

www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action (EPoA) IRAN: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRIR002	Glide n° FL-2019-000022-IRN
Date of launch: Emergency Appeal launched 07 April 2019 DREF launched 29 March 2019	Expected timeframe: 9 months, Expected end date: 07 Jan 2020
Category allocated to the of the disaster or crisis: Orange	
DREF allocated: CHF 499,751; Appeal budget: CHF 5,389,433	
Total number of people affected: 16,000,000 thereof 2,000,000 directly	Number of people to be assisted: 30,000 households (150,000 people) within the Emergency Appeal (EA)
Host National Society presence: Iranian Red Crescent Society (IRCS) has approximately 2 million volunteers, 10,000 staff and 400 branches across the country.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Committee of the Red Cross (ICRC). The Red Cross / Red Crescent Societies of Germany, Kuwait, Saudi Arabia, Turkey and the United Arab Emirates provide bilateral assistance.	
Other partner organizations actively involved in the operation: Government of Iran, local NGOs, UN agencies	

A. Situation analysis

Description of the disaster

Heavy rainfalls and storms continued for weeks from 16 March 2019 onwards and resulted in flooding in almost all of the country's 31 provinces (Golestan Province, for example, received 70% of its average annual rainfall in 24 hours). The provinces of Golestan (northeastern Iran), Ilam, Lorestan and Khuzestan (all southwestern Iran) have been hit most severely. The floods affected 16 million people, thereof 2 million directly. 76 persons lost their lives, 1,136 people are reported injured. More than 3,800 cities and villages have been hit by the floods, destroying 65,000 houses, damaging another 114,000 houses and 6,000 schools, and causing massive destruction to infrastructure (e.g. 159 mains being damaged, out of which 132 (83%) are open again, according to the Ministry of the Roads). About 366,000 people remain temporarily displaced, staying in emergency shelters or with relatives. Agricultural areas were heavily hit, with crops and livestock being lost. The drinking water system has been repaired in a majority of affected villages; power has been restored in some 60% of the affected communities. The main needs are in the sectors of water, sanitation and hygiene; health, shelter, and agriculture.



Figure 1: flooded village in the south-western province of Khuzestan; credits: IRCS

With weather forecasts for now being stable, waters in the Northeast of the country are receding, while the situation in the country's southwest remains critical. Evacuations in southern parts of the province of Khuzestan have been ongoing due to the risk of dam breaks at the Kharkeh and Dez dam. The need to increase water outflow from dams exacerbated the flood situation in Khuzestan areas downstream the rivers.

On 17 April, Iran's President announced the official start of reconstruction operations in flood hit regions, and the disaster inflicted some 400,000 billion Iranian Rial (IRR) (CHF 9,523 billion)¹ damage on various sectors.

Summary of the current response

Overview of Host National Society.

The IRCS was established in 1922 (as the 'Red Lion and Sun Society'), and became affiliated with the IFRC in 1924. It has over 10,000 staff and some two million volunteers, being structured in the Youth Organization, the Volunteers Organization and the Relief & Rescue Organization. IRCS has 400 local branches across the country. The National Society has strong auxiliary link to Government and is mandated, under the Law on Emergency Operations, to conduct Search & Rescue activities, Relief Services and to provide Emergency Shelter. In addition, the IRCS is responsible for raising public awareness on disasters, including the provision of related educational activities.

From the immediate onset of the disaster, IRCS started a major response operation that by now reached 616,000 persons in need. Key elements of the operation are:

Search & Rescue Services: IRCS has evacuated 8,345 persons to safe areas, utilizing IRCS helicopters, boats and vehicles, with evacuation continuing up until recently (in southern regions of Khuzestan province). Evacuations also included livestock; 4,821 vehicles were towed from water. The country's well-functioning early warning system prevented further loss of life.

Emergency Shelter: IRCS provides emergency shelter to those displaced and unable to return to their destroyed or seriously damaged houses. Camps, widely set up in schools, sport clubs and alike, are managed by IRCS located mainly in Khuzestan (81), and four main cities in Lorestan (Noor Abad, Aligodarz, Pol-Dokhtar, and Dorood). Overall, 296,000 people have been provided emergency shelters in IRCS camps. IRCS services include the distribution of hot meals, which are widely provided by local NGOs, the facilitation of social activities, and transport service to schools.

As floods are receding (except for Southern Khuzestan), many affected persons are returning to houses being declared inhabitable by authorities. Those who lost their houses will be in need of prolonged shelter assistance.

Relief: Persons in shelters as well as other persons in need are provided food and basic household items (HH items). The relief operation uses IRCS emergency stocks (held in warehouses at national and provincial level) and in-kind donations of the public, commercial enterprises, and international donors. More than 2,000 'collection points' were set up all across the country, where IRCS volunteers collect in-kind donations; in 'packing stations' volunteers (IRCS, with the support of local NGOs and including spontaneous volunteers) pack standard items. Distribution logistics utilize IRCS's air, water, and land fleet capacities.

As well, IRCS has provided material to drain 7930 houses from water.

