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# Final Report

## Tanzania: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n°</b> MDRTZ027
<b>Date of Issue:</b> 12 April 2021	<b>Glide number:</b> FL-2020-000125-TZA
<b>Operation start date:</b> 07 May 2020	<b>Operation end date:</b> 30 September 2020
<b>Host National Society:</b> Tanzania	<b>Operation budget:</b> CHF 280,512
<b>Number of people affected:</b> 19,323	<b>Number of people assisted:</b> 11,734 people (Direct targets: 6,464 people and Indirect targets: 5,270 people)
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC).	
<b>Other partner organizations actively involved in the operation:</b> Government of Tanzania	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The Belgian and Canadian Governments contributed to replenishing the DREF for this operation. On behalf of Tanzania Red Cross Society (TRCS), the IFRC would like to extend gratitude to all for their generous contributions.

<Click [here](#) for the final financial report and [here](#) for contacts>

## A. SITUATION ANALYSIS

### Description of the disaster

Tanzania witnessed an increased level of flooding events in 2020 with over nine (9) of its regions affected and thousands of families displaced, property destroyed, livelihoods and lives lost. TRCS capacity to respond to these flooding events was particularly challenged requiring the National Society (NS) to rely on external support including that of the IFRC Disaster Relief Emergency Fund (DREF). This report accounts for the DREF support to five regions; Kilimanjaro, Kagera, Katavi, Mara and Rukwa after flooding that occurred between 22 and 26 April 2020. The flooding resulted in loss of livelihoods, houses, and serious infrastructural damage. Destruction of roads and bridges hampered the speed with which assessments could be conducted. Local Government Authorities (LGAs) provided boats to support household items (HHIs) distributions in areas where TRCS trucks could not access. This also ensured affected families were not exposed to long walks to go receive their HHIs. The flooding occurred at a time when the NS was responding to COVID-19 pandemic and was also implementing another flood DREF operation in Lindi region, south east of the country.

The [DREF operation](#) was granted in two phases with the first grant done on 8 May, for a total of 196,796 CHF to support 10,540 people (2,108 households) affected by the floods in Kilimanjaro, Kagera, Katavi, Mara and Rukwa. This funding facilitated TRCS in conducting rapid assessments, hygiene promotions to control spread of COVID-19 and replenishment of distributed household items. In this regard, a total of 5,500 most vulnerable and affected people (1,100



Figure 1: Beneficiary verification for Cash payment ©TRCS

households) benefited from the distribution of household items through this DREF operation and a further total of 10,540 (2,108 HH) were reached with WASH and Health response.

During the implementation of the first initial EPoA activities, detailed assessments were further conducted providing more accurate data. The assessments revealed that 4,385 HHs (19,323 people) had been displaced, which was a slight increase from the data collected during the initial assessment. Besides, the detailed assessment revealed the extent of the flooding, its impact, and the need for additional support to affected families. Based on these assessment findings, the operational strategy was then revised. From the revised emergency plan of action, TRCS requested for a second allocation through an [Operations Update](#) and was granted supplementary CHF 83,716 to provide some selected 277 households with materials for emergency shelters and a further 189 HHs with cash grant for food/basic needs as these most vulnerable families were predisposed to food insecurity due to lost livelihoods. The Shelter response strategy and cash for basic need component complemented the earlier distributed HHI items, WASH and Health activities. Cumulatively, for this flood response, TRCS received a total DREF grant of CHF 280,512 to respond to the needs of families affected by floods in five regions reaching out to 10,540 people both directly and indirectly.

Below table shows the affected and targeted regions and households per assessments conducted:

**Table 1: Overview of targeted regions, districts and affected households per follow-up assessment**

Region /District	Type of Disaster	Villages affected	HH affected	PP affected	Targeted HHs
Kilimanjaro – Moshi District Council Moshi Municipal Council and Mwanga	Flood and landslide	2	2,448	9,047	1,038
Kagera – Misenyi and Bukoba Municipal council	Riverbanks collapse, flash flood and lake overflow	4	452	2,316	320
Katavi – Tanganyika and Mpanda	Flash floods	2	399	2,988	200
Rukwa – Nkasi and Kalambo	Flash floods and river overflow	2	547	3,431	300
Mara – Musoma District Council and Tarime Town council	Flash flood	4	539	1,541	250
<b>Total</b>		<b>14</b>	<b>4,385</b>	<b>19,323</b>	<b>2,108</b>

## Summary of response

### Overview of Host National Society

Tanzania Red Cross Society (TRCS) responded to the immediate needs of the affected families in five (5) regions through distribution of its prepositioned stock of household items (HHIs) accompanied by WASH and Health promotion exercises as per the initial EPoA. The EPoA was updated after detailed assessments were conducted through update one to include shelter and support for basic needs. Details of NS actions through this DREF operation are presented under operational strategy below.

