

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 #4 Date of issue: 14/08/2024	Timeframe covered by this update: From 12/09/2023 to 30/06/2024
Operation timeframe: 28 months (08/09/2023 – 31/12/2025)	Number of people being assisted: 125,000
Funding requirements (CHF): CHF 75 million through the <i>IFRC</i> Emergency Appeal CHF 100 million Federation-wide	DREF amount initially allocated: CHF1 million

To date, this Emergency Appeal, which seeks CHF 75,000,000 is 45 percent funded.



Photo 1 - Moroccan Red Crescent team getting ready for the distribution of hygiene kits, dignity kits, kitchen kits, jerry-can, blankets, buckets in the village of Assaiss in the province of Taroudant on 22 May 2024. (Photo: MRC / IFRC)

A. SITUATION ANALYSIS

I. Description of the crisis

On 8 September 2023, Morocco was struck by a 6.8 magnitude earthquake, centered in the High Atlas Mountains, 71km southwest of *Marrakesh*. Followed by a 4.9 magnitude aftershock, the earthquake caused extensive damage to buildings and infrastructure throughout the provinces of *El-Haouz/Marrakesh*, *Chichaoua* and *Taroudant* as well as *Ouarzazate* and *Azilal*.

Remote villages near the epicentre in the *Atlas Mountains* have suffered substantial damage and emergency services faced difficulty reaching affected people due to damaged roads and challenging terrain. Authorities have reported some 3,000 human casualties and some 6,000 people injured, as well as almost 60,000 houses destroyed or damaged in urban, peri-urban and rural areas.

Damage to houses and critical infrastructure is extensive in all affected areas, making shelter and essential household support an urgent need. Many currently live in tent settlements, communal 'displacement' sites or informal shelters which lack basic amenities. Water and sanitation facilities have been severely damaged or destroyed, raising risk and spread of disease stemming from untreated water sources, poor hygiene practices and open defecation. Primary health services have been disrupted, posing significant risk to people needing medical, psychological and healthcare services. Livelihoods have been affected due to the loss of resources, assets and livestock. Destruction of schools has also caused many children, especially girls, to temporarily stop their primary education, and for those who have returned to school, conditions were often very difficult or sometimes putting them at risk. Over ten months after the earthquake, the situation is evolving slowly with clearing of the rubbles and reconstruction. Many families still live with the devastating consequences of the earthquake and trauma is still very present. For many households, thinking of re-establishing normal living conditions is still premature and moving to a proper house remains their priority.

II. Summary of response

Overview of the host National Society

The *Moroccan Red Crescent society (MRC)* was formed in 1957 and admitted into the *Red Cross Red Crescent Movement (RCRC)* in 1958. It is auxiliary to the Moroccan public authorities and assists people affected by disaster and armed conflict. *MRC* also helps people be prepared and build resilience in the event of emergencies.

MRC works closely and in alignment with the Moroccan government's lead in overall coordination and management of humanitarian assistance for this earthquake response, both locally and internationally. Headquartered in *Rabat*, *MRC* has its own core staff for project management, finance, logistics and human resources. Branch and sub-branch offices in *Marrakesh*, *Chichaoua* and *Taroudant* continue to respond to the earthquake emergency as well actively. Currently, *MRC* has an estimated 4,000 volunteers across the 51 active branches across the country. Since the beginning of the response, *MRC* has recruited over 40 national staff and additional staff are still being recruited to support the implementation of activities under this response and recovery. Further scaling up will continue based on identified needs and prepared plans.

RCRC Movement partners support MRC in coordinating and implementing the response: *IFRC* (now active with 33 staff), *German Red Cross* (which had a pre-existing delegation, now with seven staff in-country¹), *French Red Cross* (which deployed its first staff in February, now with a team of six in-country²) and *Spanish Red Cross* (which deployed its first and sole staff in March). All partners are now moving towards a more harmonized approach to the response and aiming at further strengthening MRC's capacity to respond to humanitarian crises.

Ongoing response

Following its immediate deployment of volunteers to the affected areas in the first days following the earthquake³, MRC has since worked closely with *IFRC* and its partners to respond to the needs of the people affected. In the initial phase of the response, 300 volunteers quickly transported the injured to medical facilities and distributed non-food items (NFIs) and tents from pre-positioned stocks and *Partner National Societies (PNS)*. The MRC also provided psychosocial support (PSS) to both affected communities and their volunteers. Following the *Search & Rescue* phase, MRC continued offering *First Aid* in community shelters and distributed essential supplies. Additionally, MRC, with *ICRC*'s technical support, facilitated the *Restoration of Family Links (RFL)*. Throughout the current reporting period (i.e., nine months post-earthquake), the response focused on providing **emergency assistance through an integrated programmatic approach** across the three most affected provinces: *El-Haouz-Marrakesh*, *Taroudant*, and *Chichaoua*.

▪ Relief Distributions

This immediate relief assistance firstly consisted in:

- Distributions of **essential items** for immediate relief such as hygiene items (hygiene kits, sanitary pads, dignity kits); household NFIs (buckets, jerrycans, blankets, kitchen sets) and food parcels.
- **Shelter-related** distributions, notably including tents repair kits (tarps, tents); installation of winterized tents⁴ (winterized tents, floor tools kits⁵, floor wood kit⁶).

¹ Four staff based in Rabat (Head of Office, Program Coordinator, Logistics Coordinator, Health Coordinator)

² 1 Program Coordinator in February, 1 Head of Delegation in March, 1 Logistics Coordinator and 1 Admin-Fin Coordinator in April; 1 First Aid Delegate and 1 MHPSS Delegate in June.

³ See previous publications for more details on the early steps of the response - [Emergency Appeal Operational Strategy – September 2023](#).

⁴ Supported by the German Red Cross.

⁵ Saw, nails, hammer

⁶ Oriented Strand Board (OSB) and lumber

Over the reporting period, the distributions have reached the following:

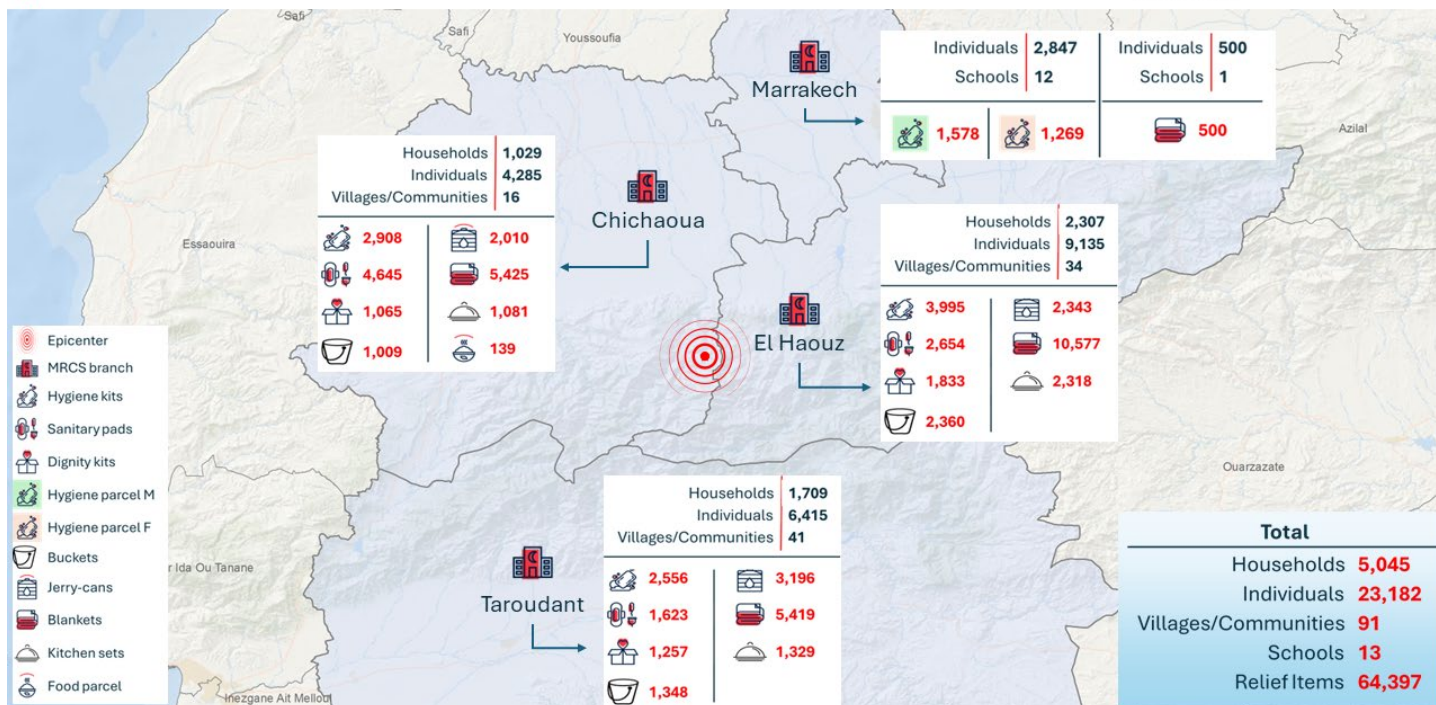
	<i>Households</i>	<i>Individuals</i>	<i>Villages/ Communities</i>	<i>Relief items kits distributed</i>	<i>Shelter items distributed</i>
Taroudant	1,709	6,415	41	16,728	1,355
Chichaoua	1,029	4,285	16	18,282	2,078
El-Haouz	2,307	9,135	34	26,040	784
		500 (students)	1 school	500	
Marrakesh		2,847 (students)	12 schools	2,487	
TOTAL	5,045	23,182	91 villages + 13 schools	64,397	4,217

Table 1 - Relief distributions and people reached

Most distributions employed a blanket approach, whereby once relief teams identified and assessed a village or community in need, the entire population was included as beneficiaries for the relief and shelter distributions. Some communities received multiple distributions at different times, according to identified needs. The figures presented in the above table thus show the cumulated number of households pertaining to the different communities that have received one or more distributions⁷.

⁷ Double-counting is typically avoided by ensuring that populations in villages receiving multiple distributions are not counted more than once. However, due to limited capacity for accurate reporting during the early days of the emergency response, the reported figures might not be entirely precise.

Morocco Earthquake 2023 Relief Distributions – Dec. 2023 to June 2024



Map 1 - Relief Distributions – Dec. 2023 to June 2024

Distributions started in December 2023 and continued throughout June 2024. As the timeline for the reconstruction and repair of homes has not yet allowed the population to return to their residences, there remained a need for this relief assistance. Although most distributions are expected to cease after August, it is important to note that food parcels remain a primary focus for providing relief assistance. This is in parallel with the initiation of a cash-based programme, which saw its first steps late in the reporting period, with a pilot planned for July 2024. The relief distributions have primarily been managed by the *MRC* and *IFRC* teams, with support from the *German RC* for the provision of *winterized tents* and other partners who provided in-kind donations to *MRC*.

In the early stages of the response, before the deployment of *IFRC*-supported distributions detailed above, the *MRC* mobilized and distributed resources and donations from various sources, including the *Tanger* branch of *MRC* and other branches⁸, the *Kuwait Red Crescent*, the *IFRC* and the *Tarik Annajah Association*⁹. These contributions included essential food items such as water, oil, milk, sugar, and food parcels. Clothing donations comprised shoes and clothes, while shelter and non-food items (*NFI*) included blankets, sleeping bags, cushions, mattresses, wood pallets, tents, carpets, and cooking utensils. Hygiene items like towels and diapers were also provided, along with other miscellaneous items such as helmets, gloves, books, and pens.

⁸ Marrakesh, Casablanca, Chichaoua, Saidia.

⁹ Others included: ARTCHIC, Groupe des Avocats de Meknès, Les Affres Maroc, Groupe d'Ingénieurs de Casablanca, the Organisation Almohadia de l'Indonesie, Organisation arabe pour le développement industriel de normalisation et mines.

- **Sites and WASH infrastructures**

From the beginning of the response, work has been done towards site planning and improvement and setting up WASH infrastructures to benefit the sites. **Site Planning and Improvement** activities notably included fire and flood risk reduction; site improvement (drainage, levelling, pathways, lighting); site management support to village traditional and local authorities. These activities were implemented up until March 2024 included. After that, site activities rather focus on the procurement of kits needed to implement further site planning and improvements activities. Under the **Water, Sanitation, and Hygiene (WASH) intervention**, activities notably included the installation of temporary WASH facilities (toilets, showers, water points, and incinerators), implemented with *Hygiene Promotion* and community engagement activities.

- **Transitioning from Emergency Relief to Early Recovery**

As the response transitions from emergency relief to early recovery, efforts have been made to address longer-term needs. In terms of *Shelter, Housing, and Settlements*, the focus shifted from installing *Winterized Tents* (around December 2023) to setting up *Transitional Shelter Units (TSUs)* with a two-year lifespan from early 2024 onwards. These *TSUs*, which include insulation, are designated for community use (living spaces) or for the *Ministry of Education* to serve as classrooms or teacher accommodations. The installation of *TSUs* is planned to scale up significantly throughout 2024, as the population is expected to rely on these shelters rather than returning to their homes. This improved shelter solution aims to provide more comfortable medium-term housing and communal spaces while reconstruction and repairs are ongoing.

In addition to the aforementioned interventions, recent months have involved setting up and preparing a package of **community engagement initiatives for risk reduction, livelihoods, protection and health support**. These include *Community-Based Disaster Risk Reduction (CB-DRR)*, *Community-Based Health and First Aid (CB-HFA)*, and *Mental Health and Psychosocial Support (MHPSS)*, Protection, Gender and Inclusion (PGI), and livelihoods assistance to support communities in improving their resilience and well-being. Efforts are underway to improve the programmatic integration across sectors and to mainstream protection, safeguarding and community participation considerations into the response such as increasing the feeling of safety and dignity of communities, being able to make protection-related referrals, building conflict-sensitivity into our community-based programmatic approach, expanding the community feedback mechanism, and strengthening participatory planning. *MRC's Partner National Societies (PNS)*, specifically the *German Red Cross* and the *French Red Cross* are co-leading the technical sector coordination for *health* (including *MHPSS* and *community-based health*) and *CB-DRR*.

The institutional *Disaster Risk Management* capacity building to increase preparedness efforts and readiness levels to respond to potential future disasters is also being anticipated and plans aim to start focusing on this from the last quarter of 2024 and in 2025.

MRC, together with all its partners, is simultaneously developing plans to strengthen the *National Society Development (NSD)* component of the emergency operations with a focus on logistics, HR, volunteer management, digitalization, and communication, visibility and dissemination of the Movement's principles.

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

III. Needs analysis

Damage to houses and critical infrastructure is extensive in all affected areas, resulting in an urgent need **for shelter and household essential support**. To date, some people continue to live in tent settlements close to their damaged homes, and others are crowded in communal 'displacement' sites or informal shelters which **lack electricity, proper water and sanitation, security and privacy**. The clearing of the rubbles has started around spring 2024 but is not finished especially in remote villages. Reconstruction of houses is only starting with only a few constructions ongoing.