Health: 24 mobile clinics are providing basic health care, assisting the Ministry of Health's (MoH) activities. To date, some 14,291 outpatients and 5,092 paramedical cases were supported, 4,931 mother and child interventions done, 995 cases of malnutrition (children under 5 years) taken care of. IRCS psychosocial teams done more than 3,446 psychosocial support interventions, and 931 environmental health interventions have been done.²

Shelter Household items	Tents	53,997
	Carpets	68,422
	Plastic Sheets	79,332 kg
	Blankets	169,583
	Kitchen Sets	2,831
	Heaters	6,150
Food Items	Food Parcels	216,227
	Bottled Water	614,944
	Canned Food	308,567
	Bread Loaf	1,815,781
	Dates	9,957 Kg
	Rice	77,790 Kg
	Edible Oil	23,796 Kg
	Sugar	29,488 Kg
Beans	27,566 Kg	
WASH	Hygiene Kits	85,273

Table 1: Food / NFIs distributed to affected population (cumulative, as per 25 April 2019)

¹ OCHA assesses the damage at USD 4 billion

² activities related to hygiene and sanitation

Crosscutting aspects (PGI, CEA): IRCS' accountability framework includes protection, gender and inclusion programming to ensure that specific needs of women, children, persons with disabilities and marginalized groups are considered. Special women and children-only camps have been set up, information and support desks acting as a first port of call and providing referral services have been installed. IRCS' health personnel is tracking, monitoring and referring cases of Sexual and Gender-Based Violence (SGBV), with no cases registered so far. Child-friendly spaces (CFS) have been set up in a majority of camps, migrant populations (Afghan migrant communities in the North-east) are assisted in similarity to the local population (with pre-existing NGO/INGO programming for migrant communities continuing). A well-functioning physical health referral systems exist. Restoring Family Links (RFL) activities are on standby, with no current cases reported.



Figure 2: social activities for Girls hosted in an IRCS camp, Khuzestan Province; credits: IRCS

A multi-channel information and feedback mechanism for the affected population exists. Nonetheless it requires ensuring that all staff and volunteers know how to deal with different types of feedback in a systematic approach, including referrals for psychological and protection services and support.

The IRCS operation includes a national fundraising campaign that has by now raised more than IRR 1,270b (CHF 30.24m) in cash, complemented by national in-kind donations of about IRR 50b (CHF 1.2m).

Overall, the IRCS operation can be summed up as an exemplary national response operation: IRCS has mobilised a total of 33,000 volunteers and staff (in 5,300 operational teams). Teams from all provinces were deployed to hardest hit areas; the human resources capacities of the IRCS allowing for continued operation at scale. 17 relief and rescue helicopters, 41 boats, and more than 2,000 light and heavy relief vehicles have been involved in the operation, carrying out response activities in line with IRCS's mandate within the national response system. Total operational costs to date are more than IRR 1,510b (CHF 35.95m), rising daily. IRCS uses own financial means to ensure continued assistance.

Still, the mere scale of the floods operation is stretching the financial capacities of the NS to its limits. As the operation continues, financial capacity restrictions may limit IRCS' human resources and technical capacities to respond at scale.

Overview of Red Cross Red Crescent Movement in country

The International Federation of Red Cross and Red Crescent Societies (IFRC) has a presence in Iran since 1991 and has been providing technical support in capacity building initiatives and disaster management, shelter, disaster law, youth and health. There are no partner National Societies (NSs) present in the country, however IRCS has a memorandum of understanding with a number of Red Cross Red Crescent NSs. ICRC has a delegation based in Tehran with various number of humanitarian activities in cooperation with the IRCS, and is on standby to support the IRCS operation (e.g. through RFL). Movement partners are having regular coordination meetings in country.

An IFRC Field Assessment and Coordination Team (FACT), consisting of a team leader (Austrian Red Cross), and experts for Cash-Based Intervention (CBI) (Kyrgyzstan Red Crescent, supported by Swiss Red Cross), disaster management (IFRC MENA Regional Office (RO), reinforced with Qatar Red Crescent Society), and Planning, Monitoring, Evaluation and Reporting (PMER) (IFRC MENA RO), was deployed to Iran to support needs assessments and assist the EPoA development. Thereby, a full picture of the situation and the IRCS' response should be provided and the needs for international support be explored (in fact resulting in the key finding to increase financial capacities to implement activities with given domestic human and technical resources at scale). Together with IRCS (and ICRC for Golestan), the situation of the flood-affected population in the north-eastern province of Golestan and the south-western province of Khuzestan was assessed, and further response options identified. Coordination meetings included Ministries, local and regional authorities, local NGOs, UNOCHA, foreign government representatives, and the affected population. The FACT ended its field mission in Iran on 20 April 2019; at this stage, no further IFRC surge capacities are foreseen to deploy. IFRC support will allow to further scale up the assistance provided by national responders with given domestic human, operational and technical resources, by increasing financial capacities.

The Red Cross Red Crescent societies of Australia, Canada, Japan, Netherlands, Qatar, United Kingdom, and the Governments of South Korea, Switzerland, and ECHO have pledged to contribute to the current Emergency Appeal. As per 24 April 2019, the total amount of hard and soft pledges comes to CHF 2.226 million.