### Overview of Red Cross Red Crescent Movement in country

For this flooding disaster, alongside the DREF financial support, TRCS benefited from the services of two IFRC surge profiles who had been deployed earlier to support Lindi region flooding. The surge profiles supported the NS in assessment, development of EPoA, procurements and the overall implementation of the operation plan. The DREF supported the NS in replenishment of household items to 1,100 families in all the five affected regions (Kagera, Kilimanjaro, Mara, Katavi and Rukwa), provision of cash for shelter items to 277 households in three regions (Kilimanjaro, Mara and Kagera) and cash for basic food items to 189 families in two regions (Kilimanjaro and Kagera regions).

Details of RCRC Movement presence and activities in country on other operations are indicated in the [EPOA](#)

### Overview of other actors actions in country

Most organisations were active during the search and rescue phase of the operation. In the Search and Rescue phase, TRCS through its Red Cross Action Teams at the regional levels, worked alongside the fire brigade and police marine in all the affected regions. Based on the extent and the localised manner of the flooding situation, TRCS led resource mobilization campaigns, a campaign that attracted the attention of Kagera Sugar Company who donated an excavator to deepen the Kagera river waterway that was spilling excess water to homesteads. In addition, World Vision made an in-kind donation of HHIs, through which TRCS reached 1,008 HH as mentioned under NS actions in the [EPOA](#).

## Coordination

Coordination of responses in the various targeted regions was carried out through disaster management committees made up of representatives from TRCS, National and regional/district government representatives and partner agencies with presence within the various regions. The committees were key in overseeing initial rapid assessment and providing initial population estimates which were used as a basis for the initial emergency interventions and later updated as per detailed assessments findings.

These committees' memberships were from different sectors including health, WASH, agriculture & livelihoods, Security, and settlement.

Below table shows the different lead departments and were chaired by the regional commissioner while those at the district level were chaired by the district commissioner. However, towards the end of this operation, a new law was enacted moving the chairmanship of both the regional and district disaster management committees to regional administrative and district administrative secretaries', respectively. These meetings were however coordinated by the disaster management department in the office of the prime minister during disasters.



Figure 2: Mara Courtesy call to Tarime District commissioner  
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Sector	Lead	Supporting Partner
Settlement (Shelter)	Min. of lands and settlement Rep	IOM/TRCS/World Vision
Health, gender, and social services	Min. of health Rep	TRCS/Pop. Service Intl
WASH	Min. of water Rep	Water mission/TRCS
Agriculture & livelihoods	Min. of Agriculture	TRCS/World Vision
Security and protection	Police	Businessmen/corporates

It is through these sectors that gaps were identified and under which TRCS coordinated its efforts to offer its humanitarian assistance.

## Needs analysis and scenario planning

TRCS through the regional branch teams, launched rapid needs assessments immediately the flooding was reported. This provided information on immediate needs of the affected families based on which a DREF request was launched to support families affected by floods with search, rescue, and distribution of HHIs. This was followed up with a further detailed assessment to determine the affected families' specific early recovery needs. From this, the EPOA was updated to cover shelter and basic needs. Initially, 1,100 HHs were registered for support with HHIs immediately after the flooding occurred, however, results of follow up detailed assessment revealed that majority of the families had bounced back two weeks after the disaster leaving only 277 others in need of further urgent humanitarian assistance.

Majority of the operation period was coupled with rainfall events between April and mid-May with the rain's ceasing towards the end of May 2020. From that period, no major floods incidents were reported in these regions and the country. During this period TRCS teams in all affected regions continued to respond to the effects of the MAM 2020 rainfall season through shelter reconstruction, basic food support, health promotion, and WASH sessions: and COVID-19 pandemic risk communication. To support families whose houses were destroyed, TRCS carried out an early recovery programme to support families through reconstruction of emergency shelters and repair of destroyed houses. A community participation approach was adopted to ensure affected population were involved in key decision making at each stage of implementation. The key sectors involved were Shelter, Health and Water Sanitation and Hygiene (WASH). TRCS together with regional and district government led efforts to ask communities living in risky areas to move from flood-prone areas to elevated areas. The shelter reconstruction component indeed provided an opportunity to advocate for relocation of families from flood-prone areas as TRCS sought to support reconstruction of the houses in areas that are safe from flooding. This ensured that the families are protected from future flooding and displacement. Through this component, TRCS provided support for reconstruction/ repair of 277 houses in three most affected regions.

Please see details of the need assessment conducted in [Operation Update 1](#).

