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# Emergency appeal operation update

## Turkey: Population Movement

 International Federation  
of Red Cross and Red Crescent Societies

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### Emergency Appeal n° MDRTR003 GLIDE n° OT-2011-000025-TUR Operation update n°1 21<sup>st</sup> December 2012

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**Period covered by this  
Operations Update:** 9<sup>th</sup>  
November until 15<sup>th</sup>  
December 2012.

**Appeal target (current):**  
CHF 32,311,219

**Appeal coverage:** 4% of  
appeal coverage has been  
registered

Contributions are urgently  
needed to enable the Turkish  
Red Crescent to meet the  
immediate needs of the most  
vulnerable.



**Akçakale Tent Camp hosting more than 20,000 Syrian citizens. Photo:  
Turkish Red Crescent**

#### Appeal history:

- This emergency appeal was launched on 9<sup>th</sup> November 2012 for CHF 32,311,219 for six months to assist 170,000 people.

#### Summary:

The Turkish Red Crescent (TRC) has been implementing relief activities towards Syrian citizens who have been accommodated in Turkey since April 2011 due to the unrest in Syrian Arab Republic in close coordination with the Presidency of Prime Ministry Disaster and Emergency Management (AFAD) and Ministry of Foreign Affairs. The Government of Turkey (Ministry of Foreign Affairs / Disaster and Emergency Management Presidency-AFAD) reported that the total number of Syrians accommodated in 14 camps, in seven provinces increased to 137,756, showing a 23 per cent increase in the number of people arriving to Turkey affected by the crisis in Syria. The number of people seeking for support in Turkey is estimated to be increased to approximately 280,000 in the near future.<sup>1</sup>

As the ongoing crisis in Syria shows no signs of an imminent resolution, TRC is mobilizing its efforts by the establishment of an operation coordination mechanism, that consists of seven Field Operation Teams at the provincial level have been established in the cities of Gaziantep, Hatay, Şanlıurfa, Kilis, Adıyaman, Osmaniye and Kahramanmaraş with approximately 150 staff members deployed to the field by TRC. The role of Turkish Red Crescent in the humanitarian operation is related to, the procurement and distribution of basic humanitarian relief needs of Syrian citizens taking accommodation in the camps in Turkey such as sheltering items (tent, blanket, heater, mattresses etc., and tent materials), food, hygienic materials, clothing etc.

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<sup>1</sup> <http://data.unhcr.org/syrianrefugees/uploads/SyriaRRP.pdf> p.10

The vulnerability of people residing in the camps is even increasing as temperatures in the region are dropping since November. In the coming two weeks the average temperatures will be between 5-15 degrees in the provinces where the camps are set up. Turkish Red Crescent is continuously working in the camps to provide the required assistance to the people affected. Therefore the National Society has prioritized the most needed assistance to be covered through this appeal and Red Cross and Red Crescent Movement partners. The items, such as tarpaulins, blankets, hot plate cookers, and heaters will contribute to strengthen the coping mechanism of the families during the winter. In relation to this, there is urgent need for warm clothes that is planned to be distributed by using the e-card /voucher system based on the experiences of TRC implementing similar system with World Food Programme in two camp sites. Each person will receive a voucher worth 50 TL that can be only spent on purchasing warm clothes.

International Federation is also supporting Turkish Red Crescent in enhancing their non-operational capacity. The recruitment process of the Reporting/Communication delegate has been finalized and the person will start the mission to Turkey early next year.

Red Cross and Red Crescent Movement partners have mobilized their resources to support Turkish Red Crescent in implementing the planned activities. During the reporting period American Red Cross, Estonia Government, Swedish Red Cross, and Swiss Red Cross are the main contributors to the operation through the current emergency appeal. Bilateral contributions were reported from German Red Cross, British Red Cross, and Netherlands Red Cross. In order to allow Turkish Red Crescent in addressing the needs of the growing number of people arriving to Turkey affected by the crisis in Syria, IFRC is seeking support from partner national societies and other donors.