The Red Cross Red Crescent societies of Germany, Kuwait, Turkey, Saudi Arabia and United Arab Emirates, have sent in-kind assistance to the flood-affected people; items are being distributed by IRCS in the main affected provinces. Qatar Red Crescent Society is preparing bilateral assistance. ICRC supported IRCS with a financial contribution.

Overview of non-RCRC actors in country

Efforts of Ministries, local authorities, national NGOs and the IRCS are coordinated by the National Disaster Management Organization (NDMO), with 14 standardized sectoral working groups established. IRCS convenes the 'Relief, Rescue and Emergency Shelter Working Group', and participates in another four working groups. Sectoral working groups apart from the aforementioned allocated to IRCS are led and activities widely implemented by line ministries supported by non-governmental actors. The Iranian army, police, local NGOs and governmental bodies and institutions are engaged in the ongoing operation. IRCS has a permanent liaison person located within the NDMO. Coordination and cooperation amongst agencies and local on local level is working well, with e.g. camps being managed by IRCS, health in the camps being taken care of by the Ministry of Health, WASH infrastructure provided from the Ministry of Energy, and local NGO supporting with food and social activities.

The floods have triggered a wide response from local communities and grass-root initiatives across the country; Iran's population is engaged and shows solidarity, providing manifold activities to support the affected people. With the upcoming Ramadan period (early May – early June), social and charity activities are expected to even rise.

The flood response in Iran is implemented by national and local actors, providing an example of localized response. A wide range of UN agencies are present in-country, including FAO, IOM, UNDP, UN-Habitat, UNHCR, UNICEF, UNOCHA and WHO. INGOs have limited presence in country, with Norwegian Refugee Council (NRC) and Relief International (RI) being active in migration contexts and Medecins sans Frontieres (MSF) providing health services for marginalized groups. However, the operational presence of international actors on operational level is limited, with no UN Appeals launched, yet some of the UN agencies being welcomed to provide immediate, mid-term and long-term support in-kind (UNHCR, UNICEF and WHO have provided in-kind assistance), coordination and technical assistance. The cluster system has not been activated.

The governments of Armenia, Azerbaijan, Belgium, Canada, China, Georgia, Germany, India, Iraq, Japan, Lebanon, Oman, Pakistan, Poland, Russia, Switzerland, United Kingdom, and the Vatican, have provided government-to-government in-kind donations, with more in the pipeline. The Governments of Austria, Czech Republic, France, Italy, and Slovakia provided in-kind assistance through the European Civil Protection Mechanism (UCPM). IRCS is the consignee of the majority of international in-kind contributions.

Needs analysis, targeting, scenario planning and risk assessment

Needs Assessment

IRCS, in coordination with local authorities, conducted 24-hour and 72-hour assessments in the affected districts and branches to identify the immediate needs and priorities using helicopters, boats and vehicles. With the situation continuously developing, further needs assessments have been carried out by national actors, including IRCS. In a joint effort of IRCS and IFRC's FACT, recent assessments have been conducted in Golestan and Khuzestan.



Figure 3: IRCS volunteers visiting affected households during clean-up, Golestan Province; credits: IFRC

Needs analysis by sector

Shelter: According to the Ministry of Housing, a total of 65,000 houses are fully destroyed and 114,000 houses have been partially damaged. Families, especially in rural areas, have lost most / all of their household effects; thereby triggering the need to support displaced families with emergency shelters and HH items including tents, blankets, kitchen sets, carpets, and heaters. Communities / NGOs are showing solidarity to the affected people by filling gaps, providing household / school items. Recent reports indicate that around 269,000 people remain in shelters.

The Ministry of Housing is mandated to provide sustainable solutions (reconstruction assistance, rental houses) for the families that will not be able to return to their damaged homes. Temporary shelter solutions, which shall be provided by the Ministry of Housing, with support from IRCS, are under discussion for those in need of shelter in the months to come.

Livelihood & basic needs: Essential imminent needs were food and water. As mandated for emergency relief, IRCS provided bottled water, hot meals, 72-hours and 1-month food baskets for the people in camps and those who were stranded near their houses. In addition to household and personal effects, agriculture food stocks, livestock, and crops were lost. Livelihoods of small-scale entrepreneurs, crafts persons and employees of affected enterprises have been affected. A significant number of households in the affected areas earns (parts of) their living from carpet handcraft of females, who have lost raw materials and machinery. Ministries of Agriculture and Industry committed to provide cash grants and low-interest loans for affected people to restore their livelihoods.

Health: Due to the impact of the floods on the affected people, many require first aid psychosocial support (FAPSS), first aid, and medical attention. There was also a need for first aid assistance in emergency camps to treat the injured people and to refer to hospitals if required. The Ministry of Health is mandated to cover the health sector in emergency. IRCS complements in FAPSS and Basic Care through its Basic Health Care units. IRCS' Youth Organization also provides PSS to affected children.

WASH: Water infrastructure was damaged to a high extent leading to reduced access to safe water. Provision of safe water through installation of water tanks and water containers was managed by the Ministry of Energy and Water (IRCS complementing with bottled water covering immediate drinking water needs). IRCS in the emergency phase provided support in drainage of houses, distribution of hygiene/dignity kits, and raised public awareness in camps. Awareness raising is conducted through hygiene promotion (including safe water, food handling, cleaning campaigns, vector control, and public awareness) among communities and camps. Stagnant waters over vast areas of land with increasing temperatures will turn to an influencing habitat suitability for vectors. Ministry of Agriculture is planning to lease planes for spraying larvicides to the flooded areas to reduce vectors and related risks.