Water and sanitation facilities have been greatly damaged or destroyed in many communities, exacerbating the risk and spread of diseases stemming from untreated water sources, poor hygiene practices and open defecation. Communicable diseases particularly threaten people living in cramped tented settlements. Additionally, some villages have observed a reduction in water supply at the start of summer, which could deteriorate further during the hotter months. Managing water at the community level may also prove difficult, as it involves balancing the needs for reconstruction, basic necessities, and irrigation.

Primary health care services have been disrupted in affected areas, posing significant risk to people requiring chronic disease and preventive care services, including children and pregnant women. Medical, rehabilitation, and psychosocial services are also limited, especially for those in rural areas. At the same time, interaction with affected people has shown a necessity for providing **mental health and psychosocial support** services together with other forms of humanitarian assistance. The feeling of fear, lack of safety and sometimes trauma is very present in communities affected by the earthquake. Authorities have set up temporary medical facilities in some of the affected areas to serve some of the communities.

Considerable damage to houses, buildings and infrastructure has also **limited access to livelihoods** in affected communities. Many people in remote areas rely on barter trade for survival and have found their resources destroyed or made inaccessible under the rubble of their damaged homes.

With the damage to schools and educational institutions, the beginning of the school year in September 2023 had also been disrupted, with many children, especially girls, losing access to primary education. Most pupils have gone back to school for the remainder of the school year after a few weeks, however in often difficult conditions (tent classrooms for instance) or putting them at further risks when **damaged schools** were still being used. Teachers often lost their accommodation and since then live in difficult conditions.

IV. Operational risk assessment

The security situation in Morocco is generally stable. The threat of aftershocks or unpredictable seismic recurrences, especially for *MRC*, *IFRC* and partners working in the Atlas Mountain regions, still exists. Extreme weather events, especially potential heatwaves during the upcoming summer months can result in possible negative impact on operations. Risks identified in the Operational Strategy remain relevant.

Risk	Likelihood	Impact	Mitigation Steps
Import of humanitarian goods faces long delays in customs and limited availability in local market	High	Very High	<p>Continue Humanitarian Diplomacy with the Government of Morocco to allow import of goods.</p> <p>Schedule meetings with customs to review procedures and agree on faster processes.</p> <p>Explore import modalities in coordination with Movement partners.</p> <p>Develop strong relationships with local trustworthy suppliers to prefer local procurement when feasible.</p>
Lack of attractiveness of <i>IFRC</i> for suppliers due to complex procurement processes and payment conditions, resulting in difficulty identifying local suppliers and increased unattractive proposed offers to the local market. This leads to limited local suppliers wanting to work with <i>IFRC</i> .	Very High	High	<p>Use a country-wide approach to local procurement rather than a localised one.</p> <p>Propose to adjust and contextualise procurement processes to better match the practices in country.</p> <p>Ensure quality assurance of products by <i>IFRC</i> technical experts to meet the highest available standards.</p> <p>Coordination with <i>MRC</i> and other <i>PNS</i> to facilitate the acquisition of products based on their respective procedures.</p>
Limited multilateral coordination systems for humanitarian actors and low awareness of interventions by non-traditional organizations.	High	Medium	<p>Conduct bilateral coordination with government representatives at all levels as well as with UN agencies and other non-traditional organizations at field level.</p> <p>Continue Humanitarian Diplomacy with the Government of Morocco.</p>
Extreme weather events trigger changing needs for communities and render access and/or working conditions difficult.	Very High	High	<p>Prioritise higher altitude and less accessible communities to receive earlier <i>Relief</i> and support.</p> <p>Anticipate seasons ahead with different needs for communities and stock contingency planning for winter and summers.</p> <p>Adjust activity planning to ensure duty of care to staff and volunteers and provide appropriate equipment and refreshment during working hours in the field.</p>

<p>Lack of adaptability of payment procedures results in difficulties 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.</p>	<p>Very High</p>	<p>High</p>	<p>Establish a sustainable treasury flow in-country, seek longer-term agreements with suppliers moving into bank transfers, and develop a Federation-wide procurement plan.</p> <p>Propose contextualised standard operating procedures in procurement and finances that would support mitigating and covering those risks.</p>
<p>Limited capacity to meet earmarked partner requirements on funding pledges due to initial delays on implementation and overlapping or sometimes conflicting priorities</p>	<p>Very High</p>	<p>Medium</p>	<p>Continue advocacy with partners on importance of unearmarked contributions.</p> <p>Request for extensions of pledge timeframes and flexibility from donors.</p> <p>Scale up operation's human and logistical resources to increase delivery pace.</p>
<p>Limited systems are in place for safeguarding</p>	<p>High</p>	<p>High</p>	<p>Support <i>MRC</i> in the development and rollout of <i>PGI</i> and <i>PSEA</i> policies.</p> <p>Set up safeguarding systems, and appropriate, safe and confidential referral mechanisms for protection cases.</p> <p>Put in place internal and community reporting, complaint, and feedback mechanisms together with the <i>CEA</i> team.</p>
<p>Challenges in recruitment and deployment of international staff due to language requirements, and administrative constraints.</p>	<p>High</p>	<p>High</p>	<p>Conversations between <i>MRC</i> and the Moroccan government to support visas and residency requests for <i>IFRC</i> and partners' international staff.</p> <p>Explore the possibility of a obtaining a legal status for <i>IFRC</i> in Morocco to ensure long-term support to <i>MRC</i> can be provided.</p> <p>Develop workforce plans, improve recruitment planning and expand use of diversified job advertisement platforms.</p>

B. OPERATIONAL STRATEGY

Update on the strategy

Nine months after the earthquake, the response phase remains the priority while the transition from an Emergency to an Early Recovery phase is also being initiated. A revised Operational Strategy further reflecting this shift will be published in August 2024¹⁰.

As outlined in the initial Operational Strategy, the Early Recovery strategy aims to move from immediate relief activities to addressing longer-term needs. Recovery planning will incorporate multi-hazard risk reduction programming at the community level, notably addressing disaster and climate risks, health (*Community-Based Health and First Aid*), Protection, gender and inclusion (*PGI*), and mental health and psychosocial support (*MHPSS*). Additionally, food security and livelihoods programming tailored to the local context and capacities will be progressively implemented. Longer-term *WASH* needs will be explored to adequately complement the infrastructures and hygiene awareness efforts established during the emergency phase. *Cash*-based programming will be further advocated and expanded to enable the population to allocate resources towards their most pressing needs, or as cash dedicated to a specific sectoral assistance. The shelter intervention strategy will scale up the installation of *Transitional Shelter Units (TSUs)* for communities' housing, communal spaces and department of education, while advocating for adequate long-term reconstruction and rehabilitation strategies for demolished or repairs for partly damaged homes. Additionally, the strategy will emphasize participatory approaches that involve communities in developing and owning these shelter and settlements solutions, while strengthening community resilience.

The recovery operational strategy will be delivered through an integrated approach providing a minimal package of activities to the same villages that were supported during the relief phase, and tailored activities based on the findings of the Enhanced Vulnerability and Capacity Assessment and risk mapping. This will ensure that the intervention reinforces community resilience and well-being by offering an exhaustive and sustainable support.


Where necessary, relief response interventions will continue to support affected communities, with the goal of integrating more long-term recovery and resilience building efforts. Recovery interventions will persist in the three provinces of *Chichaoua*, *Taroudant*, and *El-Haouz/Marrakesh*, with the addition of a fourth province, *Azilal*, where a scoping visit for inclusion in the response will be conducted in the last quarter of the year.

Furthermore, there will be a stronger focus on enhancing the capacity and sustainability of both affected communities and the *National Society (NS)*. Efforts will be directed towards supporting the *Moroccan Red Crescent's (MRC)* development in technical expertise, volunteer management, financial and administrative services, and accountability. This includes collaboration with *IFRC* and partners to improve *MRC's* administrative, logistics, procurement, and human resource management capabilities, as well as advancing planning, monitoring, evaluation, and the management of volunteers, digitalisation and resources to ensure *MRC* is well-prepared for future disasters. Additionally, the upcoming strategy update emphasizes more participatory and community-based approaches for the affected communities.

¹⁰ *Operation Strategy was launched in November 2023. Accounting for nine months of post-earthquake response, a revised and second Operational Strategy is about to be published. See: [Morocco: Earthquake | IFRC](#)*

C. DETAILED OPERATIONAL REPORT

I. STRATEGIC SECTORS OF INTERVENTION

	Shelter, Housing and Settlements	People reached: 18'788	
Objective: <ol style="list-style-type: none"> 1. <i>Emergency phase: Communities in crisis-affected areas restore and strengthen their safety through emergency shelter and household items provision.</i> 2. <i>Resilience building: Meet the medium-term shelter needs and urban resilience in line with principles of dignity, protection, and an integrated approach.</i> 3. <i>Offer technical and strategic support to governorate-level local high Relief committees on shelter strategy/solutions and actions</i> 			
Key indicators			
Indicator (number)	Actual	Target	
Households provided with assistance for repairs or construction	Not started	1,000	
Households provided with <i>Transitional Shelter</i> assistance (<i>winterized tents</i> and <i>Transitional Shelter Units</i>)	202 ¹¹	2,300	
Households provided with support for <i>winterisation</i> of tents	490	2,000	
Households provided with <i>Shelter NFIs</i> (household items and tarps)	4,738	4,000	
Affected people who attended awareness sessions on <i>Shelter</i> and emergency household items	354	600	
Safe and winterized communal spaces in tented settlements (e.g., communal <i>TSUs (Better Shelter)</i> kitchens, temporary learning spaces, social spaces) supported	33 ¹²	20	
Sites benefiting from temporary site improvement activities	10	30	

¹¹ 169 TSUs and 33 Winterised Tents

¹² 32 spaces created for schools (classrooms), 1 communal kitchen space.

Staff and volunteers trained on the implementation of <i>Shelter</i> activities	47 women, 116 men	150
People taking part in daily labor related to <i>Shelter</i> and settlements	58	-

Shelter - Emergency Phase:

- Relief distributions

Emergency response activities continued to ramp up in 2024 with 85 villages reached by the end of June 2024 in the three targeted provinces. Distributions of essential household items and emergency shelter items continued throughout the past nine months of the response and contributed to improving the affected populations day to day comfort and dignity. In January 2024, tarpaulin distributions were removed from the general relief package and have since been more specifically used to assist villages needing tent repairs and reinforcement. The package, procured by the *German Red Cross*, included two tarps and a tent repair kit¹³. Communal awareness sessions were conducted to help households improve their tents and temporary shelters. Blankets and tarps have been crucial for protecting people as temperatures in higher elevations dropped below zero at night during December and January. Community consultations revealed a preference for thicker blankets, thus once the stock of thicker blankets was depleted, families were provided with two medium-warmth blankets instead.

	<i>Communes</i>	<i># of villages</i>	<i>#households received Blankets</i>	<i># households received Kitchen Sets</i>	<i># households received Tarps</i>
<i>Chichaoua</i>	Adassil	9	570	570	475
	Immindounit	7	436	436	397
<i>El-Haouz</i>	Aghbar	12	738	738	0
	Azgour	4	292	283	0
	Azgour	2	308	308	0
	Ijoukak	7	354	354	354
	Imgdal	3	312	312	0
	Talat N'Yakoub	6	307	302	0
<i>Taroudant</i>	Ida ougmad	1	35	35	35
	Imoulass	1	8	8	0
	Oneine	2	105	0	60
	Tafingoult	7	206	206	0
	Taljgount	5	254	254	225
	Tizi N'tast	19	813	813	240
TOTAL		85	4'738	4'619	1'786

¹³ 30m of rope, wire, hammer, and adhesive tape.

In January 2024, at the request of the *Ministry of Education*, 500 displaced students residing in dormitories in *El-Haouz* were provided with thick blankets. In February, an additional 292 students in similar living arrangements received two medium-warmth blankets each, along with hydroalcoholic gel for hygiene. Procurement is underway for 500 bunk beds, 500 mattresses, and 1,000 blankets to further improve their living conditions. In *Marrakesh*, hygiene kits have been distributed to 2,847 students across 12 schools.

- **Winterized Tents**

The *MRC*, with the support of the *German Red Cross (GRC)* and *IFRC* procured 1'000 *winterized tents* early in 2024, as they constituted a suitable shelter emergency option for a duration of up to a year. To date, 33 *winterized tents* procured by *GRC* were distributed (3 in *Chichaoua*, 30 in *Taroudant*) including a wooden floor and 3 *IFRC Family tents* were distributed to teachers, which include a foam floor insulation system.

While the procurement and delivery for those *winterized tents* was finalized, the shelter strategy evolved towards installing *Transitional Shelter Units (see further dedicated section)* as they became a more suitable option, as they are more spacious and comfortable than the *winterized tents*. A targeting strategy was initially set up to use the *winterized tents* either to complement the *TSUs* or to replace damaged tents. However, authorities decided to limit the distribution of tents for families that had already received one, while this topic remained under discussion and *MRC* moved forward with the distribution and installation of *Transitional Shelter Units (TSUs)* produced by *Better Shelter Organization*.

The provision of *winterized tents* will hence become a part of *site improvement* activities, *MRC* staff will be assessing the status of the previously distributed tents to support them with additional material or *shelter repair kits* to reinforce the structure before the arrival of the next winter season. Additionally, *German Red Cross* purchased *flooring kits (OSB boards and wood beams)* to complement the *winterized tents* that will be provided to the families that are living in affected tents or other beneficiaries identified selected under the *Early Recovery* strategy.

- **Site Improvement and Decongestion**

Across the three provinces, 363 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.

As part of the *Site Improvement and Decongestion* activities, the *MRC* staff and volunteers delivered community-based participatory **hazard identification and planning** in *Taroudant*¹⁴ and in *El-Haouz*¹⁵, as described below:

¹⁴ *Imin Ighzar, Anzefi and Tindri in Chichaoua, in Takoucht, Ait Yahya, Ait Youssef, Tizrat and Chafarni-Achbarou*

¹⁵ *Ait Zitoun and Idisyar*

- 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 *Taroudant*¹⁶ and some were installed on latrine blocs in *Chichaoua*. Additional 300 fire extinguishers were purchased. Planning is underway to implement the distribution to the communities¹⁷ along with instruction sessions assisted by local civil protection teams to learn how to use them.

<i>Activities</i>	<i>Description</i>	<i>El Haouz/ Marrakesh</i>	<i>Taroudant</i>	<i>Chichaoua</i>
<i>Settlement site improvement and decongestion</i>	# of villages supported with participatory planning, risk reduction awareness	2	5	3
	# of community tool kits distributed	2	9	4
<i>Winterization support</i>	# of villages receiving floor kits	2	6	2
	# of households received floor kits	12	254	97

The shelter needs of households with damaged or destroyed homes continue to evolve. While some families have begun repairs and rebuilding with the help of government reconstruction initiatives, many others have yet to start. Issues such as demolition challenges, construction costs, and the availability of skilled technical supervision have hindered rebuilding progress.

Shelter - Early Recovery Phase:

- **Transitional Shelter Units (TSUs)**

Selected for being a more adapted and comfortable shelter solution than tents, *Transitional Shelter Units* (produced by *Better Shelter* organization) have undergone a successful pilot phase in all three provinces throughout the first trimester of 2024. 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.

