



Lebanese Red Cross



Egyptian Red Crescent



Jordan Red Crescent



Syrian Arab Red Crescent

OPERATION UPDATE

MDRS5002 - Middle East Complex Emergency

ONE YEAR OF RESPONSE

OPERATION TIMEFRAME

26 months
(18/10/2023 - 31/12/2025)

REPORTING TIMEFRAME

18/10/2023 to 30/11/2024

PEOPLE TARGETED

1,363,821

FUNDING REQUIREMENTS

CHF 185M IFRC Secretariat

CHF 200M Federation-wide

How we work

All IFRC assistance seeks to adhere to 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, to prevent and alleviate human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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WELCOME

NOTE

In the face of one of the most challenging humanitarian crises in recent years, the International Federation of Red Cross and Red Crescent Societies, together with our National Societies all over the MENA region, continues to provide much-needed support to the most vulnerable populations. The scale of humanitarian needs has grown dramatically, putting immense strain on fragile communities and systems.

This one-year report offers an opportunity to reflect on the milestones we've achieved, the challenges we've faced, and the lessons we've learned along the way. It showcases the collective impact of our work and the unwavering commitment of those who made it possible.

Over the past year, our collective efforts have been dedicated to scaling up logistics, delivering life-saving health services, providing multi-purpose cash assistance, and safeguarding the safety and dignity of displaced and affected populations. However, this journey has come with profound loss. We mourn the tragic deaths of dedicated volunteers and staff—especially in Gaza and the West Bank—who gave their lives while performing their humanitarian duties, reminding us of the immense risks our teams take to bring hope and aid to those in need.

I want to take a moment to personally thank the dedicated staff and volunteers of National Societies across Egypt, Jordan, Lebanon, Syria, Palestine and beyond, who often work under complex and unpredictable conditions. Their tireless commitment is an inspiration to us all, driving forward amidst ever-changing operational realities while upholding the principles of humanity.

Finally, I extend my deepest gratitude to our partners and donors. Your generous support and collaboration have been essential in helping us adapt to the ever-changing needs on the ground.

Hossam Khalil ELSHARKAWI

Regional Director,
Regional Office for MENA

International Federation of Red Cross and Red Crescent Societies

SITUATIONAL OVERVIEW: OPT

Since October 7, 2023, hostilities in the Gaza Strip and the West Bank have escalated to unprecedented levels, resulting in immense humanitarian needs in the occupied Palestinian territories (oPt). The situation continues to deteriorate rapidly, drastically affecting security, social and economic conditions and stability, and aid channels to Gaza from neighboring countries.

GAZA

The Gaza Strip, a densely populated area 41km (25 miles) long and 10km wide, bordered by the Mediterranean Sea on one side and fenced off from Israel and Egypt, has been described by [United Nations officials](#) as having "simply become uninhabitable". As of November 27, 2024, the conflict has resulted in more than 44,000 Palestinian deaths, and more than 100,000 injured, highlighting the severe impact on civilians. Approximately 1.9 million people –almost 90% of the population- have been displaced, often several times, and around 380,000 housing units have been damaged ([UNRWA](#)). Hostilities continue unabated with high-casualty incidents occurring monthly, driving surges in displacement and increasing humanitarian needs.

The consequences of the conflict are far-reaching and will lead to prolonged hardship in Gaza. As per a [World Bank](#) report published in September 2024, the Palestinian Authority's (PA) funding shortfall is expected to reach US\$1.86 billion in 2024, more than twice the gap experienced in 2023, potentially increasing the risk of a systemic collapse, particularly in public service provision.

This devastation includes homes, hospitals, schools, and essential utilities, severely disrupting daily life and critical services. Over 80% have been damaged or destroyed, affecting more than 625,000 students and 23,000 teachers. The absence of safe learning environments not only hampers academic progress but also worsens the psychological trauma faced by children ([ReliefWeb](#)).

The humanitarian consequences of the ongoing hostilities are exacerbating gender-specific and intersectional risks and vulnerabilities. Women, men, boys, girls, people of diverse gender identities and people with vulnerabilities face different and often disproportionate impacts due to pre-existing inequalities, roles, and societal expectations. As the war continues, people in Gaza are experiencing an almost complete erosion of individual and collective coping mechanisms. Tensions within families and communities are increasing, which in turn increases the risks of child protection issues and gender-related protection concerns, including GBV. GBV prevention and response services have collapsed, with safe houses forced to close and the GBV Sub-Cluster unable to provide comprehensive support due to displacement and destruction. Despite the high caseload of women and girls in critical need of health and psychosocial services and dignity kits, partners continue to face logistical challenges preventing the scaling-up of support. Moreover, numerous sources, including multiple and consistent testimonies from released detainees, testimonies of Israeli whistle-blowers such as medics

who had access to detainees, as well as photo and video material leaked to media, indicate an extremely worrying increase of mass and arbitrary detentions in inhuman conditions and contravention of violation of all minimum safeguarding standards.

UNICEF estimates at least 17,000 children in Gaza are orphaned or separated from their families, leaving them highly vulnerable and with increased risk of starvation, among other protection concerns. Children in Gaza are exposed to alarming levels of violence in addition to the indiscriminate conflict violence harming them physically and mentally.

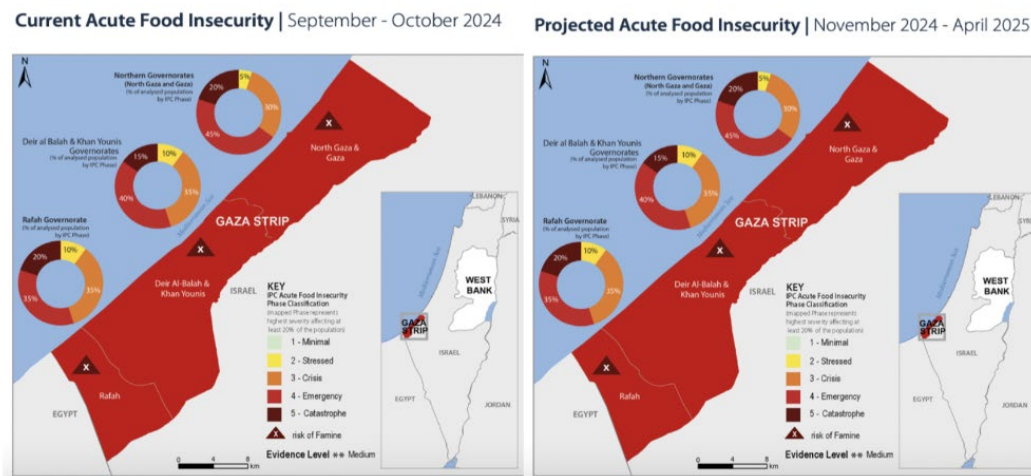
The **health sector** in Gaza is on the verge of collapse, with only limited capacity to provide life-saving services. According to [UNRWA](#), 94% of health facilities are damaged or destroyed, including hospitals, clinics, and primary care centers, significantly reducing access to medical care. Due to ongoing destruction, fuel shortages, and a lack of essential supplies, 80% of primary care centers are no longer operational. Out of 36 hospitals with inpatient capacity, only 17 are partially functional, representing 53% of the pre-crisis inpatient, ICU, and maternity beds. ([World Bank](#))

Fuel shortages have exacerbated the crisis, severely limiting electricity for critical equipment, including ICUs incubators. For instance, according to [UNICEF](#), the number of operational neonatal incubators has dropped by 70% from 178 to just 54, with North Gaza particularly affected, where only two hospitals—Kamal Adwan and Al Awda—remain partially functional ([OCHA](#)). The Indonesian Hospital has also been rendered out of service. Without adequate fuel, many facilities struggle to maintain even basic services, including intensive care and maternity care. In terms of maternal and child health, the conflict has taken a toll on the physical and mental well-being of pregnant women, increasing the likelihood of premature births. [UNICEF](#) reports a rise in premature births, driven by stress, malnutrition, and lack of prenatal care. Neonatal care has collapsed, with only 9 incubators out of 105 functional in North Gaza, following attacks that severely damaged hospitals. Many pregnant women are unable to access safe childbirth services due to the destruction of healthcare facilities, shortages of medical personnel, and transportation challenges, resulting in a rise in maternal deaths ([UNFPA](#)).

Specialized care, including rehabilitation, is also unavailable, leaving an estimated 22,500 injured individuals without necessary services ([WHO](#)). Additionally, the displacement and deaths of healthcare workers have reduced staffing levels, further straining the already overwhelmed system. Medical supplies are critically low, with severe shortages of life-saving medications, surgical equipment, and essential consumables. The lack of functional healthcare facilities has led to overcrowding, forcing patients to seek care under dire conditions. The healthcare system's breakdown has also hindered public health responses, including vaccination campaigns, exacerbating risks of disease outbreaks.

Food insecurity and **malnutrition** have reached catastrophic levels, with the entire Strip classified as IPC Phase 4 (Emergency). Between September and October 2024, 1.84 million people faced Crisis or worse levels of food insecurity, including 133,000 in Catastrophe (IPC Phase 5). This means there are significant food consumption gaps, high levels of acute malnutrition, and increased mortality. Projections indicate that the situation is likely to worsen significantly. By April 2025, it is estimated that over 90% of the population, almost 2 million people, will be in IPC Phase 3 or above. More alarmingly, 345,000 people will likely be in a state of Famine (IPC Phase 5). Acute malnutrition has reached serious

levels (IPC AMN Phase 3), ten times higher than pre-conflict levels. 80% of the population (1.7 million people) are not receiving their monthly food rations as of late October 2024.



Source: IPC, [Special Snapshot](#), Gaza Strip, September 2024- April 2025

Most children consume food from less than two food groups. The scarcity of nutritious food, compounded by the collapse of food systems, has led to a sharp increase in malnutrition cases, particularly among infants and children. This malnutrition significantly weakens their immune systems, increasing their vulnerability to life-threatening illnesses. Additionally, it is estimated that 16,500 pregnant and breastfeeding women will require treatment for acute malnutrition ([UN](#)). Damage to agricultural production is severe, with 68% of cropland destroyed, leaving Gaza increasingly reliant on external aid. This destruction has contributed to the reliance on external aid and imported goods, as local production can no longer meet the needs of the population ([FAO](#)).

The **Water, Sanitation, and Hygiene (WASH) sector** is also facing many challenges ([UN OCHA](#)). Approximately 1.4 million people are consuming less than the recommended six liters per person per day for drinking and cooking. Additionally, nearly half of the population lacks access to the minimum 15 liters per person per day necessary for drinking, cooking, and maintaining basic hygiene. ([OCHA](#)). The destruction of water and sanitation infrastructure has led to widespread contamination of water supplies. This has significantly increased the risk of disease outbreaks, with reports indicating a sharp rise in acute respiratory infections, diarrhea, and skin conditions, particularly among children and vulnerable populations. ([UNICEF](#)). Additionally, only 12% of the required daily fuel for critical services is available, severely limiting the operation of water pumps and sewage treatment facilities. The lack of electricity has disrupted the functionality of critical equipment, leading to untreated sewage flooding streets and increasing the risk of waterborne diseases ([WASHCLUSTER](#)).

Aid volumes entering Gaza have decreased by 75% compared to pre-conflict levels, due to insufficient border crossings being open and challenges in bringing aid in. In October 2024, an average of only 37 humanitarian trucks per day entered Gaza, compared to the pre-conflict average of 500 trucks daily ([ReliefWeb](#)). The significant drop in the average daily truck entries into Gaza to 58 in October 2024 marks the lowest level since November 2023 ([Reliefweb](#)).

Inside Gaza, the distribution of aid faces significant hurdles due to insecurity, ongoing military operations, and severe movement restrictions. These challenges are compounded by critical fuel shortages, extensive infrastructure damage, and incidents of looting, further hindering the timely delivery of essential goods. Humanitarian workers operate under extreme risks, navigating a volatile and often hostile environment to reach affected communities.

WEST BANK

In the West Bank, including East Jerusalem, violence continues to escalate, with 736 Palestinian deaths reported as of November 2024. Since October 7, 2023, over 1,800 structures have been destroyed, confiscated, or demolished, resulting in the displacement of 4,630 people, including 1,950 children. Movement restrictions have intensified, with the number of checkpoints exceeding 700, including 150 new ones established since October 2023, severely limiting access to land and essential goods ([OCHA](#)).

Since October 1, 2024, Israeli settlers have vandalized approximately 600 olive trees and saplings across 15 communities in the West Bank ([OCHA](#)). This has contributed to the displacement of over 4,630 Palestinians, including around 1,950 children, due to the destruction, confiscation, or demolition of approximately 1,800 Palestinian structures ([UNRWA](#)). These movement constraints have disrupted daily life and hindered humanitarian aid delivery.

SITUATIONAL OVERVIEW: IMPACTED COUNTRIES

One year since the onset of the Gaza conflict, its destabilizing impact on the MENA region has intensified, profoundly affecting neighboring countries such as **Egypt, Jordan, Lebanon, and Syria**. Prolonged instability has exacerbated tensions along borders, intensified the strain on public health services due to the influx of displaced populations, and disrupted key sectors like tourism and agriculture. Governments are struggling to support refugees and vulnerable local communities while addressing socio-economic pressures, rising civil unrest, and protests that increase risks of further displacement and migration. In Lebanon, the conflict has compounded domestic challenges, deepened socio-economic instability, and placed additional strain on public services. These repercussions extend into Syria, where disrupted trade routes and increasing humanitarian needs have derailed recovery efforts, aggravating the socio-economic crisis. Despite remaining stable amid the escalation of hostilities in the region, Egypt and Jordan are grappling with deepening socio-economic crises exacerbated by the ongoing crises in Gaza, Syria, and Lebanon. These crises are amplifying pre-existing vulnerabilities, placing significant strain on both countries' economic and social systems. Both Egypt and Jordan face the critical task of addressing immediate socio-economic challenges while adapting to the broader consequences of the regional crises.

The **interconnected crises** across Palestine, Lebanon, and Syria emphasize the urgent need for sustained international cooperation to address growing humanitarian needs, as well as economic vulnerabilities, and weakened social systems. Failure to address these compounding crises risks further destabilizing the region.

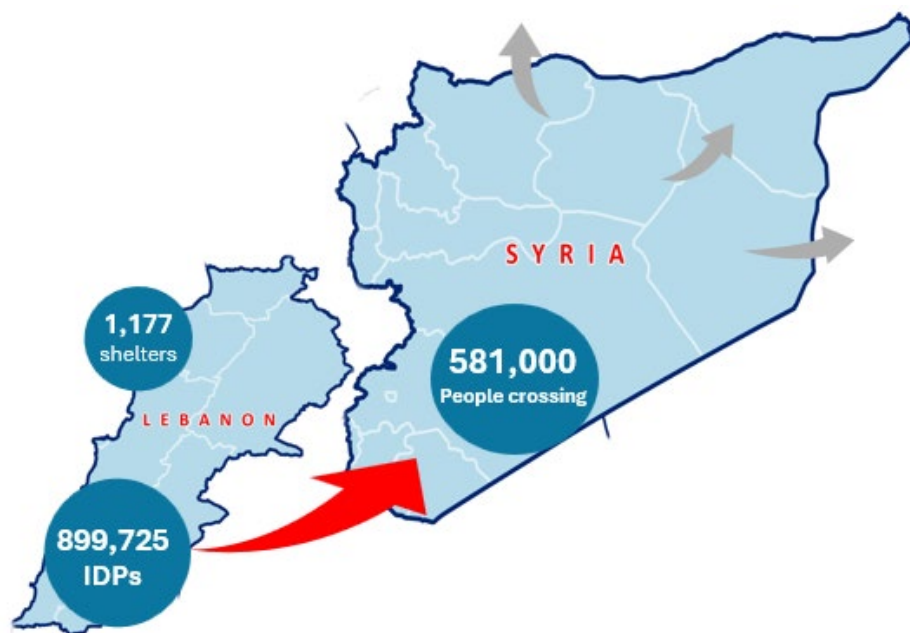
LEBANON

Between September and November 2024, Lebanon endured one of the most devastating periods in its history, with the escalation of hostilities—particularly following the explosions on September 27—severely impacting the South, the southern suburbs of Beirut, and the Bekaa region. As of November 30th, 2024, Lebanese authorities reported 3,961 people killed, including at least 266 children, and 16,520 injured, with over 4,000 residential buildings destroyed. There have also been 158 attacks on healthcare facilities, with 241 health workers killed and 292 injured while on duty since 8 October 2023 (WHO). 16 LRC volunteers have sustained minor injuries, and 14 ambulances have been damaged as a result of the ongoing hostilities. As of 4 a.m. on November 27, an agreement between Lebanon and Israel took effect. However, the humanitarian impact is still staggering, with an estimated 1.3 million people displaced throughout Lebanon prior to the ceasefire on 27 November.

As per the joint [IOM, DRM, and LRC report](#), 578,641 IDPs were reported to have moved back to where they were displaced from, a total of 899,725 people were reported displaced as of 25 November. Out of the over 1,000 collective centers for displaced persons that were open prior to the ceasefire, only around 300 remain open and nearly 170,000 IDPs have left, with only around 22,000 remaining in the centers. A significant percentage of the country's population, including refugees and migrants, remain

in immense need of humanitarian assistance and long-term support heavily damaged, and essential services such as healthcare, water, and education are significantly disrupted. Although efforts have been scaled up, humanitarian assistance and early recovery work are hindered by ongoing insecurity and access restrictions, notably in the South. Moreover, the presence of unexploded ordnance (UXO) poses a serious risk.

The socio-economic crisis in Lebanon has deepened significantly because of the hostilities. This situation is compounded by Lebanon's pre-existing economic turmoil, political paralysis, and humanitarian challenges. Lebanon faces hyperinflation, widespread poverty, and political instability, alongside a humanitarian crisis. The combination of these factors creates a dire situation for millions of Lebanese citizens.



SYRIA

Syria faces an exceptionally complex crisis, compounded by long-standing challenges and recent emergencies. The country's ongoing economic collapse, public service shortages, and environmental disasters such as earthquakes and wildfires are now exacerbated by the escalating crisis in Lebanon and a renewed military offensive. This multi-layered situation has intensified the strain on Syria's fragile infrastructure and humanitarian response capacities.

This escalation has triggered internal displacement within Lebanon and a substantial influx of people into Syria, comprising both Syrian and Lebanese nationals. According to [SARC](#), between September 26th and November 30th, 2024, approximately 581,000 individuals entered Syria, primarily through the Jdaidet Yabous crossing in Rural Damascus, with additional arrivals recorded at crossings in Homs and Tartous. In total, 359,085 individuals have been registered, receiving critical assistance at border crossings and shelters. The population crossing into Syria is predominantly Syrian (77%), with 23% being Lebanese nationals. Moreover, on November 27, a military offensive was launched from Idlib towards Aleppo and Hama. The results of this offensive were seen in December 2024, which falls outside the reporting period of this Operations Update and will not be tackled herein.

The Syrian economy is under immense strain due to the compounded pressures of displacement, ongoing internal conflict, and regional instability. Rampant inflation, widespread poverty, and deteriorating infrastructure have exacerbated the crisis, leaving the population in dire need. The humanitarian crisis continues to deepen, with limited resources and humanitarian support failing to meet the overwhelming demands.

