OPERATION UPDATE

Lebanon | Lebanon Complex Emergency

Emergency appeal №: MDRLB015 **Emergency appeal launched:** 05/11/2024 **Operational Strategy published:** 24/12/2024	**Glide №:** CE-2024-000196-LBN
Operation update #1 **Date of issue:** 5/03/2025	**Timeframe covered by this update:** From 24/12/2024 to 24/01/2025
Operation timeframe: 26 months (05/11/2024 - 31/12/2026)	**Number of people being assisted:** 700,000
Funding requirements (CHF): CHF 80 million through the IFRC Emergency Appeal CHF 100 million Federation-wide	**DREF amount initially allocated:**

To date, this Emergency Appeal, which seeks CHF 80,000,000, is 7 per cent funded. Further funding contributions are needed to enable the National Societies in the region, with the support of the IFRC, to continue with the preparedness efforts of and provide humanitarian assistance and protection to people on the move.

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Rationale for the Lebanon Complex Emergency Appeal and Complementarity to the Middle East Crisis Appeal:

This Emergency Appeal was launched in November 2024 to support the Lebanese Red Cross (LRC) in addressing the immense humanitarian impact of the escalation of hostilities in Lebanon.

Since October 2023, IFRC has been supporting LRC's efforts to prepare for and respond to the spill-over effects of the escalation of hostilities in Gaza through its multi-country Emergency Appeal for the Middle East Complex Emergency, which addresses the regional implications of the humanitarian crisis in Gaza.

The escalation of hostilities in September 2024 led to widespread destruction and mass displacement, exacerbating an already dire socio-economic situation in Lebanon, necessitating a new appeal to address the rapidly evolving humanitarian situation more effectively. The launch of a separate Emergency Appeal for Lebanon will ensure a robust Federation-wide response to the current crisis while also addressing the longer-term consequences of this conflict through recovery efforts as the country faces one of its worst humanitarian crises in decades.

While this new Emergency Appeal has been launched for Lebanon, the Middle East Crisis Emergency Appeal will remain active until December 2025.

The figures presented in the one-month Operations Update reflect the ongoing humanitarian response under this appeal while remaining complementary to the Lebanese Red Cross's activities under the Middle East Crisis Appeal. This alignment follows the National Society's One Response Approach, ensuring a coordinated and effective response across both appeals.

A. SITUATION ANALYSIS

Description of the crisis

Since October 8, 2023, Lebanon's southern border has been the scene of continued hostilities, leading to internal displacement of people in the South, the Bekaa, and Beirut suburbs. The violence intensified over a devastating six-week period from September to November 2024, resulting in widespread humanitarian consequences. According to the Lebanese Authorities, more than 4,285 people have been killed, including at least 300 children, and 17,200 people have been injured as of January 30.[1] Additionally, many families have been forced to flee their homes with little time to gather belongings, leaving behind their livelihoods.

As of 4 a.m. on November 27, a temporary ceasefire agreement between Lebanon and Israel took effect. Since the signing of the agreement, 868,947 internally displaced people (IDPs) have begun returning to their communities and over 103,346 individuals remain displaced. Additionally, 3,000 IDPs remain in 38 collective sites. [2] Prior to the ceasefire, most of the displaced people were living in host settings and often in overcrowded conditions and needed support with shelter, food, water, and other basic needs. As of February 2025, Lebanon continues to host a significant number of refugees and displaced individuals. The United Nations High Commissioner for Refugees (UNHCR) reported that, as of October 2024, approximately 1.6 million refugees and asylum seekers were residing in Lebanon. [3]

[1] OCHA Lebanon Flash Update #57 (30 January, 2025).
[2] Joint report LRC, DRM and IOM *Mobility Snapshot* (9 January, 2025)
[3] UNHCR Reporting

As the 60-day ceasefire in Lebanon enters its second month, complex and evolving humanitarian needs persist. People returning to their homes and those unable to return are facing widespread destruction, disrupted services, and the threat of unexploded ordnance. Major challenges include limited income opportunities, depleted coping strategies, and deteriorating living conditions, especially in areas where essential services have been severely affected. Additionally, reported violations of the ceasefire continue, particularly in southern Lebanon, where ongoing airstrikes and movement restrictions impact more than 60 villages and towns. Since late November, hostilities have reportedly caused the deaths of at least 27 civilians. [4]