Figure 4: IRCS volunteers unloading relief goods for a distribution in Khuzestan Province; credits: IRCS

Protection, Gender and Inclusion: Women and Children-only camps have been set up in areas where men refused to leave their homes (in order to protect their properties). These camps are either set in boarding schools or sports facilities. Men only access these camps during day time and provide women with required necessities. These camps are guarded by the local authorities and managed by the IRCS staff and volunteers (both female and male).

Given cultural norms, women and girls in rural areas tend to depend on their male family members for supplying products from markets. For women and girls in the camps, this organic form of restriction of movement has not had recorded negative impacts on access to information, services, participation in activities, as well as effects on overall safety and psychological well-being, since IRCS has installed an information and support desk in every camp which includes at least one female volunteer for support. Volunteers record requests and complaints and transfer them to the IRCS local branch to resolve the issues. There is however no systemized complaint mechanism, therefore the process for collection, recording and resolving the complaints vary from one camp to another depending on the experience of the volunteers.

There have been no SGBV incidents registered by the IRCS. IRCS health staff are ready to refer any identified cases to the police who oversees this file in Iran, and facilitate referrals to the health system (including PSS). Nonetheless data on SGBV could be highly under-reported.

Public gardens with child friendly facilities are very common in Iran, and it is the duty of the local municipalities to establish them in most neighborhoods. These facilities have been cleaned out of mud and are functional. Children living in camps benefit from these facilities as well as other recreational activities facilitated by the volunteers. There are designated areas, and tents in some camps for children to play, paint or watch television. These activities and spaces are designed by the volunteers as per their best knowledge and intuition and include the facilitation of social activities provided by local NGOs and civil society initiatives. For those persons hosted in camps who are unable to return (to destroyed homes), there is a need for a standardized approach for multi-purpose and integrated CFS³ and adult recreation activities.

³ As guided in the recent CFS toolkit (<http://pscentre.org/?resource=activity-catalogue-for-child-friendly-spaces-in-humanitarian-settings>)

There has been no record of unaccompanied and separated children. Orphaned Children either live with their extended family or are under the protection of the social emergency services of the social welfare. As well, no other RFL cases have been recorded until the publication of this plan. Yet, IRCS volunteers stand ready to provide RFL services in all affected regions, in collaboration with ICRC.

IRCS incorporates data protection principles throughout their programs and operations. IRCS has an e-data protection policy as uses an internal automated system for data management. IRCS' audit and investigation department deals with confidential data and complaints received through their hotline ('112') and complaint boxes, the latter installed at their local branches and sub-branches.

Although IRCS has strong internal protection policies, including systematic briefing of staff and volunteers on the Code of Conduct, increased focus should be given to reporting mechanisms and referral pathways. There is a need here for IRCS to invest in Community Engagement and Accountability (CEA) to inform better on the services they deliver as per their mandate, but also to encourage affected communities to provide feedback on their needs and report potential issues that could affect the quality of services delivered by the NS.

Targeting

Following the Search & Rescue operations, IRCS and the governmental authorities adopted an initial 'blanket approach' in the immediate response phase, reaching out to a maximum of affected persons in their relief operation. Subsequently, IRCS prioritizes the most vulnerable amongst the affected populations: The selection of households provided with assistance is done in close coordination with the local authorities. Priority is given to the people displaced by floods in the most affected areas, who are living in emergency shelters with totally / severely damaged houses. Close coordination among partners ensured collaboration and avoids duplication. Furthermore, in its response, IRCS ensures that activities within the operation are aligned with its gender commitments as well the 'Minimum standards for protection, gender and inclusion in emergencies'. Specific consideration is given to persons with disabilities, the elderly and single-headed households. Other considerations are households with disrupted livelihoods and an overall poor economic situation (a priori living on the welfare system), who are unable to recover.

In some mountainous rural areas (Lorestan), access is still limited due to destroyed traffic infrastructure. Though of temporary nature, reaching vulnerable population in these areas is difficult, and requires additional targeting to deliver assistance to these at-risk groups.

Scenario planning

In a worst-case scenario (in case of the occurrence of further heavy rains), provinces are at risk to be hit by further flooding. Especially major dams in Khuzestan are still holding enormous amounts of water. With further rains, increased water release from the reservoirs would be necessary to avoid overloads, which pose the risk of structural damage and dam breaks resulting in massive, large scale destruction. With this risk still present, evacuated people are required to be accommodated in emergency shelters in safe areas.

Similarly, other disasters in the country (e.g. earthquakes) would exacerbate the situation, with response capacities still bound in the flood operation and emergency stock widely depleted.

With current weather indicating stable conditions, a most-likely scenario foresees water levels will gradually recede, supporting a swift move from relief to recovery.

IRCS is mandated to raise public awareness about flood-risks and to assist with the evacuation of persons at risk. IRCS Emergency Operations Centers (EOCs) facilitate twice daily updates for provincial branches through video conferencing, based on updates from Government agencies and forecasts of the meteorological agency. The population is warned on risks at an early stage and necessary measures (e.g. evacuation) are being taken. IRCS holds a standby capacity of half a million volunteers ready to deploy.