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

## The situation

The humanitarian situation is continuing to deteriorate due to the continued crisis in Syria. An estimated 4 million people are affected by the on-going violence in Syria. UN OCHA estimates that at least 1,200,000 people have been displaced (the real number is probably significantly higher).

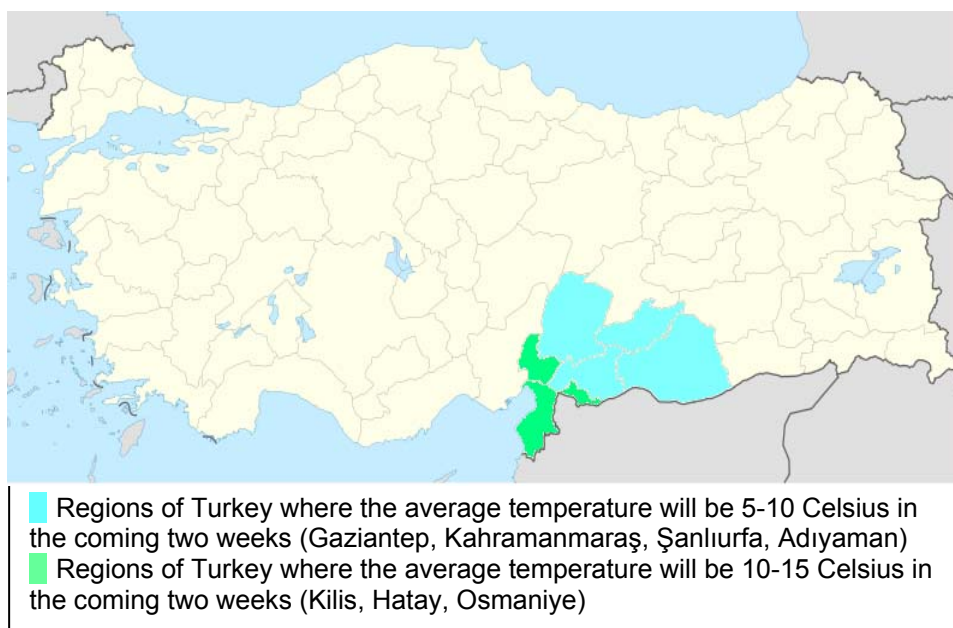
Government of Turkey (Ministry of Foreign Affairs/Disaster and Emergency Management Presidency - AFAD) reported that the total number of Syrians accommodated in 14 camps, in seven provinces increased to 137,756 persons including those undertaking medical treatment in hospitals and their companions (665 persons) on December 11, 2012. According to the United Nations Country Team in Turkey, the estimated number of Syrian citizens living in urban areas is increased to approximately 60-70 thousand.



As of the reporting date; 12,681 Syrian citizens have been hosted in 5 camps located in Hatay. Photo: Turkish Red Crescent

Based on the continuous influx of people to Turkey and the need for accommodation, also according to the official camps' population figures, almost all the camps are already full to their capacity. Reportedly some thousands of them are staying with their relatives in the neighboring villages on permission from the camp officials after being registered with the camps (i.e.: Ceylanpınar-9,800 and Akçakale-4,120 persons). It has been decided to construct two container sites (Nizip-2 in Gaziantep and Harran-Kökenli in Şanlıurfa) that is expected to be operational by early January 2013, local authorities (MFA and AFAD) also informed UNHCR that there are two more camps (one container site and one tent camp) also under construction.

From mid-November winter weather has reached the areas, with temperatures ranging between 5-10 degrees in four of the regions where the camps are set up. In the other three regions that have milder Mediterranean climate the temperatures are reported to be around 15 degrees during the day. In the coming two weeks dusting snow is forecasted for Gaziantep and heavy rain is expected in most of the regions.