¹⁶Takoucht, Ait Yahya, Idaougmad and Ait Youssef

¹⁷ Villages will receive one extinguisher for every 5 households (approximately).

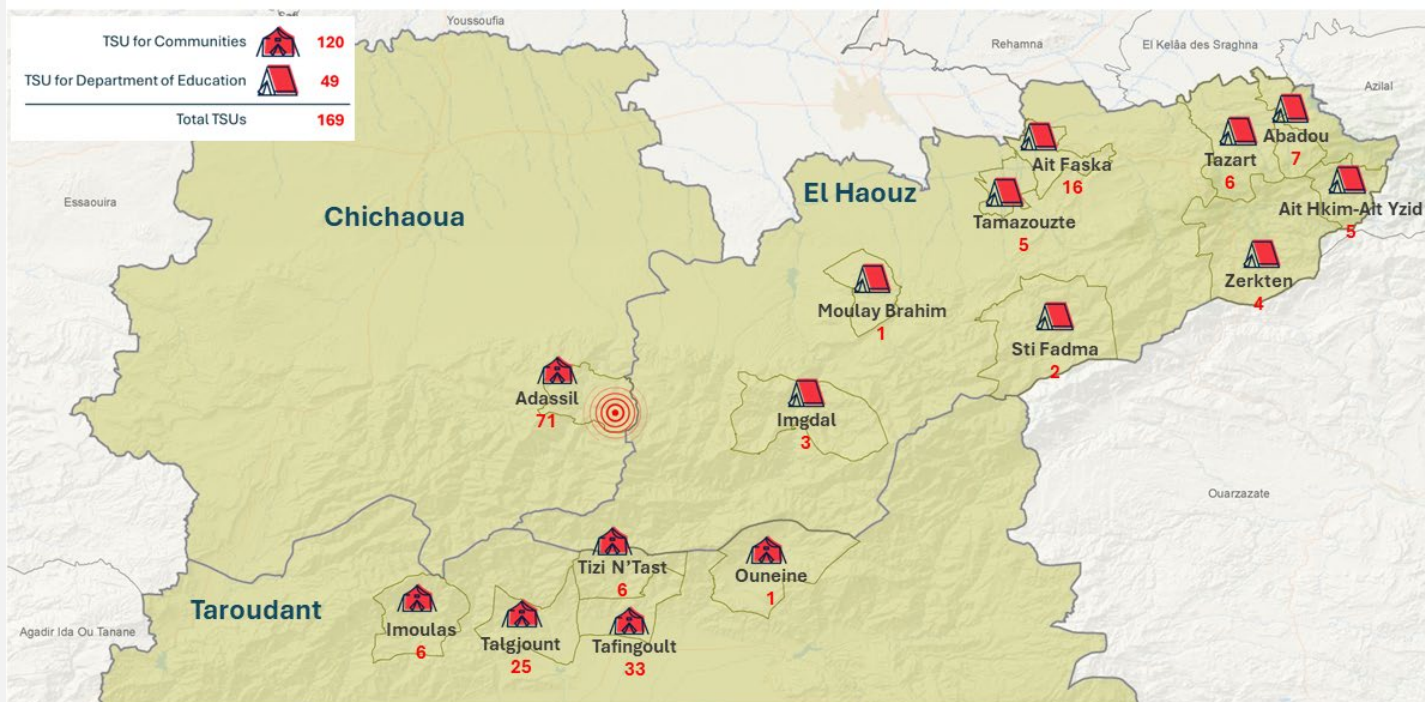
To reflect their role as temporary-only (i.e. non-permanent) shelter solutions, and to adapt insulation to Morocco's climate while still ensuring strong anchoring in high-wind areas where standard cable anchors were insufficient, the team proposed a 15 cm concrete anchoring slab. This slab, poured above ground, can be easily removed if the *TSUs* need to be relocated. The slab's weight and its strong connection to the frame were deemed crucial for reassuring communities that experienced tent destruction during winter storms. The team also tested various insulation options. Market assessments of locally available materials and installation techniques in February led to the final choice of a combination of mineral wool and a 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 relocated as the family transitions to a permanent solution. From March onwards, teams thus used the new design in the communities to train volunteers and prepare for the scale-up of installations.

In early May, a refresher training session was organized for 26 *MRC Shelter* staff members¹⁸, including officers, assistants, and volunteers. The training, conducted by the *Better Shelter* technical team and the *IFRC Shelter* team, lasted three days. Participants received step-by-step guidance on installing the *TSUs*, along with risk and safety and guidelines, and instructions on testing the ground to select the appropriate foundation for the *TSU* structures. The training took place in *El-Haouz*, gathering staff from the three provinces. To conclude the training, a *TSU* was installed as a classroom in a school affected by the earthquake, which will soon enter the rehabilitation phase.

To enhance the team's installation capacity, *IFRC* recommended training additional volunteers to form up to three teams working simultaneously in each branch. This requires the mobilisation and availability of resources such as transportation, planning and procurement of materials.

¹⁸ 22 men, 4 females

Morocco Earthquake 2023
Shelter – TSU Implementation
 Sept. 2023 to June 2024



Map 2 - Transitional Shelter Units (TSUs) installed, per commune

In *El-Haouz*, the focus is on installing *TSUs* for the Department of Education, with 49 *TSUs* already set up as temporary classrooms and living spaces for teachers. In close coordination with authorities, *MRC* aims to complete the installation of 100 *TSUs* by the end of July. In *Chichaoua*, the team is also collaborating with the Department of Education to assess schools listed as candidates for *TSU* installation. While awaiting final approvals, the branch has installed 49 *TSUs* in various villages affected by the earthquake, following technical assessments and eligibility criteria. Further installations in order to reach up to 70 education-*TSUs* are planned for September. In *Taroudant*, all 71 *TSUs* installed are dedicated as living spaces for the affected communities. The team is addressing site-specific details, using innovative approaches to overcome challenges and maintain the response in designated areas.

<i>Taroudant</i>	<i>Chichaoua</i>	<i>El Haouz</i>	Total
71	49	49	169
Affected communities	Affected communities	Department of Education	

A convenient feature of the *TSUs* is the flexibility to customise their sizes or combine multiple units, which allows the field teams to work with communities or educational authorities to determine the most suitable configurations for their needs. This is done in accordance with the technical instructions from *Better Shelter* manuals and field team guidelines. On the other hand, challenges in procuring insulation materials have caused delays, forcing some reviews to the design. To mitigate this, a procurement tender has been launched to establish a framework agreement with suppliers. This aims to ensure material availability and adaptability to any design changes in *TSU* insulation and flooring. Alternative solutions are also being explored to secure all necessary materials dedicated to improving the living conditions within the *TSUs*.

A scale-up plan to achieve 1,000 *TSUs* by the end of 2024 is currently underway. Meanwhile, the team continues to assess new locations, select beneficiaries, engage with communities on selection criteria, and ensuring implementation aligns with technical guidelines and adapts to local weather conditions.

- **Social Technical Support for Repairs and Settlement Decongestion:**

Returning to their pre-earthquake homes and begin repairs or rebuild is a complex process for many vulnerable families. While government authorities have provided financial support to assist families with damaged or destroyed homes, additional support is needed for clearing rubble, planning safe repairs, securing permits, contracting builders, and overcoming the psychological barrier of seismic danger. In some cases, geotechnical assessments have identified hazards that necessitate resettling to a new area.

The *MRC* is well-positioned to leverage the strength of its volunteers to support families through the next steps of the shelter process. The team is developing a social-technical support programme, which includes a crucial partnership with seismic engineering experts, offering the following support activities:

- Seismic risk and reconstruction information campaigns, providing essential information on understanding earthquake risks, safe repairs, and available government financial support.
- Assistance for families in applying for subsidies, addressing grievances, accessing services, and referrals to organizations that can support them in specific areas.

Additionally, *MRC* and *IFRC* are planning a pilot program in partnership with *Miyamoto International* to facilitate light to medium repairs in one community. The programme aims to:

- Conduct detailed damage assessments and provide technical recommendations in coordination with government offices.
- Offer technical support, guidance, and assistance to families for repairs and reconstruction.
- Enhance local skilled worker capacity through training and contracts for daily labor.
- Assist households in returning to their homes once they are inspected and deemed safe and support them in transporting their belongings. Given the potential trauma of this return, PSS-trained volunteers will be essential.
- Remediate temporary settlement sites.
- Provide technical support for water supply and sanitation in residences.

Miyamoto, with the support of *MRC* and *IFRC*, conducted several field assessments to identify a suitable village for phase one of the pilot. The village of Takoucht, (in the Ounaine commune in *Taroudant*), was selected for its optimal characteristics for implementing the proposed pilot. Coordination with authorities has been ongoing to explain the pilot's objectives, activities, and evaluation criteria to determine if it can be a sustainable response replicable in other earthquake-affected areas. Authorities have responded positively to the project. *MRC* and *IFRC* are working to secure official approval and prepare the necessary agreements with *Miyamoto*.

- Shelter Team development – HR

Staffing

The planned scale-up of Shelter activities necessitated the expansion and training of the team. Following recent recruitment efforts, the current team structure is as follows:

- *IFRC*: 1 Shelter Coordinator and 1 Roving Shelter Delegate,
- *MRC*: in each branch (*Chichaoua*, *Taroudant*, *El-Haouz/Marrakesh*): 1 Shelter Officer, 2 Shelter Assistants and volunteers.

The team is still seeking to expand further to support the ambitious scale-up of *TSU* installations. The *IFRC* is looking to recruit 2 long-term *Shelter Delegates* and 3 national *IFRC Shelter Officers*. This expansion aims to enhance our capacity to deliver timely and effective shelter solutions to those in need.

Team capacity

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. 47 women and 116 men have received training to date¹⁹.

An *Emergency Shelter Component* is being delivered within the *Emergency Response* Training provided to newcomer volunteers when joining the *National Society*. This 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.

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 more ad-hoc conversations on longer-term shelter-support strategies.

¹⁹ Challenges were encountered in certain branches, such as *El-Haouz*, where the availability of volunteers was limited. As a result, alternative solutions were implemented, including the use of unskilled labour from the field. The number of volunteers can be coordinated by field coordinators, as these volunteers are engaged in multiple activities, not solely focused on Shelter.

- Shelter & Crosscutting PGI

The *MRC* is committed to training female volunteers to lead *Shelter* activities, ensuring that women in the communities are engaged and their feedback is gathered. Since women often manage the household and spend significant time in the shelter, understanding their specific needs is crucial. Additionally, there are opportunities for women to participate in repair and reconstruction efforts, which can be better approached by consulting them in separate groups.

Accessibility is a key consideration in shelter installations. For the *TSU*, a ramp can be constructed using wood for the floor to provide easy access through the larger door. The *TSU* also includes a portable solar lamp/charger unit to enhance security when family members leave them at night to use communal latrines.

For all construction-related activities involving community members, the *MRC* supplies adequate personal protective equipment such as gloves, eye protection, helmets, and boots, and conducts safety training sessions. Teams are encouraged to start each day with a safety briefing. Volunteers are trained in *First Aid* and carry *First Aid kits* during installation and construction activities.

The *TSUs* provide beneficiary households with an increased feeling of dignity and safety, and this has been reported through all community feedback received by communities. To increase this feeling and the overall well-being of households, the shelter team will assess when there is a need to provide small additional equipment such as locks, additional solar lamps, fans, separations in the *TSU* etc.

Further development of the *Protection and Gender Inclusion* considerations in *Shelter* have been initiated will be strengthened when dedicated staff capacity is in place.



Food Security and Livelihoods

People reached: 139 HH

Objective:

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

Key indicators

Indicator (number)	Actual	Target
Food assistance Food assistance provided to households	139	6,600
Improvement of income sources Skills development and vocational training for community members	/	36
Households are supported in improving their income generation	/	100
Households benefiting from income-generation activities	/	100
Food production and income-generation Households receiving goat restocking packages	/	100
Community risk reduction and protection of livelihoods Community micro-projects identified and supported	/	9
Livelihood Awareness MRC staff and volunteers receiving vocational training	/	/

▪ FOOD SECURITY

To complement support from the Government to cover the immediate food needs of the affected populations, the MRC planned to provide in-kind *Food Parcels* for 6,600 households after the end of Ramadan not to duplicate the aid received from various associations in Morocco including the Mohamed V foundation. The procurement process for 6,600 *Food Parcels* began locally in February 2024. However, the procurement faced a setback due to a failed tender process. The tender was relaunched, and a supplier was identified. The purchase order was made in early June and delivery planned for June and early July.

In June 2024, MRC's management approved the distribution strategy for the *Food Parcels*, and branches were in discussions with local authorities to approve the targeting. MRC aimed to support all the villages that had received

assistance as part of the *Relief* operation, enabling them to invest in their houses or livelihoods rather than their immediate needs.

In June, the procurement process for *Food Parcels* was finalized, allowing deliveries to begin. The delivery included 6,600 *Food Parcels*, constituted as below:

Wheat flour – 25kg	White sugar – 1kg	Long white rice - 1kg
Canned tuna - 125g	Concentrated milk - 410g	Tomato concentrate – 850g
Canned sardines - 125g	Green tea beans – 500g	Dates - 1kg
Extra virgin olive oil – 1L	Dry lentils - 1kg	
Vegetable sunflower oil – 5L	Dry white beans - 1kg	

Also in June, planning for the registration and distribution of *Relief* and *Food Parcels* for the upcoming two months was in progress in all three branches. The distributions have started solely in *Chichaoua* as of end of June and are expected to be completed by the end of July for this province. As for *Taroudant* and *El-Haouz*, distributions are planned throughout July and August through a staggered approach.

By the end of the reporting period (30 June), the *Food Parcels* distribution is as follows:

Branch	# Food Parcels distributed	# Beneficiary Households
<i>Chichaoua</i>	139	139
<i>Taroudant</i>	0	0
<i>El-Haouz</i>	0	0
TOTAL	139	139

It is to be noted that in *El-Haouz*, the *Community Engagement and Accountability (CEA) team* collected feedback from six communities, revealing that food baskets and clothing were the most recurrent needs reported. *CEA Officers* participated in the registration and distribution processes of the *Food Parcels*.

▪ LIVELIHOODS

At the end of 2023, an initial technical assessment was conducted by *IFRC's surge Recovery Coordinator* to serve as a base for the development of a robust livelihood approach by *MRC* with joint support of *IFRC* and the *Qatar Red Crescent (QRC)*. Between March and June 2024, a *Livelihoods and Recovery Coordinator* was deployed to lead on the development of the Livelihoods strategy for the operation and ensure alignment and synergies with other sectors for the recovery phase.

In April 2024, *planning workshops* took place in all three provinces, identifying two main objectives for the livelihood's intervention:

- 1) Enhance existing activities: provide training in climate-adapted farming techniques, strengthen irrigation systems, and offer tools and training for managing small businesses and vocational training.
- 2) Diversify income sources: reduce reliance on a single, climate-dependent income source by offering vocational training, processing agricultural products, conducting market research, and providing start-up capital for new ventures.

During May, the Livelihoods strategy was further developed and shared with *MRC* and all partners. Several assessments were used or planned to inform the strategy. From initial rapid needs assessments conducted right after the earthquake, qualitative data provided by key informants at village level, as well as relevant government technical services, have consistently highlighted the need to find sources of income to support rural livelihoods and sources of income for rural populations affected by the earthquake.

