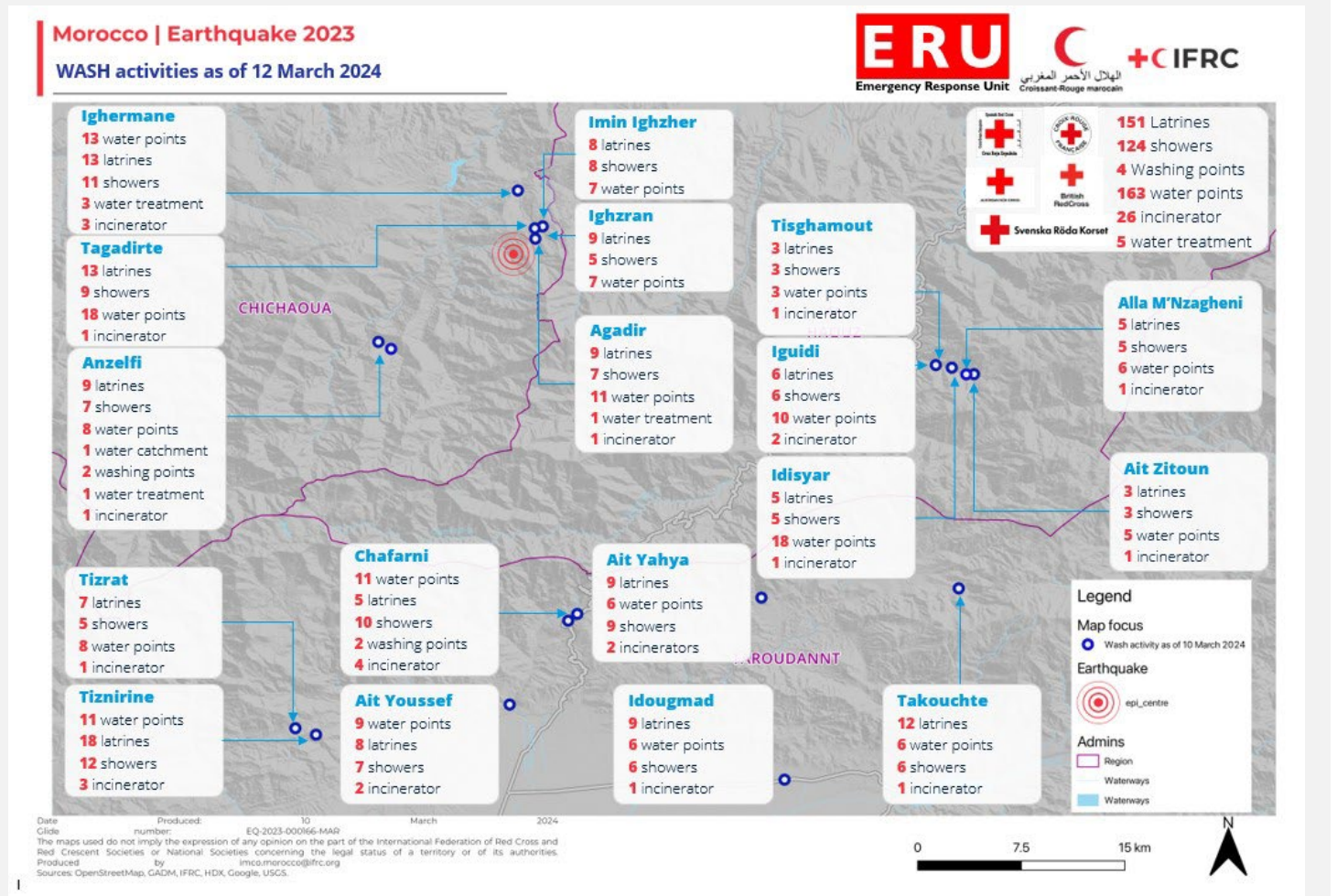
Number of volunteers trained on the delivery of effective hygiene promotion in emergencies

150

-

Overview of WASH interventions

The following map summarizes the areas and interventions conducted by the WASH teams in the last six months of this operation.



Following initial water, sanitation and hygiene (WASH) assessments and the distribution of hygiene items during the first weeks of the response, the MRC, in consultation with the authorities, adapted the WASH response to provide access to sanitation and water points compliant with SPHERE Standards and adapted to the local context, accompanied by the transmission of key hygiene promotion messages.

With the support of several Partners National Societies -PNS- (Swedish, French, Spanish, British and Austrian Red Cross), two Emergency Response Units (ERU) were deployed at the beginning of the emergency, with a clear mandate to focus on the most affected small communities in rural and remote areas lacking WASH services: the Mass Sanitation Module (MSM20) and the Water Supply Module (M15). These teams, instead of coming with all the equipment, as is usually the case, adapted their intervention to the context, promoting the development of the local economy by using materials available in the intervention areas and working with local suppliers. In mid-December 2023, the two teams merged into a single ERU team, demonstrating the flexibility and adaptability of the MRC partners.

The ERU mission ended in February 2024 having helped train the MRC WASH teams, with a WASH Officer position established in each region (Chichaoua, El Haouz and Taroudant) and a total of 150 volunteers trained in water supply, sanitation and hygiene promotion. By region, 58 people participated in WASH training in Chichaoua (26 women and 32 men); 81 people in Taroudant (47 women and 34 men); and 11 people in El Haouz (8 women and 3 men).

These MRC teams will lead the work in the communities over the coming years, with support from IFRC WASH technicians.

WASH training in El Haouz/Marrakech, February 2024

With hygiene promotion work and community engagement at the core of the intervention, MRC and IFRC WASH teams have reached 5,164 people by installing or rehabilitating 68 latrines in Taroudant, 61 in Chichaoua and 22 in El Haouz (151 latrines in total); 55 showers in Taroudant, 47 in Chichaoua and 22 in El Haouz (124 showers in total) to meet pressing needs in 21 communities (10 villages in Taroudant, 6 in Chichaoua and 5 in El Haouz). In addition, 163 water points (57 in Taroudant, 64 in Chichaoua and 42 in El Haouz) and 4 cleaning points (2 in Chichaoua and 2 in Taroudant) have been constructed or rehabilitated.



WASH Training in El Haouz/Marrakech February 2024 (Photo: MRC/IFRC)





Double Modules Latrine/Latrine in Ait Yahya, Taroudant



Water Point in Ait Yahya, Taroudant

Work has also been done on waste management through the organization of clean-up campaigns, the installation of 26 incinerators (14 in Taroudant, 6 in Chichaoua and 6 in El Haouz) and training of the population in their use and maintenance.



Explanation of the use of incinerators in Ait Youssef, Taroudant



Cleaning campaign in Ait Zitoun – Idysiar (El Haouz)



Community participation is an essential component of WASH activities, as demonstrated by mapping exercises guiding the selection of sites for sanitation facilities, fostering a sense of ownership; or by the creation and training of Hygiene Clubs, which will ensure the proper maintenance of facilities and the proliferation of key messages in the community.