## Risk Analysis

Please refer to [EPoA](#) for details on operation risk assessment, including risk matrix with regards to measures taken to curb the rising trend of COVID-19 pandemic during implementation. The plan considered the use of mobile money transfer as a modality to provide assistance for the introduced recovery support. Use of cashless modalities was considered safe and reduced the spread of COVID-19. Since markets were working and affected families had access to mobile money services including agents, TRCS encouraged families benefiting from the cash transfer to avoid withdrawing hard cash for use and instead buy their preferred commodities through mobile transfer. The cash for shelter component was managed through Cash Assistance and markets were continuously monitored to ensure that the cash modality was in line with the evolving context, considering possible future impacts of COVID-19 on market access.

## B. OPERATIONAL STRATEGY

### Overall Operational objective:

The overall objective of this DREF operation was **to meet the immediate Shelter, WASH, Health and Food related needs of 2,108 households (10,540 people)** affected by the impact of heavy rain and ensuing floods in Kilimanjaro, Kagera, Katavi, Mara and Rukwa regions of Tanzania. Indeed, while 5,500 people received direct support, an additional 5,040 people received indirect support through community sensitizations.

### Response strategy

#### Shelter and household items

TRCS provided support to 1,100 households (5,500 people) with provision of HHIs replenished through this DREF operation as stated in the EPoA. As part of this operation update, some 277 households (1,709 people) were selected out of the 552 most vulnerable families, benefitting from emergency shelter support through conditional cash grants in Kilimanjaro, Mara, and Kagera regions. The conditional cash modality was more cost efficient and faster to meet the Corrugated Galvanized Iron sheets (CGI) needs proposed for these families. The conditional cash modality also allowed flexibility by allowing families buy materials of their choice. This support was biased to roofing only, since majority of their houses' walling were previously done using mud which was relatively easy to do with locally available poles and sticks. TRCS by use of the shelter expertise acquired from the Lindi flood operation, and further training of 60 more shelter volunteers, 20 per region (Kilimanjaro, Kagera and Mara), offered technical support including site location, slope, structure strength, etc., to the families in erecting back a safe structure. The one-off payment of 250,000Tshs per HH was enough to cater for 10 pieces of CGI, 5kg of roof ails, 2 pieces of ridges and one packet of roof nail rubbers.

The selection of these 277 households was outlined together through a community participatory approach that comprised of community beneficiary committee members, local government and TRCS. These families met the selection criteria outlined during targeting and did not have any family member within or elsewhere to support them erect a shelter. Support for shelter cushioned the affected families from the rainy period, protecting them from exposure to the effects of extreme weather conditions especially for children, old women and the chronically ill.



Figure 3: Shelter training in Kilimanjaro ©TRCS

### Summary of activities conducted:

- Replenishment of 2,200 blankets (2 per HH), 2,200 mosquito nets (2 per HH), 2,200 water jerricans (2 per HH), 1,100 kitchen sets (1 per HH) and 2,200 mattresses (2 per HH)
- HHIs distributed to 1,100 families including: 2,200 blankets, 1,100 kitchen sets, and 2,200 mattresses.
- Shelter rapid needs assessment conducted.

- Provision of emergency shelter materials in form of conditional cash through Cash and Voucher assistance of a total amount of 250,000 TZS/108 CHF per HH, to 277 households.
- Awareness creation on safe shelter building back safer to the displaced population.
- Training of 60 volunteers and local artisans on safe shelter and toilet set up in the three regions (10 volunteers and 10 artisans per region)
- Provision of technical support on temporary shelter construction to the affected population.
- Monitoring of the use of cash for shelter.

### Livelihoods and basic needs

Families hosted in makeshift camps had access to working markets, however, they did not have purchasing power since their main source of income had been cut off. The local government provided food to all the displacement camps apart from camps in Kilimanjaro region; however, the local government provided food rations for only three weeks after the flooding. This left the affected families with no alternative means for food. After conducting a cash feasibility study and market assessments in Kilimanjaro and reviewing of previously done cash studies in Mwanza, Mara and Lindi, their findings were adopted to inform feasibility of cash in neighbouring Kagera region. TRCS therefore targeted 189 families in Kilimanjaro and Kagera camps who did not benefit from the government food rations. Each of these families received 130,306 Tshs per month for two months. Details of cash transfer value can be found under Livelihoods section of [Operation Update 1](#) published in June 2020.

### Summary of activities implemented:

- Assisted the Government with food distribution in displaced populations camps
- Conducted market assessments
- Conducted market monitoring
- Supported 189 HHs with basic needs cash payment in Kagera and Kilimanjaro regions for two months.

### Health

Assessment revealed that health facilities were greatly impacted in all the affected villages. However, all villages were still able to access health care in neighbouring villages and the government had rehabilitated damaged facilities as well as the cut off roads and bridges by the end of this operation. Families hosted in camps before their return were exposed to the risk of COVID-19 because of shared facilities. In this regard, TRCS therefore, trained 150 volunteers on Risk Communication and Community Engagement, who were deployed to conduct health promotion sessions (10 sessions conducted) with emphasis to COVID-19.

