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# Emergency appeal operation update

## Lebanon, Jordan and Iraq: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

**Emergency appeal n° MDR81003**  
**GLIDE n° OT-2012-000135-LBN/JOR/IRQ**  
**Operation update n° 1**  
**21 November 2012**

**Period covered by this Ops Update:**  
9 August 2012 to 9 November 2012

This operations update covers a three months period.

**Appeal target (current):** CHF 3.7 million

[<click here for Revised Emergency Appeal Budget>](#)

**Appeal coverage:** 32%;

[<click here to go directly to the updated donor response report, or here to link to contact details >](#)

### Appeal history:

This [Preliminary Emergency Appeal](#) was initially launched on a preliminary basis) on 9 August 2012 for CHF 3.7 million for 6 months to assist 55,000 beneficiaries.



*Jordan Red Crescent distributes NFIs to Syrian refugee families in Amman. Photo: Ibrahim Malla, IFRC*

### Summary:

In Jordan, the highlights of the reporting period were the completion and circulation of a joint Jordanian Red Crescent/IFRC assessment on the situation of Syrian refugees living with host families in the country. Though much attention has been given to the refugees living in camps –mostly Za’atri camp–, the situation of those dispersed throughout the country was until now less understood by the humanitarian community. Some the key elements of the report included the fact that a significant portion of NFIs received by aid agencies was sold for cash, as the priority identified by those assessed pointed towards need for cash to pay rent, utilities and medical care. The assessment confirmed the JRC/ICRC strategy to focus its efforts on cash transfer programming for this target group. To this end, a team of local staff has been recruited and trained and is moving towards the delivery of a pilot phase in two governorates in mid-December. The low coverage of the appeal has made it necessary for the JRC and IFRC to cut back on its other planned activities to focus its efforts on the cash transfer programming.

In Lebanon, the Lebanese Red Cross (LRC) continues to provide emergency medical services to the refugee population, having carried out over 500 medical evacuations over the reporting period. Finally, in Iraq, the Iraqi Red Crescent Society (IRCS) has been mandated by the National authorities to provide assistance o the

refugees coming into the country and has since been scaling up its activities in the North as well as on both Al Qa'im and Al Rabyaa borders.

## The situation

As the Syrian conflict passes its 18<sup>th</sup> month, Syrians affected by the violence continue to flee, seeking refuge in neighboring countries. To date, over 250,000 Syrian refugees have been registered by UNHCR outside of Syria. According to respective government figures, over double this number are estimated to be residing in Lebanon, Jordan, Iraq and Turkey. Although some are living in camps, host communities or collective shelters, there are many renting their own accommodation with the limited savings they have. Assessments have shown people are without adequate water supply or sanitation and access to health care, especially those with chronic diseases or who are wounded from the Syrian conflict, is an issue for many. As savings dwindle and refugees are finding themselves in the same unstable situation in their new country, months after they arrived, household needs are increasing as their ability to continue supporting themselves is decreasing rapidly. With winter months approaching, needs continue to grow and many are finding themselves without the appropriate shelter or winter items to protect them from the elements.

### In Jordan

The Government of Jordan estimates that over 200,000 Syrians have now crossed into Jordan in search of refuge. Although the majority of these people are living in host communities, since the launch of this appeal, the Government of Jordan agreed to the establishment of Za'atri camp in Mafraq, north of the country, to which many living in the temporary transit sites were moved. Recent figures have indicated that some 30,000 Syrians are residing in the camp. However, many are unsatisfied with the living conditions and it is difficult to ensure

accurate records of numbers, with some having left through bailing out procedure and others opting for voluntary return to Syria by their own means. Demonstrations take place frequently, which often lead to injuries for police and agency staff.



*A Syrian refugee living with five other family members in one room in Mafraq, north Jordan. Photo: Ibrahim Malla, IFRC*

The pressure on the Government of Jordan budget and public service provision has been widely noted as the refugee crisis has worsened, especially water, energy, health, and education. Municipal services such as garbage collection, sanitation and drinking water, are also under pressure. Syrian refugees who are registered with UNHCR can access the public health and education system. The government also subsidizes a number of basic goods in the open market, such as bread, cooking gas, fuel, electricity, and water, and these subsidies have been extended to Syrians. In early September

2012 the Government of Jordan announced that the influx is beyond what it can deal with, and is seeking \$430m in donor support for its budget for the direct costs of hosting refugees.

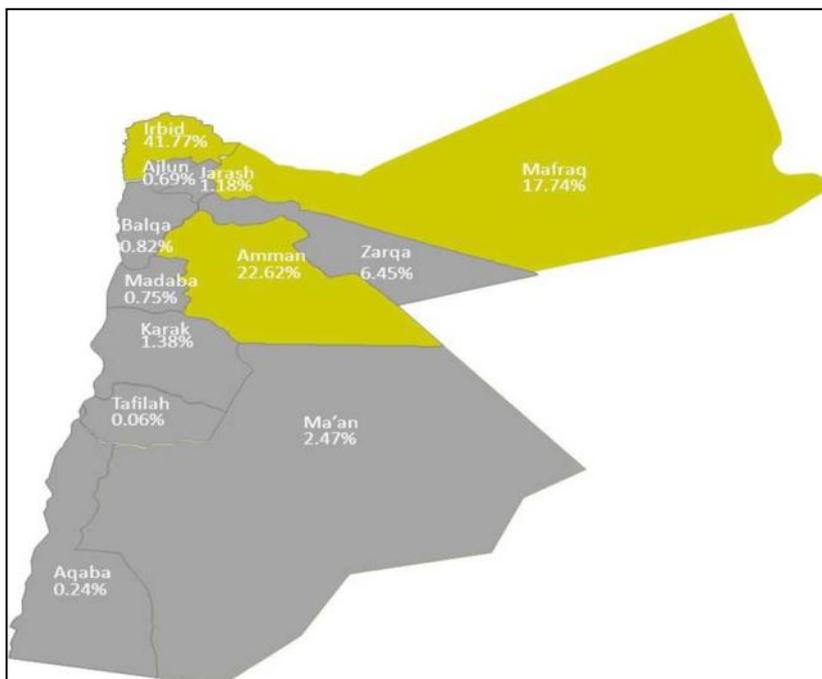
In the host communities needs remain and the winter months will see them grow. Moreover, refugees are spread across all twelve governorates of the country. Under this preliminary appeal, the IFRC deployed a Household Economic Security Delegate, seconded by the British Red Cross, to carry out community and household assessments with JRC, to better guide the response and the revision of the appeal. Findings regarding the current situation supported those highlighted by the rapid assessments carried out earlier in the year. Main findings are as follows:

The majority of Syrians living in host communities are renting accommodation in towns and cities, with examples of multiple families sharing small spaces and reports of cramped living conditions and mainly accommodation of low standard being available. Rent has increased significantly and is highest in Mafraq and Amman, two areas with the largest numbers of registered refugees on the JRC lists. Utility costs especially in

the coming winter months are a concern for many Syrian refugees as well as other impacts winter would have on household expenditure, with increased need to purchase winter items.