Community mapping Activity in Ait Youssef, Taroudant

Distributions

The distribution of hygiene kits (consisting of soap, shampoo, toothpaste, detergent, shaving cream, towels, comb, scissors and nail clippers) is carried out in conjunction with hygiene promotion activities, where the contents of the kits are explained and key messages about the water-sanitation-hygiene-health relationship are conveyed to the community. A total of 3,117 hygiene kits have been distributed so far in communities:

- In Chichaoua: 1,308 hygiene kits to 968 households*;
- In El Haouz: 981 kits to 981 households;
- In Taroudant: 834 hygiene kits to 797 households*, including camps of affected people in the city of Taroudant.

Families with more than five members received two hygiene kits.

Apart from this, 2,847 hygiene kits have also been distributed in schools in El Haouz, of which 1,269 were for girls and 1,578 for boys.

To address the needs of girls and women for proper and dignified menstrual hygiene, 800 dignity kits (consisting of sanitary pads, panties, intimate hygiene products and cleaning items) donated to MRC by German Red Cross, and a total of 7,117 disposable sanitary pads packs have been distributed:

- In Chichaoua: 421 dignity kits and 2,843 packs of sanitary pads
- In El Haouz; 22 dignity kits and 2,654 sanitary packs
- In Taroudant: 357 dignity kits and 1,620 packs of sanitary pads

For safe water storage, 5,839 jerrycans (1,932 in Chichaoua, 2,343 in El Haouz and 1,564 in Taroudant) and 2,842 buckets (871 in Chichaoua, 1,439 in El Haouz and 532 in Taroudant) were distributed.

In Chichaoua, all villages initially identified have been covered and the second round of distributions has started in four villages, distributing hygiene and dignity kits, among other NFIs. In El Haouz and Taroudant, new villages are being identified for further distributions in the coming months.

Hygiene promotion

Hygiene promotion activities have been carried out in remote communities, reaching 1,703 people, including women, children and people with disabilities. Hygiene promotion activities focus on promoting safe practices, preventing risks of waterborne diseases, encouraging good menstrual hygiene, ensuring that community water points and latrines are well maintained, and properly managing solid waste using containers and incinerators.

To ensure that the messages are understood and that behavioural changes are taking place in the population, the hygiene promotion teams together with MRC volunteers periodically return to the villages and carry out different activities. During the first steps they work on a weekly basis, and as the messages get through and habits change, the visits are spread out over a longer period. After three months the team need to monitor if a change in hygiene behaviour is recognized.

Special importance has been given to menstrual hygiene management, launching a pilot project in Ait Youssef (Taroudant) to manufacture reusable sanitary pads in community workshops with 17 women. In the pilot, the women of the village sewed their own reusable sanitary pads, and two women and a volunteer were asked to use a sample to test their quality, obtaining positive feedback from all three.



Given this good reception, the team of volunteers of MRC Hygiene Promotion in Taroudant has replicated the activity in 6 other villages of Taroudant (Takouchte, Chafarni-Tamsoulte, Chafarni-Akhfis, Ida Ougmad, Tiznirine and Ait Yahya), with a very good reception by the 116 participants in the workshops and will continue working in other communities in the following weeks. Up to 133 women have participated in this activity so far.

The workshops are complemented by Focus Group Discussions to emphasise the importance of menstrual hygiene and to explain how to clean and maintain sanitary pads correctly.

Reusable Pads Workshop in Ayt Youssef, Taroudant

Further work on this activity will be carried out in all three regions to provide women with sustainable and adapted solutions to ensure dignified menstrual hygiene.

Transition and Recovery Phases

Over the coming months, MRC and IFRC interventions will continue to have hygiene promotion as the main basis and most important activity in working with communities. Habit change and understanding of the importance of hygiene and access to water and sanitation for health will be built on this foundation. Work will continue on waste management at the community level and menstrual hygiene management.

During the transition phase, the focus of the hardware intervention will be on ensuring access to sanitation facilities for the most vulnerable people, who 6 months after the emergency still do not have access. Efforts will continue to ensure access to water in affected communities and household water treatment solutions will be sought, such as chlorination with chlorine tablets and proper household water storage.

Efforts will also focus on ensuring access to water and sanitation facilities in schools, working in parallel on hygiene promotion with pupils, who will be a channel for transmitting key messages to families.

In the recovery phase, the focus will be on finding creative and adapted solutions for wastewater treatment in pilot projects that can be replicated in the communities when they recover their households. The aim is to improve the traditional management of sewage (filtration in the ground without prior treatment) to make it more sustainable.

It will also work with the communities to find a collective solution to improve waste management in the area, working with the Local Associations and promoting coordination with the authorities.

All this without neglecting the need to ensure water supply in terms of quality, quantity, availability and access, by repairing or installing chlorination systems, repairing water sources, installing or repairing pumping equipment and improving piping at the household level. This work will be accompanied by hygiene promotion activities to reinforce the message of the importance of chlorination to ensure quality and by training or capacity building of Local Water Management Associations, which will ensure the long-term sustainability of the project.

The medium and long-term implementation strategies of WASH and Shelter are closely interlinked, ensuring access to water and sanitation in all communities and schools where transitional shelters (TSU) are installed. This strategy will be maintained during the transition phase and will evolve in the recovery phase, focusing on working together to help families re-establish themselves once houses are safe for return, ensuring they have access to water and sanitation and on training and capacity building of technicians at the community level (masons and plumbers) to

build capacities and income-generating activities in the communities. When supporting communities with WASH facilities, consideration will be given to people with specific needs with a specific focus on accessibility.

This work should be done with the active participation of the population and in coordination with the plans of the government and institutions, but also working together with other organizations in the sector, promoting the exchange of experiences and learning.



Protection, Gender and Inclusion

Objective:

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

Key indicators

Indicator	Actual	Target
Number of staff and volunteers trained on MRC code of conduct, PGI, PSEA, safe identification and referral or child safeguarding	58	180
Number of referral mechanisms in place for protection services	Under development	1
Number of new policies/ SOPs developed	Not started	2
Number of people who are aware of other services being provided in the region (service mapping)	Under development	3,600

During the reporting period, two PGI awareness-raising sessions were conducted. One PGI introduction session was held in conjunction with a planning workshop in Chichaoua with 58 MRC, IFRC and partner staff and volunteers (33 m / 12 f). The session introduced the PGI approach and the Code of Conduct, PSEA and safeguarding approach. The second session was conducted at a Wash training session with 13 MRC volunteers (6m / 7f) in Marrakech. The session introduced the PGI approach, and the Code of Conduct, PSEA and safeguarding approach, and the PGI minimum standards and DAPS approach in WASH.

As of March 2024, an IFRC temporary PGI coordinator is in place while the long-term recruitment is ongoing. MRC is also recruiting a PGI Officer. Sectorial and geographical PGI focal points will be identified to have a good team in place. The PGI coordinator is initiating a PGI assessment of internal capacities and need for cross-cutting support.