Notably, a Livelihoods scoping study on vocational training and skills development for income-generating opportunities took place from mid-April to the end of May. The field mission included a preparatory desk review, field visits to all three branches, and meetings with key stakeholders such as representatives of public authorities, government technical services, civil society actors, economic actors, cooperatives, associations, and communities. The various scoping and preparatory activities on livelihoods have resulted in the following strategic initiatives:

Livestock support

The foreseen livelihoods intervention will entail the distribution of livestock and training on animal husbandry, distribution of seeds, tree planting, and training for farmers. 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. This will be supported by *IFRC* and the *Qatar Red Crescent*.

Diversification of sources of income - vocational training

The livelihoods scoping study on vocational training and skills development in earthquake-affected areas aims to identify and recommend the most promising employment opportunities for those impacted by the earthquake, with a particular focus on gender and youth. By mapping vocational training actors, institutions, and courses relevant to the skills development of the affected populations and assessing their potential entry into the formal labor market, the study will recommend timely vocational training opportunities that promote human capital development. This strategic activity will be closely linked to opportunities for paid work in the reconstruction of douars over the next few years and is connected to our *Shelter* and *WASH* activities.

Diversification of sources of income - collective income-generating activities

The foreseen livelihoods intervention will entail the women's economic empowerment (handcraft, cooperatives, etc.) which will be closely linked to psychosocial well-being. 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.

Protecting livelihoods through resilience-based approaches - DRR and restoration of farming systems

The *Community-Based Disaster Risk Reduction (CB-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.

IFRC aims to recruit a *Livelihoods Delegate* to technically support the MRC livelihoods staff who will shortly be recruited with the implementation of the livelihood's strategy. The work in this sector is anticipated to start in the last quarter of 2024.



Multi-purpose Cash

People reached: 228 HH

Objective:

Households are provided with unconditional/multipurpose cash grants to address their basic needs

Key indicators

Indicator (number)	Actual	Target
Number of beneficiaries receiving cash transfers	228	3800
Total amount of cash transferred to beneficiaries vs. planned amount	CHF 0.010m ²⁰	CHF 2.138m ²¹ TBC
Percentage of beneficiaries who report satisfaction with process and methods of implementation	n/a	80%
# MRC staff trained in CVA	12	36

Cash and Voucher Assistance (CVA) had not been utilised in the earthquake response up until the development of a *Cash Pilot* project due to take place end of June-July 2024, given an initial reluctance from authorities and the National Society's limited capacity in implementing CVA programmes. However, the situation evolved in the first quarter of 2024 and continued with the arrival of an *IFRC CVA Delegate* at the beginning of March to support and

²⁰ Amounts transferred to the beneficiaries (fees excluded): 241'680 MAD for the pilot (exchange rate 23.07.2024)

²¹ Target: 23'658'663 MAD (exchange rate 23.07.2024)

guide *MRC* in initiating a *CVA* intervention. Discussions with authorities then opened the door to deploying cash as an intervention modality option. A pilot project for 228 households in *Taroudant* has thus been developed during May/June 2024.

In March, contact was made with other humanitarian organizations potentially interested in the *CVA*. The decision was made to operate the first pilot in the *Taroudant* branch, focusing on cash for basic needs, *i.e.* unconditional cash, also called *multi-purpose cash assistance (MPCA)*. The first *MRC* focal point for the *Taroudant* branch was also recruited.

In April, a community meeting was held with stakeholders in Imouzaz commune (*Taroudant*) to carry out a *CVA* assessment in collaboration with the *CVA* and *Shelter* teams. Additionally, *CVA* training *Level I* was organized for *MRC* staff. Furthermore, the first discussion with *Taroudant* local authorities about the *CVA* pilot took place. Lastly, initial thoughts on *Cash-for-Shelter* for a project to clear away destroyed houses were also discussed.

In May, the *CVA* pilot project design progressed, targeting 228 households in 6 villages of *Taroudant*. Preparatory work and discussion with *Taroudant's* authorities were underway, awaiting their final green light to initiate the registration of beneficiaries. Additionally, a 5-day *CALP Level II CVA* training was conducted for 12 participants from the 3 *MRC* branches. The recruitment of the *CVA Officer* for the *Chichaoua* branch was completed. Lastly, data collection equipment (smartphones, laptops, and power banks) was purchased for the 3 branches.

In June, *Market and Financial Service Provider* assessments were conducted in Oulad Berhild, the marketplace for the residents of Chafarni in *Taroudant*. A total of 20 *MoneyGram* offices were located, ensuring sufficient liquidity for the operation. The preparatory work for the *Cash Pilot* project was thus finalized, as local authorities granted approval. As a result, 228 households in the 6 villages of Chafarni will receive 1'060 MAD (\pm 100 CHF), distributed in two instalments of 530 MAD each. The additional 30 MAD is intended to cover transport costs to the *MoneyGram* offices. The first instalment was scheduled from end of June to early July 2024, and the registration of the 228 beneficiary households was completed through the *Red Rose Collect*.

A *CVA* workshop is planned for July, to take stock on the pilot's launch and discuss future *CVA* strategies, notably envisaging a scale-up for the pilot as well as the use of the cash modality for sectoral assistance, such as *Cash-for-Shelter*.

The *CVA* strategy will complement *in-kind* assistance and support the recovery of the local economy. Livelihood recovery interventions will need to be strongly linked to increasing household purchasing power.



Health & Care

(Mental Health and psychosocial support / Community-Based Health / First Aid / Medical Services)

People reached: 140

Objective:

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

Key indicators

Indicator (number)	Actual	Target
Schools reached with First Aid activities/trainings in the response period	-	100
Communities reached with Community-Based Health activities (e.g., CB-HFA)	-	20
People reached with health promotion, awareness, and other outreach activities for the prevention and control of diseases	-	26,000
People reached with Psychosocial Support (PSS) activities	-	26,000
Volunteers and staff trained on First Aid, disease prevention, health promotion and/or PFA facilitation	140	300

At the start of the response, the *Moroccan Red Crescent (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 (CB-HFA)* component, designed with support from *IFRC* and the *German Red Cross (GRC)*, complements *WASH* interventions, especially *Hygiene Promotion (HP)* and *Disaster Risk Reduction (DRR)* activities. Training of staff and volunteers on *disease prevention* and *health promotion* will be conducted by *MRC* with technical support from *IFRC* and *GRC*. This comprehensive approach aims to build volunteer capacities and raise community health awareness.²²

In January 2024, the *German Red Cross (GRC) Regional Health Advisor* conducted a scoping mission to define, in collaboration with *MRC* and various partners, the topics of *CB-HFA* to be adapted and implemented in the Moroccan context. A work plan with clear next steps was developed. As the initial step, a *Training of Trainers (ToT)* for 24 staff and volunteers from 12 branches, along with five participants from the Ministry of Interior, is scheduled for July 2024. This training, co-facilitated by the *IFRC Regional CB-HFA Senior Officer*, aims to build capacities in *CB-HFA*. Subsequently, a cascade training approach will be employed to train additional volunteers in each branch, who

²² A detailed overview of the health section can be found in the previous Operation Update: [Morocco: Earthquake | IFRC](#).

will then educate the targeted communities to implement the agreed activities based on the local context. In May 2024, a *GRC Health Delegate* has started to support for these specific activities.

Additionally, in May 2024, a half-day visit by the public *Head of the Health department* and the *Health Delegate* was conducted to discuss *Community-Based Health* with branch teams, aiming to understand local needs and capacities. A measles outbreak in some intervention areas will be addressed in *CB-HFA* training to equip teams for community awareness-raising.

Following the *CB-HFA* trainings, *enhanced Vulnerability and Capacity Assessments (eVCAs)* will be conducted, accompanied by awareness campaigns on *Health* and *DRR*, outreach activities, and *First Aid* training in schools and communities. Tailored awareness sessions will disseminate key health messages to mitigate, prepare for, and respond to identified hazards. *First Aid* trainings in schools are planned to launch in October 2024 in Chichaoua.

The *French Red Cross (FRC)* will support *MRC* in expanding their *First Aid* programme, initiated in May by updating the training curricula in collaboration with *MRC's* pedagogical team. *Psychological First Aid (PFA)* remains a priority. The *FRC* will also expand the *Mental Health and Psychosocial Support (MHPSS)* component, aligning with *MRC-GRC* collaboration to enhance *MRC's* response capacity. The *MHPSS Delegate* will begin assessments in July 2024, with the recruitment of the national *MRC's MHPSS Coordinator* expected to be finalized in August.

Lastly, the *Qatar Red Crescent (QRC)* will rehabilitate 10 primary health centers, repair buildings, and provide equipment in *Chichaoua* and *El-Haouz* provinces. An in-depth health system assessment is planned with the *French Red Cross* to develop a long-term program.



Water, Sanitation and Hygiene

People reached: 14,389

Objective:

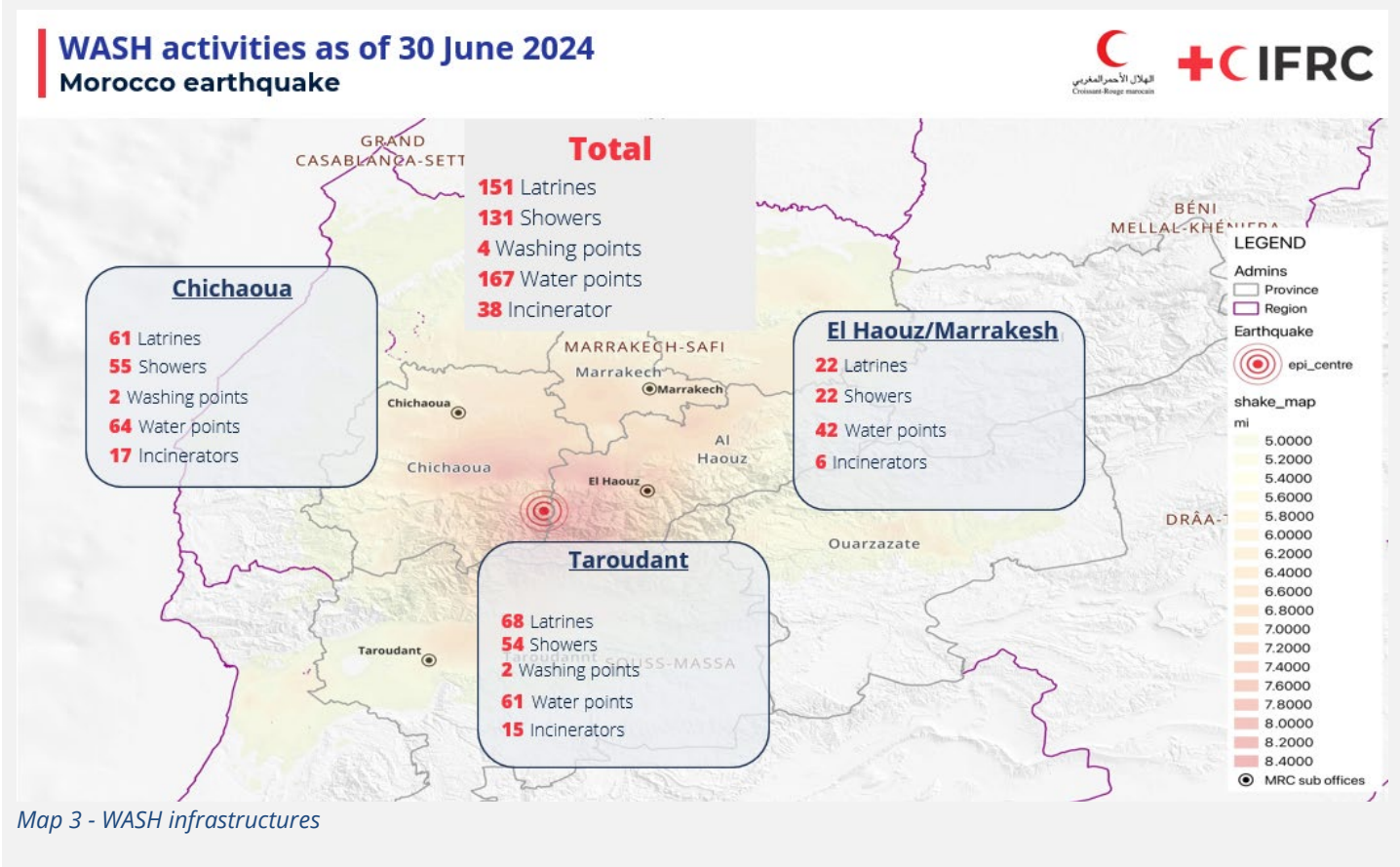
In coordination with relevant government agencies, reduce the risk of waterborne diseases and ensure the dignity of the affected population through the provision of safe, inclusive WASH services.

Key indicators

Indicator (number)	Actual	Target
People reached with one or more <i>hygiene items</i> (soaps, buckets, basic cleaning products)	14,389	50,000
People reached with <i>hygiene kits</i>	14,389	10,000
People reached by <i>Hygiene Promotion</i> activities in the response period.	5,146	50,000

Water points installed/rehabilitated/treated	167	-
Villages reached with <i>WASH</i> assessments conducted in coordination with other sectors and implementing partners	25	-
Latrines installed	151	-
Showers installed	131	-
Incinerators installed	37	-
Volunteers trained on the delivery of effective <i>Hygiene Promotion</i> in emergencies	176	-
People taking part in daily labor related to <i>WASH</i> activities	419	-

- Overview of *WASH* interventions



a) Emergency phase

After conducting initial *Water, Sanitation, and Hygiene (WASH)* assessments and distributing *hygiene items* in the early weeks of the response, the *MRC*, in collaboration with authorities, adjusted the *WASH* response to ensure access to sanitation and water points that meet *SPHERE Standards* and are tailored to the local context. This effort was accompanied by the dissemination of key *Hygiene Promotion* messages.

Supported by several *Partner National Societies (PNS)*, two *Emergency Response Units (ERU)* were deployed at the onset of the emergency, focusing 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)*. Instead of bringing all equipment as usual, these teams adapted their approach to the local context, supporting the local economy by using materials available in the intervention areas and collaborating with local suppliers. By mid-December 2023, the two teams merged into a single *ERU* team, showcasing the flexibility and adaptability of the *MRC* partners.

The *ERU* mission concluded in February 2024, having successfully trained the *MRC WASH* teams. A *WASH Officer* position was established in each branch and a total of 177 volunteers were trained in *WASH* and *Hygiene Promotion* during the *ERU* mission. The training included 58 participants in *Chichaoua* (26 women and 32 men), 81 in *Taroudant* (47 women and 34 men), and 38 in *El-Haouz* (22 women and 16 men). These *MRC* teams will continue to lead community efforts in the coming years, with ongoing support from *IFRC WASH* technicians.

b) Transition towards Recovery phase

Water Access and Quality

Efforts will persist to ensure water access in affected communities, with continuous monitoring of household water quality and the implementation of suitable treatment solutions, such as chlorination with chlorine tablets and proper household water storage.