Assessments conducted by the Lebanese National Council for Scientific Research show significant damage, including the destruction of vital infrastructure such as schools, hospitals, water facilities, and agricultural land. In southern Lebanon, severe agricultural losses have been recorded, with 95% of farming households displaced. In Beirut's southern suburbs, 353 buildings were entirely destroyed, 593 were severely damaged, 1,972 buildings suffered extensive damage, and 2,066 experienced moderate damage. The conflict also directly targeted five schools, five municipal buildings, 94 primary health care centers and dispensaries, and 47 hospitals.[3]

Cross-border movements between Lebanon and Syria remain fluid amid ongoing uncertainty. As of the 7th of January, the government's Disaster Risk Management Unit reported the arrival of 87,000 individuals from Syria into Baalbek, of whom, 20,000 are Lebanese nationals. Among them, approximately 35,000, primarily Syrians, are residing in 187 informal collective shelters, while another 52,000 are living within the host communities. Many shelters are overcrowded, forcing families to live in substandard, undivided spaces. Critical needs in the shelters include heating, fuel, water, and sanitation. [5]

Summary of response

On November 5, 2024, the IFRC launched Emergency Appeal to support the Lebanese Red Cross (LRC) in addressing the significant humanitarian impact of the escalation of hostilities in Lebanon. The IFRC Emergency Appeal is aligned with the humanitarian response plans and activities of the Lebanese Red Cross, aiming to support 700,000 individuals affected by the conflict, while maintaining the flexibility to adapt to evolving needs and recovery priorities.

Since the onset of the crisis in 2023, the LRC has been at the forefront of the humanitarian response, serving as the primary provider of pre-hospital care in Lebanon. The organization has focused on preparedness for potential escalation while simultaneously supporting those in conflict-affected areas, displaced individuals, and host families. Key LRC response activities include ambulance services, pre-hospital care, blood transfusion, primary healthcare, psychosocial support (PSS), **Urban** Search and Rescue (USAR), Water and Sanitation, the distribution of essential relief items and food, distribution of multi-purpose cash assistance and recovery initiatives.

Given the ongoing volatility and rapidly changing humanitarian needs, this Emergency Appeal seeks to secure sustainable support for LRC's operational priorities through December 2026. A long-term, comprehensive approach is essential to addressing the protracted impact of the crisis, with a strong focus on recovery efforts.

Needs analysis

LRC through its auxiliary role is mandated to deliver Pre-hospital care, specifically for Emergency Medical Services. Additionally, LRC plays a pivotal role throughout its Blood Transfusion Services sector, Primary health care centers, Mobile medical units and as part of Lebanon's Disaster Risk Management (DRM) structures in the coordination and

[4] OCHA *Lebanon Flash Update #53* (2 January, 2025)
[5] OCHA *Lebanon Flash Update #54* (9 January, 2025)

provision of assistance to people affected by the conflict escalation. LRC has furthermore taken a solid role when it comes to assisting the Government in setting up Emergency Shelters and assisting displaced people from the South in collective shelters.

Rising food insecurity remains a critical concern, particularly in areas where displaced populations have settled, placing additional strain on public health infrastructure. 1.65 million people are facing crisis or emergency levels of food insecurity and the number of people grappling with emergency levels has doubled since the escalation of hostilities to 201,000 individuals.[6]

Additionally, shortages of essential medicines, medical supplies, and health personnel continue to hinder the delivery of adequate healthcare services. The humanitarian response must consider the various vulnerable groups affected by the conflict, including the 875,000 individuals returning to their cadaster of origin, the 112,000 who remain displaced and the 87,000 crossing from Syria into Lebanon. In response, the LRC is planning to expand its cash-based assistance program, with a strong focus on health services, food security, shelter, water, sanitation, and recovery efforts. However, the road to recovery and reconstruction remains long, requiring sustained efforts and funding to address both immediate humanitarian needs and the long-term challenges of rebuilding essential infrastructure and services.

Operational risk assessment

Security: since the November 27th ceasefire, the security situation has been calmer with localized incidents reported in South Lebanon. However, despite the renewal of the agreement until the 18th of February, the situation remains unstable and hostilities in the south are ongoing.

Access: Despite the ceasefire and ongoing coordination between LRC and UNIFIL, the uncertain and unstable situation complicates humanitarian efforts, particularly in the South.

Funding: The operation has not received significant grants to support the Emergency Appeal (EA) budget of 80M CHF. So far, only 7% of the required funds have been raised, leaving a 93% gap. The presence of multiple crises unfolding in the region has further constrained fundraising efforts. This funding shortfall affects the ability of IFRC, NS and movement partners in reaching the targeted affected population.