In neighbouring countries (Jordan, Lebanon, Turkey and Iraq), the influx of people has dramatically increased over the past months. The number of Syrian citizens registered or assisted as they await registration has now passed the half million mark. There are now 504,212 (registered and awaiting-registration) people in Jordan, Lebanon, Turkey, Iraq and North Africa. In November alone, more than 90,000 citizens were registered or assisted in Iraq, Jordan, Lebanon, Turkey and North Africa. Host country authorities estimate that there are tens of thousands of people who have not come forward to register.

Country	Syrian people registered and/ or assisted (as of 15 <sup>th</sup> December) <sup>2</sup>	Estimated number of Syrian people by the end of 2012 <sup>3</sup>
Iraq	65,527	60,000
Jordan	103,698	250,000
Lebanon	118,020	120,000
Turkey	137,756	280,000
North Africa	10,474	N/A
<b>Total</b>	<b>435,475</b>	<b>710,000</b>

## Coordination and partnerships

### Coordination with authorities:

The Turkish Red Crescent has been implementing relief activities towards Syrian citizens who have been accommodated in Turkey since April 2011 due to the unrest in Syrian Arab Republic in close coordination with the Presidency of Prime Ministry Disaster and Emergency Management (AFAD) and Ministry of Foreign Affairs. As per the field structure of the Turkish Red Crescent, all humanitarian activities have been rendered by TRC in 13 respective tented camps setup in Şanlıurfa, Gaziantep, Hatay, Adıyaman, Osmaniye and Kahramanmaraş and 1 container camp based in Kilis. The Turkish Red Crescent provides all assistance exclusively from the Turkish side of the border and does not engage in any cross-border activities. In each of the seven regions where camps are settled, TRC has set up its delegation offices with dedicated staff members coordinating the activities.

### Inter-agency coordination:

To achieve the proposed objectives, the Turkish Red Crescent is working in close coordination with various external stakeholders. UNHCR is working in close cooperation with Government officials (Ministry of Foreign Affairs and Presidency of Prime Ministry Disaster and Emergency Management) and Turkish Red Crescent to provide support to the winterization of the camps which additional winter tents will be provided. WFP in cooperation with the Turkish Red Crescent provided e-card food assistance to more than 21,700 Syrians, including 13,700 people in Kilis camp and about 8,000 people in Hatay.

<sup>2</sup> <http://data.unhcr.org/syrianrefugees/regional.php>

<sup>3</sup> <http://data.unhcr.org/syrianrefugees/uploads/SyriaRRP.pdf> p.10

### Movement Coordination:

After launching the appeal Movement partners have mobilised their resources to support Turkish Red Crescent in providing the needed relief to the targeted beneficiaries. In order to facilitate regular information flow, IFRC Europe Zone Office organised Webex conference with Red Cross Red Crescent Societies to inform them about the current status of this emergency appeal. 14 National Societies participated on this discussion hosted jointly by IFRC Europe Zone Office and Turkish Red Crescent.

British Red Cross will provide bilateral support to Turkish Red Crescent in the amount of GBP one million (CHF 1,446,610), through the contribution they received from DfID. The contribution is to cover extra sheeting for the tents, blankets, electric heaters, kitchen sets and electric hot plates.

Netherlands Red Cross had a pledge issued towards the TRC on behalf of the Netherlands government in a total amount of EUR 2 million (CHF 2,419,880), which covers cooking sets and kitchen utensils, some sanitation equipment and blankets. This will be a bilateral contribution, commissioned by the government, based on the current emergency appeal.

German Red Cross is planning to support TRC based on their bilateral agreement with an additional in kind donation of 10,000 blankets 30,000 hygiene parcels (in the amount of CHF 322,434). Procurement and transport of the items will be organised by IFRC Global Logistics Unit in Dubai.

Swedish Red Cross provided bilateral in kind contribution to Turkish Red Crescent in addition to their multilateral support to the present Emergency appeal. This bilateral support included a recent shipment of 6,800 blankets (winterized) that was donated by the Swedish Civil Contingency Agency.