EGYPT

In **Egypt**, the interplay between regional instability and internal economic fragility has led to a significant decline in key economic indicators. Reduced revenues from critical sectors such as tourism and from the Suez Canal, combined with rising inflation and unemployment, have exacerbated socio-economic pressures for millions of Egyptians. These challenges are further compounded by the ripple effects of the ongoing Gaza conflict, which has placed Egypt at the forefront of humanitarian efforts in the region.

Since the onset of the crisis, Egypt has become a vital hub for the delivery of humanitarian aid to Gaza. Aid has been going from Egypt to Gaza via two key crossing points, Rafah and Kerem Shalom/Karem Abu Salem. However, the Rafah border crossing closed on May 7th and has not reopened since. While the Karem Shalom crossing remains partially operational with only a few shipments allowed. Before the closure of the Rafah border, Egypt received Palestinian medical evacuees and their family members. However, this essential humanitarian role places an additional strain on Egypt's already overstretched resources and healthcare systems and creates pressures for host communities.

JORDAN

Jordan is navigating heightened socio-economic challenges, including inflationary pressures and rising social unrest. The Gaza conflict, along with the broader regional instability, has intensified public discontent, sparking protests over living conditions and government responses. Protests, including larger demonstrations on Fridays, continue across the country. The situation on the northern border with Syria also remains tense, with consistent activity involving smugglers, although no major security incidents have been reported. Jordan, already hosting a substantial refugee population, primarily from Syria, faces immense strain on its resources, infrastructure, and social services. This has put pressure on healthcare, education, and housing systems, worsening socio-economic hardships for host communities. Regional instability and potential new refugee influxes threaten to exacerbate these challenges, deepening socio-economic difficulties and increasing public discontent.

Jordan has also emerged as a key complementary logistics hub for the delivery of aid to Gaza, although this route also faces significant challenges. This means that humanitarian organizations have had to maintain and store humanitarian supplies for prolonged periods. This generates a significant financial burden and aid items are therefore at risk of expiring.

UPDATE ON STRATEGY

The IFRC [Emergency Appeal](#) for the Middle East Complex Crisis was launched on October 18, 2023. It complements the Palestine Red Crescent Society's frontline response in the Gaza Strip and the West Bank while supporting the humanitarian activities of National Societies in Egypt, Jordan, Lebanon, and Syria. Please refer to the [IFRC GO platform](#) to access all published documents.



The Middle East Complex Crisis Emergency Appeal addresses critical humanitarian needs by providing life-saving aid, supporting displaced populations, and strengthening local capacities in Egypt, Jordan, Lebanon, and Syria. Rooted in humanitarian principles and solidarity, the response emphasizes adaptability, preparedness, and a multi-sectoral approach to maximize impact.



1,363,821
people targeted



FUNDING REQUIREMENT

IFRC Secretariat
CHF 185 M

Federation-Wide
CHF 200M

The initial numbers of men, women, girls, and boys to be targeted fall into two categories:

- Wounded and ill persons in need of medical support affected by the current crisis as well as Palestinian families stranded in neighbouring countries.
- People from Egypt, Lebanon, Jordan, and Syria affected by the ongoing tensions and possible conflict spillover in areas that the respective National Society can reach, including displaced people and host communities.

Due to the ongoing escalation and worsening humanitarian crisis, the Federation-wide Emergency Appeal has been revised, increasing the total funding ask from the initial CHF 100 million to CHF 200 million Federation-wide.

This adjustment aims to address the growing needs more effectively, respond to population movements caused by hostilities, and maintain flexibility to adapt to the evolving context and prepare for future developments and recovery actions.

The appeal focuses on three key areas:

1. **LOGISTICS:** Strengthening supply chain capacities to ensure the efficient delivery of humanitarian aid to Gaza. This includes the reception, clearance, storage, and forwarding of humanitarian assistance through two designated humanitarian aid corridors, addressing immediate and urgent needs.
2. **INTEGRATED ASSISTANCE:** Providing comprehensive support to medical evacuees and their companions, stranded Palestinians, dual citizens, and displaced populations. This includes shelter, cash and voucher assistance (CVA), health services, and mental health and psychosocial support (MHPSS), tailored to meet their essential needs.
3. **PREPAREDNESS:** Enhancing the readiness and response capacity of the four countries involved to rapidly scale operations as required. This will ensure flexibility to adapt to evolving scenarios and respond effectively to the scale and complexity of the crisis.



OPERATIONAL CONSTRAINTS AND RISKS

This intervention builds on lessons from past National Society operations, prioritizing preparedness, mandate alignment, and adaptability to evolving contexts. Gaps analyses are revisited as needed to address emerging challenges while balancing strained capacities. The Middle East crisis has exposed critical gaps requiring additional resources, improved coordination, and targeted interventions to effectively support vulnerable populations.

CONSTRAINTS

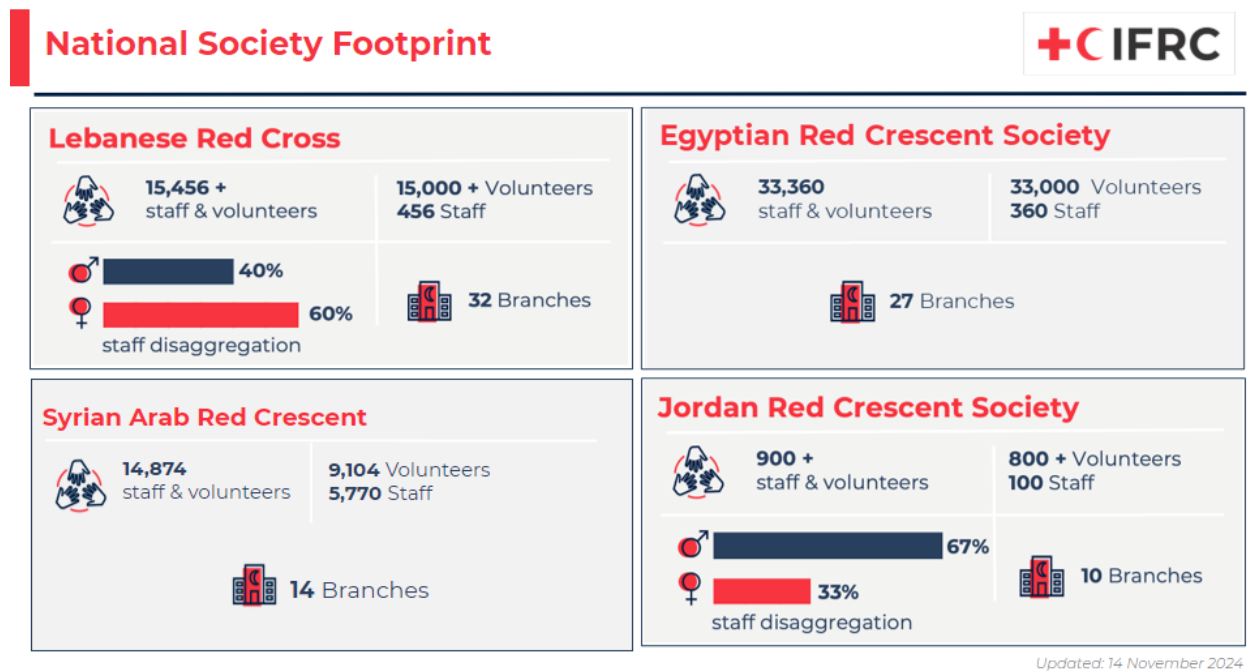
- **Underfunded operation:** The Emergency Appeal, currently funded at only 14% of its CHF 185M target significantly limits the ability to address the needs of affected populations. This underfunding reduces access to essential services, challenges the scaling up of response capacities, and leaves critical gaps in humanitarian aid. The needs have increased in the last quarter with the conflict in Lebanon and instability in Syria. Despite this, IFRC and NSs have prioritized high-impact interventions to sustain support.
- **Limited humanitarian access:** Border closures and restrictions on entry into Gaza have delayed the delivery of essential goods and services, impacting the timeliness and effectiveness of the response. These delays risk the deterioration of goods and hinder urgent medical assistance. Access in Lebanon had previously been limited owing to the bombardments within the country however, this has eased after the ceasefire. In Syria the evolving security situation in late November and early December has had an impact of limiting access to some areas within the country, however, this is improving with a new transition government in place.
- **Logistical challenges:** Disruption in logistical and supply chain due to limited humanitarian access into Gaza and complex logistical requirements have slowed relief operations. The buildup of goods has strained existing warehouse capacity, complicating effective supply chain management, increasing the risk of goods deteriorating at the border, and driving up costs due to prolonged storage and additional handling further straining the resources. In response, NSs are enhancing logistics capabilities by expanding logistics hubs and warehouses, including mobile and bonded storage units for inspecting and storing shipments in transit. This approach aims to reduce truck detention costs, alleviate shipment backlogs, and enable faster more organized distribution.
- **Strain on host communities:** population movements and socio-economic challenges have overstretched the capacity of host communities in Lebanon, Syria, Egypt, and Jordan. Insufficient access to resources such as shelter, clean water, and essential items exacerbates the strain, with stockpiles diminishing quickly under increased demand. The arrival of winter is expected to intensify these pressures.
- **Human Resources (HR) Capacity:** Limited funding impacts the recruitment and deployment of surge personnel and restricts long-term operational planning. A workforce plan has been developed to address these gaps, contingent on securing additional funds.

RISKS

- **Security Risk:** The volatile security situation in Gaza, Rafah, Lebanon, and Syria poses significant risks to humanitarian staff and volunteers. The situation remains unresolved in Gaza whereas a ceasefire is in place for Lebanon and in Syria targeted strikes have continued with a change in government in early December which makes the security context uncertain. Since October, the IFRC Movement has lost 22 volunteers from PRCS and 1 volunteer from SARC. Attacks on PRCS facilities, including hospitals, have also denied care to thousands. The security situation in Jordan and Egypt remains stable. The IFRC, NS, and Movement partners have Security contingency measures and procedures in place to guide the staff and volunteers working in the respective areas of operation to enhance their safety.
- **Protection-related Risks:** The possibility of the ongoing conflict in Gaza with no end in sight and mass displacement in the Rafah area and/or its surrounding areas, including towards Egypt and South Lebanon, poses a protection challenge for communities and particularly the most risk populations, e.g. the injured, women, children, and the elderly. Both mainstreaming protection and providing specialized protection services tailored to the different scenarios will be essential and aligned with the scenario possibilities, to ensure the provision of a safe, dignified, and equitable response for affected populations.
- **Population Movement:** The escalated security situation in Lebanon at the end of September 2024 led to increased displacement inside Lebanon and externally to Syria, Jordan, and Iraq. Even though the ceasefire was signed at the end of November, the displaced persons continue to return to their homes. The prevailing situation in Syria has led to mass return and population influx into Syria however in case of escalation there is a further risk of displacements back to the neighboring countries. Displacements often heighten protection risks for affected populations. The affected countries have developed response plans to manage and respond to this emerging risk. Furthermore, the military offensive that was launched at the end of November in Syria caused additional waves of displacement, including in areas that received people who fled Lebanon only days or weeks prior.
- **Logistics and warehousing risks:** Disruption in the logistical and supply chain due to limited humanitarian access into Gaza and complex logistical requirements have slowed relief operations. The buildup of goods has strained existing warehouse capacity, complicating effective supply chain management, increasing the risk of goods deteriorating at the border, and driving up costs due to prolonged storage and additional handling further straining the resources. In response, NSs are enhancing logistics capabilities by expanding logistics hubs and warehouses, including mobile and bonded storage units for inspecting and storing shipments in transit. This approach aims to reduce truck detention costs, alleviate shipment backlogs, and enable faster more organized distribution.

SUMMARY OF THE RESPONSE

The humanitarian response to the ongoing Middle East crisis has been led by the National Societies of Lebanon, Syria, Egypt, and Jordan, with support from the IFRC. Each country has implemented tailored strategies to address the complex and evolving needs of displaced populations, host communities, and other vulnerable groups affected by the conflict. The focus has been on life-saving assistance, strengthening logistics, and ensuring preparedness for future escalations. Below is a summary of each NS response to date.



Updated: 14 November 2024

LEBANON

The escalation of hostilities in Gaza and the West Bank since October 2023 has had devastating effects, with significant spillover impacting Lebanon’s southern border. Since October 2023, the Lebanese Red Cross (LRC) has been at the forefront of the humanitarian response. Through its different operational sectors, the National Society assists people who still reside in conflict-affected areas, people who were forced to flee their homes, and the families across Lebanon that host displaced people. The profiles of individuals affected are varied, including Lebanese nationals, Syrian refugees and Palestinian refugees, each with distinct needs.

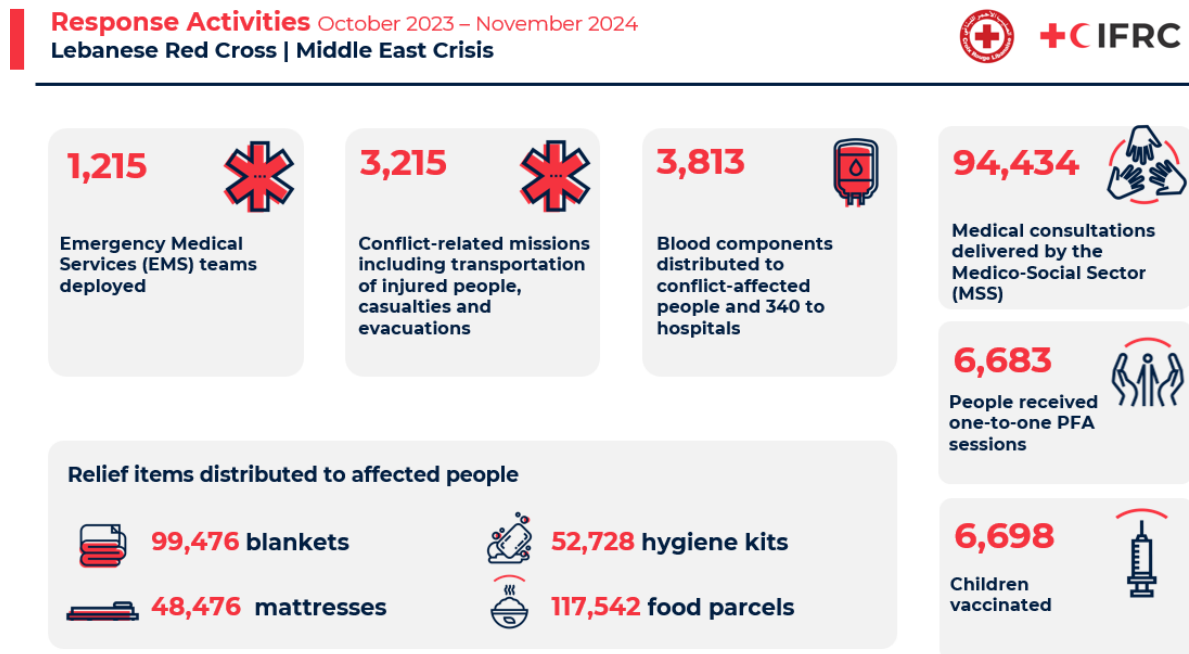
LRC has also invested considerably in preparedness efforts, including armed conflict awareness sessions, evacuation planning, and practical emergency drills in schools, universities, and other institutions, and contingency planning with local entities. LRC’s DRR Unit also implemented a multi-layered approach to engage communities in preparedness efforts through Community Emergency Response Teams (CERTs). CERTs were established in high-risk areas with 21 CERTs initially formed and

an additional 83 teams equipped. Members received training in first aid, firefighting, search and rescue, and crisis management.

The dramatic escalation in Lebanon since September 2024 has caused over 3,961 people killed, including at least 266 children, and 16,520 injured, widespread displacement, and severe infrastructure damage, costing over USD 8.5 billion. The healthcare sector is overwhelmed, with six facilities closed, and the socio-economic crisis exacerbated by mass displacement and disrupted livelihoods, particularly for farmers and low-income populations.

The Lebanese Red Cross (LRC) has led the response as the primary provider of prehospital care. Its efforts include ambulance services, blood transfusions, primary healthcare, psychosocial support (PSS), and distribution of essential relief items. To address the rising needs, LRC has scaled up operations, pre-positioning relief stocks and coordinating with authorities to ensure unimpeded delivery. Its work supports those in conflict-affected areas, displaced individuals, and host communities.

Complementing LRC's efforts, the Palestinian Red Crescent Society Lebanon branch (PRCS-L) provides essential healthcare and social services to Palestinian refugees through its hospitals and health centers in refugee camps. PRCS-L has intensified its focus on delivering free healthcare, PSS, and other essential support to vulnerable groups directly impacted by the conflict.



Following the escalation of hostilities in mid-September, LRC mobilized its emergency service to address immediate humanitarian needs and provide targeted pre-hospital emergency care, focusing on areas most affected by hostilities. Since the beginning of the conflict in October 2023, and up until November 25, 2024, LRC conducted 3,125 ambulance missions, transporting 1,178 injured individuals and 409 deceased. More than 1,215 Emergency Medical Technicians (EMTs) were deployed to support these operations, providing care to those injured in airstrikes and evacuating vulnerable populations. The Blood Transfusion Sector provided 3,813 blood components to conflict-affected areas. Additionally, five Urban Search and Rescue (USAR) vehicles were deployed, extracting 33 individuals

from critical situations and 40 deceased people. LRC's primary health services included 94,434 medical consultations and 135,500 medication distribution. Additionally, the LRC's Disaster Management Sector (DMS) distributed essential items, including food parcels, hygiene kits, mattresses and blankets and other relief items (including water and ready-to-eat meals). LRC also provided psychosocial first aid to 6,683 individuals.

Furthermore, LRC has played a central role in strengthening coordination at the national and local levels, working closely with government structures, municipalities, and ministries to enhance response efforts. Systems were created to improve coordination and aid distribution, and collaboration with the Ministry of Education was achieved to assess schools for their potential use as collective shelters. Additionally, Emergency Operations Rooms were activated across districts to coordinate the response and keep track of the displacement of individuals.

