Summary
This revised Emergency Appeal seeks a total of CHF 9.1 million (decreased from CHF 12.1 million) to enable the IFRC to support the Jordan Red Crescent Society (JRCS) to continue to deliver much needed assistance and support, extending the timeframe of the appeal until 30 June 2016. The focus of the revised appeal is on the sectors of shelter, health, disaster preparedness, livelihoods and National Society capacity building. The total number of people supported throughout the entire timeframe of this appeal is 152,900, however, the targeted number of beneficiaries during the period October-June 2016 is 37,000. With the revised appeal budget, and contributions of CHF 5.5 million received to date, the total outstanding funding needs now amount to CHF 3.6 million.

With the crisis in Syria now almost reaching 5 years and an ever deteriorating humanitarian situation in Syria, more than 7.6 million people are internally displaced within Syria and more than 4 million people have left. Jordan continues to host a large number of Syrian refugees and as of December 2015 the number of registered Syrian refugees in Jordan reached 633,466. This appeal is being revised until June 2016, to enable JRCS to continue to provide assistance to Syrian refugees and vulnerable Jordanian population.

Monthly cash assistance will continue to be provided to the most vulnerable Syrian refugees of whom almost 50% report using it for shelter. Additional one off payments will support families to purchase the necessary supplies to protect themselves from Jordan’s harsh winter. Community health activities, carried out by trained JRCS staff and volunteers, will continue to target Syrian refugees and Jordanians to promote healthier lifestyles and to link people to essential services especially in relation to non-communicable diseases, routine immunizations, violence prevention, personal hygiene and maternal and child health. In 2016, JRCS will expand community based health

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1. OCHA, July 2014
2. UNHCR Syrian Regional Refugee Response. 17th December 2015.
activities to a sixth governorate where there are limited community health programmes. Training of volunteers in child protection and gender awareness, referrals to the JRCS psychosocial centres and dissemination of health messages at the JRCS PSP centres will increase the number of people reached with health information in a more holistic approach. Additionally, a pilot livelihoods programme will be developed based on the results of the livelihoods feasibility assessment which was undertaken in October-November 2015 to determine potential livelihoods interventions and community based health activities (CBHFA).

In disaster preparedness, JRCS will be supported to ensure greater involvement of the branches through quarterly meetings to identify gaps and needs in their disaster response plans. This is in line with the organizational development plan to focus on capacity building activities at branch level as well as to enhance volunteer mobilization and retention.

The planned response reflects the current situation and information available at this point of the evolving operation, and will be adjusted based on further developments and more detailed assessments. It is planned that this appeal will close at the end of June 2016, after which time JRCS assistance to Syrian refugees will be included in the Jordan country operational plan for 2016. A final report on this Emergency Appeal will be issued by the end of September 2016.

Details are available in the Emergency Plan of Action (EPoA) [click here].

The disaster and the response to date

- **March 2011**: Conflict in Syria caused mass displacement within Syria and into neighbouring countries
- **July 2012**: 150,000 Syrians had sought refuge in Jordan
- **August 2012**: Emergency Appeal launched for CHF 3.7 million (CHF 2,560,798 for Jordan) to assist 55,000 people (approx. 25,000 people in Jordan)
- **January 2013**: 300,000 Syrian refugees had sought refuge in Jordan
- **January 2013**: Revised Emergency Appeal to CHF 4,647,103 (CHF 2,582,524 for Jordan) to assist 62,000 people (approx. 30,000 people in Jordan)
- **June 2013**: Revised Emergency Appeal to CHF 27.4 million (CHF 7,931,565 for Jordan) to assist 258,465 people (approx. 70,000 people in Jordan)
- **June 2013**: 400,000 Syrian refugees had sought refuge in Jordan
- **October 2013**: Jordan was hosting 576,354 refugees
- **December 2013**: Revised Emergency Appeal to CHF 43,576,276 (CHF 12,187,080 for Jordan) to assist 291,880 people (approx. 75,000 people in Jordan)
- **May 2014**: Almost 600,000 Syrian refugees were being hosted in Jordan
- **July 2014**: Revised Emergency Appeal to CHF 49.2 million (CHF 14,262,934 for Jordan) to assist 479,350 people (approx. 100,000 people in Jordan)
- **September 2014**: The number of registered Syrian refugees in Jordan reached 619,163
- **October 2014**: Revised Emergency Appeal to CHF 12.1 million to assist 126,000 people in Jordan until 31 December 2015
- **September 2015**: The number of registered Syrian refugees in Jordan reached 629,034
- **December 2015**: Revised emergency appeal to CHF 9.1 million to assist 152,900 people until 30 June 2016 (including 37,000 people during the period January-June 2016). The number of registered Syrian refugees in Jordan now stands at 633,466.
The operational strategy