The transition period from emergency operation to the recovery phase is planning to focus on three key components:

- Building institutional capacity including developing policies.
- Adopting a comprehensive PGI approach across all operations, programmes, and services, including PGI mainstreaming and specialized protection activities.
- Advocacy, Humanitarian Diplomacy, research, and partnership.

EVCAs are being planned for July and onwards with the integration of PGI to be able to identify specific needs, protection risks, capacities and self-determined priorities and exclusion. A protection assessment is planned to be conducted in parallel with the EVCAs in defined communities in the affected areas to be able to put in place preventive and mitigating protection measures, and adequate awareness-raising sessions. All thematic sectors will be assessed to ensure systematic PGI mainstreaming.

An informal protection coordination, with local and international organizations active in the affected region, is meeting on a bi-weekly basis. A mapping exercise is being conducted, and work is ongoing to jointly set up systems and mechanisms for safe and appropriate referral systems and mechanisms. Internal complaint and feedback mechanisms are being set up with the CEA team.

Sequential capacity-building efforts, awareness raising, basic, advanced, and trainer-of-trainers PGI training, including code of conduct, PSEA, and safeguarding, are being put in place targeting MRC, IFRC, and partner NS staff and volunteers to ensure quality programming and sustainability, integrating PGI across the operation.

The continuation of the MRC’s Restoring Family Links (RFL) project will be supported as part of the MRC earthquake response, thanks to the technical guidance and oversight of the ICRC.



Community Engagement and Accountability

Objective:

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

Key indicators:

Indicator

Actual

Target

Number of volunteers and staff trained on CEA mechanisms and digital feedback solutions

38

30

Number feedback mechanisms established

1

1

Number of trainings conducted on CEA	9	9
Number of consultations made with authorities and community leaders to inform better planning	29	-

At the heart of the IFRC/MRC response to complex humanitarian situations are the communities, families, and people in need of targeted support. The CEA approach is being integrated in all sectoral activities, many approaches risk reduction and behaviour change interventions implemented by MRC.



CEA training at Marrakech with MRC

Three CEA officers have been appointed by the MRC in three branches (Al Haouz/Marrakech, Taroudant and Chichaoua) and a permanent national CEA focal point has been appointed to lead the elaboration of a national strategy, conduct staff training and set-up the feedback systems in collaboration with the CEA delegate.

Over the reporting period, to strengthen the central role of CEA in the response, the CEA team has been organizing briefing sessions with the Presidents of the Chichaoua and Taroudant branches to discuss the institutionalization of the CEA, to identify gaps in CEA training, to discuss potential future training (venues, participants, volunteers and community members), community volunteer training and also to strengthen the mapping of key stakeholders.

There is a need for further institutionalization of CEA within MRC and for additional training with branches staff and volunteers which will be planned in the coming months. A feedback system based on face-to-face data collection of feedback and complaints by volunteers has been piloted in 2 of the branches (Chichaoua and Taroudant) but the system remains to be implemented by the El Haouz/Marrakech branch. In addition, the two-way communication system is still to be established and the feedback channels must be diversified and strengthened.

Training of MRC volunteers and IFRC staff

To improve the knowledge and capacity of staff and volunteers for effective engagement with affected people, training on CEA, data collection and community feedback mechanisms have been organized to support better quality and consistency of the CEA approach, as an integral part of MRC's work. The training contents were a mix of CEA training packages and tailored sessions on communication and interpersonal communication skills, community engagement, and feedback mechanisms to increase the practical skills of the trainees for the CEA field implementation.



Feedback training in Taroudant, 9 Jan 2024 (Photo: MRC)

Two training courses include a session on PGI with a focus on the Code of Conduct and Prevention against sexual exploitation and abuse (PSEA). As part of the implementation of a feedback mechanism to gather opinions, questions, suggestions, and complaints from the communities, a one-day introductory training course on feedback mechanisms was organized in Taroudant and in Chichaoua. Volunteers had previously been trained on Kobo Collect to better support the feedback mechanism.

Training						
Type of training	Dates	Branch	Title of the training	Participants	Men	Women
Emergency response (CEA sessions 3-5 hours)	15-17 Oct	Chichaoua	Introduction to CEA and community participation	32	18	14
	2-3 Nov	Taroudant		33	20	13
	4-5 Nov	Al Haouz		24	16	8
	15-16 Nov	Taroudant		30	12	18
	19/25-26 Nov	Chichaoua		14	4	10
CEA training (1 day)	29 Oct	Chichaoua	CEA 1 day training and introduction to feedback	10	5	5
	17 Nov	Taroudant		14	3	11
Emergency Response training (CEA session 4-5 hours)	13-14 Jan 24	Marrakech	CEA 3 hours training	29	11	18
Introduction to feedback mechanism	9 Jan 24	Taroudant	Definition, importance and types of feedback	14	3	11
Running a Focus Group Discussion	8 Jan 24	Online	What is a focus group discussion?	9	6	3
CEA training (2 days)	18 -19 Jan 24	Chichaoua	CEA 2 days branch training	10	5	5
	27 -28 Jan 24	Al Haouz/ Marrakech		18	6	12

The practice of integrating a CEA in sectoral training (WASH training for instance) is currently being established by the programme teams.

Consultations with authorities and community participation

The MRC continues to coordinate and maintain close relations with the authorities to support the operation. MRC branches coordinate with local authorities on which communities they can support to avoid duplication. MRC branches also inform local authorities of distributions and other activities and obtain appropriate authorization when necessary. More than 29 consultations have been made with authorities and communities' leaders for better planning.

A constant flow of information to the affected population is ensured by the CEA team through community meeting, awareness sessions, MRC staff and volunteers, or other adapted approaches, about the response operations, plans, selection criteria, distribution processes etc. Community leaders and women representatives are involved in the registration process in the majority of villages and during the distribution process. The CEA officer explains to the

communities the quantities and weight of distributed items. Communities designate some of their members to support the MRC team and organize the transport of items to the elderly and vulnerable people. A total of 47 community meeting (465 men and 389 women) has been held discuss and agree with community members and stakeholders on selection criteria, distribution plan and process.



*Community meeting with women at Tizrinine on 27 Feb 2024
(Photo: MRC)*



*Community meeting with men at Imin' Ighzer on 24 Feb 2024
(Photo: MRC)*

Brainstorming with the Shelter team to explore and understand the steps taken in setting up the TSUs /Pilot phase-selection criteria but also the need to harmonize household selection criteria across all intervention sites has been held. In collaboration with the shelter team, the CEA team has used community-based targeting processes, vulnerability and other suggested criteria to identify with community members and stakeholders who should receive transitional shelter units.

Community engagement and Accountability (CEA) played an active role in the tool and methodology development as well as the rolling out of the multisectoral need assessment. This has enabled the team to understand community needs priorities, and context, including preferred ways to receive information, participate and give feedback.