The appeal coverage is 4 per cent based on multilateral cash contributions. Up to date so far, American Red Cross, Estonia Government, Swedish Red Cross and Swiss Red Cross are the main contributors to the operation. Other National societies are also encouraged to contact the IFRC Europe Zone Office. By including the soft pledges, the appeal coverage is reaching 22 per cent; in case of calculating the bilateral contributions as well the coverage is 33 per cent.

## Red Cross and Red Crescent action

### Overview

As auxiliary to Government of Turkey in its humanitarian services, the Turkish Red Crescent's responsibility has been to provide sheltering, food and non-food items to people under temporary protection since the beginning of the operation. The responsibility of camp management and rendering of other services in the camps belong to the Governorates as well as local AFAD bodies in the Governorates and line ministries with the relevant expertise.

At present the following number of people is registered in the 14 camps:

Region	Name of camp	Number of Syrian Citizens	Number of Tents or containers
HATAY TEAM OFFICE	Yayladağı I Tent Camp	2,671	586
	Yayladağı II Tent Camp	3,230	510
	Altınözü Camp	1,417	88
	Apaydın Camp	3,381	1,488
	Boynuyoğun Camp	1,982	597
GAZİANTEP TEAM OFFICE	Islahiye Tent Camp	8,598	1,775
	Karkamış Tent Camp	6,420	1,541
	Nizip Tent Camp	8,512	1,672
KİLİS TEAM OFFICE	Kilis Container Camp	13,541	2,053
ŞANLIURFA TEAM OFFICE	Ceylanpınar Tent Camp	20,657	4,966
	Akçakale Tent Camp	23,807	4,764
KAHRAMANMARAŞ TEAM OFFICE	Kahramanmaraş Container Camp	12,642	
OSMANİYE TEAM OFFICE	Osmaniye Tent Camp	12,992	2,766
ADIYAMAN TEAM OFFICE	Adiyaman Tent Camp	7,683	1,933
<b>Total number of people in the 14 camps:</b>		<b>127,533</b>	

Turkish Red Crescent has been providing hot meal three times a day in Karkamış, Kahramanmaraş and İslahiye camps in the cities of Gaziantep and Kahramanmaraş. Turkish Red Crescent has been working with United Nations World Food Programme and Norwegian Red Cross in the food provision programmes. Norwegian Red Cross had funded hot meal provision in Karkamış camp in Gaziantep. The table below shows the number of meals distributed by Turkish Red Crescent in the tent camps.

S.No	Tent camp	Daily	Total
1	Gaziantep-İslahiye	23,482	4,562,595
2	Gaziantep-Karkamış	19,900	1,517,152
3	Hatay	14,750	11,020,149
4	Şanlıurfa-Ceylanpınar	57,606	8,209,122
5	Şanlıurfa-Akçakale	62,343	4,060,701
6	Kahramanmaraş	47,917	3,437,400
7	Adıyaman	19,203	3,437,400
8	Gaziantep-Nizip	24,222	891,402
<b>TOTAL</b>		<b>269,529</b>	<b>34,054,534</b>

**Note:** In Kilis container camp and 4 camps in Hatay province ( Yayladağı 1 & 2 , Boynuyoğun and Altınözü ), TRC & WFP E-Voucher programme is being implemented.

#### TRC Card Program Conducted in Cooperation with World Food Program

The process, starting with the application of WFP to the Ministry of Foreign Affairs, transformed into a big project as a result of the cooperation with the Turkish Red Crescent. With the Türk Kızılayı Card (visa card system), started in the Kilis Container Camp, a food aid worth 80 TL (CHF 41)per month per person is being provided to each Syrian citizen. Project has started on October 15, 2012 in Kilis Container Camp, and extended to tent camps in Hatay on November 17, 2012.

Eight personnel have been working for the WFP – Turkish Red Crescent joint project.