Operation Risk Assessment

The economic sanctions imposed on Iran have the potential to affect the efficiency of the relief and recovery efforts.

For the same reason, there is a risk for delays in the transfer of funds from IFRC to IRCS. Options to transfer funds to Iran are intensely discussed with partners. IRCS is ready to bridge delays in money transfers with own funds to ensure timely implementation of the Appeal activities.

Related to this, exchange rates for international currencies are volatile, with a tendency of the central bank exchange rate to further depreciate. This may result in decreased value of money. For procurements foreseen under the Emergency Appeal, the primary option is to procure locally based on the IRCS procurement procedures and in accordance to IFRC standards and requirements. However, should difficulties or issues arise for local procurement (e.g. due to being bound to the central bank exchange rate⁴), global procurement is foreseen as backup option and IFRC's Logistics Unit will support with the (international) procurement of items to avoid loss of buying power.

There are still affected rural areas, which can only be reached by air; with parts of the affected population being unwilling to evacuate. In the unlikely case of prolonged unreachability of these areas, cash programming may be delayed, with an extended period of support with in-kind supplies.

B. Operational strategy

Overall Operational objective:

The overall objective of this operation is to ensure appropriate assistance for 30,000 households (150,000 people) affected by floods in the provinces of Golestan, Ilam, Khuzestan and Lorestan in a timely, effective, and efficient manner, providing them with support to meet their basic needs through unconditional cash grants. In parallel, material preparedness for the ongoing operation / other emergencies is reinforced by replenishing depleted shelter emergency stocks.

Proposed Strategy:

The activities foreseen under the Emergency Appeal are complementing the ongoing IRCS operation. The Emergency Appeal will allow the IRCS' existing operational capacities in country to respond at scale to the needs of the affected population by boosting financial capacities.

Within the Iranian disaster management system, Governmental agencies / line ministries are mandated to implement early recovery / recovery efforts. IRCS mandate is limited to response phase activities; no current activities in recovery are foreseen by the NS, keeping the clear allocation of tasks to agencies. The outlined sectoral activities are thus related to the response phase. Should there be needs uncovered in early recovery / recovery and subsequent request for assistance from respective agencies in charge, IRCS will consider its capacities and possibilities to provide further assistance.⁵

Shelter:

The IRCS has been mandated by the Government to respond to the emergency needs of the affected populations in providing rescue and relief support. With IRCS teams and branches responding in all affected areas since day one, the focus has been on the most vulnerable provinces of Golestan, Ilam, Khuzestan and Lorestan. In addition to providing emergency camps, IRCS distributed shelter items including tents, carpets, kitchen sets, plastic sheets, and heaters. This appeal aims to partially replenish IRCS stocks for three items distributed in large quantities: tents, blankets, and kitchen sets, to complement IRCS contingency stocks for the ongoing operation and future responses. The number of items to be procured is proportionally based on the family package distribution (1 tent, 4 blankets, 1 kitchen set).

Livelihoods and Basic Needs:

IRCS began cash programming, including post-distribution monitoring, in 2004 in response to the Bam Earthquake (with support from British Red Cross). Since then, CBI has been included in IRCS operational responses. In the recent Kermanshah earthquake, CBI was also used to provide help to the vulnerable groups such as female-headed households, disabled persons and families with infants. Cash assistance within the current operation will be harmonized

⁴ At this time, no options have been identified to apply open market rates for exchanging foreign currencies transferred to Iran within the banking system.

⁵ This might be reflected in future revisions of the EPoA.

with support provided by other agencies including government authorities (e.g. Ministries of Health, Housing and Social Wellbeing). The selection of benefitting families will be based on agreed vulnerability criteria.

The IRCS will use an unconditional unrestricted cash modality, so that families can utilize the money based on their needs. IRCS will undertake a rapid market assessment to ensure that markets are functional and that essential items are available. Cash will be transferred to the recipients' bank accounts, as all Iranian citizens have identification and bank accounts.

Operational support services:

IRCS will cover all related operational costs and expenses (such as logistics, human resources, volunteer-related expenses) on their side.

Human resources

IRCS has deployed about 33,000 volunteers and staff to support the flood response. Based on previous experience, the envisaged activities will be managed by IRCS HQ. As cash transfers to targeted families will be done electronically, volunteer capacities will only be required to very limited extent. A member of the IFRC PECT (Practical Emergency Cash Transfer) Roster may be deployed to support the IRCS, if required.

Administration and Finance

Operational expenses such as volunteer accommodation, transportation, communication and coordination activities, will be covered the IRCS. Finance and administration support to the operation will be provided by IRCS Headquarters, with assistance from IFRC MENA RO administration and finance team, when required.

Logistics and Supply chain

Logistics for the CBI programme will include the bank transfers to the recipient affected households via national banks namely Melli Bank and Mellat Bank. The IRCS has MoUs signed with both of the banks for cash disbursements to the selected households (subject to approval by IFRC as per procurement procedures) and funds are coming from IFRC. Procurement of HH items for replenishment has been designed for local procurement, based on Iranian RCS standards and in accordance to Federation standards and requirements. The MENA Regional Logistics Unit is closely monitoring the situation and is in contact with the IRCS / IFRC's Country Office to support as required. In case of difficulties or issues with local procurement (see 'operational risks') global procurement is foreseen as a backup option and IFRC MENA Regional Logistics Unit will support with the (international) procurement of items.