Needs assessment and beneficiary selection
An in-depth review of recent assessments and reports conducted by different organizations formed part of the needs assessment in addition to an analysis of existing data from the cash assistance and CBHFA programmes.

Syrian refugees continue to face severe challenges due to prolonged displacement, reduced levels of assistance, decreased availability of services, continued lack of access to sustainable livelihoods and complicated registration procedures. The Vulnerability Assessment Framework reports that 86% of Syrian refugees in urban areas are living below the Jordanian poverty line3 and that over 80% of Syrian refugees are using crisis or emergency coping strategies. These factors contribute to the difficulties faced by Syrian refugees to access shelter and to be able to meet the basic needs for their families4.

Pressure on the already hard-pressed public healthcare services has resulted in longer waiting periods and overburdened health staff in the public health sector. The main health concerns include non-communicable diseases, poor infant and young child feeding practices and the risk of communicable diseases such as measles, polio, tuberculosis and leishmaniasis.

Protection concerns have increased in 2015 with Syrians in Jordan required to undergo a verification process implemented by the Government of Jordan. Without undergoing this re-verification process, Syrian refugees are not able to legally stay in their current places of residence, nor access public services such as health care and education and humanitarian assistance, or register births, deaths and marriages, greatly increasing their protection risks.

Operational strategy
The overall objective of the operational strategy is to meet the needs of Syrian refugees living in the host communities and the most vulnerable Jordanian population through the provision of unconditional cash assistance for Syrian refugees; health assistance through community based health activities, first aid and psychosocial support; livelihood support to vulnerable Jordanian and Syrian refugee women through building the capacity of women in local communities in skills that will allow them to improve their family income; strengthening the capacity of youth and volunteers and their ability to address humanitarian and social needs in local communities; strengthening JRCS’ capacity at headquarters and branch level to deliver quality services, and strengthening JRCS’ disaster preparedness, risk reduction and disaster management strategies to ensure a well-functioning Disaster Management department.

3 Vulnerability Assessment Framework. May 2015
Proposed sectors of intervention

Coordination and partnerships

Coordination between the IFRC, Jordan Red Crescent, Movement partners and other humanitarian actors is well established and support the response to the Syrian crisis through a variety of mechanisms.

Red Cross Red Crescent Movement meetings take place on a monthly basis, to ensure general agreement on plans for the current response, implementation and information sharing. Results from Movement coordination include the Jordan Red Cross Red Crescent Movement Country Plan for 2015 and for 2016. Movement partners have also begun the process of developing a Jordan Contingency Plan in case of an increased influx of Syrians into the country or a different emergency scenario. Movement coordination across different sectors also takes place with integration of community health activities into other programme areas such as the cash assistance programme, school rehabilitation activities, gender awareness and psychosocial support.

In the 4th quarter of 2014, JRCS concluded the Organisational Capacity Assessment and Certification (OCAC) process which led to the development of the JRCS 2016 - 2020 Strategic Plan. Through the OCAC process JRCS identified their areas of strengths and weaknesses and therefore the Strategic Plan is a reference document for JRCS in its future interventions. Through this plan JRCS identified their four core areas of focus: disaster management, health, dissemination programmes and organizational development. These four core areas are all linked to the JRCS programmes as outlined in this Appeal and will boost JRCS’ capacity in effective response during 2016.

Coordination with other humanitarian actors takes place in the form of participation in Humanitarian Country Team and Interagency Task Force meetings, the Jordan INGO Forum, the Inter Agency Community Health task force, the Basic Needs working group and the Livelihood Working group which is co-chaired by IFRC. All meetings are attended by a combination of UN agencies, international NGOs and local NGOs all working in response to the Syria crisis.