This will be complemented by ensuring water supply in terms of quality, quantity, availability, and access. Activities will include repairing or installing chlorination systems, repairing water sources, installing or repairing pumping equipment, and improving household-level piping. These efforts will be supported by *Hygiene Promotion* activities to emphasize the importance of chlorination for water quality, alongside training and capacity building for Local Water Management Associations to ensure the project's long-term sustainability.

Additionally, efforts will focus on providing water and sanitation facilities in schools, coupled with *Hygiene Promotion* activities for pupils, who will act as conduits for key messages to their families.

WASH and Shelter Integration

The medium and long-term strategies for *WASH* and *Shelter* are closely intertwined, ensuring access to water and sanitation in all communities and schools where *Transitional Shelters Units (TSUs)* are installed. This strategy will continue during the transition phase and evolve into the recovery phase, focusing on helping families re-establish themselves once their homes are safe to return to. This includes ensuring access to water and sanitation and providing training and capacity building for community-level technicians (masons and plumbers) to enhance skills and create income-generating opportunities. When supporting communities with *WASH* facilities, special

consideration will be given to individuals with specific needs, with a focus on accessibility and eco-friendly approaches to mitigate climate change impacts.

Waste Management

Efforts will also involve working with communities to develop collective solutions for improving waste management, in collaboration with Local Associations and authorities. During the recovery phase, the focus will be on finding innovative and adapted solutions for wastewater treatment, in cooperation with local authorities through pilot projects that can be replicated as communities recover their households. The goal is to enhance traditional sewage management practices (such as ground filtration without prior treatment) to make them more sustainable and environmentally friendly.

Engaging Population, Authorities and Partners

This work will be carried out with active community participation and in coordination with government and institutional plans. Collaboration with other organizations in the sector will be promoted to exchange experiences and learn from climate-smart approaches in similar contexts.

Over recent months, *MRC* and *IFRC* interventions have continued to prioritize *community-based Hygiene Promotion* as the cornerstone of their work with communities. These campaigns will be coordinated with the *Community-Based Health* awareness-raising activities. Efforts to change habits and enhance understanding of the importance of hygiene and access to water and sanitation for health are built on this foundation. Work on *waste management* at the community level and *menstrual hygiene* will also continue.

During the transition phase, in line with governmental development plans for the targeted areas, the focus has remained on ensuring access to sanitation facilities for the most vulnerable people, who, over nine months after the emergency, still lack adequate and proper access.

- **WASH Infrastructures**

With *Hygiene Promotion* work and community engagement at the core of the intervention (see dedicated section below), *MRC* and *IFRC* *WASH* teams have now reached 5,146 people by installing or rehabilitating 151 *latrines*, 131 *showers*, 167 *water points*, 4 *cleaning points* and 38 *incinerators* across the three provinces, along with training of the population in their use and maintenance:

	Infrastructures				
	<i>Latrines</i>	<i>Showers</i>	<i>Water Points</i>	<i>Cleaning Points</i>	<i>Incinerators</i>
Chichaoua	61	55	64	2	17
Taroudant	68 ²³	54	61	2	15

²³ Interventions included the deconstruction, relocation, and re-implementation of latrines and showers to accommodate community movements, such as households relocating to join family members or moving to other cities or villages.

El-Haouz /Marrakesh	22	22	42	0	6
TOTAL	151	131	167	4	38

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.

During April 2024, progress was made in *Chichaoua* with the cleaning and disinfection of a water tank and the installation of a new tank in Tighoula, increasing the village's drinking water storage capacity. Water points and a washing station were also installed in Tighoula, and two water points were set up in Anameren. In May in *Chichaoua*, eight incinerators were installed in seven villages, supported by *Waste Collection* and *Hygiene Promotion* campaigns. With the installation of latrines and shower modules, *Chichaoua* teams faced some issues related to the payment of the supplier which had delayed the installation in three communities from March to May. Once the installation of the latrine was completed, some procurement issues delayed the closure of pits.

In May, visits to two communities in *Chichaoua* highlighted significant challenges in managing *WASH* facilities. In one community, the community association required households who had moved into containers and private temporary shelters to pay for the water. As the connections to the water network had been made from the community network, the community association closed the access to half of the water points to control the usage of water and limit the wastage. It is to note that before the earthquake, in that village, households had access to water inside their houses and were paying for the water based on their own consumption. The community association tried to control the usage of free water and limit the access to free water to the households who were still living in tents. Furthermore, this community faced challenges with connecting containers installed by a national association to water and sanitation systems due to a lack of resources and expertise. In another community where families decided to return to their homes due to the rising temperatures and difficult living conditions in the tents, parts of community latrine/shower modules were dismantled for personal use. In June, follow-up visits were made to further investigate the community's request for support in connecting containers established by the national association to water and sewage systems, resulting in the development of a design for the sewage system in order to aid decision-making²⁴.

In *Taroudant*, the procurement procedures to acquire four additional incinerators and other materials were underway in April and May, while in June, the teams rehabilitated infrastructures and pipelines, including six latrines and five showers in Tamsoult, along with the installation of metal stairs to improve access. Still in June, the teams in *Taroudant* also installed a latrine and shower module and a water point in Achbarou, while a shower module and water point were rehabilitated in Algou. Work has also been done to convert a European latrine into a Turkish latrine to better accommodate the community's needs in Tiznirn.

²⁴ In parallel, considering the complexity of the work required and the time it would take to coordinate with the authorities and get all the necessary approvals, MRC/IFRC contacted the back donor organisation to advocate in favour of enabling the households to move into the containers while a solution could be identified to the connection of these shelters to the water and waste/sewage systems.

- **Distributions**

Since December 2023, 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 9,291 *hygiene kits* have been distributed so far in communities: additionally, 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, 4,041 *dignity kits* (consisting of sanitary pads, panties, intimate hygiene products and cleaning items) donated to *MRC* by the *German Red Cross* and *Spanish Red Cross*, and a total of 8,810 disposable *sanitary pads packs* have been distributed:

	Hygiene Kits		Menstrual Hygiene	Safe Water Storage	
	<i>Kits for households</i> ²⁵	<i>Kits for schools</i>	<i>Dignity Kits</i>	<i>Packs of Sanitary Pads</i>	<i>Jerry cans</i>
Chichaoua	2,908		1,065	4,645	2,010
Taroudant	2,388		1,162	1,623	3,042
El-Haouz /Marrakesh	3,995	Girls: 1,269 Boys: 1,578	1,814	2,542	2,343
TOTAL	9,291	2,847	4,041	8,810	7,935

For safe water storage, 7,395 *jerrycans* (2,010 in *Chichaoua*, 2,343 in *El-Haouz* and 3,042 in *Taroudant*) and 2,842 buckets (1,009 in *Chichaoua*, 1,439 in *El-Haouz* and 532 in *Taroudant*) were distributed.

In *Chichaoua*, all villages initially identified have been covered with a full distribution (*jerry cans, buckets, blankets, kitchen set, hygiene kits, dignity kits, tarps*) by early March and a second round of distributions of *hygiene* and *dignity kits* is planned for the beginning of July 2024. 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 and reached 1,957 individuals, in *Taroudant* (1'080) and *El-Haouz* (877) up until February 2024 included. including women, men, children, and people with disabilities. In *Chichaoua*, 14 out of the 16 targeted villages have been reached with *hygiene promotion* sessions so far. These activities aim to promote safe practices, prevent waterborne diseases, encourage good menstrual hygiene, maintain community water points and latrines, and manage solid waste effectively using containers and incinerators.

Since March 2024, the *Hygiene promotion team* with the support of the *MRC* volunteers were accompanying the relief distribution teams while supporting the communities with the *in-kind NFI* assistance, reaching 3,189

additional individuals with effective messages on the contents of the *hygiene kits* and the best practices of using them, in addition to the messages of safe water storage during the distribution of the jerry cans. The total of individuals reached by *Hygiene Promotion* activities by the end of the reporting period is thus 5,146.

To ensure the messages are understood and behavioural changes occur, *Hygiene Promotion* teams, along with MRC volunteers, periodically revisit the villages. Initially, visits are weekly, but as habits change, the frequency decreases. The team plans to monitor hygiene behaviour changes through *Knowledge, Aptitudes and Practices (KAP)* surveys.

In June, 300 female participants were briefed on *Hygiene Promotion* during distributions in *El-Haouz*, explaining the content and use of *hygiene* and *dignity kits*, while similar activities were also conducted during distributions in *Taroudant*.

Menstrual hygiene Management

In the beginning of 2024, a pilot project in Ait-Youssef (*Taroudant*) focused on *menstrual hygiene management* by manufacturing *reusable sanitary pads* through community workshops with 17 women. The women sewed their own pads, and two women and a volunteer tested them, providing positive feedback.

Due to the positive reception, the *MRC Hygiene Promotion* team in *Taroudant* replicated the activity in six other villages²⁶ with 116 participants. So far, 133 women have participated in this activity. Workshops are complemented by *Focus Group Discussions (FGDs)* to emphasize the importance of menstrual hygiene and explain how to clean and maintain sanitary pads correctly.

Further activities will be carried out in all three regions to provide women with sustainable and adapted solutions for dignified menstrual hygiene. In *Chichaoua* branch in April 2024, 17 volunteers (14 female, 3 male) were trained on reusable menstrual pad confection by the *Hygiene Promotion Officer* and a volunteer from *Taroudant*. Once the *Hygiene Promotion Officer* for the *Chichaoua* branch is hired, similar training will be replicated at the community level as done by the *Taroudant* branch.

- **Evaluations and Assessments:**

In April 2024, several evaluations and assessments were conducted in *El-Haouz* and *Chichaoua*. In *El-Haouz*, ongoing *WASH* and *CEA* activities included evaluations in two communes²⁷, with the *WASH Delegate* participating in visits to several douars. Multisectoral evaluations were also carried out in various douars in Talat N'Yaacoub commune, involving the *HP Delegate*. Additionally, a *Satisfaction Survey* was planned in two communes²⁸. In *Chichaoua*, the *HP Delegate* participated in the multisectoral evaluation of two douars²⁹.

²⁵ Families with more than five members received two hygiene kits.

²⁶ Takouchte, Chafarni-Tamsoulte, Chafarni-Akhfis, Ida Ougmad, Tiznirine, and Ait Yahya

²⁷ Talat N'Yaacoub and Azgour

²⁸ Aghbar, Azgour

²⁹ Tourare and Tikessite

By June 2024, in *Taroudant*, reports on needs assessments were compiled for four communities. An inventory of available versus needed materials and tools was conducted, and coordination with CVA included *WASH* in the cash pilot. A matrix was created to determine the *WASH* prioritization of villages based on the assessments.

- **Team Training and Capacity Building:**

Training	Branch	Date	Participants	# Men	# Women	# Total
<i>Basic Hygiene Promotion Training</i>	Taroudant	Mar. 2024	Volunteers	17	28	45
<i>CTED</i>	Taroudant	Apr. 2024	Volunteers	2	9	11
<i>Training on the making of re-usable sanitary pads</i>	Taroudant	Apr. 2024	Volunteers	3	15	18
<i>Water Treatment and storage</i>	El-Haouz	Apr. 2024	Volunteers	5	10	15
<i>Production of reusable sanitary pads</i>	Chichaoua	Apr. 2024	Volunteers	3	15	18
<i>Water treatment and storage</i>	Chichaoua	Apr. 2024	Volunteers	7	4	12
<i>Hygiene Promotion</i>	El-Haouz	May 2024	Volunteers	9	7	16
<i>WASH in Emergency training</i>	El-Haouz	May 2024	Volunteers	15	15	30
<i>Hygiene Promotion during distribution training</i>	Taroudant	June 2024	Volunteers	3	13	16
<i>SPHERE minimum WASH standards</i>	Taroudant	June 2024	WASH and HP officers	2	1	3

In April 2024, several training and capacity-building activities were conducted across the provinces. In *Taroudant*, the arrival of new *WASH* staff initiated planning for next steps, including basic *WASH* trainings. The *WASH Coordinator* and *Hygiene Promotion Delegate* held an online meeting with the *Women's Voices NGO* to discuss collaboration. In *El-Haouz*, volunteers received training on household water treatment, while in *Chichaoua*, a workshop on menstrual hygiene management was conducted.

By May, further training initiatives took place. In *Chichaoua*, key staff and volunteers attended *Better Shelter* training, and a *WASH* training session focused on reporting and field activities. In *El-Haouz*, *Hygiene Promotion* training on hand washing and water storage was conducted and a *WASH in Emergency training* prepared 30 participants for emergencies. The head of the *Health Department* and the *GRC Health Delegate* visited all three branches to discuss *Community-Based Health*.

In June, *Taroudant's WASH Officers* received *SPHERE Minimum Standards* training, and 16 participants were trained in *Hygiene Promotion* during distributions. Field training aimed to create a self-sufficient *WASH* volunteer team. *Waste management training* was provided in two communities, and a *Focal Points* list was created to improve

communication. A *WASH Delegate* position is being secured in all branches until the end of 2024 to enhance technical capacity.

In overall, the capacity building plan of the volunteers covered 176 volunteers from the three targeted regions. These volunteers will support the *MRC* and the *IFRC* in facilitating the *WASH* activities in their communities, and they will be the technical references for any *Hygiene* questions or feedback from the community and will help in monitoring the quality of water and report and cases of water and vector borne diseases.



Risk Reduction, climate adaptation and Recovery

People reached: 16 individuals

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 (number)	Actual	Target
Community members recruited and/or trained and/or equipped as community volunteers for community DRR	0	200
Trainings conducted on eVCA or similar community-assessment	1 ³⁰	-
Target communities have analysed the information of the (e)VCA conducted and developed an eVCA action plan.	0	20
Communities targeted have implemented at least 1 small scale mitigation measure identified in the (e)VCA	0	10
People reached by RCRC through Disaster Risk Reduction public awareness messaging and public education campaigns	-	50,000

Recovery and resilience building was considered from early in the response with *the Moroccan Red Crescent (MRC)* and its partners *IFRC* and *German Red Cross* agreeing on a strong *community-based Disaster Risk Reduction (CB-DRR)* component in the recovery phase in late 2023. In the first two quarters of 2024, medium- and long-term plans for

³⁰ 1 eVCA Contextualisation, workshop, 16 participants (8 women, 8 men).

community-based Disaster Risk Reduction (CB-DRR), Community-Based Health and First Aid (CB-HFA), livelihoods and broader resilience activities were defined and refined.

On 7 and 8 March 2024, *MRC*, with the support of the *IFRC*, coordinated a workshop to take stock six months post-earthquake. This workshop aimed to review the delivery of relief and plan the transition into the recovery phase of the operation. It brought together *MRC*, *IFRC*, and *PNS* (*FRC*, *GRC*, *Spanish Red Cross*, *Swiss Red Cross*) to share their technical and strategic plans.

The *German Red Cross* is leading technical efforts on *CB-DRR*, coordinating strategic discussions and supporting *MRC* in developing its disaster risk reduction approach. They will employ an *enhanced Vulnerability and Capacity Assessment (eVCA)* process to address disaster, climate, and health risks, focusing on enhancing community resilience. Training 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. Implementation of the activities will start with five pilot communities in Chichaoua prior to being rolled out to the other provinces.