Feedback mechanism

Following a discussion with MRC headquarters (HQ) in November, it was agreed that a pilot feedback mechanism will be implemented in the Taroudant and Chichaoua branches. Therefore, a simple Kobo form, designed collaboratively with CEA volunteers from both Taroudant and Chichaoua branches, is now used to document any feedback received from communities. The Taroudant and Chichaoua branches have already started using the form to collect feedback from communities during distributions. In the reporting period, we received a total of 153 feedback from 76 men, 52 women and 25 mix group. 64% of this feedback was demand and most of them was related to WASH and recovery sector and concerned topics of food assistance, income generating project and support in agriculture/livestock to sustain daily livelihood." 56% of feedback related to requests for support, while 18% consisted of encouragement and thanks.

While women mainly had requests, that concerned access to aid services in particular requests for more food supplies, health, clothes, kitchen kits, education, washing machine. Men mainly asked questions about how to access

aid services and aid items (better shelter, house construction, income-generating resources such as livestock and agriculture).

CEA is a standing agenda item in operational meetings and workshops, including how to respond and act on community feedback, concerns, requests and changes in needs and context. For example, in collaboration with the WASH team, a FGD with 10 Men at Igar ntiqi (15/01/2024) to discuss and develop the response plan link to shortage of water mentioned by the community during proactive feedback collection.

The next step regarding feedback mechanism is to work closely with CEA Officers to effectively close the feedback loop, evaluate the pilot phase, implement a reactive system in Chichaoua and Taroudant and a proactive system in El Haouz/Marrakech.

The distribution frequently asked questions (FAQs) list, designed to help volunteers answer community questions during distributions, was finalized and is now being used by the branches.



Risk Reduction, climate adaptation and Recovery

Objective:

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

Key indicators

Indicator	Actual	Target
Number of community members recruited and/or trained and/or equipped as community volunteers for community DRR	-	200
Number of trainings conducted on EVCA or similar community-assessment	-	-
Number of target communities have analyzed the information of the (e)VCA conducted and developed a (e)VCA action plan.	-	20
Number of communities targeted have implemented at least 1 small scale mitigation measure identified in the (e)VCA	-	10
Number of people reached by RCRC through disaster risk reduction public awareness messaging and public education campaigns	-	50,000

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

MRC with the support of IFRC coordinated a workshop on 7 and 8 March 2024 to take stock six months post-earthquake and to review the delivery of relief and plan the transition into the recovery phase of the operation. This brought MRC, IFRC and Movement partners together to share their technical and strategic plans.

The German Red Cross is leading technical efforts on CBDRR and CBHFA, coordinating strategic discussions and supporting the MRC in developing its risk and disaster reduction approach. They will utilize an enhanced vulnerability and capacity assessment (eVCA) process to address disaster, climate, and health risks, focusing on enhancing community resilience through economic opportunities in remote rural mountain areas. Training and pilots for the eVCA will be conducted across all provinces, involving volunteers and national staff to coordinate disaster risk reduction actions and promote consistent standards across affected areas, with support from IFRC and other partners.

A scoping mission of the Regional DRR Advisor was conducted to see how previous GRC projects (AA, FbF, etc) could be connected to the earthquake project. A GRC DRR delegate, who is the Federation-wide technical lead for this file, started on 19 February 2024. Some initial first steps will be implemented before properly starting the activities:

- Set up of technical working group for community-based approaches to DRR and HFA
- revisions of the eVCA package based on recommendations on contextualization/adaptation (R2CR stages/steps, process, eVCA tools and reporting formats)
- Training of trainers of MRC staff and volunteers
- Training of the volunteers in the branch
- After the eVCA analysis at the community level, implementation of plan of action for risk reduction will take place

Simultaneously running the operation, MRC, with the support of its partners, is anticipating a review of the PER (Preparedness for Effective Response) and an update of the plan of action to strengthen its preparedness capacity to respond to future disasters. GRC supports MRC's contingency planning to ensure that relevant in-kind items can be available in MRC's warehouse to be better prepared for future disasters.

MRC is working closely with the Wilaya for risk management for preparedness aspects and with the civil protection department of the Ministry of Interior for the response component of its Disaster Risk Management work.

Enabling approaches



National Society Strengthening

Objective:

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

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

Key indicators

Indicator	Actual	Target
Number of volunteers insured	720	-
Number of volunteers trained on Emergency Response	133	-
Number of branches supported with infrastructure repair or equipment	2	4

The MRC, supported by IFRC and other Partner National Societies (PNSs), plans to conduct an organization capacity assessment certification (OCAC) in early 2025 to identify priorities and develop a roadmap for strengthening the National Society. This will enable MRC partners to offer targeted support based on their expertise. IFRC is hiring a National Society Development (NSD) coordinator to assist the MRC in this process.

Meanwhile, progress has been made in several sectors of organizational development, including human resources practices, volunteer training, financial reporting, and a centralized Red Rose system for volunteer payments. A draft volunteer policy, developed with GRC's technical support and input from partners, is nearing final approval by MRC management to enhance volunteer recruitment and adherence to national volunteering principles. Improving communication and visibility as part of NSD has been a priority for MRC. GRC facilitated a multi-day communications training for 16 MRCS staff and volunteers in February.

Chichaoua

The Chichaoua branch operates under the coordination of the regional branch in Marrakech. Since the earthquake, the branch has demonstrated a solid and autonomous capacity to implement activities. The branch hired from December 2023 an additional 11 full-time staff including a program coordinator, five officers, an assistant for the continued scale-up of operations and four drivers.

During the reporting period, the branch, with the support of the Marrakech branch and IFRC and GRC teams, has provided several trainings to volunteers, particularly with a focus on emergency response (41 people; 19 women and 22 men), hygiene promotion (24 people; 14 women and 10 men), CEA (20 people; 10 women and 10 men), WASH infrastructure (23 people; 7 women and 16 men) and Abri (40 people; 19 women, 21 men). Progress has also been made in information management, including the use of the Red Rose system for volunteer payments

and a training in how to conduct the satisfaction survey (11 people; 7 women and 4 men). The team continued to report to the local government authorities in the region every two weeks, following the meeting held in December where it was agreed that frequent updates would be beneficial.

In terms of infrastructure, the branch has moved to a new, larger office space. Moreover, nine telephones, seven computers and a printer were provided to the branch, together with two 4x4 vehicles in November 2023 and two additional 4X4 vehicles in February 2024, which allow them to communicate and work in the office and in the field. The branch also rented a warehouse in March 2024, and will train the logistics officer in warehouse management.

The branch has put in place procedures that didn't exist before for volunteer management, finance, fleet management and planning. It has been conducting since November weekly planning meetings together with IFRC and MRC staff, using a planning tool that allows to know what each of the teams intends to do and where. That tool is later combined with another one that allows the branch to identify the vehicles, drivers and beds available for the activities in the affected communities.

The branch requests appeal funds monthly to Rabat based on sector-wise budget estimates compiled by each sector. Similarly, forecasts for the number of volunteers needed are made to inform the IM coordinator for fund allocation. Volunteer management guidelines established in November 2023 are consistently followed and monitored by the Programme Coordinator and IM Officer. Additionally, the fleet has adopted the Mission Order system endorsed by Rabat, streamlining the signing process online for FieldCo and the President.