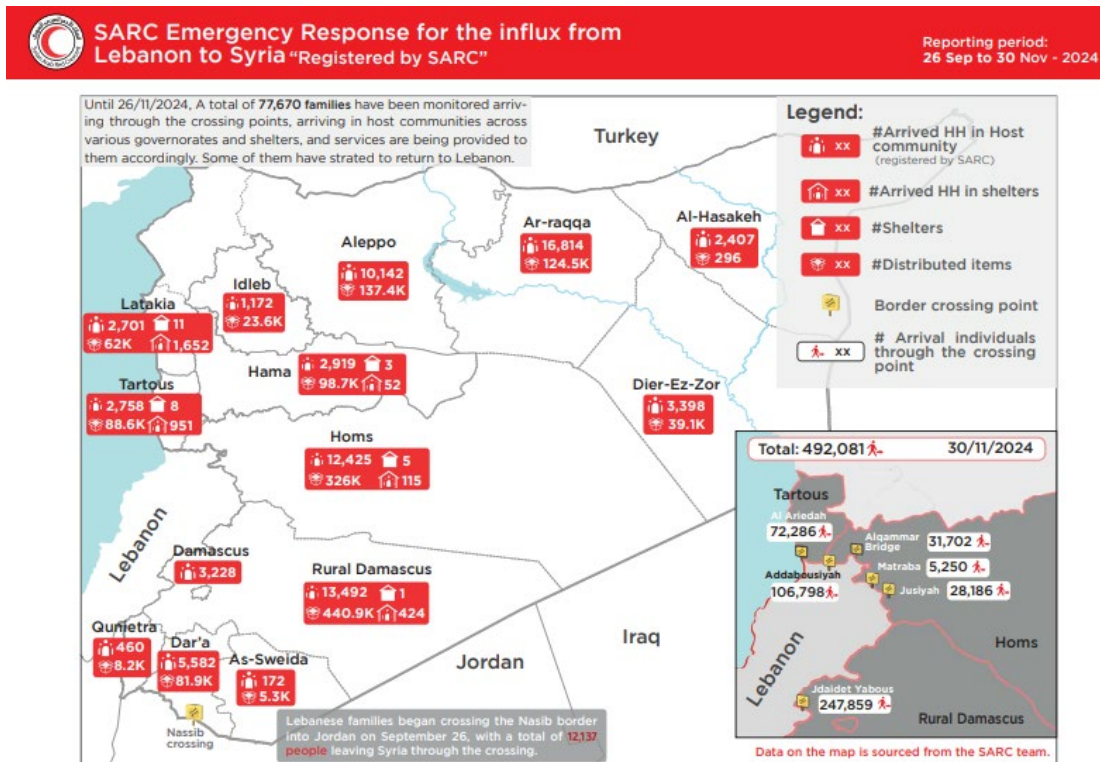
SYRIA

Since the onset of the crisis, the Syrian Arab Red Crescent (SARC) with the IFRC support, has been working on preparedness activities, particularly in anticipation of population movement from Lebanon into Syria. This included support in the Disaster Management and Emergency Medical Services vehicles maintenance, procurement of and protective emblems for SARC's assets and buildings, fuel provision, and maintenance of fire extinguishers.



Since September 2024, violence in Lebanon has further destabilized the region, severely impacting neighboring Syria, where internal displacement and cross-border movements of Syrian and Lebanese nationals have added immense pressure to an already strained humanitarian system. Syria's existing complex crisis, exacerbated by economic challenges, public service shortages, and recent natural disasters, is now compounded by this regional instability.

The Syrian Arab Red Crescent (SARC) has been tirelessly responding to the influx of people at Syrian Lebanese border crossings, providing critical emergency services. Through the IFRC emergency appeal, SARC was able to immediately scale up its response through the mobilization of its volunteers to respond at cross border points with Lebanon through 24/7 shifts, providing bread and water, and psychosocial activities. The appeal is also supporting the provision of food, hygiene kits, medical consumables, and mattresses. Overall, SARC provided medical assistance, primary healthcare, psychosocial support, legal aid, and essential relief item distribution. The majority of those arriving—77%—are Syrians, many of whom have chronic health issues or disabilities, with children under 18 comprising 56% of the registrations. Initial assessments show 89% of families urgently require food assistance, 44% need shelter, 30% require healthcare, and 60% need psychosocial support to address trauma from displacement.

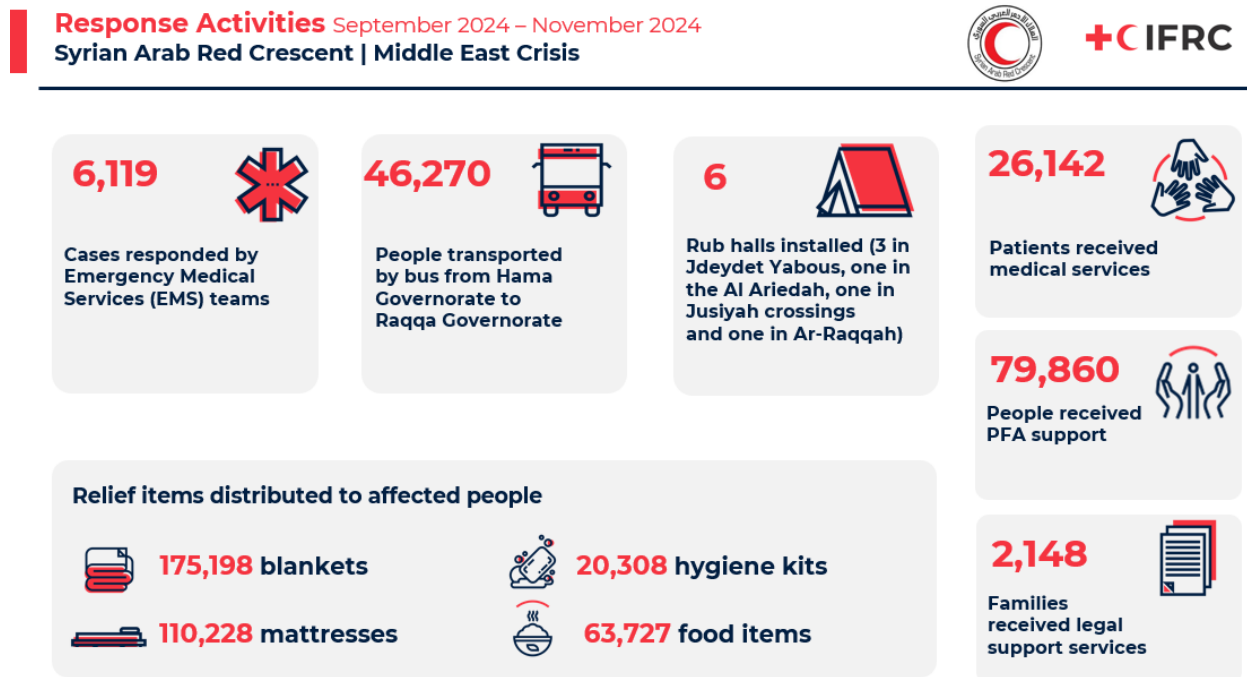


In response to the large movement of people from Lebanon into Syria, the Syrian Arab Red Crescent (SARC) has been continuously active at border crossings, registering arrivals and addressing urgent needs. Humanitarian Service Points (HSPs) have been activated at key border crossings to provide essential services. SARC provides a range of emergency support to the affected people, including emergency medical services, psychological and legal support, protection, water, and relief items based on availability and individual needs. Considering that the majority of arrivals are women and children, SARC has dedicated volunteers to prioritize people with vulnerabilities like pregnant women, the elderly, and people living with disabilities.

SARC's Disaster Management team, consisting of 700 volunteers working in 24-hour shifts, has deployed 100 EMS vehicles and mobile health units that have responded to 6,119 cases, treating 4,282 people on-site and transferring 1,837 to medical facilities. Over 46,270 individuals have been provided transportation from border areas to their final destinations. SARC has equipped shelters in Homs,

Rural Damascus, and Hama while distributing food items, and other essential supplies like blankets, sleeping mats, jerry cans, solar lamps, water bottles, diaper bags, and hygiene kits.

SARC has also provided psychosocial and psychological first aid to 79,860 people, with a special focus on child protection and reuniting lost children with their families. Community Engagement and Accountability (CEA) teams are ensuring feedback mechanisms are in place and incorporating Sex, Age, and Disability Disaggregation (SADD) in data collection to prioritize vulnerable beneficiaries. Medical services were provided to 26,142 people through Mobile Health Units (MHUs) and to 11,651 people through mobile medical teams, amongst other services.



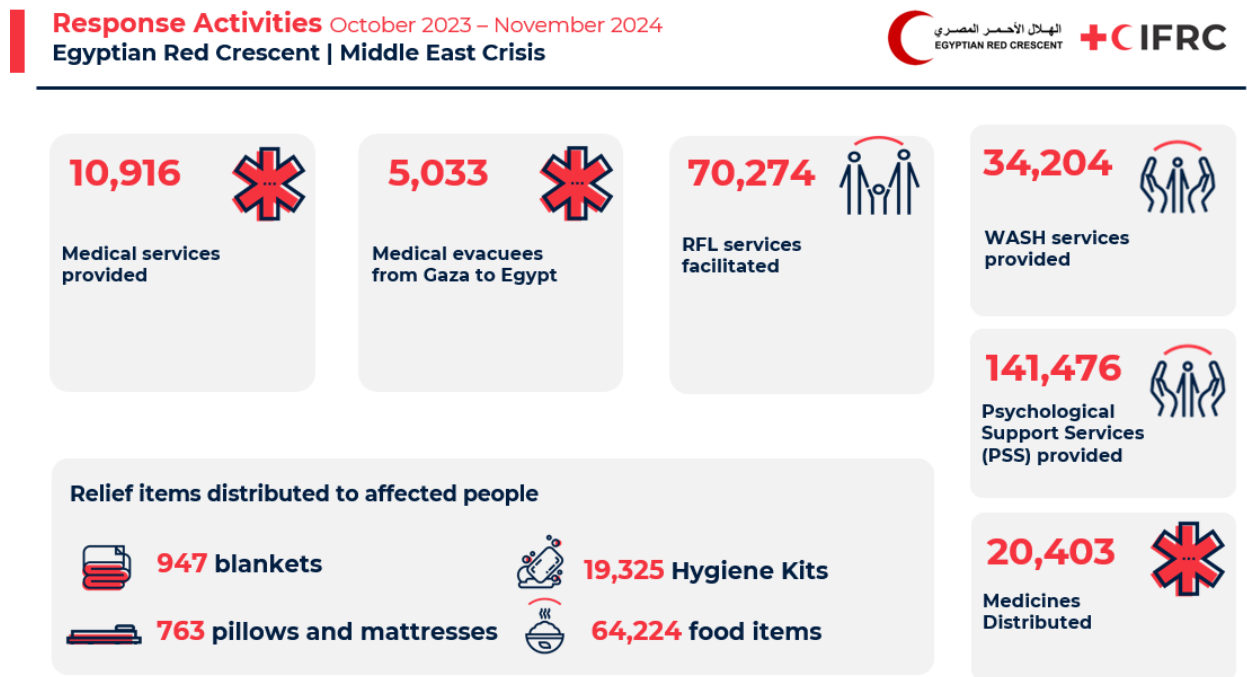
Despite facing over a decade of protracted crisis, SARC remains committed to delivering life-saving assistance to vulnerable populations. Its teams operate under extremely challenging conditions, addressing urgent needs while dealing with the compounded effects of conflict, economic instability, and climate impacts. The ongoing humanitarian response highlights the resilience and dedication of SARC's staff and volunteers in managing this evolving crisis.

EGYPT

The Egyptian Red Crescent Society (ERCS), mandated by the Egyptian government, has been at the forefront of managing aid logistics into Gaza while addressing the needs of displaced individuals and evacuees within Egypt. This role is pivotal due to ERCS's auxiliary function and unique access to operate in the Sinai Peninsula's security zone.

ERCS managed international and domestic aid deliveries to Gaza in coordination with the Palestine Red Crescent Society (PRCS) and UN agencies. This includes receiving and storing aid at logistics hubs in Al-Arish, Ismailia, and Cairo, and managing complex screening processes at border crossings like Rafah and Karem Abu Salem. Despite challenges such as limited crossing access and ambiguous truck entry quotas from Israeli authorities, ERCS has enhanced its logistics capabilities by expanding warehouses, introducing mobile and bonded storage units, and addressing bottlenecks in aid delivery.

The Rafah border closure since May 2024 has further constrained aid flows, though ERCS continued to support displaced Palestinians in Egypt with food, water, shelter, hygiene kits, and psychosocial support. Humanitarian service points have been established and services have been provided across 14 governorates, offering healthcare, Mental Health and Psychosocial Support (MHPSS), Restoring Family Links (RFL), and other services to evacuees and their families, including food, water, shelter, clothing, medication, and hygiene items. These services were provided across 14 Governorates in coordination with the Ministry of Social Solidarity and the Ministry of Health and Population (MoHP). Before the border closure, ERCS facilitated the transportation of 5,033 medical evacuees and 8,880 accompanying family members to receive medical treatment and supported the evacuation of dual citizens and foreign nationals transiting through Egypt.



To support the ongoing response and tackle the challenges, ERCS has scaled up its logistics and supply chain capacities to better address the ongoing crisis. This includes expanding its logistics hubs, warehouses, and in key locations such as Al-Arish, Ismailia, and Cairo. New facilities, including Mobile Storage Units (MSUs) and bonded warehouses, have been established to store and inspect shipments in transit, reducing the need to keep goods on trucks, thereby decreasing truck detention costs and handling the growing backlog of stored items.

As of November 30, ERCS has increased its bonded warehousing capacity by adding an additional 25 MSUs and offloading more than 1,000 trucks into two bonded warehouses, totalling 59,000 sqm (50,000 + 9,000 sqm) in Al-Arish. Since the closure of the Rafah border, ERCS has been focusing on strengthening their warehouse/storage and supply chain capacity. As soon as the border reopens, ERCS will be able to deliver as many trucks to Gaza as needed.

JORDAN

Since the escalation of hostilities in the Occupied Palestinian Territories (OPT), the Jordan National Red Crescent Society (JNRCS) has been actively increasing its readiness to respond to various scenarios. It included the reception of Jordanian returnees, the provision of care for wounded individuals or those

requiring medical attention, and the scaling up of logistics and warehousing capacities to address potential needs as the situation evolved. The severity of the needs in Gaza, combined with the logistical challenges of transporting goods from Egypt and the congestion at the Rafah border crossing, prompted the JNRCS, in collaboration with the IFRC, to establish a logistics hub in Jordan. This hub was designed to facilitate the receipt and efficient delivery of aid to the Gaza Strip and the West Bank.

JNRCS transitioned from preparedness efforts to assuming a complementary logistics role, bolstering Egypt's operations by significantly enhancing its warehousing and logistical capacities. A logistics hub was established in Madaba to ensure that aid is processed and dispatched efficiently to the Palestine Red Crescent Society (PRCS) in Gaza. This role became even more critical following the closure of the Rafah border crossing on May 7, 2024. The closure of this key gateway for humanitarian assistance and medical evacuations exacerbated Gaza's humanitarian crisis, heightening the importance of the Jordan Corridor as an alternative route.

Since the Rafah closure, the Jordan Corridor has become a vital channel for aid, handling 497.46 tons of humanitarian assistance. Deliveries have been made via air transport and overland routes through the King Hussein Bridge to Gaza, effectively bypassing the blockade in Egypt. Of the total aid delivered, 193.79 tons, including blankets, food, hygiene kits, and other essential items, reached Gaza, while local procurement accounted for 238.83 tons.

In addition to its extensive logistical operations, the JNRCS has prioritized providing integrated support to vulnerable populations. While its primary focus remained on Jordanian returnees, JNRCS also extended occasional and limited assistance to medical evacuees in transit through Jordan. This short-term support provided to medically evacuated and their family members, spanning two to three days, was mainly focused on transportation, medical care, temporary housing, and CASH assistance. These interventions have been done in collaboration with INGOs, embassies and local authorities, reinforcing JNRCS's commitment to addressing immediate humanitarian needs beyond logistics.

ONE YEAR RESPONSE

LOGISTICS

The logistics component is essential in sustaining the humanitarian response amidst the ongoing Middle East crisis. It ensures the effective movement, storage, and distribution of critical supplies to affected populations, despite complex and restrictive operational environments. Logistics hubs, established by National Societies in key locations such as Jordan and Egypt, are vital in facilitating aid delivery to Gaza and neighboring regions. These hubs streamline essential processes, including warehousing, customs clearance, and the dispatch of supplies, ensuring operations are organized and timely.

With infrastructure severely damaged, restricted access through critical crossings like Rafah, and the ongoing blockade, logistics extends beyond transportation. It involves managing border congestion, adhering to inspection protocols, and continuously adapting to shifting operational demands. The establishment and strengthening of these hubs mitigate these challenges, enabling the sustained flow of humanitarian aid and allowing responses to remain agile in the face of an evolving crisis.

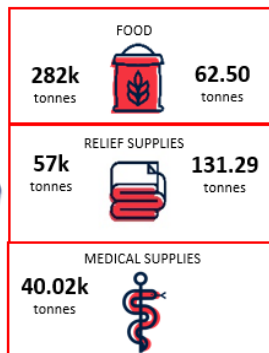
ERCS KEY FIGURES

HUMANITARIAN AID INTO EGYPT



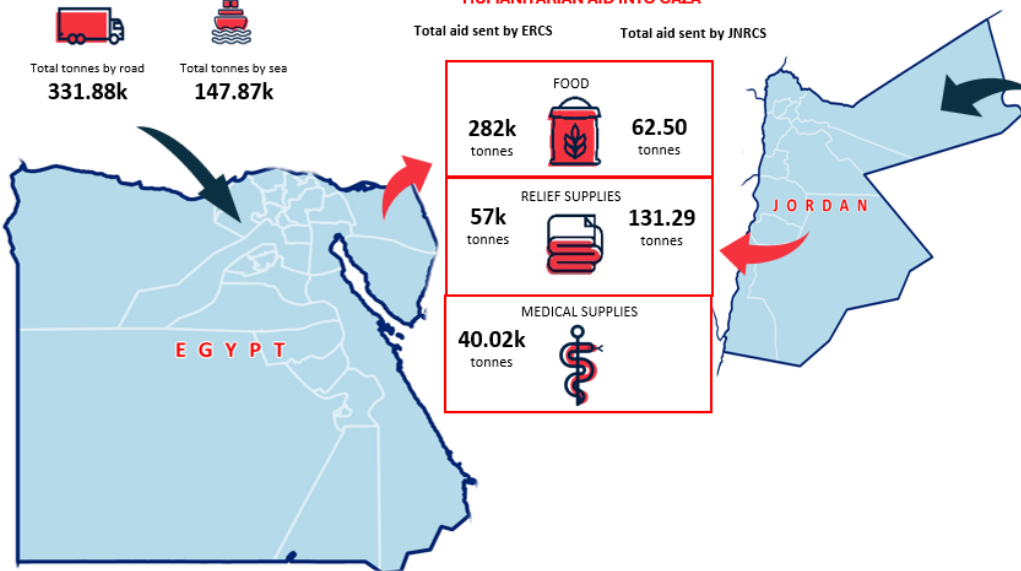
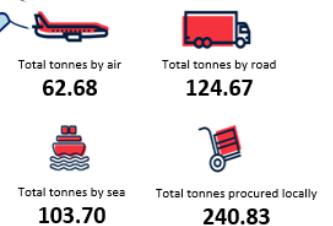
HUMANITARIAN AID INTO GAZA

Total aid sent by ERCS Total aid sent by JNRCS



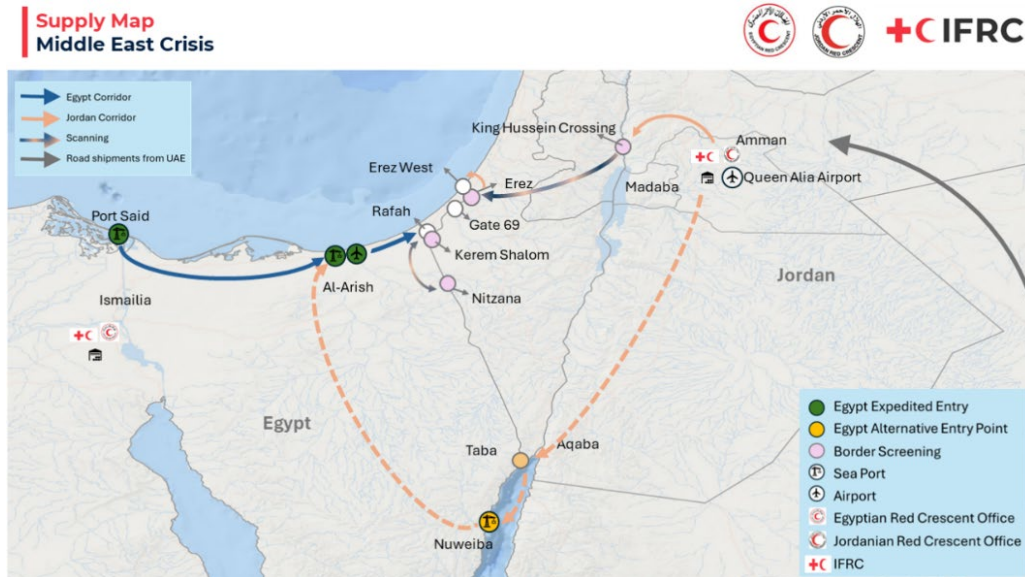
JNRCS KEY FIGURES

HUMANITARIAN AID INTO JORDAN



EGYPT

The ongoing emergency response to the Gaza conflict in Egypt is predominantly focused on logistics and coordinated by the Egyptian Red Crescent Society (ERCS). Since the onset of the crisis, ERCS has been officially mandated by the Egyptian government to oversee and manage the movement of all humanitarian aid from Egypt to Gaza. This includes receiving, screening, and storing shipments intended for Gaza. In its auxiliary role supporting government authorities, ERCS coordinates the humanitarian response and logistics efforts in close collaboration and coordination with PRCS, IFRC, ICRC and RCRC National Societies, UN agencies, international and local NGOs, private donors, local and international governments, updating priority needs and facilitating the entry of essential aid into Gaza.