A scoping mission by the *Regional DRR Advisor* was conducted to explore how previous projects supported by the *German Red Cross* (e.g. *Anticipatory Action* and *Forecast-Based Financing* projects), could be connected to the earthquake project. A *GRC DRR Delegate*, who is the Federation-wide technical lead for this matter, started in February 2024. Since then, several initial steps have been implemented before properly starting the activities:

- The technical working group for community-based approaches to *DRR* has been set up.
- Revisions of the *eVCA* package based on recommendations for contextualization and adaptation (including *R2CR* stages/steps, process, *eVCA* tools, and reporting formats) have been completed in April 2024.
- Training of Trainers for *MRC* staff and volunteers is being planned for July 2024.

In June, preparatory work for the *R2CR* via *eVCA ToT* was underway. The training, scheduled to take place over seven days in July at the *MRC Training Center* in Mehdia, will involve 24 staff and volunteers from 12 branches, as well as five participants from the *Ministry of Interior*. This training, organized by the *German Red Cross* and led by the *MRC National Training Team* with input from *IFRC*, will enable the participants to plan for the roll-out of the *eVCAs* in their respective branches. It will be followed by the *CB-HFA* training.

A geographical division has been agreed between *MRC's* partners to fund and support the operational implementation of the *CB-DRR* component of the response: *German Red Cross* will provide support in *Chichaoua*, *Spanish Red Cross (SRC)* will provide support in *El Haouz*, and *IFRC* will provide support in *Taroudant*.

Simultaneously, *MRC*, with the support of its partners, is anticipating a review of the *Preparedness for Effective Response (PER)* in October 2024 and an update of the plan of action to strengthen its preparedness capacity to respond to future disasters. The *German Red Cross* supports *MRC's* contingency planning to ensure that relevant in-kind items are available in *MRC's* warehouse to better prepare for future disasters. *MRC* is working closely with the

Wilaya ³¹for risk management in preparedness aspects and with the civil protection department of the *Ministry of Interior* for the response component of its *Disaster Risk Management* work.



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 (number)	Actual	Target
Volunteers and staff trained on CEA mechanisms and digital feedback solutions	95 ³²	30
Feedback mechanisms established	1	1
Trainings conducted on CEA	13	9
Number of consultations made with authorities and community leaders to inform better planning	37	-

At the heart of the *IFRC/MRC* response to complex humanitarian situations are the communities, families, and people in need of targeted support. Over the past nine months, the *MRC* has integrated *Community Engagement and Accountability (CEA)* into its response and programming, seeking to ensure that the diverse needs of people affected by the ongoing earthquake response influence the planning and implementation of activities carried out by *MRC*. *CEA* principles have been incorporated into *Relief, Shelter, WASH*, and *CVA* programming. Additionally, the *MRC CEA* team has expanded, and resources have been allocated for *CEA* capacity building.

Three *CEA Officers* have been appointed by the *MRC*, one per branch, in December 2023, along with the recruitment of the *MRC national CEA Coordinator*, appointed to lead the elaboration of a national strategy,

³¹ Administrative public authority.

³² 45 men, 50 women. This counts the participants who attended a comprehensive *CEA* training package of 2 or 3 days minimum.

conduct staff training and set-up the feedback systems in collaboration with the *IFRC CEA Delegate* in-country since December 2023.

During the reporting period, the *CEA* team engaged with *MRC's* management team to mainstream *CEA* approaches in the organization, train community volunteers and identify training gaps, and enhance stakeholder mapping. Further institutionalization of *CEA* within *MRC* and additional training for branch staff and volunteers are still needed. The feedback system has been piloted in *Chichaoua* and *Taroudant* and later implemented in *El-Haouz/Marrakesh*. Efforts are being made to provide affected communities with more diverse and robust feedback channels.

- Training and capacity building on CEA

To improve the knowledge and **capacity of staff and volunteers for effective engagement with affected people**, the *CEA* team dispensed multiple training in the branches since the beginning of the response. Topics covered included general introduction *CEA* and its principles, feedback mechanisms and data collection methods (e.g. *Focus Group Discussions*, *Kobo Collect*), and *Protection, Gender and Inclusion*-related topics such as the *Code of Conduct* for staff and volunteers along with some *Prevention against Sexual Exploitation and Abuse (PSEA)*:

<i>Training</i>	<i>Dates</i>	<i>Branch</i>	<i>Participants</i>	<i>Men</i>	<i>Women</i>
Emergency Response (CEA sessions 4-5 hours)	Oct. 23	Chichaoua	32	18	14
	Nov. 23	Taroudant	33	20	13
	Nov. 23	El-Haouz	24	16	8
	Nov. 23	Taroudant	30	12	18
	Nov. 23	Chichaoua	14	4	10
CEA training (1 day) + Introduction to Feedback Mechanisms	Oct. 23	Chichaoua	10	5	5
	Nov. 23	Taroudant	14	3	11
Emergency Response (CEA session 3-5 hours)	Jan. 24	Marrakesh	29	11	18
Introduction to Feedback Mechanisms	Jan. 24	Taroudant	14	3	11
Running a Focus Group Discussion (FGD)	Jan. 24	Online	9	6	3
CEA training (2 days)	Jan. 24	Chichaoua	10	5	5
	Jan. 24	El-Haouz	18	6	12
CEA training (3 days) + Code of Conduct	May 24	Chichaoua	33	21	12
	May 24	Marrakesh	24	8	16

Emergency Response	May 24	Marrakesh	35	17	18
CEA training (1 day)	June 24	Taroudant	15	9	6

It is to be noted that *CEA* principles have been integrated into sector-specific trainings, such as *Emergency Response* and the trainings.

- **Provision of information and community participation**

The integration of the *CEA* approach within other sectors or programs has been crucial, particularly with the *Relief* assistance, *WASH*, *Shelter* and *CVA* teams. Coordination with the *Shelter (TSU)* and *CVA* interventions enabled targeted approaches not only to address needs but also to consider the specificities of each group and facilitating access to a helpline reliable for expressing doubts and complaints related to the *CVA* pilot in *Taroudant*.

Since the operation began, the *CEA* team has effectively shared information about the *MRC* and its activities with community members. In addition, The *MRC* maintains close coordination with authorities to support operations, ensuring community support without duplication and obtaining necessary authorizations. Over 37 consultations with authorities and community leaders have been conducted for better planning (12 in *Chichaoua*, 18 in *Marrakesh*, 7 in *Taroudant*).

In addition to participating in branch-level planning workshops and other sectoral programmatic design sessions, the *CEA* team is actively present in the field with program teams during activities such as distributions and *Hygiene Promotion* or other *WASH* sensitization efforts. This presence ensures continuous information flow between the *MRC* and the affected communities. The *CEA* team has developed a workplan with strategic priorities to ensure community engagement and accountability. Additionally, the *MRC* team is working on a leaflet to distribute to communities, containing information on the *RCRC Movement*, the *MRC* earthquake response activities and services offered. In June 2024, the *CEA* team notably supported the *Relief* team in *El-Haouz* during distributions, managing logistics, community participation, contact with authorities, exit surveys, and feedback collection through community meetings and *FGDs*. In *Chichaoua*, they held meetings with community members and leaders and conducted a visit to update the *Shelter assessment*.

- **Selection & Registration of Beneficiaries and Distribution support**

Community leaders and women representatives are actively involved in the registration and distribution processes across most villages. The *CEA Officer* informs communities about the quantities and weights of distributed items, and community members assist the *MRC* team in transporting items to the elderly and vulnerable. Over the reporting period, 61 community meetings were held, involving 616 men and 558 women, to discuss and agree on selection criteria, distribution plans, and processes.

The *CEA* team collaborates closely with the *Shelter* team to harmonize household selection criteria and support the dissemination, identification, and selection of families for the *TSU* program. They also participate in the registration of *CVA* pilot beneficiaries, using community-based targeting and vulnerability criteria to ensure fair and effective

support distribution. In April and May 2024, several field visits were conducted alongside the *Shelter* team to support the *TSU* program's dissemination and family selection, as well as support to *Relief's* beneficiary registration and distribution.

In June, the *CEA* team maintained its presence in the second round of *Relief* items distributions and the registration and distribution of *Food Parcels* in *Chichaoua*. They supported the *Shelter* team in identifying beneficiary families in two villages³³ and visited households identified by the community as the most vulnerable and in need of a *TSU*. The outcome of these visits was the identification 46 households who will benefit from *TSUs* (23 in each of the villages). In *Taroudant*, the team participated in the registration and distribution of *Relief* items and the registration of *CVA* pilot beneficiaries, holding meetings to explain selection criteria and distribution processes in 11 locations. In *El-Haouz*, they collected data for future beneficiary registrations in collaboration with local authorities and village associations, visiting villages to collect accurate IDs for registration.

- **Assessments and evaluations**

The *Community Engagement and Accountability (CEA)* team contributed to develop and implement assessments and evaluations tools in the response. Notably, rapid multi-sectoral needs assessments across three branches, exit surveys following distributions, and satisfaction surveys for post-distribution monitoring. Also, *CEA* staff have been involved in scoping new villages with sectoral evaluations, along with relevant sectoral teams (e.g. *WASH*, *Shelter*) meant to inform on the diagnosis of a new location where activities would then be implemented according to the needs identified. Methodologies included individual interviews, focus group discussions, community meetings, key informant interviews and direct observations.

- **Community Feedback Mechanism**

Following a discussion with *MRC* in November 2023, it was agreed that a pilot feedback mechanism will be implemented in the *Taroudant* and *Chichaoua* branches. Therefore, a *Kobo* form, designed collaboratively with *CEA* volunteers from both *Taroudant* and *Chichaoua* branches, has since been used to collect feedback received from communities during distributions, recorded through face-to-face channel (e.g., interview, community meeting).

In the reporting period, a total of 232 feedback from 106 men (46 %), 92 women (40 %) and 34 mix group (15%) were collected. The following graph shows the type of feedback collected:



Graph 1 - Types of feedback collected from the communities

³³ *Anamaren and Ighzran*

60% of support requests were primarily related to *WASH, food assistance, and income-generating activities* such as agricultural and livestock support to sustain daily livelihoods. 20% of the feedback consisted of encouragement and thanks for the assistance provided. Complaints, which made up 13% of the feedback, included issues such as odors from latrines or uncovered pits, broken items from distributions, heat in the tents, beneficiary selection criteria, and other elements related to the earthquake response. The remaining 7% comprised questions (4%), highlighting information gaps identified by the communities, and observations and beliefs (3%), reflecting the communities' understanding of the situation. No serious incidents or inappropriate behaviour from the field staff and volunteers were reported. It is to be noted that 97,5% of people who received assistance from *MRC* reported it to be relevant to their needs (source: *Satisfaction Surveys in Chichaoua and Taroudant*).

Women primarily requested access to aid services, including food supplies, health, clothing, kitchen kits, education, and washing machines. Men mainly inquired about accessing aid services and items such as better shelter, house construction, and income-generating resources like livestock and agriculture. In April 2024, in *Taroudant*, residents notably expressed concerns about scorpions near their tents and highlighted needs for food, clothing, cash assistance, and *TSUs*. In another village, children traumatized by the earthquake required psychological support. In June, key feedback from *El-Haouz* indicated that the most recurrent needs were food baskets and clothing, followed by toilets, cleaning products, kitchen utensils, cooperatives, school buses, water and water storage solutions, furniture, and literacy courses.

CEA is a regular agenda item in operational meetings and workshops, focusing on responding to community feedback, concerns, requests, and changes in needs and context. The next steps for the feedback mechanism involve working closely with *CEA Officers* to close the feedback loop, evaluate the pilot phase, and implement a reactive system in *Chichaoua* and *Taroudant*, and a proactive system in *El-Haouz/Marrakesh*.

The *distribution FAQs list*, designed to help volunteers answer community questions during distributions, has been finalized and is now in use by the branches. Additionally, the feedback collection tool has been revised and translated in collaboration with the *CEA* and *Information Management (IM)* teams, and a decentralized logbook for feedback is being implemented in each branch.

Lastly, *CEA* efforts will focus on strengthening the national feedback system by including a *helpdesk* and establishing an anonymous and confidential feedback channel through a *hotline*.



Protection, Gender and Inclusion

People reached: 58

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 (number)	Actual	Target
Staff and volunteers trained on <i>MRC Code of Conduct, PGI, PSEA</i> , safe identification and referral or child safeguarding	58 (30 men, 28 women)	180
Referrals mechanisms in place for protection services	Under development	1
New policies/ SOPs developed	Not started	2
People that 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 45 *MRC, IFRC* and *PNS* staff and volunteers (33 male and 12 female). 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 (6 male and 7 female) 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*.

PGI considerations especially on the safeguarding component (*Code of Conduct, PSEA*) are being included in all the *CEA* trainings taking place for staff and volunteers and participants are being asked to sign the *Code of Conduct* following the training. 57 participants (29 male, 28 female) have signed the *Code of Conduct*. 82 *MRC* volunteers received an *Introduction to PGI* (34 men, 48 women) session within their *CEA* trainings.

Between mid-March and the end of April 2024, an *IFRC* short-term *PGI Coordinator* was in place during the ongoing long-term recruitment. The *PGI Coordinator* assessed internal capacities and the need for cross-cutting support, developing a plan of action and budget for the operation.

In June, the *Regional PGI Coordinator* visited Morocco to refine the action plan and provide recommendations. This visit led to an updated *PGI* plan of action and recommendations for mainstreaming *PGI* across *WASH* and *Shelter* activities, aiming to enhance community safety, dignity, participation, and access. *IFRC* is finalizing the recruitment of its *PGI Delegate*, who is expected to join in September 2024. Meanwhile, *MRC* is recruiting a national *PGI Coordinator* to lead the implementation of the action plan, focusing on three key components to facilitate the transition from emergency operation to the recovery phase:

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

The *eVCAs* planned to start from September 2024 onwards will integrate a tool specifically for *PGI* and *MHPSS* to identify specific needs, protection risks, capacities, self-determined priorities, and exclusion. A *protection* and *MHPSS* assessment will be conducted in parallel with the *eVCAs* in defined communities to implement 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 Working Group*, with local and international organizations active in the affected region, meets monthly. A mapping exercise is being conducted, and work is ongoing to jointly set up safe and appropriate referral systems and mechanisms.

Sequential capacity-strengthening efforts, including awareness-raising, basic, advanced, and *Training-of-Trainers* sessions, as well as trainings on the *Code of Conduct*, *PSEA*, and safeguarding, are planned for *MRC*, *IFRC*, *PNS* staff and volunteers. These efforts aim to ensure quality programming and sustainability by integrating *PGI* across the operation. *IFRC* is also supporting *MRC* in conducting a *PSEA/safeguarding* self-assessment and a child safeguarding assessment to develop a specific plan of action, ensuring compliance with global minimum standards and *IFRC* policies and emergency appeal procedures.

Lastly, the continuation of *MRC's Restoring Family Links (RFL)* project is supported as part of the *MRC* earthquake response, thanks to the technical guidance and oversight of the *ICRC*.