Table: Number of beneficiaries and total amount of relief

Table-1: Kilis Container Camp

Disbursement Date	Household Number	Total Amount (TL)	Total (CHF)	Amount
14.10.2012	12,220	488,800		253,050
02.11.2012	12,174	486,960		252,097
16.11.2012	13,722	548,880		284,153
<b>Grand Total</b>	<b>38,116</b>	<b>1,524,640</b>		<b>789,300</b>

Table-2: Hatay Camps

Camp Name and Disbursement Date	Household Number	Total Amount (TL)	Total (CHF)	Amount
16.11.2012 – Altınözü Camp	1,124	44,960		23,275
16.11.2012 –Yayladağı -1 Camp	2,465	98,600		51,045
16.11.2012 – Yayladağı – 2 Camp	2,788	111,520		57,733
16.11.2012 – Boynuyoğun Camp	1,589	63,560		32,905
<b>Grand Total</b>	<b>7,966</b>	<b>318,640</b>		<b>164,958</b>

## Progress towards outcomes

### Relief distributions (food and basic non-food items)

<b>Outcome 1: 100,000 temporary protected people residing in temporary camps will have received non food relief items to increase the resilience during the winter time</b>	
<b>Outputs (expected results)</b>	<b>Activities planned</b>
Output 1.1: 100,000 temporary protected people received winterization material to improve their living conditions – specifically with specialized winter NFIs (Blankets; Radiator heater; Hot plate cooker; Kitchen Set; Mattress; high thermal Clothing)	<ul style="list-style-type: none"> <li>• Develop specialized tarpaulins to improve the living conditions in the camp done by the TRC production centre.</li> <li>• Procure raw material according to TRC standards and procedures of procurement</li> <li>• Ensure that raw material follow Turkish standards</li> <li>• Support TRC to enhance the logistics interface coordination, in close cooperation with partners</li> <li>• Upgrade the existing distribution plans</li> <li>• Distribute relief supplies and control supply movements from point of dispatch to end user.</li> <li>• Monitor and evaluate the relief activities and provide reporting on relief distributions.</li> </ul>
<b>Outcome 2: Up to 20,000 vulnerable people at the Turkish-Syrian border will have received urgent food and non-food relief items</b>	
<b>Outputs (expected results)</b>	<b>Activities planned</b>
Output 2.1: Displaced people at the Turkish-Syrian border are supported with basic food and NFIs (food, blankets, hygienic Kits, Baby Food, Sealed Water) from within Turkey	<ul style="list-style-type: none"> <li>• Deliver intended assistance.</li> <li>• Distribute relief supplies from the Turkish side of the border and control supply movements from point of dispatch to point of delivery</li> <li>• Monitor and evaluate the relief activities and provide reporting on relief distributions.</li> </ul>
<b>Outcome 3: NFI contingency stocks for 50,000 people will be procured and pre-positioned in case of deterioration of the humanitarian situation and increase the influx of temporary protected people.</b>	
<b>Outputs (expected results)</b>	<b>Activities planned</b>
Output 3.1: Contingency non-food items stock is set up and available for supporting at least 50,000 families	<ul style="list-style-type: none"> <li>• Enhance TRC preparedness through pre-positioning of contingency relief items ( NFIs) for an additional 50,000 temporary protected people</li> <li>• Procure goods according to TRC and IFRC standards and procedures of procurement in close coordination with IFRC Logistics</li> <li>• Ensure that goods specifications meet or exceed minimum Turkish standards</li> <li>• Support TRC to enhance the logistics/relief interface coordination, in close cooperation with partners</li> </ul>
Output 3.2: A pre stocking for 10,000 tents for hosting temporary protected people will be setting up in case of deterioration of the humanitarian situation.	<ul style="list-style-type: none"> <li>• Develop specialized and winterized tents produced by the TRC production centre.</li> <li>• Procure raw material according to TRC standards and procedures of procurement</li> <li>• Procure goods according to TRC standards and procedures of procurement</li> <li>• Support TRC to enhance the logistics/relief interface coordination, in close cooperation with partners</li> </ul>
Output 3.3: Multipurpose tents will be set up in the future camp to enhance the social activities	<ul style="list-style-type: none"> <li>• Procure raw material according to TRC standards and procedures of procurement</li> <li>• Support TRC to enhance the logistics/relief interface coordination, in close cooperation with partners</li> </ul>
Output 3.4: Shower and bathroom containers will be set up in the future camp to ensure the health conditions.	<ul style="list-style-type: none"> <li>• Procure raw material according to TRC standards and procedures of procurement</li> <li>• Procure goods according to TRC standards and procedures of procurement</li> <li>• Support TRC to enhance the logistics/relief interface coordination, in close cooperation with partners</li> </ul>