Taroudant

During this period, the Taroudant branch both launched and finalized the recruitment of the entire operational team and their capacities have been gradually enforced. A series of seven comprehensive training sessions were delivered by the IFRC team in Taroudant, Morocco. The field coordinator and the MRC logistics officer engaged in discussions covering various aspects of vehicle management, with emphasis on responsibilities, safety protocols, maintenance, cleanliness, fuel management, and emergency procedures.

In Ouladberhil, the hygiene promoter organized a training session for six volunteers (6 women), focused on activity planning and implementing the hygiene handbook to ensure a smooth transition and sustainable continuation of hygiene initiatives. Furthermore, a firefighting training session was successfully conducted for 36 MRC volunteers (24 women, 12 men), with plans to replicate the training across all villages and camps under their care.

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

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

The Taroudant branch completed the recruitment and training of its operational team through seven comprehensive sessions conducted by IFRC. Training covered vehicle management, safety protocols, and emergency procedures. Hygiene promoter training and firefighting sessions were also organized for volunteers. Weekly planning meetings with IFRC/PNS team members and volunteers were established. The branch moved to

a larger office, received mobile phones and laptops for improved communication, and is currently procuring furniture for the new office space.

El Haouz/Marrakech

In early December, MRC facilitated several meetings with local authorities to coordinate and harmonize distribution strategies for El Haouz. At the same time, valuable progress was made in strengthening the National Society branch through the completion of recruitment procedures for several critical roles, including program coordinator, human resource officer, fleet officer, CEA officer, WASH officer, finance assistant, administrative assistant, and IM officer.

Alongside these initiatives, comprehensive capacity-building endeavors were undertaken, including hosting strategic meetings, emergency response training sessions, and skill development workshops targeting both volunteers and staff members. These training efforts reflect the MRC's commitment to enhancing organizational capabilities and ensuring preparedness for effective humanitarian response amidst evolving challenges. Additionally, positive partnerships were strengthened, and commendation was received for collaborative endeavors involving local authorities and the Ministry of Education, most notably the dissemination of hygiene kits in eleven schools impacted by the earthquake in Marrakech.

Furthermore, in close coordination with the technical teams of IFRC, the MRC is actively engaged in a collaborative effort to respond to urgent needs arising from the effects of the earthquake. The initiative includes rehabilitating educational institutions affected by seismic events by responding to the request of the Regional Directorate of El Haouz to provide essential non-food items to these institutions and enhance the living conditions of students and teachers (see Shelter section).

In early December, MRC coordinated with local authorities in El Haouz for distribution strategies and strengthened its National Society branch by completing recruitment for various critical roles. The organization also conducted capacity-building activities, including strategic meetings and training sessions for volunteers and staff. Positive partnerships were reinforced, leading to the distribution of hygiene kits in eleven earthquake-affected schools in Marrakech.

Additionally, in collaboration with IFRC, MRC is rehabilitating educational institutions affected by the earthquake in El Haouz to improve living conditions for students and teachers. The Marrakech office was furnished to accommodate new staff and the IFRC operational team.



Coordination and Partnerships

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

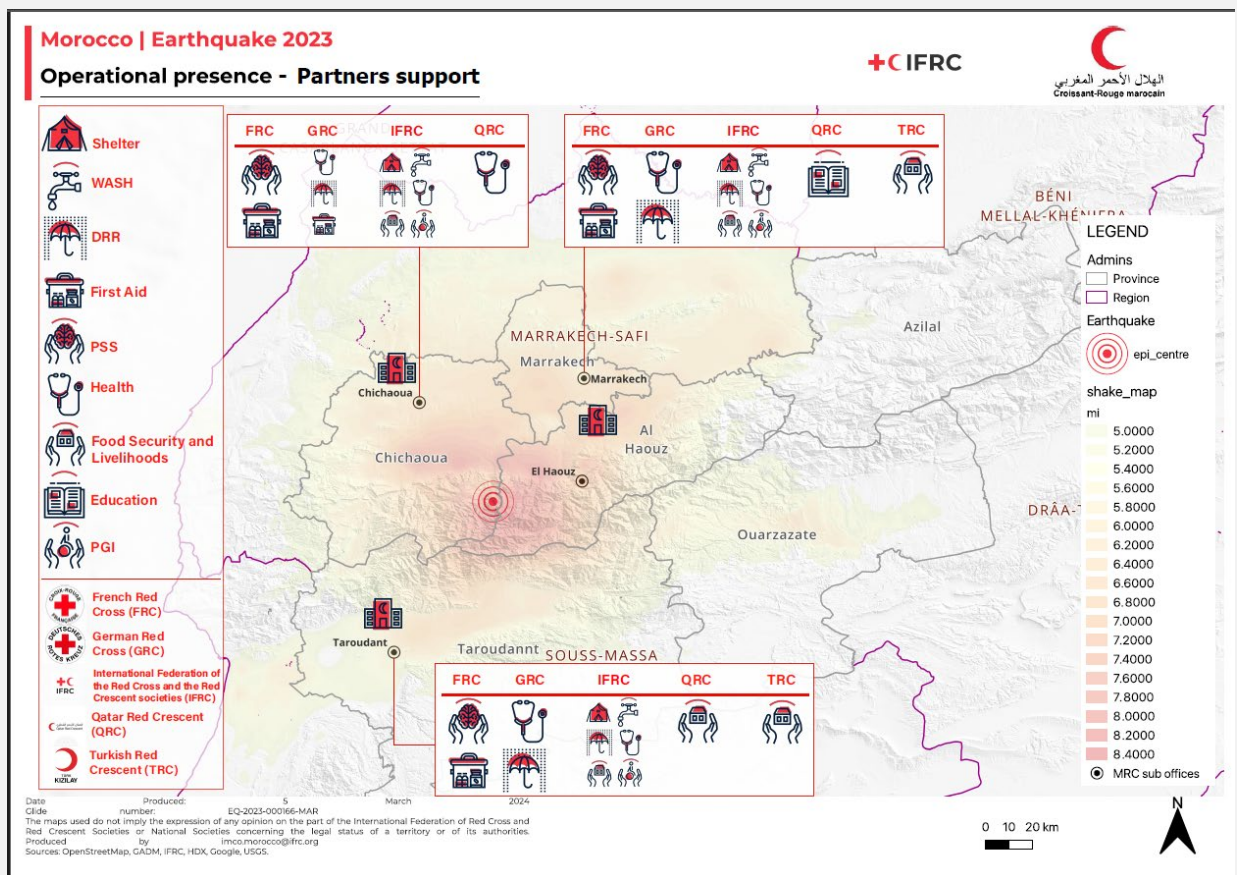
Key indicators

Indicator	Actual	Target
Number of movement operational meetings held	20	-

The IFRC, as co-convenor of the response as per the mini-summit held in November 2023, is supporting the MRC to establish strong internal and external coordination mechanisms for the response. Weekly joint meetings with all partners and teams involved are held to share highlights of the week's planning and key challenges encountered. Joint planning meetings also take place on a weekly basis at the branch level.