Although all refugees have access to a toilet, water and kitchen, in the cheapest apartments facilities and hygiene are sometimes sub-standard, and in need of maintenance. Limited water supply is an issue raised by all refugees outside of Amman; however this is a problem faced by the wider population due to restricted municipal water supply (often just one day per week). As a result, families need water storage capacity, and must purchase drinking water. Food is freely available on markets and between small purchases and food aid, Syrian refugees are able to obtain enough to reach their food needs. All refugees have basic kitchen equipment (often donated by neighbours) and the ability to prepare food, including water. Apart from in Mafraq and Amman, most refugees participating in the assessment, reported that there had not been any noticeable changes in prices since they arrived in Jordan – although refugees were quick to highlight the significantly higher cost of living in Jordan as compared to Syria.

Syrian refugees who are registered with UNHCR can access the public health system (clinics and hospitals). However, medicines need to be purchased, and treatment for ongoing chronic conditions or any medical issue that requires specialist care or hospitalisation does not appear to be accessible for many. This includes also cases of men who have been injured or tortured in the conflict in Syria, and require ongoing medical care that they cannot afford. The Government of Jordan also permits school-aged children of Syrian refugees who are registered with UNHCR to enroll in public schools, although this had led to overcrowding in schools and double-shift systems operating in some places. Some refugees report difficulties in funding other costs related to children's education such as uniforms, shoes, books, materials and so on. Transportation costs to and from school were also a factor, especially for those



Source: UNHCR September 2012

Informal work opportunities are limited, with the exception of Amman where wage rates are below the market and minimum levels for Jordanians. Many people left Syria with some resources such as savings or assets such as jewelry, although these have rapidly depleted. Many new arrivals, especially those who fled the sudden spike of violence in Syria in recent months had limited ability to bring anything with them and as a result most new arrivals do not have savings to rely on and many in debt to landlords.

Refugees stated that cash was their biggest need, which when elaborating this was broken down as follows:

- Rent (and utilities, including water)
- Fresh food (vegetables, dairy products, meat/chicken)
- Other basic household expenditure items (medicines/health care, baby items, schooling items (including transportation to school), clothes, furniture/mattresses, blankets)

Monthly household expenditures by location are highlighted below:

	Amman	Ajloun	Karak	Mafraq	Na'emh (Irbid)	Ma'an
<b>Rent</b>	120-170	85-100	100	130-190	120-140	0-150
<b>Utilities</b>	30-35	20	25	25	25-35	5-30
<b>Food</b>	150-200	150	125	200	150-200	0-150
<b>Medicine/Health</b>	25	25	15-20	15-20	20-30	20

<b>Transport</b>	60	50	30-50	20-30	25-40	0-30
<b>Children's items (incl. education costs)</b>	30-50		40-60	50	30-50	0-50
<b>Communications</b>	30	60	30	30	20	30
<b>Other (clothes, NFIs, etc.)</b>	50	20	45	70	25	50
<b>TOTAL (JDs per month)</b>	<b>495-620</b>	<b>410-425</b>	<b>410-455</b>	<b>540-645</b>	<b>415-540</b>	<b>395-510</b>

The relationship between Syrians and the local Jordanian community was generally reported as good, by both sides, although the relationship, especially in Mafraq, seems to be changing for the worse as scarcity of resources (water and availability of accommodation) is making itself felt more acutely.

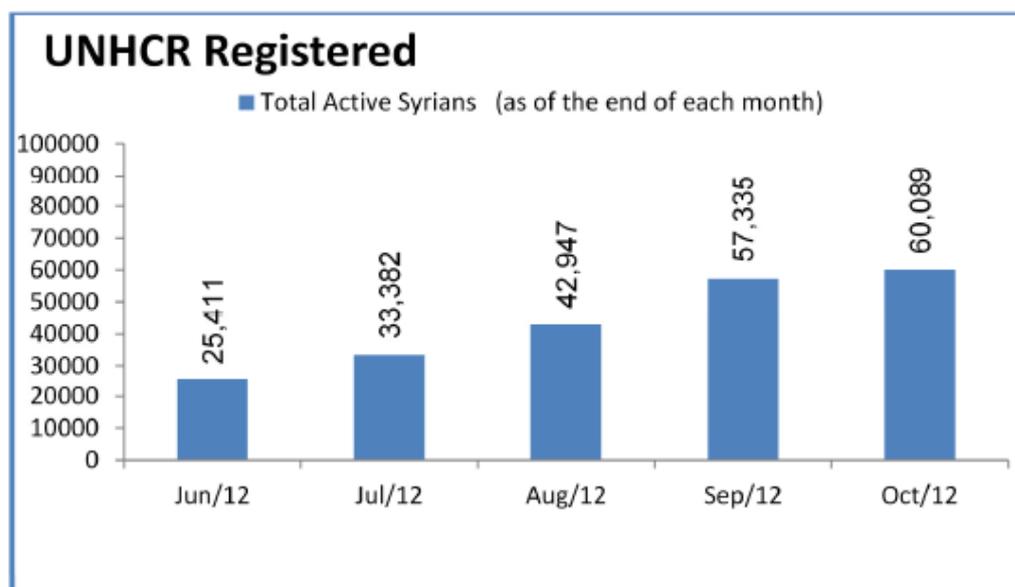
Refugees are engaging coping strategies such as depending on aid, selling unwanted aid, and incurring debt, but it is clear from the analysis of monthly expenditure needs and income sources that there is an income gap in many households. Many families are relying on a combination of aid, gifts, and cash generated by re-selling aid as their main income source. Whilst managing to achieve basic food security, the more vulnerable refugees cannot fund their other household costs; where they currently can, it is likely that many of these families will encounter difficulties in the coming months.

Rent is a special issue – in order to maintain access to housing, refugees need assistance to pay rent, and also to pay down debts to landlords, to remove the threat of eviction. With a tight housing market and limited options to move to more affordable accommodation, the most pressing expenditure gap to fill is cash to pay rent. Most refugees do not expect the situation to change in Syria anytime soon, while some analysts predict it could be as long as one to two years before return is possible. It is therefore foreseen that the humanitarian situation is likely to stay the same for the next four to six months, or even deteriorate further by the arrival of further refugees.