Enhanced localization of aid capacity

IRCS has demonstrated its strong localized capacity through its recurrent emergency operations. The NS has invested in building strong, well equipped and skilled branches. In line with the Agenda for Humanity, consistent efforts will be made to support and strengthen local leadership and build capacities especially at the branch level with regards to CBI. This will include enhancing capacities through training of headquarters and branch staff and volunteers on CBI and CEA.

Communication

The IRCS has a strong Public Relations Department which will lead the communications in this operation. Since the onset of the floods, IRCS has been disseminating daily information for public awareness and information via twitter, Instagram and the IRCS website. The National Society owns a TV station and a newspaper, both disseminated nationwide.

The IFRC MENA regional head of communications will provide additional support throughout the operation. Social media will be mobilised at a rate of about three tweets a week and regular Instagram audio-visual stories in order to cover the ongoing operations. At least two visits are foreseen by the IFRC MENA regional communication team to support the communication plan.

Opportunities for regional and international media outreach (pitching to individual media, press releases, press conferences, setting up interviews, media trips, briefing documents for media, writing opinion pieces or blogs) will be identified and maximized.

Planning, Monitoring, Evaluation and Reporting

The IRCS PMER reporting unit is currently embedded in the IRCS EOC. IRCS PMER will be responsible for day-to-day monitoring of the implementation of this emergency operation. The IRCS operation monitoring teams at branch level will conduct field monitoring visits regularly and when required.

Reporting on the operation will be carried out in accordance with the IFRC EA reporting standards. Regular updates will be issued during the operation's timeframe with a final report issued within three months after the end of the operation.

Technical PMER capacity and technical support will be provided through IFRC MENA Regional office PMER team. This will help identify and, where possible and necessary, resolve any issues. An end-of-operation evaluation will take place to capture relevance, efficiency and effectiveness of the operation. It will also be used to measure qualitative outcome indicators.

Community Engagement and Accountability

Community feedback mechanisms are set up by IRCS and will be enhanced through this operation with support from IFRC. The NS already is conducting post-distribution monitoring (PDM) for the provision of relief. The IRCS Treasury General, who is responsible for the outcomes of the PDMs as well as the complaints received through the complaints mechanism.

The CEA framework will help prevent and address misinformation and rumours especially in relation to the distribution of relief items and cash assistance across the four targeted provinces through the development of appropriate feedback systems.



Livelihoods and basic needs

People targeted: 30,000 HH (150,000 individuals)

Male: 45% (67,500 individuals)

Female: 55% (82,500 individuals)

Requirements (CHF): 3,195,000

Needs analysis: The floods had a major impact both in rural and urban areas. Loss of property and livelihoods are disrupting people's lives. Imminent needs were met by the emergency response operations, yet the affected people still require many basic goods such as food, stocks, clothes, home appliances, school items, etc. Provision of unconditional and unrestricted cash to the affected population will have multiple effects enabling them to cover existing basic needs on an individual base, have a positive effect on local economy, and contribute to re-establishing market dynamics.

At present, injections to the local markets in flooded areas (due to the procurement of food items, hygiene, and alike), done by the organizations providing assistance, primarily benefit large whole sellers. Small market players are suffering from goods shortages (e.g. for agricultural products, as vast areas of agricultural and pasture land having been flooded) and decrease of demand (due to the humanitarian intervention providing goods for free). The provision of money to the target population will increase their buying power and subsequently induce positive effects for the small retailers on local markets.

According to the assessments conducted, markets are coming back to normal life. While prices for secondary commodities are expected to remain on the same level, there are tendencies towards price increase for the products of daily consumption (rice, sugar, oil). The IRCS will conduct regular price monitoring's in order to adapt the programme to possible changes.

The government of Iran is undertaking huge efforts to support the country's economy through the restoration of damaged infrastructure, enabling the population to access essential services such as markets, healthcare, and education. Ministries are committed to providing longer-term support markets; the Ministry of Agriculture foreseen benefit for farmers such as the facilitation of insurance payments, a 3-years delay in debt repayments, and exclusion of payments for the water usage. The Ministry of Commerce and Trade is exerting efforts to stabilize markets by using state reserves and facilitation of goods importation to the country.

Population to be assisted: 30,000 HH (150,000 individuals) will receive one-off unconditional and unrestricted cash grants in the amount of 100 CHF via bank transfer⁶ to meet their basic needs. Beneficiaries will be selected upon the following criteria:

- The affected population of Khuzestan, Lorestan, Ilam, and Golestan provinces who are under the State Social Welfare Network and/or under the Housing Foundation;
- People with severely or completely damaged houses;
- Households headed by women, i.e. widows, divorced or separated women without income;
- Households with person(s) living with disabilities and other socially excluded / marginalized groups;
- Households with insufficient coping mechanisms;
- Households from vulnerable occupational groups.