Under the lead of MRC and with the support of IFRC and ICRC, a Movement Coordination Agreement (MCA) will be drafted and then all partner NS will be invited to endorse it. Based on this, additional strategic coordination operational coordination and technical coordination meetings will be established at a regular frequency and as needed. A Movement 3W map has been developed to clarify the operational support provided by each partner in key sector areas per province.

Over the reporting period, the French Red Cross, the Spanish Red Cross and the Qatar Red Crescent have opened their delegation in Morocco with delegates now in country to support MRC.



External coordination with the authorities is managed by MRC. Regular meetings take place with local authorities in the field as well as at MRC HQ. Branches get guidance and authorisation from local authorities regarding which communities to support and carry out specific activities. Additionally, the IFRC supports the MRC’s humanitarian diplomacy efforts to facilitate the importation of goods for which the process is now becoming smoother. Through humanitarian diplomacy, transitional shelter solutions have also been approved by the local authorities in some districts, allowing the MRC to proceed with piloting this approach.

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

The strategic partnership and resource mobilization (SPRM) team from the MENA Regional Office has been supporting the operational team with pledge registration and overview, proposal submission, meeting support and communication of operational progress with donors. Currently out of 75 million CHF funding ask, 32 million CHF has been raised out of which 28.1 million CHF is hard pledge. There is an increasing number of unearmarked pledges from National Societies and Governments which supports a flexible and adapting response.

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

The MRC with support from IFRC is hosting regular meetings and visits from Red Cross Red Crescent's National Societies, Embassies as well as other donors.



Secretariat Services

Objective:

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

Key indicators

Indicator	Actual	Target
Number of trainings conducted on IM or PMER	4	-
Number of financial systems adopted	-	1
Number of trainings on financial systems conducted	1	-
Number of technical or operational staff recruited	30	39
Number of trainings conducted on logistics or procurement	2	-
Number of villages with multisectoral assessments conducted	23	-
Percentage of people assisted reported the relevance of the assistance to their needs	96%	-
Percentage of people assisted reported receiving the assistance in a dignified and safe manner	79%	-

Human Resources

During the reporting period, human resources support to the operation was provided at national, regional and Geneva levels as well as remotely, ensuring specialised surge personnel where necessary to meet the changing needs of the operation and initiating long-term human resources workforce planning.

While the surge window was closed in January, surge delegates were extended to ensure coverage for shelter, administration, WASH, logistics, PMER, IM, CEA and other key positions until March 2024, ensuring that the IFRC maintains the same staff capacity during the transition period until the remaining long-term positions are

recruited. Staff on loan and fast track recruitment options were explored for short-term positions while long-term positions are being recruited to replace surge delegates and avoid discontinuity in the support to MRC. Moroccan nationals were welcome to apply to all international positions.

The recruitment of national staff planned by the MRC for the coming year has been completed, with the IFRC having assisted MRC in recruiting 30 national staff in Rabat, Taroudant, Chichaoua, and Marrakech. Now that MRC staff have been recruited, capacity building and training of staff is underway between IFRC technical experts and their MRC counterparts. On another note, the public holidays for 2024 that international & national staff benefit from in Morocco were agreed upon and implemented.

Finance and Administration

The long-term Finance and Admin Delegate has joined in beginning of March. The priority remains to ensure access to cash to facilitate the operational work. Support has been provided to MRC to ensure the submission of the first working advance report and initiate the second transfer. The emergency appeal operating budget revision has been launched in March with the aim to be finalized during the month of April.

Finance training was conducted in February to MRC (Finance and logistics officers, programme coordinators and presidents from the branches) the objective of the training to ensure following and understanding of all IFRC's rules and procedures. The main objects of the training as follow:

- Briefing and summarizing the IFRC's procurement process and ceiling for each transaction.
- The main the documentation needed for any transaction in which to be compliant with IFRC's procedures and presenting some ineligible cost and documentation.
- Presenting the per diem template based on MRC policy and discussing the eligibility of per diem payment
- Discussing the timesheet template of MRC staff
- Reporting and coordination between MRC finance staff of branches and MRC finance coordinator who is based on Rabbat and then IFRC Finance staff.

The administration team has been reinforced with an arrival of a temporary Administration Delegate. There are still challenges related to housing, visa and residency. However, there is substantial progress with a development of a housing policy for delegate apartments and documents for visa and residency processes.

Planning, Monitoring, Evaluation and Reporting (PMER)

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

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

PMER continued to support with the data analysis and reporting for multi-sector assessments, mainly for Al Haouz, prior to distributions. Subsequently, PMER in collaboration with CEA prepared the methodology and question guide for the satisfaction survey which will be implemented, in the three regions, one month post distribution, as per IFRC guidelines for in-kind distributions. This will allow the IFRC and MRC, in the coming

periods, to report on the percentage of people who perceive that the assistance is relevant to their needs as well as the percentage of people assisted who reported receiving the assistance in a dignified and safe manner.

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

Information Management (IM)

The MRC, with technical support from the IFRC, continued to receive feedback on the distribution process. In total, 1,053 opinions from 402 women and 651 men were collected, and several reports were shared with relevant humanitarian analyses from El Haouz, Chichaoua and Taroudant branches. IFRC trained IM officers in Taroudant and Chichaoua who have since taken over the analysis of exit survey data.

Data visualization

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

Red Rose IM platform

During the reporting period, IFRC supported the MRC to roll out the Red Rose platform for volunteer indemnities payments, enabling the MRC to make cashless payments to volunteers and daily workers. The payment platform was fully deployed in two branches (Chichaoua and Taroudant) in December 2023. In March 2024, feedback was collected on the performance of the platform and issues that need to be addressed to improve the volunteer payment. Preliminary steps were put in place to roll out to the 3rd branch (El Haouz/Marrakech). In total, 293 (174 women and 119 men) volunteers were paid via Red Rose in the two branches of Taroudant (213) and Chichaoua (80). The total amount paid via the platform to date is MAD 401,890.

IT

During the mission significant progress was achieved in enhancing the Information Technology and Communications capabilities of the Moroccan Red Crescent Society.

- IFRC Delegation Support
 - Conducted inventory assessments and implemented asset management protocols for laptops, mobile phones and sim cards
 - Activated mobile phone SIM card services and established good internet connectivity for the IFRC office in Marrakech.

- Upgraded infrastructure, particularly WIFI and printing services, to enhance operational efficiency.
- Conducted an in-depth ICT market assessment to identify potential opportunities for further enhancement.
- Facilitated the integration of a Morocco IT officer to strengthen local ICT expertise.
- National Society Strengthening
 - Undertook comprehensive ICT Health Check Assessments and Surveys for MRCS.
 - Conducted meticulous building surveys to evaluate existing ICT infrastructure.
 - Carried out insightful branch visits and assessments to understand localized needs.
 - Developed and implemented detailed plans for infrastructure upgrades, including WIFI, LAN, WAN, printing services, M365 mail service, security protocols, firewall installations, data protection measures, and business continuity plans.
 - Conducted digital literacy assessments to gauge existing skill levels.
 - Recommended tailored training programs to address identified gaps and enhance digital literacy among MRCS staff.