## In Lebanon

In Lebanon, over 90,000 refugees have been registered or are awaiting registration with UNHCR. North Lebanon continues to host the largest number of refugees with 39% of the Syrian population residing her, followed by 29% in Bekaa Valley and 2% in Beirut.

Without permission from the government of Lebanon to establish camps, many are living in host families or collective shelters. Until recently, a number of Syrian families were living in functioning schools, which had to be vacated in time for the new school year. Humanitarian agencies

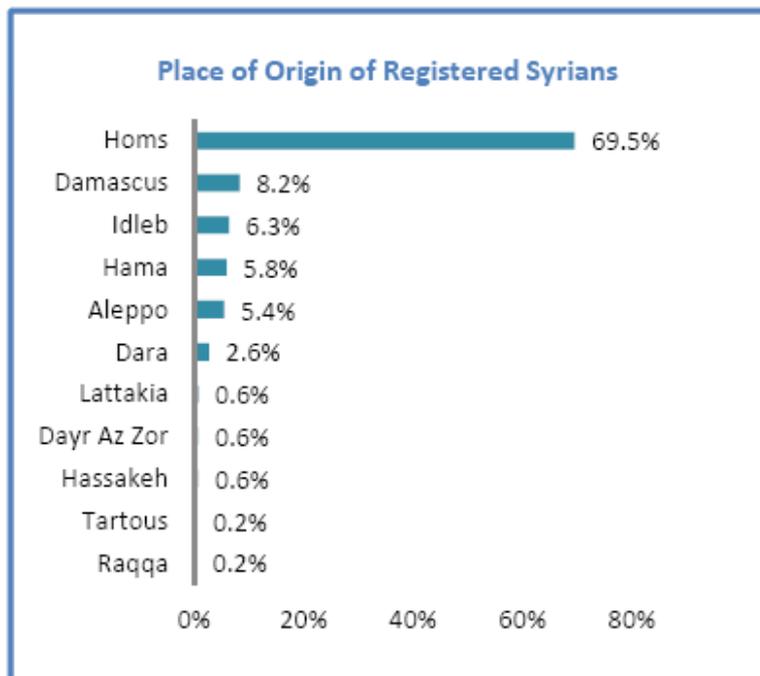


successfully relocated Syrians to other

Source: UNHCR 5 October 2012

accommodation either through cash for rent schemes or moving into alternative collective shelters. Other work has been carried out to renovate host families' houses and provide water supply and latrines to displaced families, including those living in Tripoli.

Distributions by the UN and various NGOs continue in the North and in Bekaa to provide Syrians with essential household and food items as many cross the border with few or no belongings and limited savings to support themselves. With winter approaching, concerns are growing for the Syrians living especially in areas affected by the winter climate such as Bekaa and North of Lebanon, where the majority of Syrians reside. A WFP food voucher scheme working in partnership with local shops is underway to allow Syrians more freedom of choice in acquiring necessary household food items.



Source: UNHCR 5 October 2012

Cross emergency services for surgery in hospitals in the North and Tripoli, which have been especially equipped to provide care for such cases.

## In Iraq

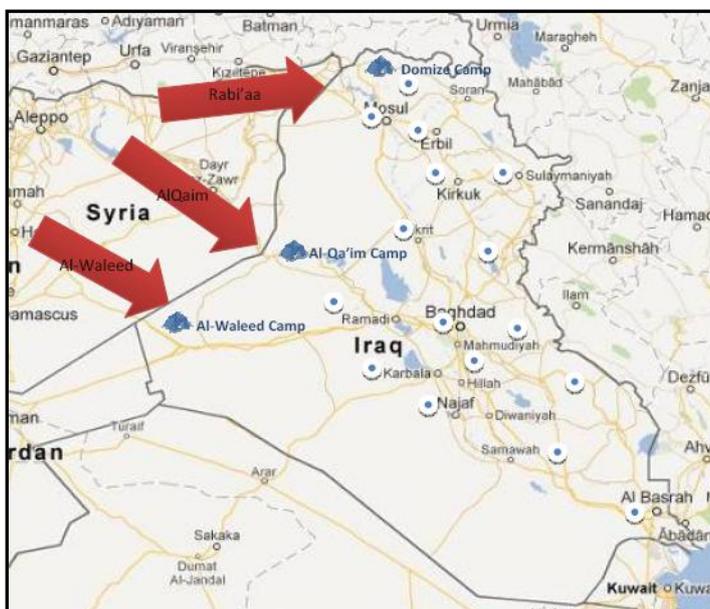
Iraq has opened its borders to Syrian refugees fleeing across Rabi'a'a, Al Qa'im and Al Waleed crossing points. To date over 42,000 Syrians have been registered in Iraq by UNHCR, with over 36,000 of these hosted in the Kurdistan Region. Iraqi returnees are also increasing in numbers with over 49,000 having entered through Al Waleed and Rabi'a'a border points as well as by air. The majority of returnees have indicated that Baghdad, Anbar, Diyalya and Basrah as their final destinations.

Two camps have been established in total on Al Qa'im border, with new arrivals now being accommodated in camp 2, established by UNHCR and MoDM (Ministry of Displacement and Migration). Since 2 October the Al Qaim crossing point has been closed for Syrian refugees, reportedly due to the lack of space in the camps. Only urgent medical cases and wounded individuals have been allowed to enter. Since 22 October, the border is closed and only women and children are allowed to enter Iraq through Al-Qaim border crossing point.

The number of new arrivals into Kurdistan Region has decreased slightly over the past weeks, according to UNHCR, despite the

The Ministry of Education recently made an announcement, permitting all Syrian children to register in Lebanese public schools. 30% of the school-aged refugee population are now registered in school and the international community is providing remedial classes in some areas to help these children integrate into the Lebanese education system and curriculum. However, with such large numbers now relying on limited school infrastructure and resources, work is being carried out to find alternative solutions to ensure Syrian children are provided with a continued education away from their home.

A significant challenge in Lebanon is the coverage of secondary health care costs since the government of Lebanon's funding ceased. UNHCR funds for this area will be exhausted by the end of October and so solutions for covering this need are being sought. Urgent cases of wounded Syrians continue to cross into Lebanon and many of these are transported by the Lebanese Red



Syrian border points for Iraq. Source: UNHCR 24 October 2012

continuing deterioration of the security and economic situation in Syria.