To address growing logistical demands, ERCS has significantly scaled up its warehousing and logistical infrastructure. The Egyptian government issued a decree approving the fee waiver on all donations addressed to ERCS, which further streamlined operations and reduced financial burdens on humanitarian efforts. From mid-November 2024, the Egyptian authorities authorized ERCS to convert warehouses in Al-Arish, a city located in the northern Sinai Peninsula just 56 km from the Rafah border, into temporary bonded facilities, alleviating the backlog of stored shipments and reducing truck detention costs. A second bonded warehouse, operational since August 24, 2024, now provides a 50,000 sqm facility housing 25 Mobile Storage Units (MSUs). These enhancements complement the existing 5,000 sqm steel-constructed warehouse.

In a broader effort to enhance logistical capacity, ERCS is in the process of securing a third bonded warehouse with a planned capacity of 90,000 sqm. Additionally, a logistics hub established in Ismailia in April 2024 features 2,300 sqm of covered space and 10,000 sqm of open space, pending land reclamation. This hub is expected to accommodate eight MSUs once operational.



ERCS’s long-term logistics development plan emphasizes strengthening supply chain management and readiness for emergency response. Standard Operating Procedures (SOPs) are being developed to streamline the reception, sorting, processing, and tracking of aid shipments. These advancements ensure ERCS remains well-equipped to handle the complex logistics required for efficient humanitarian aid delivery to Gaza.

Moreover, to optimize logistical operations, ERCS, with IFRC support, developed a comprehensive [warehouse dashboard](#) to provide real-time visibility into humanitarian aid received in Egypt and delivered into Gaza, bolstering transparency and efficiency in operations.



Source: Dashboard ERC/IFRC Operation Gaza, data until December 10th, 2024

JORDAN

Logistics has emerged as a critical pillar in the humanitarian response to the Gaza conflict, with the Jordan National Red Crescent Society (JNRCS) playing a pivotal role in addressing operational challenges. Since February 2024, the JNRCS began receiving aid shipments, including blankets and Hygiene Kits, starting with an initial delivery from the Canadian Red Cross. This marked the first step in exploring the Jordanian route as an alternative to address logistical contingencies in Egypt. From then, other National Societies recognizing the Jordanian corridor’s potential, began utilizing this route for aid delivery.

Following the closure of the Rafah border crossing on May 7, 2024, Jordan transitioned into a complementary logistics hub for many Partners National Societies. This shift was driven by the need to address the critical bottlenecks at Rafah, which had obstructed aid flows and medical evacuations. JNRCS capitalized on its strategic location and enhanced logistical infrastructure to accommodate the growing demand for efficient aid distribution, significantly scaling up its operations to meet the escalating humanitarian needs in Gaza.



JNRCS established a logistics hub at its training center in Madaba to accommodate the increasing influx of aid. Initially, this hub utilized three rub halls, offering a combined storage capacity of approximately 1,000 m². These facilities became critical in managing incoming shipments, sorting, and dispatching items efficiently to the Palestine Red Crescent Society (PRCS) in Gaza. Additionally, to address the growing storage requirements, JNRCS in May 2024 leased a 2,000 m² warehouse in Al-Qastal, which served as a supplementary storage space when the Madaba hub reached full capacity.

In response to longer-term needs, JNRCS began constructing a steel-structure warehouse, expected to be operational within two months. This facility will substantially increase storage capacity and streamline the management of humanitarian shipments. Complementing these efforts, JNRCS established a dedicated Logistics Unit in Madaba, further professionalizing aid management and enhancing operational efficiency.

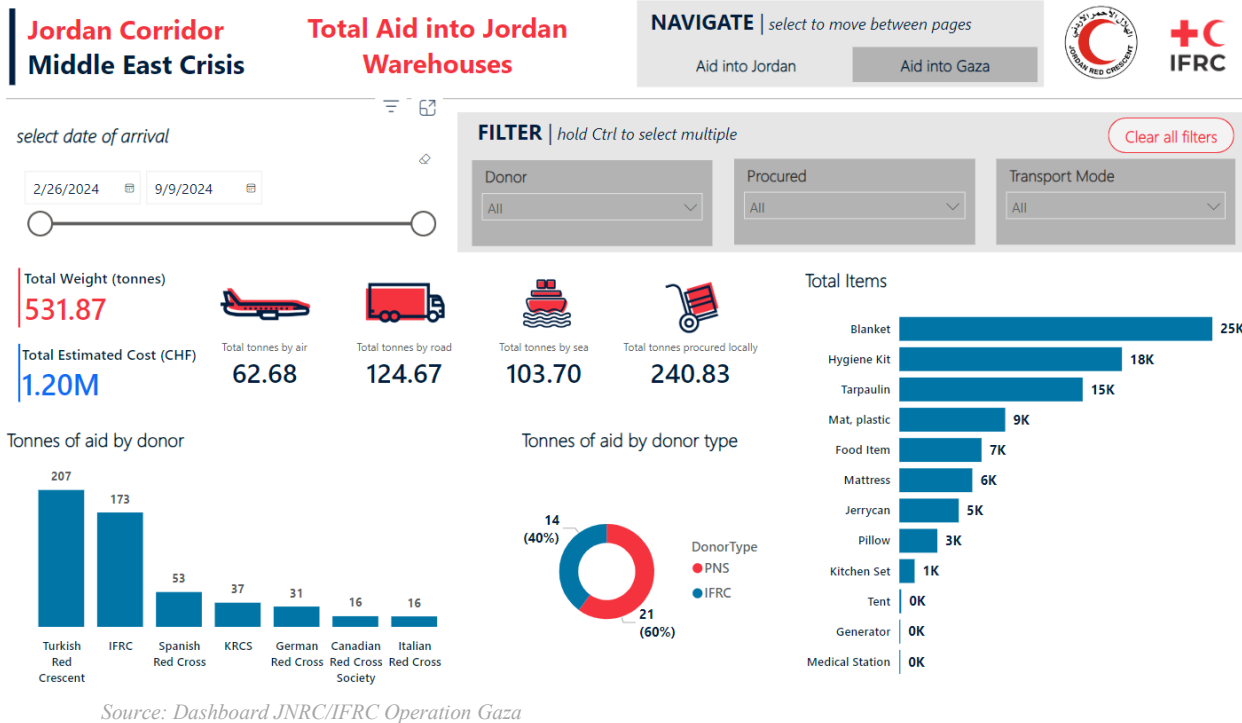


Aid Reception and Distribution

Since February 2024, JNRCS has handled substantial volumes of aid, initially from the Canadian Red Cross and later from Partner National Societies such as the Turkish Red Crescent and the IFRC. These shipments included essential relief items such as hygiene kits, sleeping mats, blankets, and tarpaulins. As logistical challenges in Egypt grew, other National Societies began leveraging the Jordanian corridor to ensure timely delivery of assistance. Aid has been transported through various channels, including air, road, and sea. Air transport proved indispensable in circumventing the bottlenecks caused by the Rafah closure, emphasizing JNRCS's adaptability in ensuring a steady flow of humanitarian assistance.

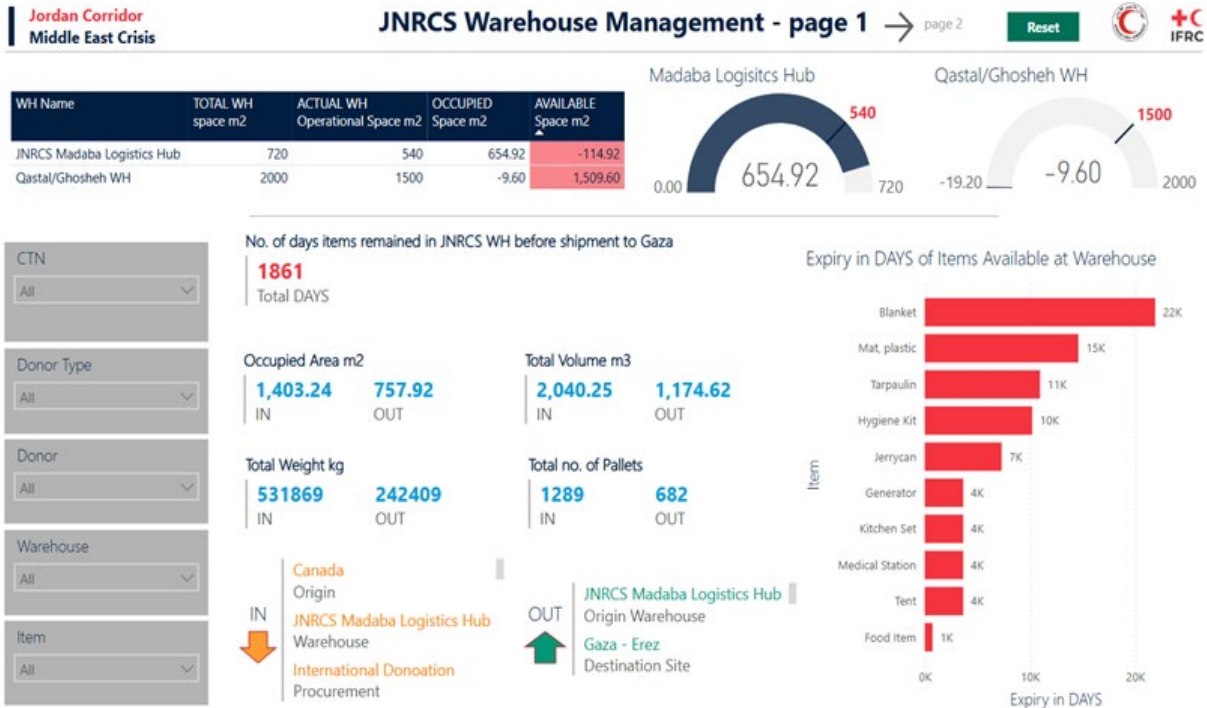


To optimize logistical operations, JNRCS collaborated with the IFRC to develop two comprehensive warehouse dashboards. The first tool provides [real-time visibility](#) into humanitarian aid received and delivered, bolstering transparency and efficiency in operations.



The second dashboard focuses on storage utilization, item categorization, and shipment tracking, significantly enhancing operational decision-making. This tool enables precise monitoring of inventory levels, expiry dates, and shipment statuses, streamlining warehouse management processes. Plans are underway to integrate advanced filters for tracking item expiry and monitoring shipment volumes, further improving logistical oversight. The second tracking tool aims to give data on storage utilization, item categorization, and shipment tracking, significantly enhancing operational decision-making. By enabling precise monitoring of inventory levels, expiry dates, and shipment statuses, the dashboard has streamlined warehouse management processes. These enhancements have not only increased efficiency but have also bolstered transparency and accountability in managing humanitarian aid operations.

Moreover, JNRCS has leveraged its new Warehouse Dashboard system to monitor inventory in real-time, identify at-risk items, and streamline operational workflows. This system enables efficient tracking and prioritization of shipments while enhancing transparency in inventory management. Additionally, JNRCS actively engages with donors to resolve documentation and labelling discrepancies promptly. Concurrently, the construction of permanent storage facilities underscores JNRCS's commitment to overcoming logistical bottlenecks and maintaining operational efficiency, ensuring that humanitarian aid reaches those in need without unnecessary delays.



CHALLENGES

EGYPT

Despite significant logistical improvements, ERCS continues to face persistent challenges in delivering aid to Gaza, primarily due to the closure of the Rafah border crossing since May 7, 2024. Prior to the closure, aid movement through Egypt had peaked at 300 trucks per day, but the shutdown left over 2,000 trucks queued for entry. Restrictions imposed by Israeli authorities (COGAT) on dual-use items, including medical supplies and solar-powered equipment, further complicate aid delivery. Despite pre-approvals, these items are frequently rejected, resulting in significant delays.

Aid trucks undergo four levels of inspection, including manual checks, leading to delays of several hours or even days. The limited capacity of the Karem Abu Salem/Karem Shalom crossing, now the sole operational route for UN agencies and INGOs, has exacerbated the backlog. The Palestinian Red Crescent Society (PRCS) has not been granted access to this crossing, preventing ERCS, IFRC, and Partner National Societies (PNS) from utilizing this route for aid delivery.

In response to these challenges, ERCS has engaged in advocacy efforts with the Egyptian government. By October 2024, ERCS obtained permission to offload trucks into bonded warehouses, significantly reducing shipment and transportation costs. However, prolonged storage times for aid awaiting clearance have increased operational expenses and logistical complexities. Additionally, ERCS continues to face high transportation and storage costs due to the lack of timely access to crossings.

The ERCS Updated Response Strategy remains focused on maintaining operational readiness and addressing logistical hurdles. Close coordination with Egyptian authorities and international stakeholders aims to facilitate the transport of goods and prepare for the eventual reopening of the

Rafah crossing. ERCS remains committed to ensuring the continuous and uninterrupted flow of humanitarian aid to Gaza in a timely and efficient manner.

JORDAN

JNRCS faced persistent logistical challenges in delivering aid, mainly due to the unpredictable crossing openings and closings, limited numbers of trucks or convoys permitted to enter, UNOPS pre-clearance processes, OCHA-imposed priorities, navigating approvals from Israeli authorities (COGAT) approvals and restrictions, which affect the movement of shipments intended for PRCS, leaving many items stalled in Jordanian warehouses. Extended storage times further increased the risk of spoilage and expiration, particularly for perishable goods.

The delays have led to the accumulation of expired perishable items, necessitating disposal processes. This has introduced additional complexities, including re-planning, recalling donors to address expired items, coordinating disposal with governmental institutions, and rearranging warehouse stock. Such challenges result in repeated cycles of logistical efforts, causing inefficiencies and delays in the overall process.

Despite these setbacks, JNRCS remains on standby and prepared to resume its full role in the operation as soon as the blockages are resolved, and the shipping process returns to normal. The organization's readiness underscores its commitment to maintaining effective humanitarian support amidst ongoing logistical constraints.



INTEGRATED ASSISTANCE

As part of the IFRC's comprehensive response to the Middle East Crisis, Integrated Assistance interventions have been implemented to address critical needs across Shelter, Food Security, Cash Assistance, Health and Care, Water, Sanitation and Hygiene (WASH), Migration, Protection and Prevention, and Community Engagement and Accountability (CEA) sectors. The combined efforts in Egypt, Jordan, Syria, and Lebanon have sought to support displaced populations, host communities, and those most affected by the ongoing humanitarian challenges. Below is a narrative breakdown by country and sector, reflecting progress, constraints, and key achievements made during the one-year response.



SHELTER, HOUSING AND SETTLEMENTS

Shelter remains one of the most immediate needs across the Middle East Crisis response. Displacement, damage to infrastructure, and limited access to shelter materials have exacerbated the vulnerabilities of affected populations. The National Societies, together with IFRC, have implemented targeted interventions to provide safe, dignified, and accessible shelter solutions. Activities include the establishment of temporary shelters, the provision of essential non-food items (NFIs), and the assessment of public infrastructure for collective housing. Despite challenges, significant progress has been made to meet the urgent shelter needs of medical evacuees, host communities, and displaced populations.



EGYPT

The Egyptian Red Crescent Society (ERCS) has supported the Palestinian Red Crescent Society (PRCS) in establishing two camps and a field hospital in Khan Yunis, located approximately 24 kilometers from the Egyptian border. These camps currently provide shelter for over 900 families, equipped with essential infrastructure, including 24 latrine units, 4 septic tanks, 2 generators, and 8 water tanks with water bladders.

Despite facing challenges such as the ongoing need for critical WASH and shelter materials, ERCS has distributed vital supplies to Palestinian evacuees, displaced individuals, and vulnerable host communities. Among the items provided were 1,894 household items, 947 blankets, 184 beds, 763 pillows and mattresses, over 4,473 clothing items, and 417 children's kits, ensuring essential support to those in need.

The closure of the Rafah on May 2024 crossing has posed a major obstacle, limiting access to camps in Gaza and affecting the delivery of essential items and services. In response, ERCS has been utilizing the Kerem Shalom crossing to deliver supplies and is prioritizing the development of a long-term logistics development plan that emphasizes strengthening supply chain management and readiness for emergency response.



SYRIA

Between September 26 and November 30, 2024, Syria faced significant population movements due to the regional crisis and escalating hostilities in Lebanon. In response, the Syrian Arab Red Crescent (SARC) mobilized 700 volunteers and staff, supported by 100 vehicles, and established Humanitarian Service Points (HSPs) at key border crossings to address urgent needs.

To enhance these efforts, an assessment of 11 shelters has been completed in Rural Damascus, Homs, and Tartous, and critical infrastructure was developed, including the installation of six rub halls: three at Jdeydet Yabous, one at the Al Ariedah crossing, one at the Jusiyah crossing, and one in Ar-Raqqa. Additionally, a covered waiting area was constructed in Safiyan, Ar-Raqqa, to provide protection from the sun and three power generators were equipped with floodlights and installed at the Jdeydet Yabous crossing. Moreover, rehabilitation and cladding works were completed for 474 units at the Al Herjalleh shelter in Rural Damascus, and 12 fire extinguishers were provided at the Jdeydet Yabous crossing to enhance safety measures.