The following is a summary of activities for each sector, to be implemented during the period October - June 2016:

Response preparedness

Outcome 1: JRCS’ readiness to respond urgently, appropriately and safely to an increase in the influx of refugees or other emergency, is strengthened

Output 1.1: JRCS’ Disaster Management structure is strengthened

Activities planned:
- Conduct a DM workshop with already trained staff and volunteers in NDRT from the branches to establish DM committees
- Develop database of human resources trainings gaps and needs with regards to DM
- Develop Standard Operating Procedures (SOPs) for JRCS’ response to disasters
- Conduct quarterly meetings with branches on DM plans and review of the DM SOPs
- Support the development of a plan of action to operationalize the Madaba DM Centre

Output 1.2: Coordination, cooperation, information and knowledge sharing among National Societies responding to the Syrian crisis in Jordan, are enhanced

Activities planned:
- Design DM policies for joint activities with other governmental and non-governmental bodies and set up a mechanism for implementation
- Represent and participate in committees at national level
Output 1.3: JRCS is equipped with prepositioned contingency stocks for 1,000 households for an enhanced response capacity

Activities planned:
- Pre-position contingency stock to increase JRCS capacity to assist 1,000 households urgently

**Health and care**

Outcome 2: 16,500 Syrian refugees and Jordanians in different Governorates have improved physical and psychological health, resilience and peaceful co-existence, with a special focus on the most vulnerable (women, children, the elderly and disabled)

Output 2.1: 13,500 Syrian refugees and Jordanians are more self-reliant and resilient to diseases, disasters and local conflicts through community based health and first aid (CBHFA) activities

Activities planned:
- Coordination of community health activities with Ministry of Health, local authorities and humanitarian actors
- Dissemination of health information of the key public health issues (non-communicable diseases, violence prevention, immunizations, maternal and child health, respiratory infections, personal hygiene) at community level through activities and related printed materials
- Building the capacity of communities to reduce the risks and impact of emergencies through the dissemination of accident prevention messages and basic first aid skills

Output 2.2: 3,000 Syrian refugees and Jordanians have access to JRCS psychosocial (PSP) services

Activities planned:
- Community-driven social cohesion and protection analysis
- Recreational activities for children
- Children’s resilience workshops for children and caregivers
- Psycho-education group sessions for adults

Output 2.3: JRCS has strengthened their capacity and enhanced their ability in the area of CBHFA to reach out to most the vulnerable groups amongst Syrian refugees and Jordanians

Activities planned:
- Identification and recruitment of new volunteers
- Conduct induction course for all new volunteers to introduce the Red Cross Red Crescent Movement
- Conduct relevant technical trainings e.g. CBHFA & PSP for staff and volunteers
- Provide the necessary tools to volunteers to enable them to implement community health activities in the community
- Provide supportive supervision of community health volunteers
- Monitoring and evaluating of the community health activities

**Shelter and settlements**

Outcome 4: The immediate shelter and settlement needs of 4,000 refugee households (20,000 persons) living outside camps within host communities are met during 2015 and 2016

Output 4.1: 2,000 Syrian refugee households (10,000 people) living in host communities in Amman receive cash grants for essential winterization items for winter 2015/2016

Activities planned:
- Develop an efficient and accurate beneficiary targeting strategy to enable interventions to meet the needs of the most vulnerable Syrian refugees
- Distribute cash to 2,000 most vulnerable Syrian refugee households during the winter season, from November 2015 to February 2016
- Conduct pre and post distribution monitoring of the cash for winterization programme.

Output 4.2: 2,000 Syrian refugee households (10,000 people) receive unconditional cash grants for basic needs

Activities planned:
- Develop an efficient and accurate beneficiary targeting strategy to enable interventions to meet the needs of the most vulnerable Syrian refugees
- Distribute cash to 2,000 most vulnerable Syrian refugee households once per month
- Conduct pre and post distribution monitoring of the cash programme

Output 4.3: JRCS’s capacity to implement the cash transfer programme effectively and efficiently is strengthened

Activities planned:
- Train 10 JRCS volunteers and staff in cash transfer programming (CTP); case work and home visits, programme monitoring, psychosocial support, safe referral mechanisms for child protection and interpersonal violence cases, etc.