In Al-Qaim, the newly arrived refugees are registered and accommodated in the existing camp number 2, established by UNHCR and the Ministry of Displacement and Migration (MoDM). Since 21 October the Al Qaim crossing point has been closed to Syrian refugees, reportedly due to the lack of space in the camps. Only urgent medical cases and wounded individuals have been allowed to enter. Since 22 October, the border is closed and only women and children are allowed to enter Iraq through Al-Qaim border crossing point.

UN agencies and local and international NGOs continue to provide assistance to camp residents through the provision of water and sanitation infrastructure, food and non food items as well as health care and education.

Although Syrians residing in Domiz camp are being provided with residency permits, which increase their movement in the local area, those accommodated in Al Qa'im camps have restricted movement.

## Coordination and partnerships

### In Jordan

Coordination between JRC, IFRC and other Movement partners is taking place on a regular basis to ensure that planning for the current response, implementation, and contingency planning in case of increased influx of Syrians into the country are carried out in close cooperation. Over the reporting period, two formal Movement Coordination Meetings were held with the JRC, ICRC and National Societies present in country. During these meetings it was decided that the Movement Coordination would be divided into operational meetings- to take place with the technical focal points of each Movement partner on a bi-monthly basis- and a strategic meetings – to meet as requested by the technical group, based on the need for decisions on operational aspects.

Operational coordination has also taken place between IFRC and PNS in country, especially the Swiss RC who is on the ground providing logistics support and implementing a cash programme alongside the IFRC. This has allowed the pooling of resources, sharing of information and the development of a joint delivery mechanism that will minimize the strain on JRC resources. Regular informal and formal communications between IFRC and ICRC and PNS also take place frequently as required. Roles and responsibilities are in line with the Seville Agreement.

At the interagency level, members of JRC and IFRC regularly attend coordination meetings with UNHCR, government authorities and other agencies. Through these, the Movement shares information and learns from best practice. Centralised UNHCR coordination meetings take place monthly and bi-monthly in Amman, Mafraq, Ramtha and Ma'an and include an interagency task force, which has an overview of the situation and response in country. Regular updates are posted and accessed by the Movement through the UN portal, which provides updates on numbers of registered Syrians, needs assessments and implementation progress. Coordination meeting are structured by sector, including health, protection, WASH, food, cash and NFIs, education and site coordination. Some of these groups also have sub-sector meetings. IFRC, along with JRC, regularly attend both the cash coordination meeting and the NFI coordination meeting and work closely with NGOs and other agencies to ensure gaps are filled and duplication is avoided. This is particularly important in the lead up to the winter months where there is focus on winterisation stock and has proved invaluable in developing appropriate cash mechanisms for the context of Jordan.

In early November, the IFRC shared with the humanitarian community the joint IFRC/JRC assessment report on the situation of Syrian refugees living in host families in Jordan, as well as with donors and supporting National Societies.

The IFRC, with input from JRC and ICRC, has also provided details of the Movement's response to the UN's *Revised Syria Regional Response Plan*. This will help raise the profile of the Movement in Jordan and allow others to coordinate activities based on this information.

JRC has been working closely with the authorities and the mandated Jordanian Hashemite Charity Organisation (JHCO), to coordinate efforts.

## In Lebanon

Mandated by the government to act as auxiliary to the public authorities in the humanitarian field during disasters and armed conflicts, and being the major provider of emergency medical services in the country, LRC works closely with the authorities to ensure plans and implementation are shared and coordinated.

LRC continues to host monthly Movement coordination meetings, which include IFRC, ICRC, and the National Societies of Belgium, Germany, Iran, Netherlands, Norway, Qatar, United Arab Emirates and the Palestinian Red Crescent Society in Lebanon. Roles and responsibilities in country are in line with the Seville Agreement.

IFRC and LRC attend UNHCR coordination meetings, which take place twice monthly in Beirut, and monthly or bi-monthly in Quobayat and Bekaa in the technical sectors of NFIs, WASH, shelter, education, health and protection. Regular updates are posted and accessed by the Movement through the UN information portal, which provides updates on numbers of registered Syrians, needs assessments and implementation progress. Over the reporting period, LRC and IFRC have continued to provide input for interagency contingency plans, planning for a worst case scenario of up to 200,000 people into Lebanon alone, and 700,000 into Syria's neighbouring countries in total. The plans take into account contingency stocks and planned activities by sector according to each participating organisation, as well as current response by sector and geographic location.

The Belgian Red Cross converted and equipped four ambulances for the LRCS, while the Netherlands Red Cross is supporting the Wadi Khaled post. The Qatari Red Crescent has also been supporting and equipping the LRCS blood bank in Tripoli, and has fitted ten ambulances with medical equipment and provided three border stations with medical consumables for three months.

## In Iraq

IRCS, IFRC and ICRC are in communication regarding information sharing and updates on activities.

With an IFRC Country Representative now in place, close and consistent communication between the IFRC and Movement partners as well as UN agencies and NGOs is expected to improve.

IRCS works closely with the authorities across the country.

**National Society Capacity Building:** Capacity building of ONS has been a primary part of this appeal. In both Lebanon and Jordan, the IFRC has worked with the National Societies to ensure they participate to interagency coordination meetings, including contingency planning and the RRP. Throughout the assessments in September and now during the implementation phase of the cash assistance program, the partnership between IFRC and JRC coaching and on the spot training for volunteers and staff has continued on an almost daily basis. IFRC supported the participation of a JRC IT officer to an information technology workshop training in Cairo, to enhance skills being used on the registration and database clean up project currently underway. In October, a JRC volunteer working on the cash assistance program attended the UNHCR Refugee Assistance Information System training with two IFRC staff, to better understand the UNHCR registration process and draw parallels with that of JRC. IFRC is also funding a Field Officer and a DM Officer within JRC to enhance their capacity to implement the ongoing and planned activities.

Under the appeal, funding has been received for contingency stock for LRC. This will be sent to the LRC warehouse in the north of the country, following its refurbishment, thus strengthening the National Society's capacity to respond to a disaster.

# Red Cross and Red Crescent action

## Overview

The Federation continues to keep an overview of the evolving situation and response in the region. With dedicated members of the Disaster Management Unit (DMU) closely monitoring the shifting context with

regards to the civil unrest and population movement, information obtained is used to inform the response and support teams implementing activities on the ground. Through field visits, debriefings with staff and delegates and regular report updates, the MENA Zone Office takes an analytical role in terms of information management, which is used to guide the response operation. With coverage of the appeal hovering at 32%, many of the planned activities have had to be postponed or re-prioritized.

## In Jordan

JRC continues to register Syrians living in host communities and has been providing assistance in the sectors of food, NFIs/cash and health, to Syrian families across the country, including in Amman, Ramtha, Irbid, Mafraq and Ma'an. To date, JRC has been focusing its response on Syrian refugees living in host communities, having registered over 11,000 families so far. Discussions with the country's authorities regarding the potential establishment of a second camp are ongoing, including the eventual involvement of the JRC.