⁶ Melli Bank and Mellat Bank were selected as the most appropriate finance service providers due to the highest presence in the affected areas (biggest number of branches and POS- terminals), and extensive experience of working with the IRCS (The IRCS has signed agreements and MoUs with both of the banks)

IRCS HQ will lead negotiations with the Ministry of Social Wellbeing and local NGOs delivering welfare assistance. A preliminary list of beneficiaries will be developed and provided by local governmental authorities. The beneficiary verification and validation process will be conducted in close coordination with the IRCS HQ. The IRCS HQ will provide training and sensitization sessions for branch staff / volunteers of the 4 targeted provinces on the beneficiary selection process to ensure accordance to the established set of criteria. The number of criteria matches will set the vulnerability of a household.

Information on the eligibility of recipients to receive cash grants will be clearly communicated among the general population. The overall coordination on the CEA component will be done by the IRCS complaint department. An IRCS hotline ('112') exists for many years and will be used for feedback and complaints. In addition, a complaint focal point will be assigned at the provincial level to assure accountability. Complaints boxes will be established in the IRCS camps. All feedback data is processed through the IRCS complaints department (registration, the status of the complaints and final feedback). All received information contributes to lessons learned and improvement of IRCS services. Post-distribution monitoring will be conducted 4 weeks after cash disbursement to learn on overall beneficiary satisfaction, and effectiveness of the intervention. This information will provide the basis for a case study on the applied CBI modality, allowing for promoting good practice and learnings for the RCRC Movement.

Programme standards/benchmarks:

The transfer amount of 100 CHF has been set to top-up existing governmental social subsidies to the most vulnerable and poor families and met country household income and expenditure standards (HIES), thereby providing supplementary means to cover essential needs for one month.⁷

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	# of households provided with unconditional / multipurpose cash grants and able to cover their monthly basic needs (Target: 30,000 HH)								
	Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs	# of households provided with unconditional/multipurpose cash grants (Target: 30,000 HH)								
	Activities planned Month	1	2	3	4	5	6	7	8	9
AP081	Briefing for IRCS staff and volunteers (Golestan, Ilam, Khuzestan and Lorestan) on beneficiary selection		X							
AP081	Development of preliminary cash grants recipients lists on provincial level (close collaboration with governmental structures)		X	X						
AP081	Verification exercise for cash disbursements (IRCS branches), Data cleaning by IRCS HQ			X	X					
AP081	Unconditional / multipurpose cash distributions for 30,000 HH in target provinces via bank transfer			X	X	X	X			
AP081	Process monitoring and monitoring of prices for daily consumable goods in local markets	X	X	X	X	X	X	X	X	
AP081	Post Distribution Monitoring						X	X		

⁷ According to the Statistical Center of Iran the average HH food expenditures in urban and rural settings amounts to IRR 5,968,917 per a family of four / month (CHF 142).



Protection, Gender and Inclusion

People targeted: 100

Male: 50

Female: 50

Requirements (CHF): 5,325

Needs analysis: With a number of PGI activities implemented (as described above), the current operation will benefit from more detailed assessment and review, answering the key question on which specific needs exist (based on gender and other diversity factors) and how these are met. This will ensure the provision of good practice and lessons learned for future operation. Integrating the results of this exercise (good practice, lessons learned), one-day trainings for staff and volunteers (prioritizing the most affected provinces' branches) on IFRC 'Minimum standards for protection, gender and inclusion in emergencies' (including CFS) and addressing SGBV will contribute to increased awareness for PGI and facilitate integration of crosscutting activities in the current and future responses. The trainings provided, with the support of IFRC experts, should as well provide the opportunity for NS staff to gain facilitation capacity for future trainings on the subject matter, aiming for country-wide roll-out.

The described activities also relate to CEA training to increase related capacities (as foreseen in the Operational Plan 2019 and described below).

Population to be assisted: Activities are targeted at staff and volunteers both on HQ level (across departments, including decision makers) and branch level (with focus on the branches most affected by the current floods [Golestan, Ilam, Khuzestan, Lorestan]). At least four trainings will be conducted, with 50% female and 50% male participation over all trainings.

Programme standards/benchmarks: Minimum standards for protection, gender and inclusion in emergencies

P&B Output Code	Inclusion and Protection Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs	Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services? (Target: Yes)								
	Inclusion and Protection Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.	# of staff and volunteers trained on the Minimum Standards (Target: 100)								
	Activities planned Month	1	2	3	4	5	6	7	8	9
AP031	Conduct an assessment of specific needs of the affected population based on criteria selected from the minimum standard commitments on gender and diversity (budget coverage by IRCS)	X	X	X						
AP031	Hold basic ½ day training with NS staff and volunteers on the Minimum Standards (or integrate a session on Minimum Standards in standard/sectorial trainings).				X					

P&B Output Code	Inclusion and Protection Output 1.2: Emergency response operations prevent and respond to sexual- and gender-based violence and all forms of violence against children.	# of staff and volunteers trained on addressing SGBV (Target: 100 men and women)									
		Activities planned Month	1	2	3	4	5	6	7	8	9
AP034	Hold basic ½ day training with IFRC and NS staff and volunteers on addressing SGBV (or integrate a session on addressing SGBV in standard/sectorial trainings)					X					

Strategies for Implementation

Requirements (CHF): 55,913

The response to the floods operations is demonstrating both capacities and limitations of IRCS branches involved; some areas demands scaling up of technical knowledge, integration of further components, or increased awareness towards potential needs. The appeal aims at complementing the response activities already implemented by the NS. Capacity development thereby focusses on CBI, PGI and CEA. IFRC's technical expertise will be used to support the NS with focus on standardization and quality enhancement of related activities.