SARC prioritized the pre-positioning of relief items to make timely and adequate humanitarian assistance at the time of a crisis of displacement. The prepositioned stock shall ensure an efficient and predictable supply chain through framework agreements for different relief items. This means that during the same period, SARC distributed, in terms of essential needs, 175,198 blankets, 110,228 mattresses, 103,992 sleeping mats, 32,934 plastic sheets, 32,801 kitchen sets, 34,075 solar lamps, 26,443 clothes items, and 62,832 jerry cans. The efforts underline SARC's commitment to meeting urgent needs, ensuring the safety of the displaced populations amidst a dynamic humanitarian crisis.



LEBANON

The LRC's efforts across its operational sectors and support functions have been instrumental in enhancing coordination and improving the distribution of aid. In collaboration with the Ministry of Education, the LRC assessed schools for their potential use as collective shelters. Additionally, Emergency Operations Rooms were established across several districts to coordinate the response effectively. The LRC also partnered with municipalities to monitor displaced populations and ensure they received appropriate shelter and services.

A key achievement of the LRC was the development of a Shelter and Site Management Guidance Document in partnership with the International Organization for Migration (IOM), the Disaster Risk Reduction Unit, the Disaster Management Sector, and the United Nations. This document was pivotal in streamlining shelter management efforts. Following its publication, the LRC conducted capacity-building sessions to train shelter and site coordinators nationwide.

Capacity-building was a central component of the DRR's strategy. Comprehensive training programs were delivered to shelter managers, collective site coordinators, and community emergency response teams. These sessions covered essential topics, including first aid, neighborhood search and rescue, fire safety, and evacuation planning. By equipping local stakeholders with these critical skills, the DRR unit fostered resilient communities capable of responding effectively to emergencies.

Over the past year, the Lebanese Red Cross (LRC) has distributed 48,209 mattresses and 99,476 blankets to individuals affected by the conflict.



FOOD SECURITY AND LIVELIHOODS

Food security remains a challenge among populations affected by displacement and conflict. Protracted hostilities have exacerbated food insecurity, disrupted supply chains, and strained resources in host communities. The National Societies, supported by IFRC, have focused on the distribution of food parcels, ready-to-eat meals, and targeted nutritional support for immediate food security needs. Extra attention has been paid to vulnerable groups, including children, pregnant women, and displaced families, to avoid malnutrition.

EGYPT

The Egyptian Red Crescent Society (ERCS) has established the "Humanitarian Kitchen" Food Supply Center in Sheikh Zouid City, North Sinai, near the Rafah border. Fully operational since March 2024, the center has been a crucial source of food assistance. Initially launched to provide hot meals during Ramadan, the kitchen supported Palestinian families in Gaza, Palestinians living in Egypt, and host communities affected by emergencies. During Ramadan 2024 alone, over 163,700 people received hot meals, more than 192,435 ready-to-eat meals were distributed, and over 1 million loaves of bread were provided for Palestinians.



Recognizing the continued presence of displaced individuals and the steady arrival of new people in the area, ERCS decided to maintain the kitchen's operations to ensure sustained food assistance in North Sinai.

However, the closure of the Rafah crossing point forced ERCS to halt the delivery of hot meals to Palestinian families residing in Gaza. Despite this, ERCS successfully focused on delivering humanitarian aid and medical supplies while continuing to provide hot meals to Palestinians living in Egypt without major challenges.

Looking ahead, ERCS aims to expand its reach, prioritizing support for more individuals in vulnerable situations within the host community and Palestinian populations in Egypt. This strategic focus ensures the organization remains adaptive and responsive to evolving humanitarian needs.

SYRIA

The Syrian Arab Red Crescent (SARC) has delivered comprehensive food assistance to meet the needs of affected populations by distributing 63,727 food parcels, 11,103 canned food parcels, 195,974 instant food items, and 141,777 date bars. Overall, 63,727 people received food parcels, and 195,754 people benefitted from ready-to-eat meals.

With this regard, SARC renewed the long-term framework agreements on food parcels and canned goods that are expected to streamline food distribution efforts by reducing considerably the procurement timeline and maintaining consistency in supplies of locally sourced goods, thereby helping SARC to respond quickly to the rising needs.



LEBANON

The LRC Disaster Management Sector and Youth Sector have demonstrated exceptional commitment over the past year, distributing more than 117,542 food parcels and 1,431,657 ready meals and bread bundles to individuals affected by the conflict.

Beyond their core rescue operations, Emergency Medical Services (EMS) volunteers were critical in coordinating food distribution in the most heavily impacted areas, including Southern Lebanon and the Bekaa Valley.





MULTI-PURPOSE CASH

Cash assistance has proved to be one of the most efficient and dignified ways to address the immediate needs of the affected population. By enabling families to identify their immediate needs, cash interventions support dignity and stimulate local economic activities. The National Societies, supported by IFRC, have provided mechanisms for cash support from initial emergency distributions to more structured and monitored approaches also establishing partnerships with financial providers.

EGYPT

The Egyptian Red Crescent Society (ERCS), in collaboration with the National Cash Working Group, provided cash assistance to 365 families and 119 individuals among Palestinian evacuees, distributing a total of 6,452,500 EGP. The initial delivery mechanism involved "cash in hand" distributions, conducted at hospital premises and residences. To assess the impact of this intervention, ERCS carried out Post Distribution Monitoring (PDM), which revealed that cash assistance was instrumental in enabling recipients to meet essential needs such as food, shelter, and other necessities.

Recognizing the challenges faced, particularly the inclusion of undocumented individuals, ERCS adapted its approach to enhance efficiency and reach. The organization transitioned from direct cash distributions to leveraging Financial Service Providers like Fawry Plus, allowing for broader and more reliable access to assistance. This evolution in the cash and vouchers assistance (CVA) program demonstrated ERCS's commitment to ensuring inclusivity and responsiveness to the needs of evacuees and host communities.

Looking ahead, ERCS plans to expand and strengthen its CVA program to provide both immediate relief and long-term support. The program will transition further to using extensive distribution networks, such as the Egyptian Postal Services, to ensure secure and efficient delivery of assistance. Targeting 10,000 individuals, the initiative will address basic needs while also promoting vocational training and livelihood opportunities to foster self-reliance among beneficiaries.

To ensure the program's continued effectiveness, ERCS will establish robust monitoring and evaluation systems, incorporating beneficiary feedback to refine and tailor interventions. Additionally, the organization aims to enhance community engagement through consultations and participatory decision-making processes, ensuring that the program remains aligned with the evolving needs of the populations it serves. This forward-looking approach underscores ERCS's commitment to delivering impactful and sustainable humanitarian assistance.

LEBANON

The escalation of hostilities in Lebanon has necessitated the postponement of the Lebanese Red Cross's (LRC) planned cash interventions. Before the escalation, the LRC had intended to launch its Cash and Voucher Assistance (CVA) program, targeting up to 10,000 families residing within 10 kilometers of the border. The program was designed to deliver three installments of unconditional cash to address basic needs.

However, the outbreak of mass displacement during the escalation shifted the immediate focus toward providing urgent relief to the large number of people on the move. Despite this temporary halt, the LRC remains committed to leveraging cash-based approaches to support those affected by

the conflict. This includes plans to integrate cash assistance into shelter programming as part of its broader strategy to address evolving humanitarian needs.

JORDAN

The Jordan National Red Crescent Society (JNRCS), supported by embassies and local authorities, provided cash-based interventions to support two families, comprising a total of nine members. Upon their arrival in Jordan, the families received unconditional cash assistance and clothing vouchers, enabling them to meet their immediate needs while awaiting resettlement at their final destinations.



HEALTH & CARE

The humanitarian health response remains a cornerstone of the IFRC's work for the protection and assurance of the well-being of both the displaced populations and host communities. Limited and heavily damaged healthcare infrastructure, overstretched systems, and continued hostilities have contributed to increased health needs within crisis-affected contexts. The IFRC and National Societies have focused on mobile clinics, field hospitals, and psychosocial support interventions as priorities to ensure accessible lifesaving healthcare. Emphasis has been placed on ensuring inclusive services for vulnerable groups, including children, the elderly, and individuals requiring mental health support.

EGYPT

The Egyptian Red Crescent Society (ERCS) established Humanitarian Service Points (HSPs) in key locations, particularly within hospitals where Palestinian patients were receiving treatment. Additionally, a humanitarian hub was set up in Al Sabil, the primary location hosting families of medical evacuees in Al Arish. This hub included a polyclinic providing essential primary healthcare services.



As part of its health and humanitarian response, ERCS delivered 40.02k tons of medical supplies to Gaza, provided 10,916 medical services, conducted 8,103 health awareness sessions, and distributed 141,476 psychological support devices. The organization also distributed 30,225 units of infant milk, 20,403 medicines, and 12 prosthetic limbs. Mental health and psychosocial support (MHPSS) services

were provided at 47 locations, involving 209 volunteers and reaching 13,079 individuals, including 6,214 children.

Since the beginning of the crisis until early May, ERCS supported more than 5,033 medical evacuees and 8,880 family members for lifesaving treatment in Egypt. The Ministry of Health and Population supported the process by providing medical ambulances to transport the evacuees to the assigned governmental medical facilities. The embassies also played their part: they assisted in the evacuating of third-country nationals, their families living in Gaza transiting through Egypt to get to their final destination, by mid-July there were over 85,466 dual citizens and family members transiting through Egypt.

Different other challenges were also faced by ERCS during the response. The closure of the Rafah crossing severely affected health assistance by halting the entry of medical evacuees and displaced persons into Egypt. Despite this, ERCS, in collaboration with the PRCs and Kuwait Red Crescent Society, assisted in the establishment of a field hospital inside Gaza to help respond to urgent needs. Additionally, a shortage of medicines on the market, coupled by inflation, even more so than forecasted, for medical consumables and equipment, meant processes under procurement were disrupted. Due to these challenges, the use of existing medical supplies was in place as the procurement department worked to identify alternative sources. The organization also confronted challenges in hiring and sustaining qualified medical personnel and volunteers throughout multiple governorates.

In response, ERCS increased its recruitment efforts, especially in governorates with significant Palestinian populations or those near the Gaza border. Orientation and capacity-building training sessions were conducted to equip volunteers and health staff with the skills needed for emergency response, mental health and psychosocial support, community health, and other critical areas. Egyptian physicians specializing in various fields were also integrated into the response to enhance treatment and referral capacities for Palestinian patients at different accommodation sites. These combined efforts ensured that ERCS continued to provide critical health and humanitarian services despite the numerous operational challenges.

SYRIA

The Syrian Arab Red Crescent (SARC) has been actively addressing critical health needs, delivering emergency medical support, rehabilitation, and community-based care to vulnerable populations affected by the ongoing crisis. Through its Emergency Medical Services (EMS), SARC transferred 1,837 cases from border crossings to medical facilities and provided on-site treatment to 4,282 individuals at these locations.

Mobile Medical Units (MMUs) and Primary Healthcare Clinics (PHCs) have been instrumental in extending healthcare services to hard-to-reach areas. A total of 26,142 beneficiaries were served by Mobile Health Units, while 11,651 individuals received care through Medical Mobile Teams. Additionally, 3,138 patients accessed clinic-based services, 1,850 received nutritional support, and 1,773 benefitted from physical rehabilitation services. Mobility aids were provided to 41 individuals, including a child, addressing essential rehabilitation needs.



Community-Based Health and First Aid (CBHFA) initiatives reached 31,327 beneficiaries, delivering crucial health education and first aid support to improve resilience and mitigate health risks at the community level. Psychological first aid was provided to 79,860 individuals.

One of the significant challenges faced by the SARC, in delivering life-saving assistance is the high-risk environment in which its teams operate. This was tragically underscored during bombings at the northern cross-border point with Lebanon on the final day of hostilities, where one SARC volunteer lost their life, and eight others sustained injuries. Such incidents highlight the ongoing security risks to humanitarian workers committed to providing critical support in conflict-affected areas.

LEBANON

During the conflict period, the Lebanese Red Cross Emergency Medical Services (EMS) played a pivotal role in responding to the escalating crisis across Lebanon. EMS dispatch centers and stations remained fully operational, coordinating rescue missions and providing critical emergency care in conflict zones. Since the start of the conflict, the EMS has responded with all available capabilities, covering all affected areas. Two silver command cells were established in the South, along with a bronze commander in each station.

Up until the end of November 2024, EMS volunteers transported 1,288 people with conflict-related injuries and 449 deceased individuals. Additionally, 107 conflict-affected people were treated on-site. Over 3,215 ambulance missions were carried out with the deployment of more than 1,200 EMTs following the escalation of hostilities in September 2024.

Hospitals operated by the Palestinian Red Crescent Society Lebanon branch (PRCS-L) also provided essential care, reaching 18,976 patients since October 2023. Most of these cases were handled at Al Hamshary Hospital in Saïda, in Southern Lebanon, and at Safad Hospital and Nahr Al Bared Clinic in Northern Lebanon.

The Blood Transfusion Services (BTS) sector at the LRC ensured a continuous blood supply throughout Lebanon. In preparation for the conflict, BTS expanded its outreach through targeted campaigns and adapted its services to meet escalating demands. These efforts were critical as the conflict intensified, particularly after September 17, 2024, when hospitals in high-risk areas like South Lebanon, Bekaa, and South Beirut Suburbs faced increased pressure. Later, demand shifted to hospitals in Mount Lebanon, Beirut, and the North.

On September 17 and 18 alone, BTS collected 767 blood units, distributed 338 blood components, and registered 421 donors willing to contribute. Between October 8, 2023, and November 30, 2024, BTS collected 48,220 blood units. They distributed 3,813 blood components to conflict-affected people and 340 blood components to hospitals.



The Medico-Social Sector (MSS) delivered 90,434 medical consultations, 136,500 medication services. Additionally, 6,683 people received one-on-one Psychological First Aid (PFA) sessions, 1,672 people attended health promotion and PSS sessions, and 6,698 children were vaccinated. Throughout the year-long conflict, the MSS remained committed to providing essential healthcare services despite numerous challenges. The sector continued to offer medical consultations, medication distribution, awareness sessions, and psychosocial support. In response to the crisis, health centers were instructed to provide free medical services, benefiting 4,871 displaced individuals between September 25 and October 8, 2024. MSS extended operating hours and is recruiting per-diem staff to bolster its

teams. Volunteers from the Youth Sector supported data collection and registration. Medication supplies for two months were distributed in high-risk areas as a precautionary measure.

866 LRC Mobile Medical Units (MMUs) were deployed to reach 76,907 individuals, with 44,838 served in conflict-affected regions like Baalbak-Hermel and the South. MMUs were mobilized 447 times across six governorates, including Beirut, Akkar, and Mount Lebanon.

The LRC Urban Search and Rescue (USAR) teams conducted seven missions during the conflict, operating in areas like Haret Hreik, Southern Beirut Suburbs, and Jiyeh. These missions involved retrieving civilians trapped under rubble and collapsed buildings. The USAR teams successfully rescued 33 individuals and recovered 40 deceased. In one mission, three individuals were extracted after being trapped for hours, receiving critical on-site medical care before hospital transfer.

The Youth Sector PSS Officer, in collaboration with the training coordinator, tailored Psychological First Aid (PFA) and psychosocial support (MHPSS) training sessions for volunteers. These sessions focused on crisis response, stress management, and empowering volunteers to lead youth initiatives. Volunteers provided individual and group PFA sessions, facilitated well-being activities, and conducted PSS activities in shelters to address trauma, particularly among displaced children and youth.

Additionally, PRCS-L distributed 700 PSS kits, further supporting affected communities during the crisis.

JORDAN

The Jordan National Red Crescent Society (JNRCS) integrates health-focused interventions into its humanitarian operations, ensuring that vulnerable populations receive critical support. While primarily serving Jordanian returnees, JNRCS also assists medical evacuees through close coordination with INGO's embassies and local authorities to effectively address immediate needs.

JNRCS facilitated the transportation of two medical evacuees, both children under the age of two suffering from chronic illnesses, accompanied by their mothers and siblings. These young patients were transferred from the border to specialized medical centres, ensuring access to the life-saving care required for their conditions.

Furthermore, upon their arrival in Jordan, two resettling families in transit (a total of nine members) underwent comprehensive medical evaluations at the Jordan Red Crescent Hospital to address their immediate health needs. This proactive approach ensured timely and adequate care for the families during their temporary stay.



WATER, SANITATION AND HYGIENE (WASH)

Access to clean water and appropriate sanitation has remained a cornerstone of the humanitarian response, with National Societies at the very forefront of mitigating health risks among crisis-affected populations. The IFRC has supported National Societies in providing life-saving WASH interventions, including water trucking, hygiene kit distributions, and the installation of critical infrastructure that improves sanitation and access to clean water.

EGYPT

The Egyptian Red Crescent Society (ERCS) has been pivotal in addressing WASH needs in both Gaza and Egypt. To support the population in Gaza, ERCS delivered 709,080 hygiene kits, 6,309,600 bottles of drinking water, and 6,690 jerry cans. In Egypt, ERCS provided over 19,325 hygiene kits, 101,931 water bottles, and 34,204 WASH services to Palestinian evacuees and host communities.



Despite these significant achievements, the prolonged closure of the Rafah crossing created logistical bottlenecks, causing trucks to remain queued for extended periods. This situation not only delayed the delivery of critical supplies but also incurred significant costs for ERCS.

To address these challenges, ERCS is prioritizing a long-term logistics development plan. This plan focuses on strengthening supply chain management and enhancing readiness for emergency

responses, ensuring the organization can continue to deliver essential services efficiently and effectively, even in the face of operational constraints.

SYRIA

The Syrian Arab Red Crescent (SARC) has been proactively delivering WASH services to address the critical needs of displaced populations at border crossings and temporary shelters. To ensure access to clean water, SARC installed three water tanks at the Jdeidet Yabous and Al Ariedah crossings and 14 additional tanks in shelters located in Lattakia and Hama. Complementing this infrastructure, water trucking via cisterns was deployed to supply potable water to both border crossings and shelters, ensuring consistent access for vulnerable communities.

The sanitary maintenance was supported with 25 plastic waste bins that were distributed, with a daily allocation of 22 cleaning workers, to manage the removal of waste and assure general cleanliness. In addition, four prefabricated field toilet units were installed at the crossings with sewage network connections, including light and water tanks. Furthermore, periodic maintenance work was periodically carried out to assure the functionality and hygiene of such facilities.



In addition to water infrastructure, SARC distributed essential WASH and hygiene items, including 294,404 water bottles, 17,378 diaper bags, 9,179 sanitary napkins, and 20,308 hygiene kits. These measures were critical to mitigating health risks, improving sanitation, and maintaining access to clean drinking water for displaced individuals.