Food security  🍫 Nutrition  🟢 Livelihoods

Outcome 5: Livelihood activities for 100 vulnerable Jordanian and Syrian refugee women trained by the JRCS Vocational Training Centre (VTC) are improved through small scale income generating activities at household level

Outcome 5.1: The household income level of the most vulnerable Jordanian and Syrian refugee women targeted is increased, and a sustainable means of livelihood established

Activities planned:
- Livelihood delegate (also the CTP delegate) to support JRCS to develop livelihood activities, assessment and project design
- Develop small scale livelihood plans with 100 vulnerable Syrian refugee and Jordanian women from the VTC
- Provide skill trainings to 100 vulnerable Syrian refugee and Jordanian women on trade and livelihood-income generation
- Monitoring and evaluation of projects

Output 5.2: Increased capacity of JRCS staff and volunteers to conduct effective livelihood activities

Activities planned:
- Train volunteers and staff in livelihood activities

National Society capacity building

Outcome 8: The response capacity of the host National Society is enhanced through strengthened capacity of headquarters and branches

Outcome 8.1: Effective human resources and finance systems are set up at the JRCS headquarters and necessary staff policies/procedures are in place

Activities planned:
- Support the establishment of human resource and financial reporting systems at the JRCS headquarters
- Support the development of staff policies and procedures, grading system and salary scales, benefits and allowances, recruitment procedure, performance appraisal and evaluation system, training and development

Output 8.2: JRCS branches are active, regularly involved in Red Cross Red Crescent activities, and are effectively providing support to vulnerable people when needed by increasing trained volunteers at branch level

- Assist branches in volunteer recruitment and retention
- Provide training and support on project planning, implementation and monitoring to branch officials and volunteers

Output 8.3: JRCS national headquarters is adequately staffed to support the branches in all programmes

Activities planned:
- Recruit the necessary programme staff at the JRCS headquarters and branches
- Support in preparing annual work plans for the CBHFA, CTP and livelihoods programmes

Output 8.4: JRCS has increased the quality and impact of their programmes through sound programme management, including timely and quality planning, monitoring and reporting

Activities planned:
- Conduct a PMER capacity needs assessment and develop a plan of action together with JRCS team
Conduct one PMER training for concerned JRCS staff
Provide regular coaching and mentoring for the JRCS reporting focal person

Communications

Outcome 9: Increased visibility of activities related to Syria crisis in Jordan
Output 9.1: Increased capacity of IFRC and JRCS in emergency communications
Activities planned:
- JRCS and IFRC are trained in emergency communications by the regional communications delegate for the Syria Crisis
Output 9.2: Emergency communications are enhanced through production and dissemination of communication products
Activities planned:
- Take pictures and produce videos focusing on Red Cross Red Crescent activities as well as needs and beneficiary stories
- Support production of communication materials, web stories, press releases, Q&A, key messages, reactive lines as and when necessary

Humanitarian Diplomacy

Outcome 10: Enhanced positioning of Movement towards becoming a key partner for major donors
Output 10.1: Well-coordinated positioning and global representation for the Movement is ensured
Activities planned:
- Participate in international meetings to present the actions of JRCS in response to the crisis
- Share information on field operations to partners/donors through monthly updates, photos and programme documents in cooperation with Movement partners
Output 10.2: Enhanced coordination with Movement and non-Movement partners on information and facts regarding the humanitarian situation and needs
Activities planned:
- In coordination with communications unit, develop position papers Q/As and reactive lines based on clear and transparent view on the operations
- Engagement in local events to demonstrate what JRCS is doing as well as highlight the gaps that need support
Output 10.3: Enhanced capacity of JRCS in humanitarian diplomacy
Activities planned:
- Conduct humanitarian diplomacy training for high level JRCS staff

Programme support services

- **Beneficiary communications:**
  The beneficiary feedback mechanism in the cash assistance programme is managed by a beneficiary complaints focal person who responds to issues raised by Syrian refugees benefiting from this programme. This is done over a toll free phone line. Beneficiaries of CTP and CBHFA who are in need of further assessment and/or more complex support are referred to Jordan Red Crescent case managers in the psychosocial programme who then conduct a more in-depth assessment of the needs and refer them to the necessary services.