As capacity development activities for CBI and CEA had been planned in the Operational Plan 2019 for Iran, they are mentioned here for reference, yet they are not budgeted in the EA. IRCS is committed to cover to all operational costs and expenses relevant to envisaged capacity development activities.

P&B Output Code	S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform (This Strategy for Implementation should not be included in a DREF operation plan of action)	(reported under MAAIR001)								
		Activities planned Month	1	2	3	4	5	6	7	8
AP042	Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place Training for IRCS staff and volunteers on CEA and CBI activity budgeted in Iran 2019 OP - MAAIR001)			X	X	X	X			

P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured	Effective and coordinated international disaster response ensured. (Target: Yes)								
		Activities planned Month	1	2	3	4	5	6	7	8
AP046	Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained Initial operational start up support implemented by IFRC for the host national society and participating national societies and other common services (FACT deployment, Surge Support)		X				X			X

Budget

Iran Floods
MDRIR002

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	1,998,000			1,998,000
Shelter - Transitional	0			0
Construction - Housing	0			0
Construction - Facilities	0			0
Construction - Materials	0			0
Clothing & Textiles	0			0
Food	0			0
Seeds & Plants	0			0
Water, Sanitation & Hygiene	0			0
Medical & First Aid	0			0
Teaching Materials	0			0
Utensils & Tools	0			0
Other Supplies & Services	0			0
Emergency Response Units	0			0
Cash Disbursements	3,000,000			3,000,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	4,998,000	0	0	4,998,000
Land & Buildings	0			0
Vehicles	0			0
Computer & Telecom Equipment	0			0
Office/Household Furniture & Equipment	0			0
Medical Equipment	0			0
Other Machinery & Equipment	0			0
Total LAND, VEHICLES AND EQUIPMENT	0	0	0	0
Storage, Warehousing	0			0
Distribution & Monitoring	0			0
Transport & Vehicle Costs	0			0
Logistics Services	0			0
Total LOGISTICS, TRANSPORT AND STORAGE	0	0	0	0
International Staff	0			0
National Staff	0			0
National Society Staff	0			0
Volunteers	0			0
Other Staff Benefits	0			0
Total PERSONNEL	0	0	0	0
Consultants	0			0
Professional Fees	0			0
Total CONSULTANTS & PROFESSIONAL FEES	0	0	0	0
Workshops & Training	35,000			35,000
Total WORKSHOP & TRAINING	35,000	0	0	35,000
Travel	17,500			17,500
Information & Public Relations	0			0
Office Costs	0			0
Communications	5,000			5,000
Financial Charges	5,000			5,000

Other General Expenses	0			0
Shared Office and Services Costs	0			0
Total GENERAL EXPENDITURES	27,500	0	0	27,500
Partner National Societies	0			0
Other Partners (NGOs, UN, other)	0			0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Services Support Recovery	328,933	0	0	328,933
Total INDIRECT COSTS	328,933	0	0	328,933
TOTAL BUDGET	5,389,433	0	0	5,389,433

All calculation include a standard 6.5% Programme and Services Support Recovery cost. The actual PSSR may vary.

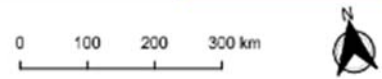


Islamic Republic of Iran, Flash Floods Disaster Relief Emergency Fund

29 March 2019



The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map Data Sources: OCHA, Natural Earth, ICRC, IFRC.



Reference documents



Click here for:

- [Emergency Appeal](#)
- [Operations Update #02](#)

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

In the National Society

- Mrs. Zahra Falahat, IRCS Acting Under Secretary General, International Affairs & IHL, mobile phone: +98 9128016240, Email: intdep@rscs.ir
- Operational Coordinator: Ms. Mansooreh Bagheri, mobile phone: +98 9121396432, Email: intdep@rscs.ir

IFRC Country Office:

- Davood Pourkhanali, Acting Iran, country representative, +961 79 300560, Email: Davood.Pourkhanali@ifrc.org

In the IFRC regional office:

- Farid Aiywar, Acting Head of Disaster and Crisis Prevention, Response and Recovery; phone: +961 802912, Email: farid.aiywar@ifrc.org
- Dharmin Thacker, Procurement Unit manager, Phone: +961 81314135, Email: Dharmin.Thacker@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **IFRC regional office:** Sami Fakhouri, Head, Partnerships and Resource Development; phone: +961 81 311918; Email: Sami.Fakhouri@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries):

- **IFRC Regional Office:** Nadine Haddad, PMER Coordinator; phone: +961 71 802775; E-mail: Nadine.Haddad@ifrc.org
- **IFRC Geneva:** Tiffany Loh, Senior Officer Operations Coordination: phone: +41 227304210; E-mail: tiffany.loh@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.