Population Movement: Following the ceasefire most displaced persons have returned home, yet their needs and demographic composition continue to evolve. The uncertainty surrounding the political situation in Syria poses additional challenges on migration dynamics in both Lebanon and Syria. Migration related risks coinciding with the population movement are being monitored by NSs in the region.

National society capacity: Increased humanitarian needs, coupled with limited funding, may affect the ability of NS to meet operational objectives. This may affect staff recruitment and retention, the procurement of necessary equipment and supplies, and overall operational sustainability.

[6] Ministry of Agriculture, FAO & WFP. (January 2025). *Lebanon: Integrated Phase Classification (IPC)*

B. OPERATIONAL STRATEGY

Update on the strategy

The Operational Strategy published on the 24th of December 2024, will be revised to reflect the National Society's plan for the upcoming year and the indicators will be amended. The temporary ceasefire agreement remains fragile and the situation unpredictable, which also affects the humanitarian partners' ability to fully plan for a recovery.

C. DETAILED OPERATIONAL REPORT

STRATEGIC SECTORS OF INTERVENTION

	Shelter, Housing and Settlements	**Total Target:** 15,000	
Objective:	*Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of mattresses distributed to conflict-affected individuals	9	
	# of blankets distributed to conflict-affected individuals	322	
	# of conflict affected families receiving cash for rent assistance		

After the ceasefire began, Lebanon experienced significant displacement as internally displaced persons (IDPs) left collective shelters and other temporary locations to return to their communities, which they had fled due to the hostilities. Following assessments to monitor the needs of both returnees and those who have not yet been able to return, shelter items distributions have continued based on these identified needs. The Disaster Management Sector (DMS) distributed **9** mattresses and **322** blankets to individuals affected by the conflict between December 24, 2024 and January 24, 2025.

Although the demand for shelter items has decreased as people return to their communities, the need for funding to support cash distributions for shelter rehabilitation has grown. While LRC has not yet begun shelter rehabilitation activities, this remains part of their planned response. If funding becomes available, LRC will initiate cash distributions to support rehabilitation efforts.

Food Security and Livelihoods

Total Target: 110,000

Objective:	*Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of people who received ready meals, disaggregated by sex		
	# of food parcels distributed	70,311	

With support of partners, over the past month, the LRC Disaster Management (DM) and Youth sectors distributed **70,311** food parcels to internally displaced people (IDPs) and returnees. As more people return to their communities and needs evolve, there is increasing demand for food parcels distributions rather than ready meals.

Multi-purpose Cash

Total Target: 100,000

Objective:	*Households are provided with unconditional/multipurpose cash grants to address their basic needs*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of families who received unconditional cash		

Although cash distribution was not launched as part of LRC's activities due to ongoing discussions with external actors and the DRM, discussions are now underway to launch a cash assistance program, with the aim of implementing it by the end of February. The proposed plan includes an initial emergency cash distribution, providing each eligible family with a one-time disbursement of $200. In coordination with Lebanon's DRM Unit and humanitarian agencies, a roll-out of cash programme for recovery is underway for phase II.

Health & Care

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

Total Target: 330,000

Objective:	*Strengthening holistic individual and community health of the population impacted through community level interventions and health system strengthening*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of conflict-affected people injured transported, disaggregated by sex	2 males	
	# of conflict-affected civilians evacuated, disaggregated by sex	3 males	
	# of conflict-related dead bodies managed and transported	6	

	# of non-conflict related emergencies patients served, disaggregated by sex	8,529	
	# Blood components distributed to conflict affected people		
	# of blood components distributed to hospitals directly		
	# Blood Units Collected	3,587	
	# Blood Donors Appointments fulfilled		
	# of MMU deployments	168	
	# of medical consultations provided through MMUs and HCs, disaggregated by sex	8,847	
	# of medication services provided through MMUs and PHCs	7,084	
	# of people who attended group sessions, disaggregated by sex		
	# of one-on-one PFA sessions	609	
	# of people attending health promotion and PSS sessions	224	

The Lebanese Red Cross (LRC) has also deployed **168** Mobile Medical Units (MMUs) to communities hosting displaced persons and to areas where primary healthcare centers (PHCs) were either destroyed or are no longer operational due to the conflict. As individuals begin to return to conflict-affected communities, Primary Health Care centres in these regions are either inoperative/partially operative or are completely destroyed. Hence, Medical Mobile Units (MMUs) are being deployed in those areas in order to cover the gaps in health services.