- **Logistics:**
  JRCS is being provided with procurement and logistics support by the IFRC Jordan office, the MENA regional office and the global logistics service Dubai office. There is a continued need to further enhance
the National Society logistics capacity by reinforcing procurement, warehousing and fleet management to effectively and efficiently render timely services to all JRCS beneficiaries.

- **Information and communication technologies (IT):**
  An IT and Information management support officer is in place providing support to the cash assistance programme, to CBHFA and to the office team. This position provides support in the collection, presentation and use of information gathered from the programmes and creates infographics which are used in communication updates.

- **Reporting, monitoring and evaluation:**
  Monitoring of the operation is done differently depending on the sectors. For the cash transfer programme, pre-distribution home visits are carried out in addition to post distribution monitoring which is conducted every 3-6 months. The post distribution visits aim to gather information on the most significant changes for the Syrian refugees being supported through the cash disbursements.

  In the CBHFA programme a baseline and end-line assessment on knowledge, attitudes and practices of the target population in relation to the major public health concerns amongst Syrian refugees and the host community is carried out.

  The use of the software Open Data Kit (ODK) for questionnaires has increased the speed with which data is transmitted to headquarters and analyzed. This method is used by both the CBHFA and CTP teams.

  For reporting, quarterly operations updates will be published and this frequency will be reviewed depending on the pace of the operation.

- **Security:**
  The operational areas are classified as "white zones" based on security assessments conducted by security experts from MENA regional office and the secretariat (Geneva). Security guidelines for the country are in place and apply to all IFRC staff. The head of delegation in Jordan is the focal point for security in the country.

### Budget

See attached IFRC Secretariat budget (Annex 1) for details. With the revised budget of CHF 9.1 million, and with CHF 5.5 million of contributions received to date, the net multilateral funding needs to cover the period up to the end of June 2016 now amount to CHF 3.6 million.

**EMERGENCY APPEAL**

**Jordan - Population Movement**

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</table>

**Available Resources**

Multilateral Contributions: 5,099,838
Bilateral Contributions

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</table>

Dr Garry Conille
Under Secretary General
Programme Services Division

Elhadj Amadou As Sy
Secretary General

Contact Information

For further information specifically related to this operation please contact:

- **Jordan**: Rad Al Hadid, Jordan Red Crescent Director of Disaster Management Unit. Phone: +962 6 4773141. Email: Rad.hadid@jnrcs.org
- **Jordan**: Jacinta Hurst, IFRC Acting Head of Operations/Health Coordinator. Phone: +962 6 569 4911. Email: jacinta.hurst@ifrc.org
- **Jordan**: Mohamed Babiker, Head of Delegation and Gulf Regional Representative, Amman; Mobile: +962 79 507899 Email: Mohamed.babiker@ifrc.org

In the Mena Region:
- **In the MENA Region Office**: Mads Brinch Hansen, Head of Emergency and Crisis, MENA. Phone: +962 5 428 415. Email: mads.brinch@ifrc.org
- **The MENA Region DM coordinator**: Sadrack Bertrand Matanda. Phone: +961 5 428 426. E-mail: sadrackbertrand.matanda@ifrc.org

In Geneva
- **Cristina Estrada, Operations Quality Assurance**: phone: +41 79 3583106; email: cristina.estrada@ifrc.org

For Resource Mobilization and Pledges:
- **In MENA Region**: Bayarmaa Luntan, Head, Development and Partnerships, phone: +961 79 30 1195;

For In-Kind donations and Mobilization table:
- **Global Logistics Services - Dubai office**: Martha Wanjiku, Logistics Assistant, phone: +971 4 4572993, email: martha.wanjiku@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)
- **In MENA Region**: Nadine Haddad, Senior PMER Officer, Mobile: +961 70 802 775, Email: nadine.haddad@ifrc.org
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 and the Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere) in delivering assistance to the most vulnerable. 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.

The IFRC’s work is guided by Strategy 2020 which puts forward three strategic aims:

- Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
- Enable healthy and safe living.
- Promote social inclusion and a culture of non-violence and peace.