Logistics:

During the initial six months of operation, significant changes have occurred within the IFRC logistics team. The team has transitioned from the initial deployment of the logistics Emergency Response Unit (ERU) and Rapid Response (RR) teams to a permanent structure.

Key staff members joined the team, including the Logistics and Supply Chain Coordinator, the Procurement Delegate, and the imminent addition of the Logistics Delegate. While in parallel, recruitment efforts are underway for local staff in the procurement, logistics, and fleet departments. Furthermore, a fleet officer and a logistics assistant from the MRC have joined the team to support operations. Over 140 national and international procurement processes have been initiated and managed during this period. Sixteen import processes have been successfully handled, with over forty trucks and containers received.

All field distributions requested by deployed teams have been successfully supported. The mobilization table has been finalized and closed, ensuring effective coordination and utilization of resources.

A summary of stock movements, including national and international shipments, and deliveries to distribution points is provided in the table below:

MRC Warehouses	Item group	In	Out	Closing balance
Marrakech Branch	Bags	300	-300	0
	Blanket	26584	-14350	12234
	Bucket	3029	-2996	33
	ERU equipment	2	-2	0
	Fire extinguisher	300	-10	290

	Family tent	800	-39	761
	First Aid	10	-10	0
	Hammer	500	-500	0
	Hygiene kit	12580	-6796	5784
	Jerrycan	6943	-6145	798
	Kitchen set	5104	-2724	2380
	Mosquito net	2415		2415
	Nails	247	-212	35
	Ops	6	-6	0
	Safe	3	-3	0
	Sanitary pads	9407	-8008	1399
	Saw	500	-500	0
	Shelter	8704	-4845	3859
	Shelter tool kit	500		500
	Tarpaulin	9091	-5910	3181
	Volunteer equipment	15	-15	0
	Chlorine 40 mg.	400000		400000
HQ Rabat	Blanket	4752	-4752	0
	Hygiene kit	4224		4224
	Shelter	52		52

There is currently a fleet of 18 vehicles with plans to increase it soon. All operation drivers have received first aid, driving, and safety training. An electronic transport request and mission order system has been implemented to streamline transport management. A national-wide logistics training has been planned for end of March.

Communications

IFRC has been showcasing the MRC response supported by the IFRC Secretariat and membership since day 1. IFRC MENA was the first to provide updates on the situation on the ground, and response of MRC and was the source of information for UN agencies and media. The MENA Communications unit in collaboration with the Global communication team in Geneva and the IFRC head of delegation to Morocco drafted key messages and conducted several media interviews with international and regional media outlets (CNN, BBC, France 24, Aljazeera, among others) highlighting the needs, and the response of MRC following the one-month, three-month and six-month mark of the quake, key messages were updated, press releases were disseminated, social media content was posted, articles on ifrc.org were posted, media interviews were given.

Moreover, UN press briefing, and X (Twitter) spaces were tailored around the needs of earthquake-affected populations and the progress of the operation. In addition, two surge communications delegates were deployed to Morocco to gather content and support the MRC communication team and IFRC communication team to showcase the response of the National Society.

D. FUNDING

To date, 35 percent of the IFRC Emergency Appeal's funding needs have been covered (see [Donor Response](#)). The IFRC and the MRC express their gratitude to the generous donors and kindly encourage continued donations to support this Emergency Appeal in order to enable the Moroccan Red Crescent to continue providing support to meet immediate, medium, and long-term needs of the populations affected by the earthquake.

Contact information

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

In the Moroccan Red Crescent Society

- **Secretary General:** Abdel Salam Makroumy, Director General; email: secretariat@mrccs.org.ma
- **Operational coordination:** Dr. Mohammad Bendali, Head of DM, email: bemdaliimed2@gmail.com

In the IFRC

- **IFRC Regional MENA for Health, Climate and Crises (HDCC):** Dr. Hosam Faysal, Regional Head of HDCC; hosam.faysal@ifrc.org
- **IFRC Regional MENA Office for Operations Coordination:** Nader Bin Shamlan, Thematic Lead, Operations Coordination; nader.binshamlan@ifrc.org
- **IFRC Country Delegation:** Audrey Stauth, Operations Manager; audrey.stauth@ifrc.org
- **IFRC Country Delegation:** Sami Fakhouri, Head of Country Cluster; sami.fakhouri@ifrc.org
- **IFRC Geneva:** Rika Ueno Harada; Senior Officer Operations Coordination: rika.harada@ifrc.org

For IFRC Resource Mobilization and Pledges support:

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

Reference documents



Click here for:

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

How we work

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

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-2024/3	Operation	MDRMA010
Budget Timeframe	2023/9-2025/12	Budget	APPROVED

Prepared on 30 Apr 2024

All figures are in Swiss Francs (CHF)

MDRMA010 - Morocco - Earthquake

Operating Timeframe: 11 Sep 2023 to 31 Dec 2025; appeal launch date: 12 Sep 2023

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	5,891,000
AOF2 - Shelter	17,226,000
AOF3 - Livelihoods and basic needs	10,085,000
AOF4 - Health	9,407,000
AOF5 - Water, sanitation and hygiene	16,628,000
AOF6 - Protection, Gender & Inclusion	302,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	8,006,000
SFI2 - Effective international disaster management	690,000
SFI3 - Influence others as leading strategic partners	107,000
SFI4 - Ensure a strong IFRC	6,658,000
Total Funding Requirements	75,000,000
Donor Response* as per 30 Apr 2024	31,035,368
Appeal Coverage	41.38%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	6,231,723	740,820	5,490,903
AOF2 - Shelter	675,577	994,988	-319,411
AOF3 - Livelihoods and basic needs	433,359	0	433,359
AOF4 - Health	1,067,331	10,161	1,057,170
AOF5 - Water, sanitation and hygiene	4,452,207	484,290	3,967,917
AOF6 - Protection, Gender & Inclusion	51,989	0	51,989
AOF7 - Migration	0	207	-207
SFI1 - Strengthen National Societies	4,501,382	342,622	4,158,760
SFI2 - Effective international disaster management	276,104	0	276,104
SFI3 - Influence others as leading strategic partners	0	0	0
SFI4 - Ensure a strong IFRC	3,374,218	917,024	2,457,195
Grand Total	21,063,890	3,490,112	17,573,778

III. Operating Movement & Closing Balance per 2024/03

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	26,254,069
Expenditure	-3,490,112
Closing Balance	22,763,957
Deferred Income	1,658,379
Funds Available	24,422,335

IV. DREF Loan

* not included in Donor Response	Loan :	1,000,000	Reimbursed :	1,000,000	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-2024/3	Operation	MDRMA010
Budget Timeframe	2023/9-2025/12	Budget	APPROVED

Prepared on 30 Apr 2024

All figures are in Swiss Francs (CHF)