By the end of October 2012, and through support from the IFRC, ICRC and the Red Crescent Society of the United Arab Emirates, JRC had distributed 11,000 hygiene kits, 500 kerosene heaters and 4,000 blankets to Syrian families living in host communities. With winter around the corner, and sufficient funding available to cover some of the winterisation stock, 25,000 high thermal blankets have been purchased by the IFRC and will be arriving in country on the 16<sup>th</sup> of November for distribution to areas most affected by the cold climate. In addition, the Swiss Red Cross has contributed 500 household kits, over 200 hundred of which have already been distributed.

In the food sector, JRC has distributed over 53,000 food parcels to Syrian families, contributed by partners including the Red Crescent Society of the United Arab Emirates, Kuwait Red Crescent Society, Saudi Arabian Red Crescent Society as well as WFP and local organisations. Distributions continued throughout the month of September.

Following the deployment of a Household Economic Security Delegate, seconded to the Federation by the British Red Cross, an in depth community and household assessment was carried out in Amman, Ajloun, Karak, Ma'an, Irbid and Mafraq. Findings supported the need for cash assistance across the country and kick-started the implementation of the JRC and IFRC cash program, in close coordination with the Swiss RC. A pilot phase distribution to 150-200 families in the two governorates of Ajloun and Jarash is planned for the month of December.

JRC also continues to provide health care to Syrians through the Qatar Red Crescent Society and Red Crescent Society of the United Arab Emirates. Qatari Red Crescent Society medical experts in Jordanian hospitals continue to provide emergency surgery to wounded Syrians from border areas (mainly spinal and eye injuries). The Red Crescent Society of the United Arab Emirates has deployed a field hospital in Mafraq, which includes outpatient care, paediatrics and surgery. Three mobile health clinics under the same partnership are also operating in the same area. Finally, the JRC is also providing psycho-social support to Syrians in its Development Centre in Al Hashme, in partnership with Unicef.

During the reporting period, ICRC established an RFL office in Za'atri camp in the northern governorate of Mafraq. Since this became operational, some 3841 people have benefited from the ability to contact their families inside Syria. On 24 September 2012, JRC and ICRC have signed an Operational Project Agreement to ensure an effective and timely response to certain needs of Syrians in Jordan. The Agreement aims at enhancing JRC's capacity building in the fields of: (i) logistics and assistance delivery; (ii) tracing and restoring family links; and (iii) outreach and communication activities. As part of the Agreement implementation, ICRC provided support to JRC in the process of cleaning/reorganizing its warehouse stock in Amman, and has donated a 2.5-ton forklift to JRC to aid in this regard.

The IFRC and JRC also signed a Memorandum of Understanding on the modalities of their cooperation in the operation, notably in regards to human resources and procurement and financial mechanisms.

## In Lebanon

With support from this Emergency Appeal and in fulfilling its auxiliary role to the government, the Lebanese Red Cross' Emergency Medical Services (EMS) continue to provide emergency health services to people who



*Lebanese Red Cross volunteers on standby for emergency medical service response on border areas. Photo: Ibrahim Malla, IFRC*

urgent transportation across difficult terrain and icy and snowy roads. In many cases already, the LRC is obliged to make a 300-kilometer one-way trip from Beka'a to Tripoli, via the South. This takes longer for the patient to reach the hospital and also means ambulances are occupied for an increased amount of time, rather than being able to respond to other emergency call outs. The first aid mobile station set up in Wadi Khaled will remain until the end of 2012 along with two teams of first aiders available in the Hermel station to respond as required. The Netherlands Red Cross will continue to support the Wadi Khaled post till the end of 2012 and the Belgian Red Cross have provided ambulances to the EMS.

The ICRC continues to support the LRCS EMS for the transport of wounded persons crossing into Lebanon from Syria and provides ad-hoc support to providers of care to the wounded and to cover post-operative care costs in medical facilities. The ICRC continues to cover the cost of initial treatment in three hospitals in the Beka'a for the most seriously wounded patients, before retransfer to the North.

Since the cessation of High Relief Commission's funding of secondary health care in Lebanon on 10th July, other organisations have been meeting these needs. Outside of this appeal, the Qatar Red Crescent is covering the hospitalization fees for the most severe wounded cases and ICRC continues to cover hospital costs for the most severely wounded in Chtaura, Dar el Amal and Tel Chiha hospitals. The Qatar Red Crescent has also provided funding for equipment in the LRCS blood bank in Tripoli and medical equipment for 10 ambulances as well as medical consumables for a three-month reserve for three border stations.

Other discussions continue between LRCS and various PNS continue regarding potential bilateral support.

## In Iraq

During the reporting period, the Government of Iraq made an announcement stating that IRCS be responsible for the response to refugees in Iraq. Since then, IRCS activities have scaled up and the NS has now been providing assistance in the North as well as on both Al Qa'im and Al Rabyaa borders.

Since the beginning of the year, IRCS has provided 500 food parcels and non-food items to Syrian refugees in Domiz camp in Duhok. Volunteers have also distributed hygiene kits and provided PSP activities. To ensure stock is available for quick mobilization, 500 food parcels and 500 non-food item parcels have been prepositioned at Duhok branch.

On Al- Qa'im border, IRCS has been active during the reporting period, and to date has provided the following to Syrian refugees:

- Water, juice and snacks to 512 people
- 300 NFI parcels
- 350 food parcels
- 250 Hygiene kits

- PSP support

As with Duhok branch, IRCS is prepared to respond to further influx and increased need in the Al Qa'im border area and therefore have prepositioned 1,000 tents, a generator and water tanks and is preparing to support refugee families with supplies over the winter months. ICRC has installed water pipes in towns which was under their ongoing programs in the area prior to the arrival of Syrian refugees.

On Al Rabyaa border, IRCS intervention has included the provision of water, juice and snacks, as well as the provision of first aid and PSP activities. In addition, 1,000 tents, 1,000 NFI parcels and 200 food parcels have been prepositioned at Mosal branch in case of the need of urgent mobilization.

## Progress towards outcomes

At the time of writing this Operations Update, the appeal was 32% funded through hard and soft pledges, thus indicating the need to prioritise planned activities both by country and by sector.