II. 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 (number)	Actual	Target
Volunteers insured	720	-
Volunteers trained on Emergency Response	133	-
Branches supported with infrastructure repair or equipment	2	4

The MRC, supported by IFRC and other *Partner National Societies (PNS)*, plans to conduct an *Organization Capacity Assessment Certification (OCAC)* in 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. The recruitment process for the IFRC a *National Society Development (NSD)* delegate *has reached its final steps and should start in August and will directly support 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 volunteer policy is currently being developed with GRC's technical support and inputs from other partners. Once approved by the MRC management, this policy aims 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 MRC staff and volunteers in February 2024. MRC has created a working group to develop communication material ahead of the 1-year commemoration event of the earthquake planned for September 2024.

- Chichaoua

The *Chichaoua* branch operates under the coordination of the regional branch in *Marrakesh*. Since the earthquake, the branch has demonstrated a solid and autonomous capacity to implement activities. While the branch was only functioning and responding to the earthquake with volunteers, in December 2023, the branch recruited 11 full-time staff and by the end of June 2024, the team of the branch reached 14 staff members (1 Programme Coordinator, 1 Shelter Officer and 2 Shelter Assistants, 1 WASH Officer, 1 CVA Officer, 1 CEA Officer, 1 IM/PMER Officer, 1 Logistics/Relief Officer, 1 Admin/Finance Assistant, 4 drivers), and the recruitment process of the Community Resilience (CR) Officer had also been completed. More positions are already confirmed for recruitment by September 2024 (1 Hygiene Promotion Officer, 1 Volunteer Management Officer, 2 Drivers).

From the start of the response, the branch, with the support of the *Marrakesh* branch and *IFRC* and *MRC* teams, several trainings were organized for volunteers and the staff to support their development and capacity to implement activities with the necessary technical knowledge and in respect of the humanitarian standards.

Training Type	Duration	Date	# Men	# Women	# Total
<i>Emergency Response</i>	3 days	Oct. 2023	19	10	29
<i>CEA</i>	1 day	Oct. 2023	5	5	10
<i>WASH - Hygiene Promotion</i>	1 day	Oct. 2023	3	2	5
<i>Shelter</i>	1 day	Nov. 2023	9	1	10
<i>Emergency Response</i>	3 days	Nov. 2023	3	9	12
<i>WASH - Hardware, SHERE standards</i>	1 day	Nov. 2023	7	3	10
<i>WASH - Hygiene Promotion</i>	1 day	Dec. 2023	5	6	11
<i>Multisectoral Assessment - Satisfaction survey</i>	1 day	Jan. 2024	4	7	11
<i>CEA - Feedback mechanism</i>	2 days	Jan. 2024	5	5	10
<i>WASH - Hygiene Promotion refresher</i>	1 day	Jan. 2024	6	5	11
<i>WASH - Hygiene Promotion</i>	1 day	Jan. 2024	2	6	8
<i>WASH - Hardware, SHERE standards</i>	2 days	Jan. 2024	9	4	13
<i>Information Management - Exit survey</i>	1 day	Jan. 2024	4	6	10
<i>Shelter - TSU construction</i>	2 days	Feb. 2024	12	18	30
<i>Logistics</i>	5 days	Mar. 2024	1	2	3
<i>WASH - Water treatment</i>	1 day	Apr. 2024	6	6	12
<i>WASH - Reusable sanitary pad confection</i>	1 day	Apr. 2024	3	14	17
<i>CEA - CEA and CoC</i>	3 days	May 2024	20	12	32
<i>Shelter - TSU construction & insulation</i>	3 days	May 2024	5	3	8
<i>CVA - Cash intervention</i>	4 days	May 2024	1	2	3
<i>WASH - Reporting mechanisms</i>	1 day	May 2024	3	6	9
<i>IM/PMER</i>	3 days	June 2024	0	3	3

A key training was organized in May 2024 on *Community Engagement and Accountability (CEA)* and integrated for the first time the presentation of the *MRC Code of Conduct (CoC)*. Though the staff and volunteers are aware of the values contained in this document, they had never formally read nor signed it. A plan will be put in place jointly

between the branch and the *IFRC & MRC CEA*-departments to ensure that all the volunteers are trained on *CEA* and sign the *CoC*.

With regard to relationship with authorities, the team has been reporting to the local government authorities in the region every two weeks, following the meeting held in December 2023 where it was agreed that frequent updates would be beneficial. Later in March, a meeting was organized with the *Provincial Department of the Environment* and the *Provincial office for the National Initiative for Human Development* to discuss *WASH* aspects. Additional technical coordination meetings will need to be organized with the *Provincial Departments* to ensure the activities implemented by the branch are aligned and support the provincial strategies.

In terms of office infrastructure, the branch moved to a new, larger office space in end of December and rented a small warehouse from end of March to stock some items and equipment to facilitate the dispatch to the communities. The new office was fully furnished and set with the necessary IT equipment to enable the staff work adequately. The fleet of vehicles also increased: at the end of the reporting period, the branch was implementing activities with 5 vehicles³⁴ to transport more staff/volunteers to the field³⁵.

To support and expand its ability to operate, the branch, with the support of the *Field Coordinator*, has set procedures that did not exist before for volunteer management, finance, fleet management and planning. For example, since November 2023, *Weekly Planning Meetings* together with *IFRC* and *MRC* staff, using a planning tool was put in place. That tool was later combined with another one allowing to identify the vehicles, drivers and logistics support needed for the activities occur. These tools continue to evolve to adapt to the needs of the branch as more activities/technical sectors have started.

The branch has been requesting appeal funds monthly to *the Central Administration in 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 Delegate* 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 *Central Administration in Rabat*, streamlining the signing process online for the *Field Coordinator* and the *branch President*.

In April, the branch team collaboratively prepared and presented a planning workshop to the *Technical Coordinators* and management teams of the *IFRC*, *MRC*, and *PNS* in-country. This workshop identified the branch's needs for continuing operations and transitioning from emergency to recovery activities. During the session, the *PGI* and *Livelihoods Coordinator* explained how these topics would be integrated into the revised operational strategy.

³⁵ *With the support of the German Red Cross, the branch received a Dacia Duster at the early stages of the operation to support the movement and activities of the branch President, and the Field Co whenever needed. The car can also be used to support activities whenever necessary.*

- **Taroudant**

During this period, the *Taroudant* branch successfully completed the recruitment of its entire operational team, gradually enhancing their capacities. From the start of the response and with support from the *Marrakesh* branch and *IFRC* and *MRC* teams, provided numerous trainings to volunteers and staff. These trainings aimed to develop their skills and ensure they have the necessary technical knowledge to implement activities in accordance with humanitarian standard:

Trainings	Participants	Dates
<i>Hygiene Handbook</i>	6 MRC volunteers (6 women)	Jan. 2024
<i>Firefighting Training</i>	36 MRC volunteers (24 women and 12 men)	Jan. 2024
<i>CVA, MEI, Relief and Shelter</i>	MRC Officers and volunteers	Apr. 2024
<i>First Aid and other induction trainings</i>	30 MRC volunteers	Apr. 2024
<i>Better Shelter Training (in El-Haouz)</i>	1 MRC Shelter Officer, 2 Shelter Assistants, and 6 volunteers	May 2024
<i>CVA Training (3 days)</i>	6 Officers from Taroudant, 3 from Chichaoua and 2 from El-Haouz	May 2024
<i>ICT training (1 day)</i>	Entire Taroudant team	May 2024
<i>Finance training (5 days)</i>	MRC Finance Officer	May 2024
<i>Shelter training in Chichaoua</i>	Taroudant Shelter Officer, Assistants and volunteers	May 2024
<i>Finance training (3 days)</i>	MRC Finance Officer	June 2024
<i>Conducting Market assessments for service providers</i>	MRC Admin Officer	June 2024
<i>Monitoring visit to the warehouses and storage areas (1 day)</i>	MRC Logistics Officer	June 2024
<i>SPHERE Minimum WASH Standards</i>	MRC WASH Officers	June 2024
<i>Hygiene Promotion during distributions - training</i>	16 participants	June 2024
<i>WASH capacity building</i>	MRC WASH and HP volunteers	June 2024

The *Taroudant* branch completed the recruitment and training of its operational team through comprehensive sessions conducted by *IFRC*. Training notably covered vehicle management, safety protocols, and emergency procedures. Hygiene promoter training and firefighting sessions were also organized for volunteers. A joint planning framework was established for weekly meetings, including sessions with *IFRC* and *PNS* team members and separate sessions with volunteers.

In terms of office infrastructure, the branch moved to a larger office, received mobile phones and laptops for improved communication, and is currently procuring additional ICT materials.

- **El-Haouz/Marrakesh**

Marrakesh branch facilitated several meetings with local authorities to coordinate and harmonize distribution strategies in *El-Haouz*. During this period, *MRC* strengthened its *National Society* branch by completing recruitment for various critical roles. This included appointing 21 full-time staff members, such as a *Programme Coordinator*, human resource *Officer*, fleet *Officer*, *CEA Officer*, *WASH Officer*, finance assistant, administrative assistant, and *IM Officer*, as well as seven drivers. Plans are underway to hire additional personnel, including *CVA* and *DRR Officers*, and 10 *Shelter technical assistants*.

The *Marrakesh-Safi* regional office hosts both the *Marrakesh-El Haouz* branch team and the coordination team of *MRC*, *IFRC* and *PNS*. *IFRC* is supporting the refurbishment and some adjustments to the building to create more appropriate working conditions and a proper meeting room. *IFRC* and *MRC* teams will be able to work together in the same office space. In addition, plans for an extension of the branch through construction work are being developed and should start in September 2024.

Comprehensive capacity-building endeavors were undertaken, encompassing strategic meetings, emergency response training sessions, and skill development workshops for both volunteers and staff. These initiatives underscore *MRC*'s commitment to enhancing organizational capabilities and ensuring preparedness for effective humanitarian response. Notable partnerships were reinforced, particularly with local authorities and the Ministry of Education, leading to the distribution of *hygiene kits* in eleven earthquake-affected schools in *Marrakesh*.

In late May, the *MRC Programme Coordinator* was appointed as the operations manager assistant, with branch coordination co-led by the *Field Coordinator* and the *Operations Manager*. Procedures for volunteer management, finance, fleet management, and planning were established, utilising a planning tool that provides clarity on team activities and locations. Volunteer management guidelines, introduced in November 2023, are consistently monitored by the *Programme Coordinator* and *IM Officer*. The fleet adopted the Mission Order system endorsed by *Rabat*, streamlining the online signing process for the *Field Coordinator* and *Operations Manager*. Progress was made in information management, including the initiation of the *Red Rose* system registration to create a comprehensive volunteer database and enhance data management capabilities.

The *Spanish Red Cross* is planning to rent an office in Tahanout, *El-Haouz*. They are currently awaiting further information from *MRC* management and the *El-Haouz branch president* to finalise the location and details. Additionally, they plan to hire a new administrative/finance assistant.

Training and Development:

During the reporting period, with support from IFRC teams, the branch provided several training sessions to volunteers, focusing on:

Training Type	Duration	# Men	# Women	# Total
<i>Emergency Response</i>	<i>3 days</i>	<i>28</i>	<i>36</i>	<i>64</i>
<i>Community Engagement and Accountability (CEA)</i>	<i>2 days</i>	<i>15</i>	<i>23</i>	<i>38</i>
<i>WASH Infrastructures and Hygiene Promotion</i>	<i>2 days</i>	<i>16</i>	<i>22</i>	<i>38</i>
<i>Shelter - TSU construction</i>	<i>3 days</i>	<i>23</i>	<i>21</i>	<i>44</i>
<i>Data collection training</i>	<i>1 day</i>	<i>8</i>	<i>8</i>	<i>16</i>
<i>Logistics</i>	<i>5 days</i>	<i>3</i>	<i>3</i>	<i>6</i>
<i>Cash and Voucher Assistance (CVA)</i>	<i>4 days</i>	<i>0</i>	<i>2</i>	<i>2</i>



Coordination and Partnerships

Objective:

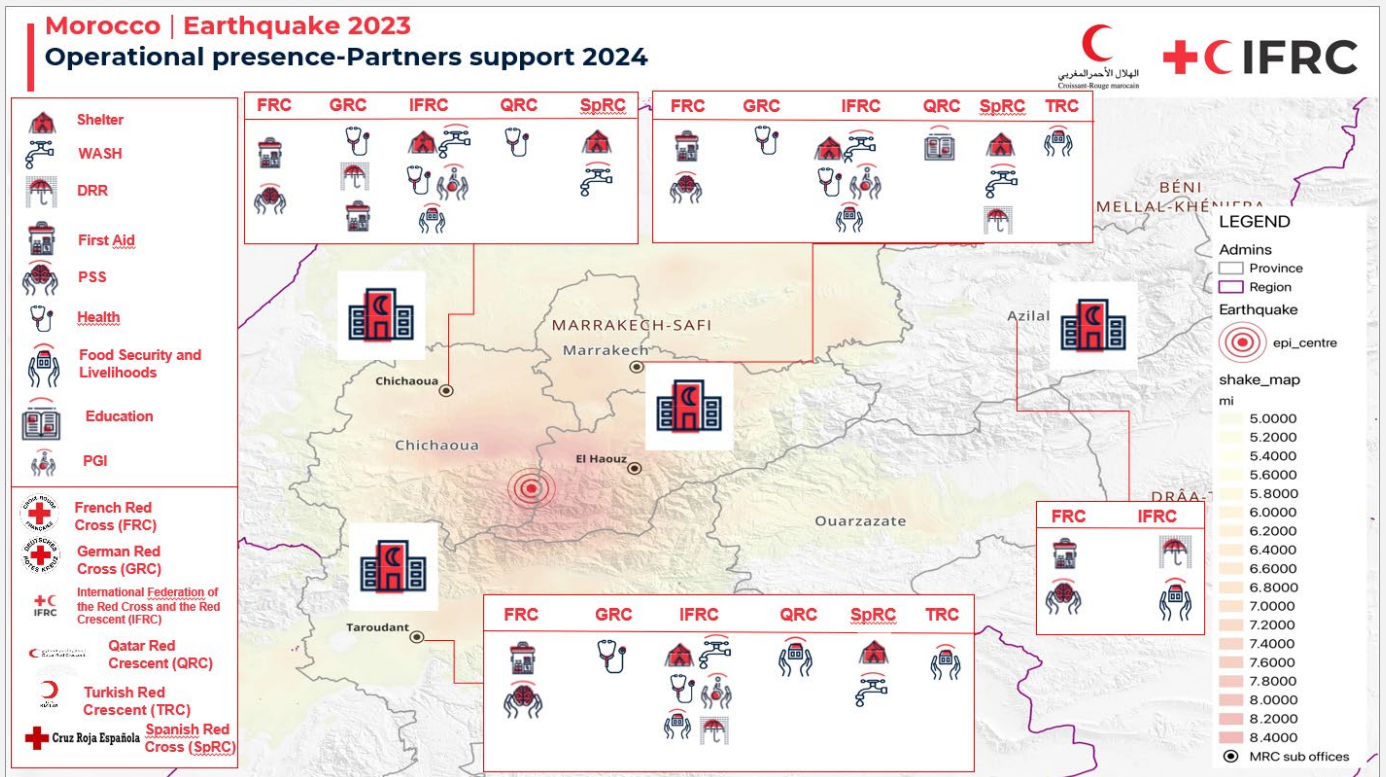
Ensure a well-coordinated emergency operation and availability of funding.