To enhance sanitation facilities, SARC established gender-segregated latrines at border crossings, incorporating accessibility features such as ramps for people living with disabilities. The latrines were strategically placed in private areas, equipped with floodlights to ensure safety and security, and connected to existing wastewater infrastructure. To further maintain hygiene and sanitation standards, plastic garbage bins were installed at border crossings, with dedicated teams assigned for waste management and cleanup activities. These comprehensive interventions underscore SARC's commitment to safeguarding public health and dignity in crisis-affected settings.

LEBANON

The LRC Disaster Management Sector and Youth Sector distributed 52,728 hygiene kits and provided 489,451 litres of drinkable water to conflict-affected communities, ensuring access to essential hygiene supplies and safe water during the crisis.





MIGRATION

The ongoing conflict and instability have led to widespread displacement, forcing families to flee their homes and often separating loved ones in the chaos. Migration and displacement exacerbate vulnerabilities, leaving individuals—especially children, women, and older persons—at greater risk of exploitation, trafficking, and violence. National Societies have responded to the needs of people on the move by providing them with essential services and information provision. Among the services provided were family tracing and reunification, to ensure protection, restore connections, and help families rebuild their lives amid the turmoil. Strengthening systems for safe migration and reunification is essential to uphold dignity and mitigate the long-term impact of displacement.

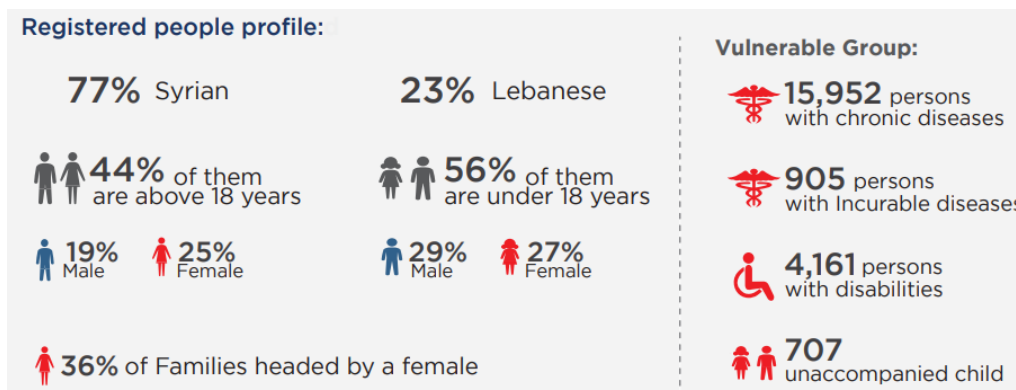
EGYPT

The Egyptian Red Crescent Society (ERCS) has played a critical role in responding to the influx of people entering Egypt due to the ongoing crisis. As part of its response, ERCS has prioritized addressing the needs of displaced individuals and their families, particularly those who have been separated during their journey.

To support these efforts, ERCS has facilitated communication services aimed at reconnecting separated families. The organization has provided 3,765 internet hotspots, enabling displaced individuals to contact loved ones and access vital information. Additionally, ERCS has conducted 60 tracing cases to locate missing family members, successfully facilitating the reunification of three families. Through its comprehensive communication services, ERCS has facilitated a total of 70,274 calls, ensuring that displaced individuals can remain connected with their families and access the support they need.

SYRIA

Between September 26 and November 30, 2024, Syria experienced significant population movements resulting from the ongoing regional crisis and escalating hostilities in Lebanon. In response, the Syrian Arab Red Crescent (SARC) deployed extensive resources at border crossings to address urgent humanitarian needs, establishing Humanitarian Service Points (HSPs) at key locations. According to Syrian official sources, 581,000 individuals entered Syria from Lebanon through all border crossing points, with 492,081 crossing via official checkpoints. SARC completed the registration process for 359,085 individuals, ensuring that services were provided accordingly.



The registered population comprised 77% Syrians and 23% Lebanese, reflecting the significant impact of the regional crisis on both communities. Of the registered individuals, 44% were over 18 years of age, with males accounting for 19% and females 25%, while 56% were under 18 years, including 29% males and 27% females. Notably, 36% of the registered families were headed by females, highlighting a vulnerable demographic within the displaced population. Among the vulnerable groups, 15,952 individuals were identified with chronic diseases, and 905 were suffering from incurable illnesses, requiring ongoing medical support. Additionally, 4,161 individuals were identified as persons with disabilities, emphasizing the need for inclusive services. Furthermore, 707 unaccompanied children were registered, underscoring the critical importance of child protection and family reunification efforts.



Transportation services played a pivotal role in facilitating the movement of displaced individuals, with buses provided to transport people from border crossings to destinations across all governorates. In Hama Governorate, additional buses were allocated for those traveling to Raqqa Governorate.

During this period, SARC transported 14,802 families, comprising 46,270 individuals, to their destinations. Additionally, 18,980 people were safely evacuated from within Lebanese borders to Syrian border points after roads became impassable. SARC also facilitated the dignified transfer of the remains of 12 deceased individuals from Lebanon to their families.



SARC provided family tracing and reunification services to 18 families, processing 45 search requests for missing persons and 20 reunification requests, which remain under follow-up. Additionally, the SARC team managed a total of 1,270 cases, referring to 703 of them for specialized support. Telephone services were offered to help families contact their relatives. To address the needs of separated children, SARC distributed 1,750 bracelets bearing essential information, reuniting 180 children with their families.

In addition, SARC delivered legal services to 12,148 families at border crossings, addressing various legal inquiries and providing free consultations. Families were given contact information for legal consultants and hotlines to ensure ongoing support. These comprehensive efforts highlight SARC's dedication to upholding dignity, protection, and inclusion in its humanitarian response

LEBANON

The Lebanese Red Cross (LRC) carried out a comprehensive range of activities to ensure that all affected populations, irrespective of their background or status, received the necessary assistance and protection during the crisis.

Recognizing the complex needs of internally displaced persons (IDPs), the LRC focused on delivering vital services, including shelter, food, and psychosocial support, to help them regain stability in a difficult environment. At the same time, the LRC collaborated closely with partners to support individuals crossing the border into Syria, ensuring safe transit, immediate relief, and timely medical care to address urgent needs. These efforts were designed not only to meet immediate survival needs but also to uphold the broader protection and well-being of those affected by the crisis, promoting dignity, safety, and resilience in the face of adversity.



PROTECTION AND PREVENTION

The ongoing conflict has displaced thousands of civilians, placing immense strain on communities and humanitarian actors while deepening gender-specific and intersectional risks. Women, girls, and vulnerable groups, including those with specific needs and displaced populations, are disproportionately affected. In such a volatile environment, prioritizing the protection and inclusion of the most vulnerable is essential.

This calls for mainstreaming Protection, Gender, and Inclusion (PGI) across all National Society responses, alongside delivering specialized protection services, such as Restoring Family Links (RFL), PFA, to address critical needs.

EGYPT

Despite significant challenges, including limited access to affected populations and resource constraints, the Egyptian Red Crescent Society (ERCS) remains steadfast in its commitment to creating a safe and inclusive environment for all. By ensuring that its interventions address the diverse needs and vulnerabilities of those they serve, ERCS continues to prioritize protection measures as a core component of its activities.



In collaboration with national and international partners, ERCS integrates protection measures across its operations, with a focus on psychosocial support (PSS) and healthcare services. To strengthen these efforts, the organization conducted a briefing for its finance team, training 18 staff members on

essential safeguarding principles. Additionally, ERCS finalized a comprehensive Child Safeguarding Risk Analysis and developed a corresponding action plan, which has been approved by the organization's management.

ERCS's impact in protection and prevention is evident in the scale of its outreach. A total of 70,274 individuals have benefited from Restoring Family Links (RFL) services, while 141,476 individuals have received psychosocial support. Furthermore, the distribution of critical items, such as blankets and mattresses, was successfully completed using carefully defined vulnerability criteria to ensure that assistance reached those most in need.

SYRIA

The Syrian Arab Red Crescent (SARC) provided extensive emergency and relief services to arrivals, adhering to essential Protection, Gender, and Inclusion (PGI) principles. This approach involved classifying data by sex, age, and disability (SADD) to ensure that services were inclusive and prioritized the most vulnerable groups. Efforts were made to raise awareness about PGI principles, which were disseminated across all SARC branches, and to integrate minimum standards for protection, gender, and inclusion into emergency response plans across all relevant programs.



SARC provided psychological first aid to 79,860 individuals, while 11,333 children engaged in creative and recreational activities designed to support their emotional well-being. Structured activities were delivered to 4,824 beneficiaries, and the team managed and referred 1,270 cases, with 703 referrals made for specialized support. Awareness sessions reached 55,646 individuals, covering a range of critical topics, including child protection, psychological support, gender-based violence, and

prevention of sexual exploitation and abuse. Specifically, 7,635 beneficiaries were sensitized to child protection issues, 9,907 to psychological support, 8,303 to gender-based violence, and 18,389 to preventing sexual exploitation and abuse.

As part of its commitment to child protection, SARC provided 1,750 children with identification bracelets, a key measure to ensure their safety and reduce the risk of prolonged separation from their families. These efforts highlight the prioritization of child protection measures in crisis settings, successfully facilitating the reunification of 180 lost children with their families. Additionally, 61 children were provided with services in child-friendly spaces that promoted safety and support. SARC distributed 4,055 protection items, including 3,136 dignity kits, 701 mental health and psychosocial support kits, and 218 educational kits.

LEBANON

The LRC Youth Sector prioritized the creation of youth-friendly spaces within shelters, providing safe and supportive environments for displaced youth. Volunteers participated in refresher sessions on Prevention of Sexual Exploitation and Abuse (PSEA) and child safeguarding policies, which they were required to review and sign before deployment. This approach ensured adherence to safety standards and accountability during fieldwork.

The LRC integrated Protection, Gender, and Inclusion (PGI) principles throughout its response efforts, adjusting as needed based on findings from monitoring missions, such as collective shelter assessments. This ensured the response remained inclusive and adaptive to the evolving needs of affected communities. To further strengthen its PGI initiatives, the LRC recruited a dedicated PGI Officer under the Secretary-General in November 2024. This role will enhance the integration of PGI principles across all operations and ensure a sustained focus on inclusivity and protection.

JORDAN

The Jordan National Red Crescent Society (JNRCS) is advancing its commitment to Protection, Gender, and Inclusion (PGI) through the development and contextualization of safeguarding policies and the establishment of a Standard Operating Procedure (SOP) for medical evacuations. These measures aim to address identified challenges and enhance the organization's ability to protect vulnerable populations effectively.

To address the challenges identified, JNRCS plans to refine its existing protocols and operational approaches, incorporating the newly developed SOP for medical evacuations to enhance efficiency and responsiveness. Efforts will focus on mobilizing additional resources, including securing funding, personnel, and logistical support, to sustain and scale operations effectively. Strengthened collaborations with local authorities, embassies, and humanitarian organizations will play a crucial role in ensuring a coordinated and comprehensive response. Furthermore, the updated safeguarding policies will be implemented across all activities, emphasizing the protection, dignity, and well-being of vulnerable populations, particularly during evacuations and resettlement initiatives.



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

Community Engagement and Accountability (CEA) remains a crucial approach across humanitarian interventions, ensuring that the voices and perspectives of affected populations are heard and integrated into the response. The IFRC and National Societies have implemented targeted interventions to enhance engagement, including regular collection and analysis of community feedback, the establishment of community-based protection networks, and the use of context-appropriate monitoring tools. Despite challenges, significant progress has been made in strengthening transparency, trust, and responsiveness in aid delivery, ensuring that humanitarian efforts are more inclusive and aligned with the needs and priorities of the affected communities.

EGYPT

The Egyptian Red Crescent Society (ERCS) employs robust feedback mechanisms to ensure its interventions are tailored to the specific needs and concerns of beneficiaries. By establishing accessible channels, such as hotlines and regular visits to communities in Egypt, ERCS enables individuals to voice concerns and provide input. These mechanisms play a critical role in fostering trust, promoting transparency, and facilitating two-way communication between the organization and the people it serves.

As part of its response to the Gaza war, ERCS has actively worked to empower local communities in North Sinai, fostering resilience and enhancing their capacity to manage the ongoing crisis. Through the establishment of logistics hubs and mobile storage units in key areas like Al-Arish, ERCS has created employment opportunities and involved local community members in aid delivery processes via its branch in Al-Arish. To further strengthen local capacities, ERCS has conducted training sessions on disaster preparedness, first aid, community health and psychosocial support, equipping both staff and local residents with essential skills to address emergency needs effectively.

Collaboration with local leaders and community-based organizations has also been pivotal in ensuring equitable aid distribution that aligns with the specific needs of the population. These initiatives not only address immediate humanitarian concerns but also contribute to the long-term capacity of North Sinai communities to respond to future challenges.

However, ERCS continues to face significant challenges, including border closures that restrict access to affected populations and resource constraints that limit the scope of its interventions. Despite these obstacles, ERCS remains committed to adapting and enhancing its efforts to support vulnerable communities effectively.

SYRIA

The Syrian Arab Red Crescent (SARC) has prioritized Community Engagement and Accountability (CEA) in its emergency and relief services for arrivals. This approach ensures that the needs of affected communities are identified and addressed with transparency and respect. Upon arrival, individuals were provided with hotline numbers, offering direct access to assistance and information. Essential details about equipped shelters, including their location and available services, were also shared to facilitate informed decision-making and ensure access to safe spaces.

Life-saving information was disseminated to arrivals to enhance their safety and resilience during the crisis. Feedback mechanisms, including feedback boxes and other communication channels, were established within shelters, enabling individuals to share concerns, suggestions, or grievances. This input was actively reviewed, responded to, and referred to relevant departments for prompt action.

To foster cultural sensitivity and build trust within the diverse communities served, SARC deployed gender-balanced teams. This approach not only respected cultural norms but also ensured inclusive support for all, particularly for women and children. These initiatives reflect SARC's commitment to maintaining accountability, fostering trust, and delivering services tailored to the needs of the most vulnerable populations.

LEBANON

The Lebanese Red Cross (LRC) consistently shared information about its response with communities through all available media channels, including TV, social media, and the LRC's non-emergency hotline. Additionally, LRC volunteers involved in the response were continuously briefed on interventions across all affected areas. This approach enhanced their ability to effectively engage with and communicate to communities impacted by the conflict.

The LRC's non-emergency hotline not only serves as a channel for information dissemination but also for collecting community complaints, feedback, and concerns. Volunteers actively promote the hotline (1760) to the communities they interact with and gather on-field feedback during response activities. The variety of mechanisms in place for collecting feedback, concerns, and questions helps overcome barriers such as restricted access due to conflict or varying levels of literacy.

The integration of Community Engagement and Accountability (CEA) into the LRC's operations has been vital for maintaining transparency, trust, and open communication with affected communities. Through its media channels and the non-emergency hotline, the LRC has ensured a continuous flow of information and has actively addressed community feedback.

Due to the constraints and challenges in collecting primary data, particularly in conflict-affected areas, the LRC has relied on regular secondary data analysis from shared sources, including data provided through coordination with other local and international actors and agencies. This includes contributions from members of the national disaster risk management committee involved in the conflict response, ensuring that the LRC's interventions remain informed and adaptive.

JORDAN

The Jordan National Red Crescent Society (JNRCS) recognizes that the existing feedback mechanisms are currently underutilized by the affected populations. To address this, JNRCS will focus on enhancing awareness among beneficiaries regarding the availability and purpose of these mechanisms. Through targeted communication efforts and community engagement initiatives, JNRCS aims to ensure that beneficiaries are informed and encouraged to use feedback and reporting channels, fostering a more inclusive and responsive humanitarian response.

PREPAREDNESS

REGIONAL READINESS

The IFRC is supporting the National Societies in Palestine, Israel, and neighboring countries to alleviate human sufferings of populations affected by the current Middle East Crisis. It provided initial financial support (DREF) to support the Palestinian Red Crescent Society (PRCS) and Magen David Adom (MDA). IFRC engaged in this MENA Regional Appeal to support the LRC, ERCS, SARC, and JNRCS in scaling up their preparedness to respond to potential humanitarian needs.

Surge staff are providing support under the Appeal on operations, logistics; planning, monitoring, evaluation, and reporting (PMER), communications, strategic partnership, resource mobilization (SPRM), and information management (IM). A longer-term workforce structure has been developed after the post-surge phase and was shared with partner National Societies for their possible support.

The IFRC is providing support on humanitarian diplomacy efforts related to the Middle East crisis and is also working on a coordination platform between PRCS, JNRCS and ERCS, which would be headed by PRCS. IFRC and PRCS are also coordinating with the International Committee of the Red Cross (ICRC) on security considerations for certain affected areas as well as on potential complementarity of action where this may be required. IFRC coordinates and collaborates closely with Federation members, government authorities at local, regional, and national levels, and with other humanitarian partners such as United Nations and European agencies.

The IFRC MENA regional office continues to analyze and adjust its interventions – on a regular basis – based on the evolution of the crisis and the development of possible scenarios and their impact on the region. The IFRC has increased its readiness including the required pre-positioning of stocks based on the available resources (mobilization table can be found [here](#)).

The IFRC continues to advance several strategic and operational streams including membership coordination, humanitarian diplomacy, communications, supply chain, Information management and National Society development and preparedness. A review and update of the National Societies' needs, and capacity has been carried out with the National Societies involved in this Appeal, with a specialist in strengthening National Societies, to ensure a rapid scaling up of their capacities to meet the upcoming challenges linked to the current crisis.

STRENGTHENING NATIONAL SOCIETY PREPAREDNESS

To enhance emergency response, readiness, and coordination for channelling humanitarian aid to Gaza, ERCS is focusing on strengthening supply chain management. This includes emphasizing the enhancement and sustainability of ERCS's logistics capacities, aligning capacity development with service delivery, and ensuring proper preparedness for the reopening of the Rafah crossing as well as future similar emergencies, including the necessary infrastructure investments.

In Syria, ahead of the escalation that affected Lebanon and spilled over into the country, SARC included readiness activities to ensure its capacity to respond is adequate in response to the scenarios that were developed. These activities included provision of protective emblems, logos and flags to all

SARC's buildings, assets, and vehicles. As fuel has become scarce, SARC ensured having minimum stocks to maintain operations. Fire extinguishers were also procured, and DM and ES vehicles were all assessed and maintained as needed to be made ready for any response operations.

National societies also ensured preparedness by reinforcing safeguarding mechanism and tools. JNRCS and ERCS completed a Child Safeguarding Risk Analysis with a related detailed action plan to be implemented during the reporting period. LRC and SARC are still currently completing this tool.