## In Jordan

Relief	
Outcome: 5,000 families have adequate essential items and increased means for household expenditure over the coming six months	
Output	Activities planned
Provision of relief assistance to 5,000 families (25,000 people) including NFIs and cash	<ul style="list-style-type: none"> <li>• Develop an efficient and accurate beneficiary targeting strategy to enable interventions to meet the needs of the most vulnerable families</li> <li>• Procure relief NFIs for up to 25,000 people, within Sphere standards</li> <li>• Distribute 5,000 mattresses to Syrians (local procurement)</li> <li>• Distribute 5,000 summer blankets to Syrians</li> <li>• Distribute 1,000 kitchen sets to Syrian families</li> <li>• Distribute 25,000 winter blankets to Syrians for winter months if the situation requires</li> <li>• Deploy one cash delegate for up to three months to carry out a detailed assessment and design and establish a cash programme providing cash assistance to the most vulnerable families (deployment outputs will include assessment, targeting of beneficiaries, identifying the most appropriate disbursement mechanism and modality of programming)</li> <li>• Distribute cash to the most vulnerable families in a modality designed by the cash delegate</li> <li>• IFRC and JRC to collaborate closely in implementation of activities including monitoring and reporting</li> <li>• Recruit necessary local staff to support JRCS in administrative tasks related to appeal activities</li> </ul>

## Progress and challenges:

It was agreed with JRC that implementation under this appeal would commence after Ramadan and therefore activities began on 1<sup>st</sup> September 2012, as planned. Progress against the relief component can be divided as follows:

*Distributions of household items to 5,000 people:* As funding has been received under this appeal, discussions have taken place between IFRC and JRC to agree on how best to allocate the available resources. It was decided that when the first pledged was received, general household distributions were not the priority activity for JRC to meet the needs of the Syrian families. Families were known to be selling items on the markets, which was something supported by the in-depth household assessments, and priority for unearmarked funding has been given to the planned cash programme instead. The planned procurement and distribution of 5,000 blankets and mattresses and 1,000 kitchen sets to Syrian families living in host communities has therefore been suspended.

*Distribution of 25,000 winter blankets:* Earmarked funding was received under this appeal from the Swedish Red Cross, pledged against the mobilisation table. With winter approaching and the in depth household assessment (carried out under this appeal) supporting the need for winterised items, 25,000 high thermal winter blankets have been mobilized from Dubai logistics unit, as planned, and will arrive in country on the 16<sup>th</sup> of November to be distributed to the Syrian communities in November and December. Families will be targeted based on the area in which they are living and the associated climate during the winter months. Timing for distribution is extremely important as distributing to families earlier than the winter months and therefore before the need exists, could lead to selling of stock on markets as has been found with other relief items. The mobilisation table, available on DMIS, has been updated to reflect this progress.

*Cash assistance for the most vulnerable families:* A Household Economic Security (HES) Delegate was seconded for five weeks by the British Red Cross, and worked with the support of two JRC volunteers, to carry out an in depth community and household assessment to gain a greater understanding of the household needs of Syrian refugees living within the Jordanian communities. Volunteers were trained and coached by the HES delegate throughout the process. After reviewing secondary data and attending interspersed with meetings with agencies including UNHCR, WFP and various NGOs, the assessment team visited six branches across Jordan where they carried out semi-structured interviews with key informants including JRC branch Presidents and community leaders, and carried out focus group meetings and house visits with Syrian refugees. Although the assessment was carried out with view to a cash programme, a multi-sector approach was taken, including shelter, health and education, but the focus was on understanding basic needs and the household economy especially food security, expenditure, income sources and coping strategies. The assessment also aimed to build up a clear profile of the refugee population and their future plans. Focus groups of 7-12 people each, identified from JRC registration lists, were divided into male and female to increase the chance of valid answers by creating an environment by which both genders could discuss matters freely. Areas visited were identified using the JRC database, poverty data and interventions of other organisations and were therefore selected as Amman, Ajloun (North Jordan), Na'emh (village in Irbid Governate, North Jordan – 20kms from Irbid city), Ma'an (South Jordan), Karak (Central Jordan) and Mafraq city (North Jordan). The report can be found on DMIS ([https://www-secure.ifrc.org/DMISII/Pages/02\\_Disaster\\_tracking/0203\\_operations/OT2011000025SYR.aspx](https://www-secure.ifrc.org/DMISII/Pages/02_Disaster_tracking/0203_operations/OT2011000025SYR.aspx)).

Removing duplications from the JRC database, improving the registration process as well as collecting vulnerability data for Syrian families already registered and those newly registering, are priority tasks that are currently being carried out by JRC, IFRC and Swiss RC in Jarash and Ajloun, as part of the pilot programme that is underway. Data for other governorates will be improved alongside this and with the support of a new JRC Registration and Database Officer, funded bilaterally by the Swiss RC, a new robust database will be developed in the coming weeks. Once data is collected and verified, and the most vulnerable families identified, cash disbursements plan to be made at 160 JD (approximately CHF 210) per family each months, for three months. Under the appeal, IFRC is funding a Field Officer and a DM Officer to increase the capacity of JRC and to ensure professional implementation of ongoing and planned activities under the relief component of the appeal. A second Field Officer will be recruited should there be a need. Planning is moving forward to deliver a pilot phase of the program in two governorates in December.

Hygiene promotion	
Outcome: Improved hygiene practices amongst 3,000 families over the coming six months	
Output	Activities planned
Dissemination of hygiene promotion messages and hygiene kits to 3,000 families (15,000 people)	<ul style="list-style-type: none"> <li>• Deploy one hygiene promotion delegate for three months to carry out a detailed assessment and subsequently develop and deliver a hygiene promotion project within Sphere standards, including beneficiary targeting and training of volunteers</li> <li>• Develop information, education and communication hygiene promotion materials</li> <li>• Procure and distribute hygiene kits to 3,000 families, within Sphere standards</li> <li>• Deliver hygiene promotion training for JRC staff and volunteers in branches across the country, and members of affected communities</li> <li>• Disseminate hygiene promotion messages, through trained JRC staff, volunteers and members of the community to 3,000 families.</li> </ul>

**Progress and challenges:** As above, funding received under this appeal is allocated by priority activity, agreed between IFRC and JRC. Because of the low coverage of the appeal, hygiene promotion activities were no longer a priority for IFRC support. However, the Red Crescent Society of the United Arab Emirates has provided over 20,000 hygiene kits for distribution across the country bilaterally to the JRC, which has since distributed them. The hygiene promotion and distribution of hygiene kit components will be removed from the revised appeal when launched in the coming weeks, with focus for JRC capacity being on the cash assistance programme.