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. Between December 2024 and January 2025, throughout the ceasefire, EMS volunteers transported **2** people with conflict-related injuries and **6** deceased individuals.

The Blood Transfusion Services (BTS) sector at the LRC ensured a continuous blood supply throughout Lebanon. During the reporting period, BTS collected **3,587** blood units.

Many Mental Health and Psychosocial Support (MHPSS) programs initially planned for implementation in collective shelters were hindered by the ceasefire agreement and the return of most displaced individuals and families. As a result, MHPSS interventions were reassessed to better align with the evolving situation. However, social workers within the Medico Social Sector continued providing stand-alone PSS sessions for affected people and people requesting these services. Given the enforcement of the ceasefire and with the return of the displaced people to their areas of origin, scheduled MHPSS interventions in collective shelters were shifted due to changes in operational needs.

	Water, Sanitation and Hygiene	**Total Target:** 100,000	
Objective:	*Ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during relief and recovery phases of the Emergency Operation, through community and organizational interventions*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of hygiene kits distributed	4,189	
	# of conflict affected families receiving disinfection kits		
	Volume of drinkable water distributed	756 litres	

Needs assessments were conducted to identify specific requirements and needs of the returnees and those who remain displaced. Meanwhile, LRC continued to distribute hygiene kits and offer targeted support to individuals and communities in need. During the reporting period, the LRC Disaster Management Sector and Youth Sector distributed **4,189** hygiene kits and provided **756** liters of drinkable water to conflict-affected communities, ensuring access to essential hygiene supplies and safe water.

	Protection, Gender and Inclusion	**Total Target:** 25,000	
Objective:	*Communities identify the needs of the most at risk and particularly disadvantaged and marginalized groups, due to inequality, discrimination and other non-respect of their human rights and address their distinct needs*		
Key indicators:	**Indicator**	**Actual**	**Target**
	# of staff and volunteers trained on PGI, PSEA and child safeguarding, and staff ensure adherence to the Code of Conduct, disaggregated by sex		
	# of RFL services provided		
	# of child-friendly space operated	9	
	# of children participating in child-friendly space, disaggregated by sex	115	
	# group support sessions		

The LRC Youth Sector prioritized the creation of youth-friendly spaces within shelters, providing safe and supportive environments for displaced children and youth. The Children Friendly Spaces are established to create a protective environment and to reduce the stress for the affected population. LRC operated **9** child-friendly spaces where **115** children attended activities.

Community Engagement and Accountability

Objective:			
Key indicators:	**Indicator**	**Actual**	**Target**
	# of calls received through the non-emergency hotline (disaggregated by calls for information and requests, feedback and complaints, others)	4,623	

The LRC's non-emergency hotline serves not only as a channel for sharing information but also as a platform for gathering community complaints, feedback, complaints, and concerns. Volunteers play a key role in promoting the hotline (1760) to the communities they engage with and collecting feedback during response operations. During the reporting period, LRC's 1760 hotline received **4,623** calls related to requests and information.

Incorporating Community Engagement and Accountability (CEA) into the LRC's operations has been crucial for fostering transparency, trust, and open communication with impacted communities. By utilizing its media channels and non-emergency hotline, the LRC has maintained a steady exchange of information and has proactively responded to community feedback.

Enabling approaches

National Society Strengthening

Objective:			
Key indicators:	**Indicator**	**Actual**	**Target**
	# of volunteers and staff provided with PSS services, disaggregated by sex		
	# of volunteers and staff trained on CFM complaint and feedback mechanism protocols and beneficiary engagement, disaggregated by sex		
	# of staff and volunteers attending PGI, PSEA, and child safeguarding trainings and briefings, disaggregated by sex		

Throughout the conflict and beyond, the support sections of the Lebanese Red Cross have remained instrumental in ensuring the organization's resilience, operational effectiveness, and institutional development. Their efforts have reinforced emergency response capacities while laying a foundation for sustainable growth, strengthening financial accountability, procurement efficiency, logistical coordination, and strategic planning. These collective

contributions have enabled LRC to adapt swiftly to evolving challenges while maintaining transparency and efficiency in delivering humanitarian aid.