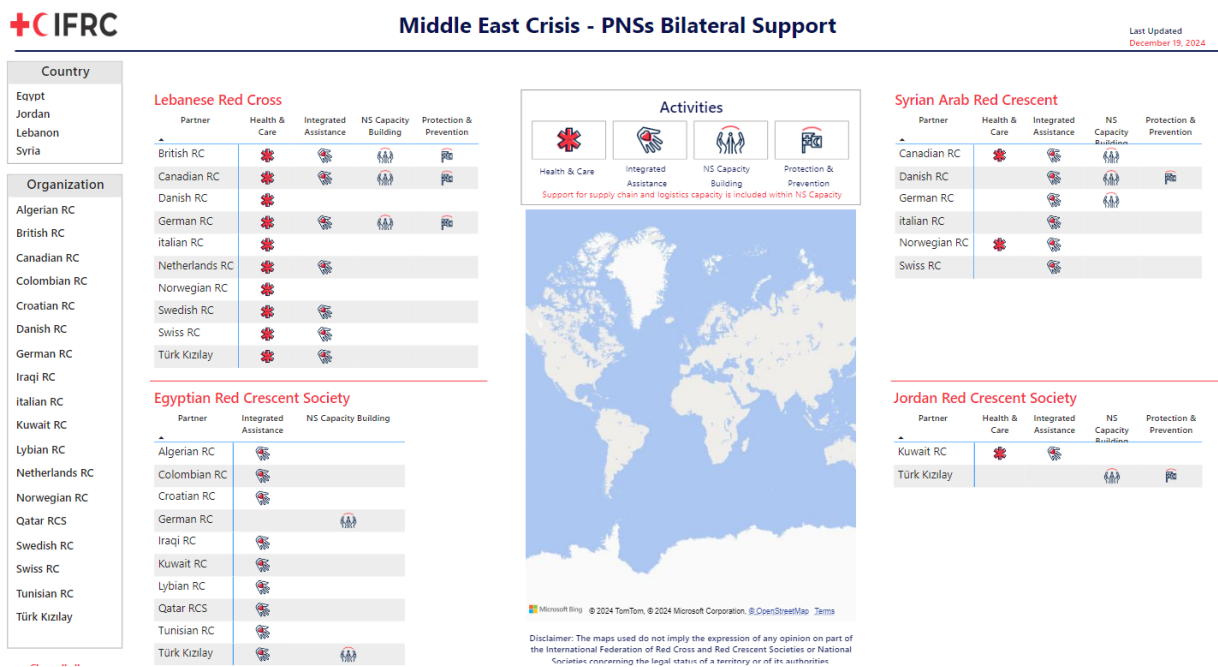


COORDINATION AND PARTNERSHIPS

Membership & Movement Coordination

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

The dashboard below provides an overview of Partner National Societies' (PNSs) bilateral support within the Middle East Crisis operation, detailing collaborations with the Lebanese Red Cross, Egyptian Red Crescent Society, Syrian Arab Red Crescent, and Jordan Red Crescent Society. It highlights key areas of intervention—Health & Care, Integrated Assistance, National Society Capacity Building, and Protection & Prevention—supported by various PNSs. The map centralizes the geographic focus of the operation, emphasizing the regional scope of activities and partnerships aimed at addressing critical humanitarian needs. The following dashboard is as of December 19, 2024. For the up-to-date figures, please refer to [this link](#).



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

- A partners' call was organized to launch the Lebanon Complex Emergency Appeal and provide an operational update to neighboring countries in the Middle East Crisis Emergency Appeal.

- Several Partners Calls have been held for the past year to provide an update on the Middle East operation.
- Regular briefing calls have been held with Permanent Mission in Geneva to provide updates and maintain engagement on key topics.
- A Resource Mobilization Strategy was developed and is currently under implementation which included various actions such as strategic meetings with partners/donors, and expanding the donor's portfolio
- Pledge Management: Efforts have been made to ensure all conditions are met, providing critical support to the regional office and delegations as needed.
- A regional Emergency Appeal, an Operational Strategy and response plans for the four National Societies have been developed and published. They were revised based on developments and changes in operational contexts, and will continue to be updated, when necessary, throughout the course of the operation.
- ICRC provides support to the responding National Societies based on its mandate and in line with the in-country coordination setup convened by the Operating National Society in countries covered by this operation. ICRC and IFRC have a longstanding collaboration in Egypt, Lebanon, Syria and Jordan. In these contexts, both Movement components have cooperated over the years on several responses. Within the context of this operation, the ICRC is engaged with National Societies in Lebanon, Syria, and Jordan on Health and Care, Integrated Assistance, Protection and Prevention, including RFL activities.
- Regional Appeal allocation principles have been defined.
- Regional roles and responsibilities have been defined.
- Weekly operational coordination meetings between country teams and regional coordination ensure alignment to the Operational Strategy.
- Meetings between the European Community and MENA regional offices took place to align their response across the region.
- A Movement coordination meeting was held between Jordan National Red Crescent Society (JNRCS), IFRC and ICRC to review developments and discuss how best to cooperate and coordinate over the JNRCS response to support the PRCS by channeling RCRC aid to Gaza from Jordan. The parties agreed to hold a monthly meeting to ensure overall coordination and a bi-weekly meeting on a technical level.
- At regional level IFRC actively participates in Logistics Cluster coordination meetings and maintains contact with external partners

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

Engagement with external partners

The European Union (EU) has launched a humanitarian air bridge to support humanitarian partners responding to the crisis in Gaza. Given the unique roles of the Egyptian Red Crescent Society (ERCS) and of the Palestinian Red Crescent Society (PRCS), the EU and IFRC have established a coordination platform to mainstream the delivery of in-kind donations from EU member states. The coordination platform intends to streamline the flow of in-kind humanitarian assistance from the European Union to Gaza, ensuring that the in-kind donations respond to the identified and evolving needs on the ground. At the same time, the platform seeks to strengthen the logistics capacities of ERCS to support its mandate of maintaining the supply chain, which supports the humanitarian community. The deployment of two IFRC staff members (Operations and Logistics) within ECHO in Brussels - as part of

the commitment of both organizations to the success of this endeavor - has ended but IFRC continues to provide remote support. A total of 24 charter flights from ECHO Member States were flown from Ostende, Dubai-Sharjah, Brindisi and Romania under ECHO-IFRC Partnership, through which the PRCS has received 327.780 tons of Humanitarian goods valued at EUR 2,373,360.26

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

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

In Syria, the Syrian Arab Red Crescent (SARC) is the main humanitarian actor, coordinating international humanitarian aid and international organizations. SARC is a member of the National High Relief Committee, the supreme body for disaster management and coordination, led by the government, and its equivalents in the governorates. SARC participates in the in-country UN Cluster system and has an observer seat in the HCT. SARC has established partnerships with UN Agencies including UNHCR, UNICEF, UNDP, UNFPA, WHO, WFP and several INGOs working in various sectors, facilitating coordination and alignment in the delivery of humanitarian assistance. Since the escalation of hostilities in Lebanon, SARC engaged with the High Relief Committee, official and local authorities, and all relevant stakeholders including ICRC, WFP, UNHCR, WHO, and different INGOs. The crisis modifier through DG ECHO was also activated. Daily calls, meetings, border crossing points visits were

conducted to assess the needs, the progress of the response, impact of delivered aid, and population movement beyond the borders and into the Syrian governorates.

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

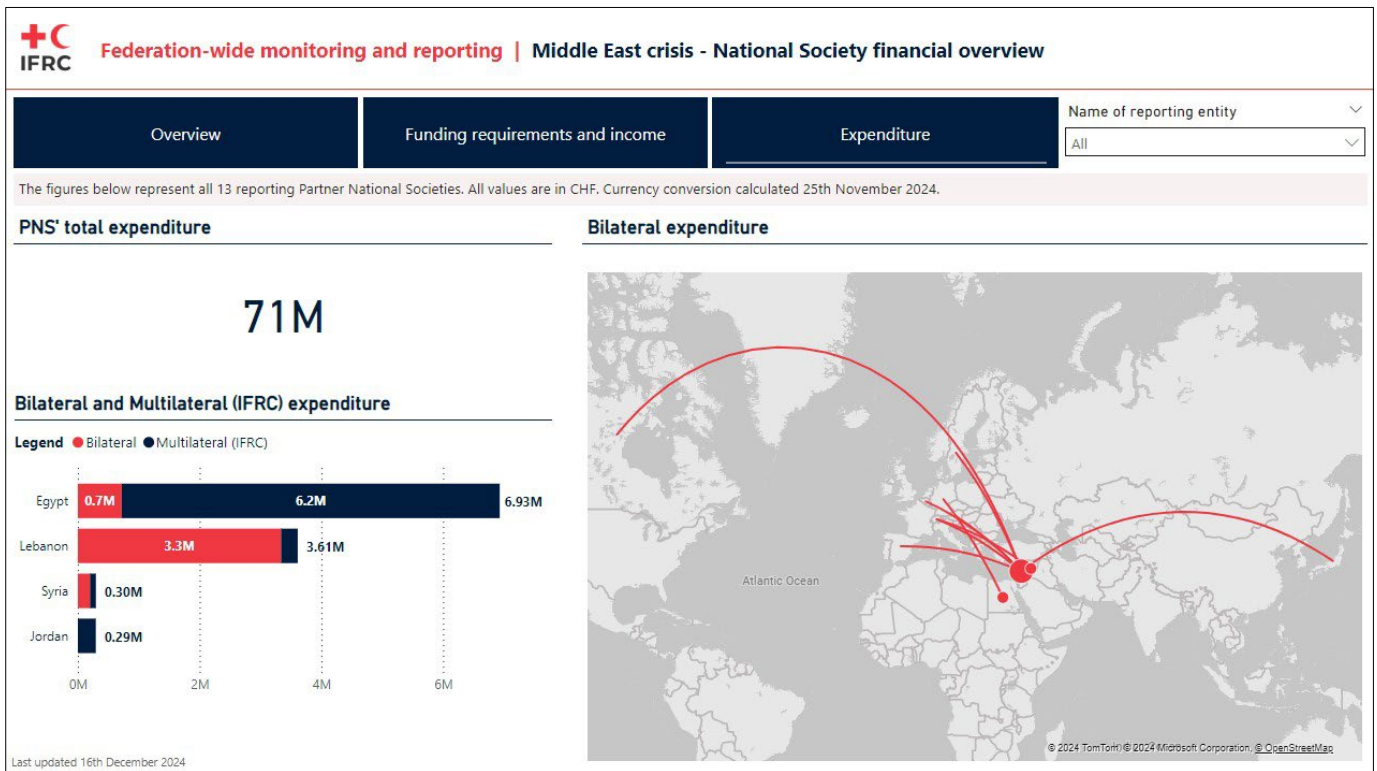
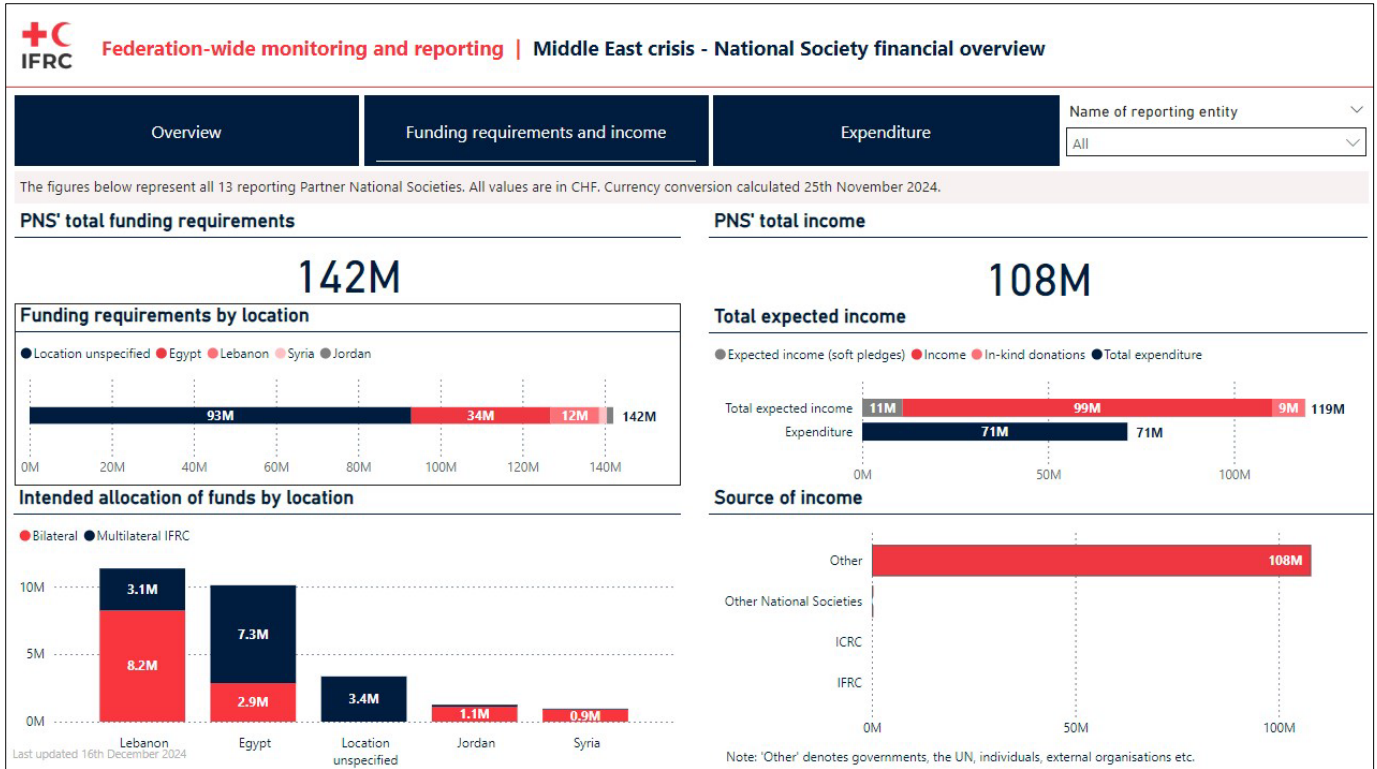
In addition to that, IFRC works closely with the ERCS in its coordination efforts with PRCS for operational and reporting means. ERCS senior management attends the National crisis management cell and coordinates all the above efforts with government official

FEDERATION-WIDE DATA REPORTING

In response to the Middle East Crisis, the IFRC has developed a Federation-wide data collection framework to track funds and activities by IFRC members involved in the crisis response at bilateral and multilateral levels. This system enhances alignment of funding and operations, ensuring greater impact. Partner National Societies (PNS) have been requested to provide financial data to create a comprehensive financial overview of the Middle East crisis. Covering the period from the outset of each National Society’s response to the crisis to approximately end-September 2024, the report aims to capture financial requirements, income expenditure, and allocation of funds – both bilateral and multilateral (i.e., via IFRC) - across Egypt, Lebanon, Syria, and Jordan.

The dashboard serves as a dynamic tool, regularly refined and updated with the latest input received from PNSs. The following dashboards images were captured on December 16, 2024. For the up-to-date figures, please refer to [this link](#).







SECRETARIAT SERVICES

Resource mobilization

Regarding **resource mobilization**, the revised Emergency Appeal with the 200 million CHF Federation-wide Funding requirements and 185 million CHF IFRC Secretariat Funding requirements has been published and shared with potential donors. This appeal underscores the urgent need to address the significant 79% funding gap, which remains a critical challenge. Discussions are ongoing with partner National Societies, governments, the private sector, and other stakeholders, which could result in financial support. Contributions received so far have made a tangible difference, enabling the provision of essential support, including medical supplies, food assistance, and emergency shelter. This is a testament to the collective impact we can make when we work together. However, the dynamic nature of the operation and evolving field needs require constant collaboration with sector partners and flexible fund allocation to ensure resources are directed to the most critical priorities. As a considerable number of stakeholders are also interested in providing support to Palestine Red Crescent Society (PRCS) Emergency Appeal through IFRC, the IFRC Secretariat has taken a **facilitation role** in transferring the funds and in-kind support to PRCS in line with IFRC Emergency Appeal's complementary role to Palestine Red Crescent Society's response efforts within the Occupied Palestinian Territories (oPt) and their appeal to support those affected by the ongoing hostilities.

The Secretariat will continue to monitor funding progress. IFRC remains steadfast in its commitment to transparent communication with all stakeholders. IFRC will carry on with regular updates as new contributions are confirmed as deployed to the field, ensuring our partners are always informed about the progress and impact of your support.

Logistics

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

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

Communications

Media and social media interest in the operation has remained strong over the past year. Key messages, developed by IFRC Communications teams for the operation as a whole and tailored to each country—Lebanon, Syria, Jordan, and Egypt— (including Gaza) are regularly shared with National Societies and updated with the latest numbers and information to ensure accuracy and relevance.

The IFRC Communications teams have facilitated and given media interviews with international outlets, including [TRT World](#), AP, [CNN](#) and [France 24](#), [BBC](#), [Aljazeera](#) etc., and provided communications packages and advise for visits to the region by IFRC President Kate Forbes (Lebanon, Gaza, and the Gaza/Egypt border, Egypt), Secretary General Jagan Chapagain (Lebanon, Gaza, Jordan), and Regional Director Dr. Hossam Elsharkawi (Gaza and the Gaza/Egypt border-Egypt) generated significant media attention and impactful [social media](#) coverage from Lebanon, Egypt, and Gaza.

Field visits to [Palestine Red Crescent Society hospitals](#) in Lebanon further highlighted the critical humanitarian work being carried out on the ground, while interviews with MENA NSs presidents and representatives held during IFRC statutory meetings drew additional focus to the ongoing Middle East crisis.

The IFRC has worked closely with ICRC and partner National Societies to monitor and address misinformation and disinformation in this highly politicized environment, ensuring that accurate and credible information reaches the public.

The communications team proactively responds to international journalists' requests, manages reputational risks and creates compelling content—such as videos, social media assets and articles—to showcase the ongoing efforts of National Societies in addressing the crisis. These efforts have been instrumental in maintaining global visibility and advocacy for this critical operation.

Moreover, the team strategically leveraged relevant international days, such as International Volunteer Day, as opportunities to develop impactful campaigns highlighting the ongoing crisis in the Middle East. These campaigns focused on showcasing the critical role played by MENA Red Cross and Red Crescent National Societies in addressing the humanitarian needs arising from the crisis, emphasizing the dedication and tireless efforts of volunteers on the ground. By aligning with these internationally recognized days, the team aimed to amplify their message and reach a wider audience, raising awareness and garnering support for the vital work being carried out.

Quality Assurance and Accountability, Including Planning, Monitoring, Evaluation and Reporting (PMER)

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

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

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

Several assessments have been initiated in various intervention sectors to strengthen the response and enhance decision-making processes. The National Societies and the PMER team have begun consolidating and archiving reports to ensure accessibility for reference and institutional memory. The IFRC Operations Manager, in collaboration with IM And PMER colleagues, has implemented a more systematic, evidence-based approach to adapt to the rapidly changing crisis dynamics. This approach is designed to improve preparedness and readiness planning while considering long-term strategic impacts for the region.

To align with the IFRC Appeal monitoring system, the MENA Region has successfully developed a Federation-wide data collection framework and associated tools. This initiative captures funds invested by IFRC members engaged in the crisis response at both bilateral and multilateral levels within each country. The implementation of this reporting system aims to enhance alignment of IFRC funding and operations, ensuring greater collective impact. Following the data validation process, a business intelligence analysis has been conducted in coordination with the Strategic Partnerships and Resource Mobilization (SPRM) team. This analysis will further optimize resource allocation, strengthen decision-making, reporting, and strategic alignment of IFRC operations across the region.