Disaster Preparedness	
Outcome: Increased JRC readiness to respond urgently to an increase in the influx of refugees or other emergency	
Output	Activities planned
Preposition of stock for JRC and provision of training to branches across the country	<ul style="list-style-type: none"> <li>• Preposition the following contingency stock to increase JRC stock to assist 1,000 families urgently, based on contingency stock JRC has in the warehouse, that was provided through the MENA Unrest emergency appeal: <ul style="list-style-type: none"> <li>• 500 Kitchen sets (500 already provided in the MENA Civil Unrest Emergency Appeal)</li> <li>• 5,000 Blankets</li> <li>• 850 Tents (150 already provided in the MENA Civil Unrest Emergency Appeal)</li> <li>• 5,000 mattresses (local procurement)</li> <li>• 1,000 cooking stoves (local procurement)</li> </ul> </li> <li>• Train 60 people, including volunteers, members of NS staff and members of the local community in disaster management, including relief, shelter</li> </ul>

**Progress and challenges:** This component remains a priority activity for JRC. With the situation worsening, JRC is keen to ensure it has enough relief stock to mobilize immediately should there be a sudden influx of Syrian refugees or another disaster to respond to. However, to date there is no funding for this activity.

Although the DM training was planned for October 2012, lack of human resources within JRC has meant this activity has been put on hold for the time being. To overcome this challenge, IFRC is supporting JRC in recruiting a number of essential posts, through the appeal, including the DM Officer and Field Officer mentioned above, to absorb some of these responsibilities.

Capacity building – Logistics	
Outcome: Increased JRC capacity to respond urgently to an increase in the influx of refugees or other emergency	
Output	Activities planned
Logistics technical support provided to LRC, provision of logistics training and provision of logistics tools and equipment	<ul style="list-style-type: none"> <li>• Train JRC staff and volunteers on logistics including warehouse management and establishment and use of LOGIC</li> <li>• Equip five branches/ warehouses with computers, printers/scanners, backup disk, stationary and furniture to selected warehouses and branches, to support professional warehouse information management.</li> <li>• Provide relevant tools for warehouses for cleaning and maintenance</li> <li>• Provide communications equipment for increased efficiency in relief distributions, including UHF radio sets</li> <li>• Provide two trucks, two pick-ups and one forklift</li> <li>• Provide four rubbish halls as required</li> <li>• Provide uniforms for 200 staff and volunteers</li> </ul>

**Progress and challenges:** Due to lack of funding for this component, IFRC has put the logistics support on hold as lack of funding meant it was not in a position to implement these planned activities. Following the deployment of three Swiss RC Logistics Delegates, Swiss RC, bilaterally and with ICRC, have supported JRC in clearing up the JRC warehouse in Amman and provided funding for a JRC Warehouse Officer. A number of mattresses and winterisation items have been found in the warehouse and a committee has been formed to decide on which stored items should be thrown away or distributed. The Warehouse Officer forms part of this committee and will be responsible for supporting the completion of the warehouse clean up and establishment and maintenance of logistics systems. Swiss Red Cross provided a LOGIC training at the end of October for the Warehouse Officer and other JRC staff and volunteers, as a need identified under this appeal. IFRC continues to seek funding to provide JRC with office equipment for the branches; uniforms for staff and volunteers; warehouse tools; communications equipment; and trucks and pick-ups to support the response to Syrians refugees.

## In Lebanon

Emergency health	
Outcome: Improved access to wounded Syrians in need of emergency medical care and follow up	
Output	Activities planned
Provision of six vehicles to LRC Emergency Medical Services	<ul style="list-style-type: none"> <li>• Procure and equip four 4 x 4 ambulances for LRC</li> <li>• Deliver four 4x4 ambulances to LRC to improve Emergency Medical Services' (EMS) access to wounded Syrians over difficult terrain and during winter months</li> <li>• Procure two vans for LRC to assist with the transportation of Syrians in need of essential follow-up medical care</li> <li>• Deliver two vans for transportation of non-urgent medical cases to hospital and for follow up care</li> <li>• Follow up on use of ambulances and vehicles in relation to the transportation of Syrians in need of medical care and follow up in cooperation with ICRC</li> <li>• Carry out joint assessments in the area of health and other sectors to identify changing and newly developing needs given the fluidity of the context</li> </ul>

**Progress and challenges:** No funding has been received yet for the emergency health component. However, with the winter months approaching and LRCS ambulances and vehicles already having to do 300 kilometre trips at times to reach the hospitals, this component is a priority to ensure LRCS can continue its life saving support throughout the winter months. 4 x 4 ambulances are particularly important not only for the months approaching but for the difficult terrain covering many of the most direct routes to Tripoli's hospitals.

Disaster preparedness and capacity building	
Outcome: Increased LRC capacity and readiness to respond urgently to an influx of refugees or other emergency	
Output	Activities planned
Training for LRC in disaster management, preposition of stock for up to 1,000 families (5,000 people) and rehabilitation of one LRC warehouse	<ul style="list-style-type: none"> <li>• Develop, in partnership with LRC, an appropriate disaster management training to include aspects relevant to LRC's emergency work and contingency planning for the Syrian population movement</li> <li>• Train 45 LRC staff members from across the country, in disaster management, including relief, logistics, water and sanitation.</li> <li>• 45 trained LRC staff members to train teams at branch level, across departments</li> <li>• Preposition the following stock for up to 1,000 families, within Sphere standards: <ul style="list-style-type: none"> <li>• 5,000 blankets</li> <li>• 2,000 jerry cans</li> <li>• 2,000 tarpaulins</li> <li>• 1,000 hygiene kits</li> <li>• 1,000 kitchen sets</li> <li>• 100 household kits</li> </ul> </li> <li>• Rehabilitate one LRC warehouse in the north of Lebanon and provide warehouse equipment</li> </ul>

**Progress and challenges:** Funding to date has under this appeal been received from the Swedish Red Cross and pledged against the mobilisation table for Lebanon. Work is in progress to rehabilitate the LRCS warehouse in the North of Lebanon to ensure it is functioning for the arrival of contingency stock. The majority of the stock is now funded and will be procured and delivered to the LRCS warehouse before the end of the year.

## In Iraq

Relief	
Outcome: Increased coverage of relief assistance to people entering Iraq from Syria	
Output	Activities planned
Provision of assistance to families entering Iraq	<ul style="list-style-type: none"> <li>• Carry out joint assessments on border areas to best target the most vulnerable families</li> <li>• Support IRCS in scaling-up assistance to people fleeing the Syrian violence into Iraq, in line with the influx</li> <li>• Provide training to IRCS staff and volunteers where required to enhance the IRCS response in line with international standards</li> <li>• Develop a plan of action for the coming months for a response operation</li> <li>• Support IRCS in monitoring operations</li> </ul>

**Progress and challenges:** An IFRC Country Representative for Iraq is now in place and will manage and follow up on IRC activities in response to the Syrian refugees in Iraq. Once in country the Country Representative will move forward with an IFRC rapid assessment on border areas to identify areas for IFRC support to IRC activities.