MDRMA010 - Morocco - Earthquake

Operating Timeframe: 11 Sep 2023 to 31 Dec 2025; appeal launch date: 12 Sep 2023

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
Accenture Inc.Foundation	222,926				222,926		
Adidas	2,259				2,259		
Adobe Systems, Inc.	14,700				14,700		
Amadeus IT Group	534				534		
Amazon	9,606				9,606		
Andorran Red Cross	3,829				3,829		
APPLE	13				13		
Australian Red Cross (from Australian Government*)	279,570				279,570		
Austrian Red Cross	228,275				228,275		
Austria - Private Donors	223				223		
Autodesk	5,305				5,305		
Avanade	6,233				6,233		
Bank Lombard Odier Darier Hentsch	78,118				78,118		
Belarus Red Cross	135				135		
Benevity, Inc	8,909				8,909		
Bloomberg	12,908				12,908		
Boeing	270				270		
British Red Cross	548,833				548,833		
British Red Cross (from British Government*)	1,091,947				1,091,947		
Bulgaria - Private Donors	143				143		
ByteDance Ltd	1,475				1,475		
California Community Foundation	35,700				35,700		
Ceridian	84				84		
Charitable Giving	45,434				45,434		
Charities Aid Foundation	91,877				91,877		
Charities Aid Foundation (from Dow Chemical Compar	35,700				35,700		
CHEP Espana	1,816				1,816		
Coca Cola Foundation	899,620				899,620		
COFRA Foundation	-98,165				-98,165		
Czech Red Cross	7,248				7,248		
Danaher Corporation	670				670		
Danish Red Cross	241,886				241,886		
Danish Red Cross (from Danish Government*)	954,812				954,812		
DELL Technologies	7,911				7,911		
Deloitte Global Services Limited	65,314				65,314		
Deloitte NSE Services Ltd	47,959				47,959		
Dr Dokali Megharief Charity Foundation	44,583				44,583		
DXC Technology	383				383		
eBay Inc	335				335		
Electronic Arts	1,117				1,117		
Eli Lilly Export SA	8,602				8,602		
Erawan Group	523				523		
Estonia Government	48,392				48,392		
Estonia Red Cross	2,668				2,668		
European Commission - DG ECHO	191,359				191,359		
Finnish Red Cross	96,236	34,729			130,965		
Finnish Red Cross (from Finnish Government*)	520,662				520,662		
French Government	5,727				5,727		
French Red Cross		259,721			259,721		
Google	1,312				1,312		

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-2024/3	Operation	MDRMA010
Budget Timeframe	2023/9-2025/12	Budget	APPROVED

Prepared on 30 Apr 2024

All figures are in Swiss Francs (CHF)

MDRMA010 - Morocco - Earthquake

Operating Timeframe: 11 Sep 2023 to 31 Dec 2025; appeal launch date: 12 Sep 2023

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Gordon Brothers Foundation	21,729				21,729	
Government of Malta	47,278				47,278	
Grainfeed Trading Ltd	4,784				4,784	
Hong Kong Red Cross	22,574				22,574	
IBM	83,397				83,397	
Icelandic Red Cross	33,000				33,000	
Icelandic Red Cross (from Icelandic Government*)	67,000				67,000	
Irish Government	1,923,990				1,923,990	
Irish Red Cross Society	234,500				234,500	
Italian Red Cross	191,835				191,835	
Japanese Government	767,472				767,472	1,054,786
Japanese Red Cross Society	1,548,560				1,548,560	
Johnson & Johnson foundation	918,591				918,591	
KPMG International Cooperative(KPMG-I)	89,250				89,250	
Liechtenstein Red Cross	51,394				51,394	
Lithuania Government	48,125				48,125	
Luxembourg Government	287,588				287,588	
Malaysia - Private Donors	1,287				1,287	
Maldivian Red Crescent	4,126				4,126	
Marriott International Inc.	23,958				23,958	
McKinsey & Co	1,229				1,229	
Medtronic Foundation	88				88	
Microsoft	3,289				3,289	
Morningstar	667				667	
Netherlands - Private Donors	48				48	
New Zealand Government	542,062				542,062	
New Zealand Red Cross	34,687				34,687	
Nike Foundation	230,196				230,196	
Norwegian Red Cross	16,212				16,212	
Norwegian Red Cross (from Norwegian Government*)	808,157				808,157	
Novartis	3,583				3,583	
Ocean Network Express	24,105				24,105	
Oracle Corporation	59,735				59,735	
PAYPAL	1,921				1,921	
Philanthropia Foundation	20,000				20,000	
Polish Red Cross	12,538				12,538	
PPG Industries Europe Sarl	8,715				8,715	
Red Cross of Monaco	94,822				94,822	
Republic of Korea Government	874,737				874,737	
Ritz-Carlton	319				319	
Robert Half	48				48	
Saudi Arabian Red Crescent Society (from Saudi Arabi	190,000				190,000	
ServiceNow	10,021				10,021	
Slovenia Government	193,265				193,265	
Societe Fonciere Lyonnaise Group	22,985				22,985	
Spanish Government	955,803				955,803	
Spanish Red Cross	240,525	355,176			595,701	
SPGlobal	4,578				4,578	
Swedish Red Cross	338,655				338,655	
Swiss Government	1,000,000				1,000,000	
Swiss Humanitarian Foundation, SRK	60,000				60,000	
Swiss Red Cross	50,965				50,965	
Swiss Red Cross (from Switzerland - Private Donors*)	30,449				30,449	
Taiwan Red Cross Organisation	106,745				106,745	

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/9-2024/3	Operation	MDRMA010
Budget Timeframe	2023/9-2025/12	Budget	APPROVED

Prepared on 30 Apr 2024

All figures are in Swiss Francs (CHF)

MDRMA010 - Morocco - Earthquake

Operating Timeframe: 11 Sep 2023 to 31 Dec 2025; appeal launch date: 12 Sep 2023

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Thailand - Private Donors	6,187				6,187	
The Canadian Red Cross Society	643,707				643,707	
The Canadian Red Cross Society (from Canadian Gov	3,251,149				3,251,149	
The Netherlands Red Cross	12,371				12,371	
The Netherlands Red Cross (from Netherlands Govern	2,854,548				2,854,548	
The OPEC Fund for International Development	435,174				435,174	
The Red Cross of The Former Yugoslav Republic of M	1,408				1,408	
The Red Cross Society of Bosnia and Herzegovina	8,601				8,601	
The Republic of Korea National Red Cross	100,000				100,000	
The Travel Corporation	44,631				44,631	
United States Government - USAID	91,089				91,089	603,593
United States - Private Donors	2,422				2,422	
UN Staff Council / UNOG	12,765				12,765	
WTO - World Trade Organization	5,570				5,570	
Yardi	45,515				45,515	
Zimmer Biomet	1,752				1,752	
Total Contributions and Other Income	25,604,443	649,626	0	0	26,254,069	1,658,379
Total Income and Deferred Income					26,254,069	1,658,379