Moreover, national societies strengthened their safeguarding mechanisms via:

- Staff brief and training
- Signature and dissemination of Code of conduct
- Update and contextualization of safeguarding policies
- Completion of self-assessment safeguarding tools such as the Child safeguarding Risk Assessment
- Update of services mapping and referral pathways
- Establishment of feedback / reporting mechanisms
- Awareness raising of populations on SEA, services available and reporting mechanisms processes

Information Management (IM) and Data Analysis

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

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

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

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

Humanitarian Diplomacy (HD)

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

The IFRC Secretariat has created and maintained a set of resources for the IFRC network and actively promotes their use by IFRC Secretariat, notably its Leadership, and NS. These resources aim to ensure that the IFRC network can contribute to positive humanitarian outcomes on the ground, such as the protection of civilians, humanitarian workers, the medical mission and the RCRC emblem as well as increased humanitarian access, as well as to highlight and generate further diplomatic and financial support for the response of the IFRC network. These resources include:

- A repository of relevant information from the RCRC Movement and other actors has been created and is updated daily.
- Key messages on humanitarian diplomacy key have been prepared for use by the IFRC network, with updates regularly shared with IFRC Secretariat staff and around 35 National Societies. In addition, the IFRC Secretariat has regularly and proactively engaged, coordinated with, and mobilized relevant NS to help ensure consistent and effective HD engagement around this crisis. It has also worked directly with the NS in the Middle East crisis countries to support their own HD engagement, including facilitating their direct engagement with diplomatic stakeholders. These activities have helped to ensure the unity of the IFRC network and contributed to its ability to speak with one voice across the globe, thereby strengthening its capacity for influence.

The IFRC Secretariat itself has conveyed its key messages and asks regarding the crisis in numerous multilateral forums and bilateral engagements throughout the year. Importantly, the IFRC Secretariat leadership remains regularly engaged. Notably, the IFRC President's first official visit was to the Middle East region, and the IFRC Secretary General traveled to the region in early December, providing important opportunities to conduct humanitarian diplomacy. An HD strategy and engagement plan were developed to help ensure HD tools and resources are maximized and to drive proactive and strategic engagement on the crisis.

Security

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

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

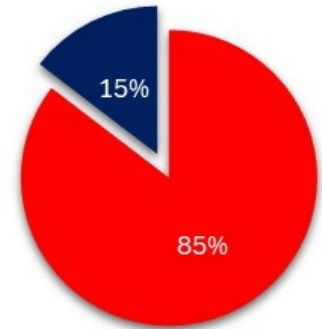
FINANCIAL OVERVIEW



FUNDING REQUIREMENT

IFRC Secretariat
CHF 185 M

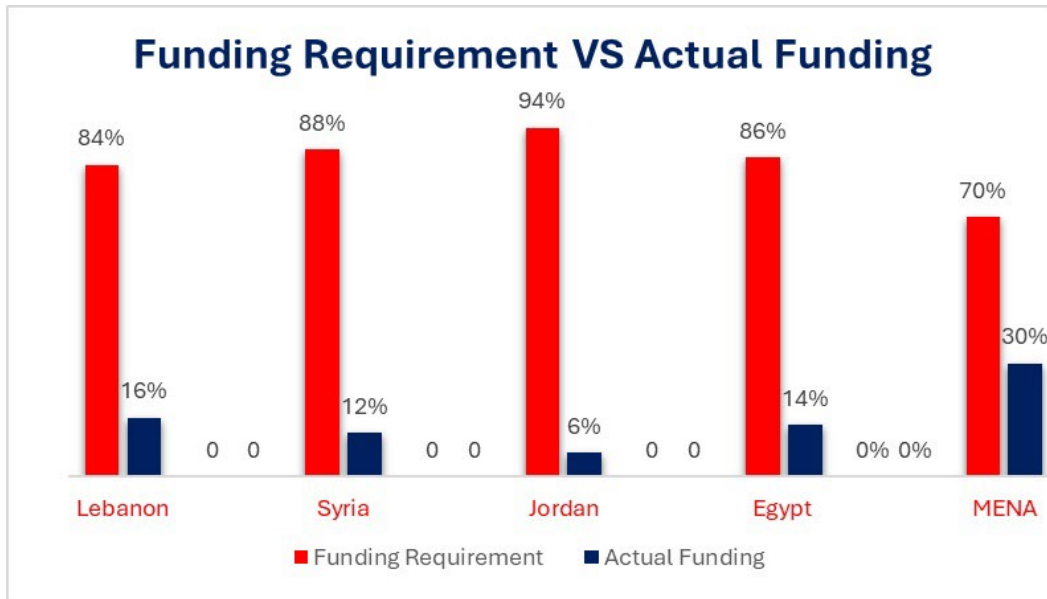
Federation-Wide
CHF 200M



To date, 16% percent of the funding requirements of the revised Emergency Appeal have been covered.

The IFRC expresses its gratitude to donors and kindly encourages further contributions to fill the 84% percent funding gap to enable the National Societies in the region, with the support of the IFRC, to continue with humanitarian assistance efforts as well as the required preparedness actions.

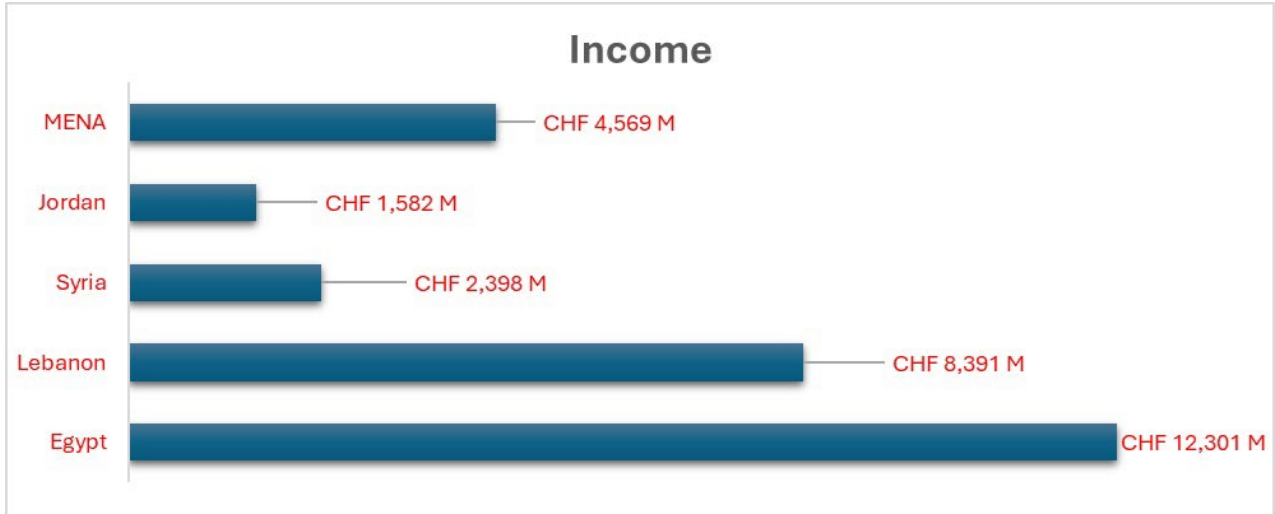
■ Funding Requirement ■ Actual Funding



TOTAL INCOME

CHF 29,244M

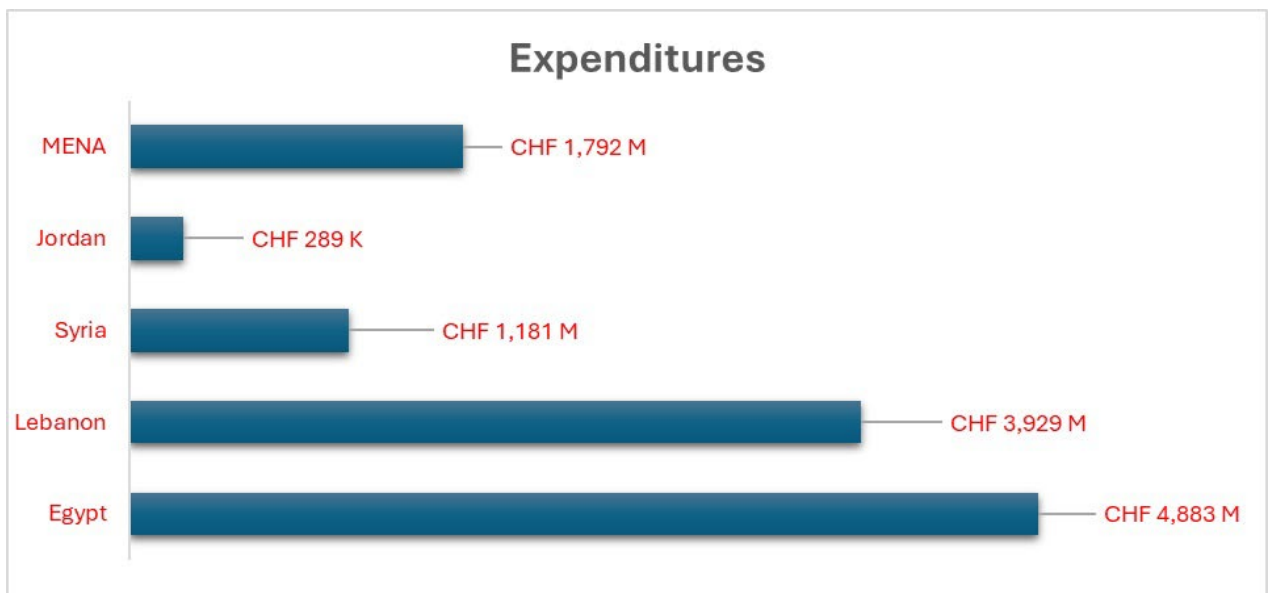
The following chart represents the total income of the Complex Emergency received by National Societies (Egypt, Lebanon, Syria, Jordan) and IFRC Secretariat since the beginning of their response to the ME.



TOTAL EXPENDITURES

CHF 12,075M

The following chart represents the total expenditures of the Complex Emergency received by National Societies (Egypt, Lebanon, Syria, Jordan) and IFRC Secretariat since the beginning of their response to the ME.



ANNEX 1: Reporting on Indicators

 SHELTER, HOUSING AND SETTLEMENTS			
Objective:	Communities in crisis-affected areas, as well as people who are stranded and evacuees, are supported to restore and strengthen their safety and well-being through emergency shelter, settlement solutions, and relief items.		
Key indicators:	Indicators	Code	Actual
	# of NFI (mattresses, blankets, kitchen sets and shelter kits, solar lights) prepositioned	1.1	SARC 175,198 Blankets 110,228 mattresses 103,992 sleeping mats 32,934 plastic sheets 32,801 kitchen sets 34,075 solar lamps 26,443 clothes 62,832 jerry-cans. LRC 48,209 mattresses 99,476 blankets
	# of people reached with non-food items- NFIs (mattresses, blankets, kitchen sets and shelter kits, solar lights)	1.2	LRC 13,477 people 18,734 people ERCS 1,894 household items 184 beds 947 Blankets 763 pillows and mattress
	# of people receiving cash for rent assistance	1.3	ERCS 365 families
 FOOD SECURITY AND LIVELIHOODS			
Objective:	Improve food security to crisis-affected populations		


	Indicators	Code	Actual
Key indicators:	# of food parcels prepositioned	2.1	ERCS 64,224 food items 300,699 Iftar meals 1,434,120 loaves of bread 474,796 Suhoor meals 32,536 air-dropped food boxes SARC 63,727 Food Parcels 11,103 Canned-Food parcels 195,974 instant food items 141,777 date bars LRC 117,542 food parcels 1,431,657 ready meals and bread bundles
	# of people who received food parcels	2.2	SARC 63,727 people received food parcels 195,754 people benefitted from ready-to-eat meals. LRC 46,308 people
	# of people received ready meals, disaggregated by sex	2.3	ERCS 163,700 people SARC 195,754 people LRC 47,986 people



MULTI-PURPOSE CASH

Objective: Crisis-affected populations in vulnerable situations have their needs addressed through cash assistance.

	Indicators	Code	Actual
Key indicators:	Number of households assisted with unconditional cash to meet their basic needs	3.1	ERCS 365 families

	<i>Number of post-distribution monitoring conducted to ensure the effectiveness of cash and voucher assistance programs</i>	3.2	ERCS 1 PDM conducted
 HEALTH & CARE			
Objective:	Persons affected by the hostilities are provided with essential health services, including Mental Health and Psychosocial Support (MHPSS).		
Key indicators:	Indicators	Code	Actual
	<i>Number of transport support provided to injured and wounded people</i>	4.1	SARC 1,837 people ERCS 5,033 medical evacuees LRC 1,288 people
	<i>Number of referrals conducted for injured and wounded people</i>	4.2	NTR
	<i>Number of ambulances procured</i>	4.3	JNRCS 1 Ambulance
	<i>Number of mobile Medical Unit (MMU) teams deployed to respond to primary healthcare needs in conflict-affected areas</i>	4.4	LRC 866 MMUs
	<i>Number of medical consultations provided through primary health facilities (MMUs and fixed clinics) (segregated by sex)</i>	4.5	LRC 90,434
	<i>Number of patients with their hospital cost covered</i>	4.6	NTR
	<i>Number of people attending health promotion sessions, disaggregated by sex</i>	4.7	ERCS 40,24 people
	<i>Number of people reached with MHPSS services, disaggregated by sex</i>	4.8	ERCS 13,079 people receiving PSS 6,865 Adults 6,214 Children SARC 79,860 people LRC 6,683 people attending one on one sessions (PFA)

			1,672 people who attended health promotion and PSS sessions
	<i>Number of individuals receiving secondary and tertiary health services, disaggregated by sex</i>	4.9	ERCS 7 people provided with Physical rehabilitation and mobility devices SARC 44,596 people



WATER, SANITATION AND HYGIENE (WASH)

Objective: Comprehensive WASH support is provided to people affected by the hostilities, resulting in an immediate reduction in the risk of water-related diseases and an improvement in dignity for the targeted population.

	Indicators	Code	Actual
	<i>Number of portable toilets prepositioned</i>	5.1	NTR
	<i>Number of portable toilets installed</i>	5.2	NTR
	<i>Number of hygiene kits prepositioned and procured</i>	5.3	ERCS 19,325 Hygiene kits SARC 20,308 Hygiene kits LRC 52,728 Hygiene kits
	<i>Number of Families that received hygiene kits</i>	5.4	LRC 17,644
Key indicators:	<i>Number of women and girls within reproductive age that received dignity kits</i>	5.5	NTR
	<i>Number of families reached with drinking water</i>	5.6	SARC 58,881 LRC 44,068
	<i>Number of water cubic meters distributed</i>	5.7	NTR
	<i>Number of Shelters provided with WASH services (rehabilitated infrastructure, water supply, etc)</i>	5.8	NTR
	<i>Number of showers installed</i>	5.9	NTR

	Number of water systems enhanced through rehabilitation of infrastructure or through quick fixes 5.10	NTR
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PROTECTION AND PREVENTION

Objective: Affected populations are safe from harm, including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.

Key indicators:	Indicators	Code	Actual
	Number of staff and volunteers trained on PGI, PSEA, and child safeguarding, and ensure adherence to the Code of Conduct, disaggregated by sex	6.1	ERCS 18 staff trained



MIGRATION

Objective: Specific vulnerabilities of migrants, displaced, refugees and returnees are analysed, and their needs and rights are met with dedicated humanitarian assistance, Protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.

Key indicators:	Indicators	Code	Actual
	Number of safe and welcome spaces/service points established for the provision of relevant services (such as health care, psychosocial support, relief distribution, legal services, child friendly spaces and provision of timely and accurate updates)	7.1	ERCS: 61 SARC 6 HSPs
	Number of displaced individuals reached with protection and migration services, disaggregated by sex	7.2	SARC 197,708 people
	Number of children accessing the child friendly spaces, disaggregated by sex	7.3	NTR
	Number of RFL services provided	7.4	ERCS 70,271 calls facilitated SARC 65 services



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

Objective:	The diverse needs, priorities and preferences of the affected communities guide the response, ensuring a people-centered approach through meaningful community participation.		
Key indicators:	Indicators	Code	Actual
	<i>Number of complaints and feedback received from the affected people that have been addressed</i>	8.1	NTR



NATIONAL SOCIETY STRENGTHENING

Objective:	National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in responding to displacement and disasters is well-defined and prioritized.		
Key indicators:	Indicators	Code	Actual
	<i>Number of staff and volunteers attended logistics and supply chain training, disaggregated by sex</i>	9.1	ERCS 133 (M-113, F- 20) JNRCS ENAP training for 23 volunteers (m- 12 f- 11)
	<i>Number of staff and volunteers attended PSS training, disaggregated by sex</i>	9.2	NTR
	<i>Number of volunteers insured</i>	9.3	NTR
	<i>Number of warehouses rehabilitated / established</i>	9.4	JNRCS 1 under construction (steel structure) ERCS 20 Warehouse established at Cairo, Ismailia and Alrish
	<i>Number of Volunteers and staff provided with PSS services, disaggregated by sex</i>	9.5	ERCS 853 SARC 700
<i>Humanitarian aid inflow consigned to ERCS and JNRCS (disaggregated by flight, ships and trucks tonnage)</i>	9.6	JNRCS Air: 3 shipments (62.676 tons) Sea: 3 shipments (103.695 tons) Land: 7 shipments (365.498 tons) ERCS Air: 855 planes (25.50k tons) Sea: 428 ships (147.87k tons) Land: 331.88k tons	

	<p><i>Humanitarian aid dispatched to Gaza (disaggregated by food and water, emergency material and medical supplies, tonnage)</i></p>	<p>9.7</p>	<p>JNRCS 62.50 tons of food 131.29 tons of relief supplies</p> <p>ERCS 282k tons of food and water 57k tons of relief supplies 40.02k tons of medical supplies</p>
	<p><i>Number of forklifts purchased for ERCS for the logistics operation</i></p>	<p>9.8</p>	<p>ERCS: 3</p>

ANNEX 2: Interim Financial Report

Notice Regarding the Financial Report for 2023/2024

IFRC would like to inform all the donors that, due to ongoing system and data migration challenges with the IFRC's adoption of a new ERP system, the financial report for the period Oct 2023 - Oct 2024 is temporarily unavailable. These technical issues have resulted in discrepancies in our data, which prevent us from accurately presenting the full expenditures and reflecting the actual implementation figures for the operation at this time.

While efforts are underway to resolve these challenges, we have opted to issue the Operational Update without the accompanying financial report to avoid any further delays in communicating the operation's progress and achievements.

We appreciate your understanding and patience during this period. The financial report will be shared as soon as the system issues are resolved.

If you have any further inquiries, please contact your respective focal points at IFRC or use the IFRC.org contact form.

Contact information

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For In-Kind Donations and Mobilization table support:

Global Humanitarian Services and Supply Chain Management Unit, MENA Regional Office:

- Cornelis Jan Dees, Regional Head, email: cornelis.dees@ifrc.org

REFERENCE

Click here for:

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