Key indicators

Indicator (number)	Actual	Target
Movement operational meetings held	20	-

As co-convenor of the response following the mini summit in November 2023, the IFRC is supporting the MRC in establishing robust internal and external coordination mechanisms in line with the IFRC Way of Working. Weekly joint meetings with all partners and teams are held to share weekly planning highlights and address key challenges. Additionally, joint planning meetings occur weekly at the branch level.

Under the leadership of the MRC and with support from the IFRC and ICRC, a *Movement Coordination Agreement (MCA)* was signed in June 2024 and endorsed by the PNSs. A *Movement 3W-map* has been developed to clarify the operational support provided by each partner in key sector areas per province.



Map 4 - Operational presence - Response Partners

Regular coordination meetings for the *IFRC* membership, led by the *MRC*, are taking place at strategic, operational, and technical levels, with various technical working groups convening regularly.

External coordination with authorities is managed by the *MRC*. Regular meetings are held with local authorities both in the field and at *MRC-headquarters*. Branches receive guidance and authorization from local authorities on which communities to support and specific activities to carry out.

The *IFRC* also supports the *MRC's* humanitarian diplomacy efforts, facilitating smoother importation of goods. The collaboration with the *Mohammed V Foundation* is strong, aiding *MRC* with imports, supply chain, and access.

The *Strategic Partnership and Resource Mobilization (SPRM)* team from the *IFRC MENA Regional Office* has been assisting the operational team with pledge registration, donor management, proposal submission, meeting support, and communication of operational progress with partners and donors. Out of the 75 million CHF funding requested for *IFRC Secretariat*, approximately CHF 37.1 million has been raised, with CHF 33.7 million as hard pledges and in-kind contributions, CHF 2.3 million as soft pledges. The *IFRC Secretariat* funding coverage stands at 45% with a funding gap of 55%. There is an increasing number of unearmarked pledges from *RC National Societies* and Governments, supporting a flexible and adaptive response. An additional CHF 21

million has been raised by the *IFRC membership*³⁶ which increases the *Federation-wide funding* to a total of approximately CHF 58 million.

MRC, with support from *IFRC* and *GRC*, is engaging in several bilateral relationships with donors and embassies at the *Rabat*-level. A coordinated group of donors from embassies in *Rabat* meets regularly with *IFRC* to provide operational updates on response implementation. The *MRC*, with support from *IFRC*, hosts regular meetings and visits from *RC National Societies*, embassies, and 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 (number/percentage)	Actual	Target
Trainings conducted on <i>IM</i> or <i>PMER</i>	4	-
Financial systems adopted	-	1
Trainings on financial systems conducted	2	-
Technical or operational staff recruited	29	39
Trainings conducted on logistics or procurement	2	2
Villages with multisectoral assessments conducted	23	-
Percentage of people assisted reported the relevance of the assistance to their needs	96%	-

³⁶ *Contributions from the Partner National Societies.*

Percentage of people assisted reported receiving the assistance in a dignified and safe manner	79%	-
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Human Resources

During the reporting period, human resources support was provided at national, regional, and *IFRC-HQ* levels, as well as remotely, ensuring specialised surge personnel were available to meet the evolving needs of the operation and initiate long-term workforce planning.

Although the surge window closed in January 2024, surge *Delegates* were extended until March to cover key positions in *Shelter, Administration, WASH, Logistics, PMER, IM, CEA*, and other areas. This ensured that the *IFRC* maintained staff capacity during the transition period until long-term positions were filled. Short-term positions were covered through staff on loan and fast-track recruitment, while long-term positions were being recruited to replace surge *Delegates* and avoid discontinuity in support to *MRC*. Moroccan nationals were encouraged to apply for all international positions. Recruitment for long-term delegate positions is ongoing, but the team is beginning to stabilise according to the approved organogram.

The *MRC*, with *IFRC's* assistance, completed the planned recruitment of over 40 national staff in Rabat, Taroudant, Chichaoua, and Marrakech, with further recruitments still underway.

In April, the *IFRC Human Resources (HR) Delegate* joined the team, working remotely until her visa is processed. Her primary focus is on capacity building support for *MRC*. Since May, *MRC*, with support from its partners, has been working to establish a clear organogram for the response and clarify the funding sources for each position. *MRC* is also recruiting a national *HR Officer* and has begun drafting staff regulations with *IFRC's* support.

Finance and Administration

The long-term *Finance and Administration Delegate* will conclude her mission in mid-July 2024. In the interim, the *Regional Finance Roving Advisor* has taken over to support while long-term recruitment is underway. A *Roving Finance Delegate* role was introduced to provide hands-on support for capacity building in the *Chichaoua* and *Taroudant* branches. Recruitment for *Finance Officers* is still ongoing.

Ensuring access to cash and banking facilities remains a priority to facilitate operational work. In June 2024, the *IFRC* opened a bank account in euros, and another in convertible Moroccan *Dirhams* is expected to be operational by early July to support in-country payments and procurement efforts. A petty cash policy was established for the Morocco delegation, with its use starting in June. The cash disbursement memo and segregation of duties for Morocco were approved.

The *IFRC* began migrating to a new *ERP* system in early June, which has presented challenges in booking expenditures and running financial reports. The *Finance* team is prioritising training on the new system to support the transition.

Support has been provided to the *MRC* to ensure the submission of the second working advance report and initiate the third transfer. The *Emergency Appeal* operating budget revision, launched in April, will be finalized in July 2024. A *Finance Training* session for the branches in *Rabat* is scheduled for the second week of July.

The *Administration* team has been strengthened with the arrival of a temporary *Administration Delegate*. Despite ongoing challenges related to housing, visas, and residency, significant progress has been made, including the development of a housing policy for *Delegates'* apartments and documentation for visa and residency processes.

The *IFRC* has supported the *MRC* in obtaining *MS 365* licenses, ensuring all *MRC* staff now have professional email addresses. The *Regional IT Officer* made two visits to train the teams, support the transition, and upgrade the *IT* facilities and equipment of the *MRC* office and teams. A national *IT Officer* joined the team in May.

Planning, Monitoring, Evaluation and Reporting (PMER)

The *PMER Delegates* supported *MRC Information Management (IM) Officers* in *Chichaoua* and *Taroudant*, and a *Logistics Officer* in *Marrakesh/El-Haouz*, in setting up a system to track distributions at the branch level. *PMER* continues to track progress against indicators in collaboration with various sectors and compiles and edits information for the monthly reports to *MRC* and operational updates.

PMER also supported data analysis and reporting for multi-sector assessments, mainly for *El-Haouz*, prior to distributions. In collaboration with *CEA*, *PMER* prepared the methodology and question guide for the *Satisfaction Survey*, which was implemented in the three regions around one month post-distribution, as per *IFRC* guidelines for in-kind distributions. This will enable *IFRC* and *MRC* to report on the percentage of people who perceive the assistance as relevant to their needs and those who reported receiving assistance in a dignified and safe manner.

Volunteer training on conducting the *Satisfaction Survey* was carried out in the three branches. Additionally, the *PMER* and *IM* teams collaborated with regional colleagues to establish a new tracker to systematise data collection for *WASH* and *Shelter* implementation and improve reporting against indicators.

The *Real-Time Evaluation* took place in May, with two consultants visiting all branches and *Rabat* before continuing their data collection in *Beirut* at *IFRC's Regional Office*. Preliminary findings were shared with the *IFRC* team and *MRC* management, with the final report expected during the summer.

Capacity building included a three-day training session for three *IM Officers* and the national *MRC PMER Manager* on responsible data management. The *Red Rose* platform was administered for the payment of volunteer allowances.

Throughout the reporting period, successive *PMER Delegates* ensured timely completion of all reporting duties, including donor and pledge reports. The last *PMER Delegate* also supported the *Operations Manager* in developing

the Revised Operational Strategy, expected to be published in August 2024. At the end of June, the *Regional PMER Senior Officer* visited to map the *PMER* situation and provide recommendations. A long-term *PMER Delegate* has been recruited and will start in July 2024.

Information Management (IM)

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

The *IFRC* supported the *MRC* with data visualisation by creating and uploading three infographics on *Relief* activities, *WASH*, and the general response, which are available on the [IFRC Go platform](#) for RC Movement partners and the general public. Additionally, *IFRC* is assisting *MRC* in generating a dashboard linked to indicators information for enhanced visualisation.

During the reporting period, the *IFRC* helped the *MRC* roll out the *Red Rose* platform for volunteer indemnities payments, enabling cashless payments to volunteers and daily workers. The platform was fully deployed in *Chichaoua* and *Taroudant* branches in December 2023. Feedback on the platform's performance was collected in March 2024, and preliminary steps were taken to roll it out to the *El-Haouz/Marrakesh* branch. A total of 406 volunteers (229 women and 177 men) were paid via *Red Rose* in *Taroudant* (270) and *Chichaoua* (136), with a total amount of MAD 501,890 disbursed.

In May, the community feedback management tool was finalized, beneficiary registration was digitised, and the volunteer payment module in the *Red Rose* system was implemented, including overnight stays in *Chichaoua* and *Taroudant*.

In June, support was provided to *CEA* in finalising the logbook for monitoring community feedback and to *CVA* for the pilot phase of *Multi-Purpose Cash Assistance* in Chafarni. Capacity building included a three-day training session for three *IM Officers* and the national *MRC PMER Manager* on responsible data management, covering advanced *MS-Excel*, dynamic dashboards, *MS- Power BI*, and the design of data collection tools via Excel.

In July, support will be provided for the second round of the cash pilot via *Red Rose/MoneyGram* and to *IM Officers* for data management.

Logistics

During the nine 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. 16 import processes have been successfully handled, with over 40 trucks and containers received.

All field distributions requested by deployed teams have been successfully supported. The mobilisation 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 (as of end of June) is provided in the table below:

Item group	WH - Branch Agadir MRC	WH - Branch Chichaoua MRC	WH - Branch Marrakesh MRC	WH - Branch Taroudant MRC	WH - HQ Rabat MRC	Total
Blanket	2'548	14	854	230	-	3'646
Bucket	391	21	1'553	148	-	2'113
Dignity Kits	1'750	-	1'683	5	-	2'899
Extincter	6	5	284	5	-	300
Family tent	159	11	585	-	-	755
<i>Food Parcel</i>	-	-	1'232	-	-	1'232
Hygiene kit	-	95	554	90	2432	3'171
Jerrycan	-	10	73	-	-	83
Kitchen set	-	5	1'740	4	-	1'749
Mosquito net	2'415	-	-	-	-	2'415
<i>Shelter</i>	1'694	53	2'454	-	156	4'357
<i>Shelter</i> tool kit	-	10	488	-	-	498
Tarpaulin	-	38	5'106	44	-	5'188
WatSan equipment	-	32'000	304'000	32'000	-	368'000

There are currently 25 vehicles in total. 22 are operational and are in the weekly movement plan. We are waiting for 6 new vehicles that are expected to arrive in early August. Half of the operation drivers have received *First Aid*, driving, and safety training and the rest will do it in August. An electronic transport request and mission order system has been implemented to streamline transport management. National-wide logistics training has been planned for end of September.

Spanish Red Cross (SpRC) has coordinated with the *MRC* to procure and distribute essential products (*hygiene kits*, *dignity kits*, *kitchen kits*, etc.). After having evaluated availability and quality of products available on the Moroccan market against other products available on the European market, the *MRC* has decided to coordinate with the *Spanish Red Cross* to acquire and ship the following items:

- A first shipment of urgent essential items: 10,000 *blankets*, 400,000 *water purification tablets*, 2,415 *mosquito nets*, 2,500 *kitchen sets* and 9,000 *tarps* (arrived in October-November 2023)
- A second additional shipment of urgent essential items: 6,800 *hygiene kits* (to be greenlighted by authorities), 6,780 *dignity kits* for women (arrived in April 2024), 1,500 *kitchen sets* (arrived in June 2024).
- A third shipment: 6,000 *blankets* (expected to arrive in Morocco in August 2024), and 2,000 *dignity kits* are underway.

Throughout April and May, 960 doors as part of the *TSU* were also procured. The procurement of 6,600 *Food Parcels* locally was launched, as was a framework agreement for the construction of latrines. The recruitment of two local *Procurement Officers* and one *Logistics Officer* was also in process.

In May, a framework agreement for wood and wool insulation is in process. Additionally, recruitment efforts expanded to include one *Logistics* and one *Procurement Delegate*, alongside the ongoing recruitment of two local *Procurement Officers* and one *Logistics Officer* initiated in April.

In June, positive steps were taken towards harmonizing *MRC's* fleet management by integrating GRC- procured vehicles holistically. Lastly, the procurement for the *Food Parcels* advanced as on 28 and 29 June, 2'100 bags of wheat flour and 1'300 *Food Parcels* were received, the remaining deliveries being planned for the first half of July.

Communications

Since day one, the *IFRC* has been showcasing the *MRC* response, supported by the *IFRC Secretariat* and membership. *IFRC MENA* was the first to provide updates on the situation on the ground and the *MRC's* response, serving as a key information source for *UN agencies* and the 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 outlets such as *CNN*, *BBC*, *France 24*, and *Aljazeera*.

These efforts highlighted the needs and response of the *MRC* at the one-month, three-month, and six-month marks of the earthquake. Key messages were updated, press releases disseminated, social media content posted, articles published on *IFRC.org*, and media interviews conducted. For the upcoming one-year commemoration of the earthquake, the *MENA* communications team is working closely with the *MRC* communications team to ensure that audiovisual materials and updated key messages are available for use by *Partner National Societies* in their fundraising campaigns. This collaboration aims to amplify the voice of the *MRC* and continually remind people of the impact achieved.

Additionally, *UN* press briefings and *X (Twitter)* spaces were tailored to address the needs of earthquake-affected populations and the progress of the operation. Two surge *Communications Delegates* were deployed to Morocco to gather content and support the *MRC* and *IFRC* communication teams in showcasing the *National Society's* response.

D. FUNDING

To date, **45 percent** of the *IFRC* Emergency Appeal's funding needs (*IFRC* Secretariat) have been covered (see [Donor Response](#)). The *IFRC* and the *Moroccan Red Crescent Society* express their gratitude to all partners and donors and encourage continued support for this Emergency Appeal to enable the *Moroccan Red Crescent* to continue meeting the immediate, medium, and long-term needs of the people affected by the earthquake.

Notice: 2023/2024 Donor Response Reports Temporarily Unavailable

Please note that the 2023/2024 donor response reports are currently unavailable due to an ongoing *IFRC* system and data migration adopting a new ERP system.

The reports are expected to be back online by mid-August. We apologize for any inconvenience this may cause and appreciate your patience during this time.

For further assistance or inquiries, please contact your respective focal points in *IFRC* or [Contact us through the *IFRC.org* contact form](#).

Contact information

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

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- Global Humanitarian Services and Supply Chain Management Unit; MENA region; Goran Boljanovic; Regional Manager; goran.boljanovic@ifrc.org
- Global Humanitarian Services and Supply Chain Management in Emergencies; Nikola Jovanovic; nikola.jovanovic@ifrc.org

Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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.