## Communications – Advocacy and Public Information

In support of this appeal, in early September, IFRC communications carried out two media field missions to Jordan and North Lebanon to highlight the activities of the Jordanian Red Crescent and Lebanese Red Cross in their support to the Syrian refugees and the impact their activities in having on refugee families.

The field missions resulted in a series of web stories and photo/video galleries that were posted on the IFRC extranet as lead stories and were highlighted through IFRC social media networks. The stories and other media materials were also adopted and promoted by different National Societies' websites such as the Australian RC, and the Irish RC, to mobilise more support to their efforts in helping SARC during the Syria crisis.

In addition, several interviews were conducted from the field with International media such as BBC and Al Jazeera to promote the RCRC humanitarian assistance and to focus on the urging needs of the Syrian refugees in the neighbouring countries mainly cash support to the families hosted in local communities in Jordan and winterization needs.

In addition, continuing coordination with other agencies and NGOs ensures that IFRC and NS visibility in the region is enhanced.

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**Click here**

1. **Preliminary Emergency Appeal budget**
2. **Click [here](#) to return to the title page**

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## 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 Disaster 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.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
  2. Enable healthy and safe living.
  3. Promote social inclusion and a culture of non-violence and peace.
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MDR81003 - Lebanon, Jordan and Iraq

Appeal Launch Date: 09 aug 12

Appeal Timeframe: 09 aug 12 to 09 feb 13

Interim Report

Selected Parameters	
Reporting Timeframe	2012/8-2012/10
Budget Timeframe	2012/8-2013/2
Appeal	MDR81003
Budget	APPROVED

All figures are in Swiss Francs (CHF)

## I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
<b>A. Budget</b>	<b>3,797,236</b>					<b>3,797,236</b>	
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>	
<b>Income</b>							
<b>Cash contributions</b>							
<i>British Red Cross</i>	5,000					5,000	
<i>Japanese Red Cross Society</i>	125,300					125,300	
<i>Swedish Red Cross</i>	422,457					422,457	
<i>The Netherlands Red Cross</i>	363,504					363,504	
<b>C1. Cash contributions</b>	<b>916,261</b>					<b>916,261</b>	
<b>Other Income</b>							
<i>Balance Reallocation</i>	256,290					256,290	
<b>C4. Other Income</b>	<b>256,290</b>					<b>256,290</b>	
<b>C. Total Income = SUM(C1..C4)</b>	<b>1,172,551</b>					<b>1,172,551</b>	
<b>D. Total Funding = B + C</b>	<b>1,172,551</b>					<b>1,172,551</b>	
<b>Coverage = D/A</b>	<b>31%</b>					<b>31%</b>	

## II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>	
<b>C. Income</b>	<b>1,172,551</b>					<b>1,172,551</b>	
<b>E. Expenditure</b>	<b>-106,439</b>					<b>-106,439</b>	
<b>F. Closing Balance = (B + C + E)</b>	<b>1,066,112</b>					<b>1,066,112</b>	

MDR81003 - Lebanon, Jordan

Appeal Launch Date: 09 aug 12

Appeal Timeframe: 09 aug 12 to 09 feb 13

Interim Report

Selected Parameters	
Reporting Timeframe	2012/8-2012/10
Budget Timeframe	2012/8-2013/2
Appeal	MDR81003
Budget	APPROVED

All figures are in Swiss Francs (CHF)

### III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
<b>BUDGET (C)</b>		<b>3,797,236</b>					<b>3,797,236</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	321,500	52,609				52,609	268,891	
Clothing & Textiles	550,000						550,000	
Water, Sanitation & Hygiene	69,000						69,000	
Utensils & Tools	83,000						83,000	
Other Supplies & Services	46,000						46,000	
Cash Disbursement	750,000						750,000	
<b>Total Relief items, Construction, Supplies</b>	<b>1,819,500</b>	<b>52,609</b>				<b>52,609</b>	<b>1,766,891</b>	
<b>Land, vehicles &amp; equipment</b>								
Vehicles	651,000						651,000	
Computers & Telecom	50,000						50,000	
Office & Household Equipment	20,000	-189				-189	20,189	
Others Machinery & Equipment	25,000						25,000	
<b>Total Land, vehicles &amp; equipment</b>	<b>746,000</b>	<b>-189</b>				<b>-189</b>	<b>746,189</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	115,000	232				232	114,768	
Distribution & Monitoring	29,200	5,000				5,000	24,200	
Transport & Vehicles Costs	52,400	664				664	51,736	
Logistics Services	47,840	4,116				4,116	43,724	
<b>Total Logistics, Transport &amp; Storage</b>	<b>244,440</b>	<b>10,012</b>				<b>10,012</b>	<b>234,428</b>	
<b>Personnel</b>								
International Staff	312,000	7,969				7,969	304,031	
National Staff	68,400	7,091				7,091	61,309	
National Society Staff	66,000	1,602				1,602	64,398	
Volunteers	18,000						18,000	
<b>Total Personnel</b>	<b>464,400</b>	<b>16,662</b>				<b>16,662</b>	<b>447,738</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	110,000	2,134				2,134	107,866	
<b>Total Workshops &amp; Training</b>	<b>110,000</b>	<b>2,134</b>				<b>2,134</b>	<b>107,866</b>	
<b>General Expenditure</b>								
Travel	60,000	9,899				9,899	50,101	
Information & Public Relations	25,000						25,000	
Office Costs	5,000	2,749				2,749	2,251	
Communications	5,000	259				259	4,741	
Financial Charges		-108				-108	108	
Other General Expenses		79				79	-79	
Shared Office and Services Costs	86,140	5,608				5,608	80,532	
<b>Total General Expenditure</b>	<b>181,140</b>	<b>18,486</b>				<b>18,486</b>	<b>162,654</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recov	231,756	6,481				6,481	225,275	
<b>Total Indirect Costs</b>	<b>231,756</b>	<b>6,481</b>				<b>6,481</b>	<b>225,275</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee		45				45	-45	
Pledge Reporting Fees		200				200	-200	
<b>Total Pledge Specific Costs</b>		<b>245</b>				<b>245</b>	<b>-245</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>3,797,236</b>	<b>106,439</b>				<b>106,439</b>	<b>3,690,797</b>	
<b>VARIANCE (C - D)</b>		<b>3,690,797</b>				<b>3,690,797</b>		