The Finance Section has upheld financial integrity through rigorous oversight mechanisms, ensuring compliance with auditing standards while sustaining urgent operational needs. Procurement has navigated supply chain disruptions to secure critical resources, leveraging flexible sourcing strategies and partnerships to maintain the flow of essential supplies. Meanwhile, Logistics has optimized fleet management, warehousing, and distribution to ensure the timely delivery of aid, despite operational constraints.

Crucially, the Planning and Development Section (P&DS) has played a central role in coordinating response planning efforts, ensuring that LRC's strategic priorities and operational needs remain aligned. By working closely with partners and internal teams, PDS continuously worked on response plans, adapted best practices from past interventions—such as the cholera outbreak response, and earlier stages of the conflict—and strengthened coordination mechanisms to enhance overall efficiency. PDS also facilitated data-driven decision-making by implementing a structured monitoring framework and follow-ups on real-time dashboards, allowing for better tracking.

These concerted efforts have strengthened LRC's ability to operate in complex humanitarian contexts, ensuring that the organization remains agile, accountable, and well-equipped to meet future challenges. Transcending this reporting period, the commitment of these support sections will continue to drive institutional resilience, reinforcing LRC's mission to serve communities in need with efficiency and impact.

As the ceasefire came into effect, LRC decided to revise its training plan accordingly. Training in Complaint Mechanisms, PGI and PSEA are expected to take place in February 2025.

Coordination and Partnerships

Objective:	

Membership & Movement Coordination

Regular coordination meetings for this operation continue to inform the response and ensure that all relevant stakeholders are updated. Ongoing dialogue with PNs is facilitated to ensure efforts are aligned and complimentary to ensure improved collective collaboration.

Among the activities carried out so far to ensure good coordination:

- The Emergency appeal and Operational Strategy have been developed and published. The Operational Strategy will be revised in the near future based on the National Society's plan for the recovery period and onwards in upcoming year in line with the Unified Plan for Lebanon.
- Movement partners engage with external partners, coordinate with authorities and other stakeholders and participate in various working groups.

Engagement with external partners

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.

Secretariat Services

Objective:	IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with whom they work as effectively and efficiently as possible.

Resource mobilization

Regarding **resource mobilization,** the revised Emergency Appeal with the 100 million CHF Federation-wide Funding requirements and 80 million CHF IFRC Secretariat Funding requirements has been published and shared with potential donors. This appeal underscores the urgent need to address the significant 93% 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.

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.

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

The PMER and IM functions aim to provide accurate, timely, and credible information to support decision-making, accountability, and learning. For Lebanon, a list of relevant indicators was developed based on the planned interventions, which was then aligned with indicators from National Societies/Country Delegations.

At LRC:

The Planning and Development Section, in close collaboration with the LRC IM Unit, as well as the operational sectors, and units responding to the conflict, has been actively coordinating daily reporting efforts. This process, which continued until the end of January, was developed based on the updated conflict logic within a results-based management framework.

In addition to reporting, the Planning and Development Section led the planning and development session to update the 2025 Plan of Action, ensuring it encompasses both the response and recovery phases. This updated framework will serve as a package, incorporating a log frame, M&E plan, Plan of Action (PoA), and Indicator Tracking Table (ITT), which will be used for monthly reporting across all LRC operational sectors and units for the year 2025.

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. 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.

Importantly, the IFRC Secretariat leadership remains regularly engaged. Most recently, the Regional Director visited Austria, France, and the United Kingdom to inform policymakers of the rapid changes in the region and country, persuade them to help overcome challenges to principled action, and to promote the efforts to fundraise.

Security

Since the situation remains volatile, security advisors collaborate to ensure the security of the operation with the following tasks:

- Monitor and analyze the security situation in Lebanon 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.
- Systematically assess safety and security risks, implement effective risk-mitigating measures, and formulate contingency plans.
- 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 LRC 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.

D. FUNDING

To date, **7 percent** of the funding requirements of the Emergency Appeal have been covered. The IFRC expresses its gratitude to donors and kindly encourage further contributions to fill the remaining gap to enable the Lebanese Red Cross, with the support of the IFRC, to continue with humanitarian assistance efforts as well as the required recovery actions.

Contact information

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

In the Lebanese Red Cross

- **Secretary General** Mr. Georges Kettaneh, email: georges.kettaneh@redcross.org.lb;

In the IFRC

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

Operations Manager

- **IFRC Country Delegation - Lebanon:** Hans Storgaard, Operations Manager, email: hans.storgaard@ifrc.org;

For IFRC Resource Mobilization and Pledges support:

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

How we work

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