**Progress on Outcome 1: 100,000 temporary protected people residing in temporary camps will have received non food relief items to increase the resilience during the winter time**

During the reporting period the priorities of the operation were focusing on winterization support to be able to provide non-food relief items to people residing in the camps.

The table below<sup>4</sup> shows where the operation stands according to the planned targets that were planned to be distributed under the TRC winterisation programme in the 12 tent camps (total of 20,000 tents):

Type of item	Units /tent	Total number of items planned	Number of items that will be distributed from multilateral contribution to this appeal.	Number of items that will be distributed from bilateral contribution to TRC but based on this appeal.
Tarpaulins	1 piece	20,000		7,100 (from British Red Cross)
Blankets	10 pieces	200,000	11,960 (German Red Cross and Swedish Red Cross)	76,639 (30,639 from Netherlands Red Cross and 46,000 from British Red Cross)
Radiator heater	1 piece	20,000	0	6,250 (3,500 from Netherlands Red Cross and 2,750 from British Red Cross)
Hot plate cooker	1 piece	20,000	0	24,710 (20,000 from Netherlands Red Cross and 4,710 from British Red Cross)
Kitchen Set	1 piece	20,000	2,470 (German Red Cross)	24,957 (20,000 from Netherlands Red Cross, and 4,957 from British Red Cross)

Based on the table above there is still urgent need in the camps for the contribution to produce tarpaulins, (12,900 pieces), for the procurement of blankets (approximately 30,000 pieces), radiator heaters (13,750 pieces). In the same time priority is to develop the e-card/voucher system for warm clothes to the affected people in the camps. This will be organised based on the experience gained by the cooperation with WFP for the food voucher system.

**Progress on Outcome 2: Up to 20,000 vulnerable people at the Turkish-Syrian border will have received urgent food and non-food relief items**

Turkish Red Crescent started distributing items at the Turkish side of the border on Hatay/Yayladağı/Görentaş on June 18, 2011 under the surveillance of the international monitoring group, and during the 3 months long period until September 18, 2011 total distribution of food rations was 79,500.

All the relief items supplied by the Turkish Red Crescent were handed over for distribution to the beneficiaries following the control of international monitoring team on Turkish side of the border, without passing through Syrian territory.

As the demand for relief was renewed by the Syrian side of the border, the Turkish Red Crescent established 6 Relief Receiving Centres since 1<sup>st</sup> August 2012.

- Öncüpınar (Kilis), Cilvegözü (Hatay),Ceylanpınar (Şanlıurfa) Yayladağı (Hatay) and Karkamış (Gaziantep) Relief Receiving Centres have been operating actively since August 2012.
- Additionally, Relief Receiving Centre in Akçakale (Şanlıurfa) has been established and is operational.

**Progress on Outcome 3: NFI contingency stocks for 50,000 people will be procured and pre-positioned in case of deterioration of the humanitarian situation and increase the influx of temporary protected people.**

So far, since the start of the operation this outcome has not yet been addressed. However based on the recent number of people registered in Turkey and due to the continued complex emergency situation in Syria, the estimations show that at least a total of 280,000 people are expected to arrive to Turkey by the end of the year, or at the beginning of next year.

<sup>4</sup> The table is showing all Federation member contributions to the operation (either bilateral or multilateral)

The planned activities are aiming at supporting Turkish Red Crescent to prepare for the increased number of beneficiaries. Therefore contingency stocks of non-food items, tents and sanitation facilities will be procured. These items might be used even during the timeframe of this operation in case the situation requires and TRC has to address the needs of people arriving to Turkey affected by the crisis in Syria.

<b>National Society Capacity-building</b>	
<b>Outcome: National Society HQ and responding branches have received support for their infrastructure and well-functioning.</b>	
<b>Outputs (expected results)</b>	<b>Activities planned</b>
Staff involved in the operation is well supported and promoted.	<ul style="list-style-type: none"> <li>• Enhance security component in TRC via printing and translation of IFRC security tools (including the e-learning modules).</li> <li>• Analyse and promote the contribution of staff through the different means of knowledge-sharing locally, regionally and internationally, especially within the RC/RC global network, if the situation allows.</li> <li>• Conduct IMPACT training for TRC key staff</li> </ul>
TRC non-operational capacity is enhanced to meet the increased needs of the operation.	<ul style="list-style-type: none"> <li>• Provide national and international staff from IFRC to support overall operational capacity in the following priority areas:               <ul style="list-style-type: none"> <li>- Reporting and Information Management</li> <li>- Finance</li> <li>- Logistics (warehousing: equipments 5 forklifts)</li> </ul> </li> <li>• SPHERE handbook will be translated to Turkish and trainings held</li> <li>• Strengthen communication capacities within the National Society, among staff and volunteers being deployed to the field (Communication Equipment (HF, VHF, SatPhone, Bgan)</li> </ul>

**Progress:** The position of a Reporting/Communications Delegate has been announced on IFRC website. The announcement was closed on the 2<sup>nd</sup> December. Shortlisted candidates were selected, and interviewed during the week 10-14 December 2012. Decision about the final candidate will be communicated in the next operation update.

TRC has been supported by IFRC in building its non operational capacity. There are regular updates shared with EZ related to the implementation of the operation. IFRC staff has prepared with the National Society staff an ECHO application for the operation. Information flow and reporting of activities will be further enhanced and supported by the Reporting/Communications Delegate once deployed to Turkey.

### **Monitoring and evaluation**

In general monitoring and evaluation activities will be conducted by TRC through its staff and information will be shared with IFRC on a regular basis and compiled in operations updates and other reports / information channels.

Turkish Red Crescent and the parent National Societies are regularly sharing information with IFRC EZ Disaster Management. The implementation information is shared by TRC on a regular basis. Close monitoring of the international media and other INGO activities are conducted in the EZO. In the same time contributing partners to the appeal are sharing timely detailed information about their contributions even bilateral.

The IFRC reporting / communications delegate embedded within TRC will provide quality narrative reporting covering the entire international assistance operation (bilateral and multilaterally funded activities) and support financial reporting for multilaterally funded activities.

A meeting will be organized at the end of the operation for sharing and reviewing lessons learnt during the implementation of the activities. This meeting can also look at innovations of the TRC to be shared with other National Societies interested in such solutions, such as the shelter materials and the Food e-cards project implemented in the tent camps.

## Communications – Advocacy and Public Information

The Turkish Red Crescent will work closely with the IFRC EZO Communications team and share their information related to the achievements of the operation on a regular basis. A communication strategy developed for this operation to support the work of TRC and IFRC in reaching out to more people with their messages. The EZO Communication unit will take the lead in implementing the communication plan on behalf of the IFRC, in close cooperation with the TRC communications team, the reporting-communication delegate embedded in TRC as well as with the IFRC Geneva Office.

The information is planned to be promoted through the IFRC communications channels including the Turkish Red Crescent website, the news section of [www.ifrc.org](http://www.ifrc.org), relevant social media platforms, as well as supplied to National Societies for further dissemination with their respective partners. Press releases, web stories, interviews, facts and figures, audio-visual contents, and any other communications materials shall be developed in close coordination and collaboration with the TRC.

The EZO Communications Unit will also advise the TRC communications team on the use of existing IFRC communications tools, and provide support to further training on demand.

## Contact information

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

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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.



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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