Psychosocial services were crucial for both the responding volunteers, staff and the affected families. Regular PSS sessions were conducted for all the regional branch volunteers and staff.

### Summary of activities conducted:

- Training of 150 volunteers on RCCE and epidemic control.
- 10 health promotion sessions conducted.
- PSS sessions to 33 people.
- Distribution and replenishment of 2,200 mosquito nets.
- First aid offered to the affected communities, attended to 133 persons.
- Replenishment of 12 first aid kits.
- Procurement and replenishment of 500 dignity kits.



Figure 4: Group PSS session in Kagera region ©TRCS

### Water, Sanitation and Hygiene

The flooding affected water sources in the affected villages, resulting in limited access to clean and safe water as well as inadequate access to proper sanitation facilities. However, the temporary camps; schools and government buildings, were located on safe raised grounds where water sources were not disrupted, and the displaced families had access to clean and safe water for domestic use. World Vision distributed water treatment tablets to families returning from makeshift camps in Kagera. TRCS conducted hygiene promotion sessions to families still in host camps

before their return. TRCS provided toilet slabs to 277 families targeted who were also supported with emergency shelter. This was followed up with technical support to ensure safe set up and required distance from the house and water sources. The Government rehabilitated damaged water facilities in the affected areas and by the time of closing this operation, one borehole had been drilled in Mara.

Handwashing kits accompanied with chlorine were provided to targeted 277 households to promote hygiene and curb the spread of COVID-19. Trained volunteers were assigned to support targeted households with chlorine mixing and preparation of 0.05 solution for hand washing.

#### Summary of activities conducted:

- Distribution and replenishment of 2,590 water buckets.
- Online refresher training for 150 RC volunteers on hygiene promotion.
- A total of 10 hygiene promotion sessions were conducted for 10 days on household water treatment and handwashing through community meetings and demonstration sessions. One session is repeated in turns, to allow for small groups to join at various time slots. In addition, house to house visits were conducted for families who were not able to attend the group sessions.
- Procurement of 15 handwashing kit facilities for families hosted in the temporary shelter/makeshift.
- Procurement of nine (9) gallons of 45kgs each of liquid soap/chlorine powder to be used at handwashing stations.
- Procurement of 138 toilet tablets.


#### Community Engagement and Accountability (CEA):

TRCS streamlined CEA throughout the intervention, which guaranteed maximum and meaningful participation of the affected communities. A feedback and complaint phone number provided to recipients of distributed items allowed them to share direct feedback on the distribution exercises. For clarity and a good flow of information, clear roles and responsibilities were agreed upon with representatives, community leaders and committees. The beneficiary selection process was clearly communicated to all affected. Hygiene and health promotion were considered and were instrumental in collecting feedback and responding to community concerns considering the preventive measures for COVID-19. TRCS translated and reprinted its IEC materials to include COVID-19 messaging and the Ministry of Health (MoH) emergency numbers. Volunteers were also taken through orientation on the use of tools to collect feedback from communities, track rumours and respond to the communities. Community feedback was documented, responded to, and used throughout the operation to adapt the response to community needs.

#### Protection, Gender and Inclusion (PGI):

Acknowledging that women, girls, men and boys with diverse ages, disabilities and backgrounds have very different needs, risk and coping strategies, the operation paid attention to protection and inclusion of vulnerable groups based on gender and diversity analysis. Trained staff and volunteers in the targeted regions, who were also engaged in COVID-19, PGI risk messaging and aware of maintaining safety and dignity, were engaged in reaching out to the targeted families. Gender roles were considered when setting up distribution time and dates as well as in health promotion activities. TRCS worked with all likeminded organisations including organizations working for people with disabilities who might be better understanding on their care.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Shelter</b></p> <p><b>People reached: 5,519</b></p> <p>Male: 2,326</p> <p>Female: 3,193</p>	
<b>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of overall affected population targeted with provision of HHIs and shelter materials	25%	28% or 5,519 people

<b>Output 1.1: Provide shelter assistance through distribution of HHs and shelter materials</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of household items replenished	Blankets 2,200, Kitchen sets 1,100 and mattresses 2,200	Blankets 2,200, Kitchen sets 1,100 and mattresses 2,200
Number of post distribution monitoring sessions conducted	1	1
Number of beneficiary selection meetings held	5	5
Number of community feedback comments collected	50	11
Number of operational decisions made based on community feedback	2	1
Number of HHs supported with cash and voucher assistance to support purchase of shelter materials	277	277 HH or 1,385 people
<b>Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households</b>		
Number of households reached with technical support in build back safer guidance and awareness raising activities	277	277
Number of volunteers and local artisans trained on safe shelter and toilet set up	60	60
<b>Narrative description of achievements</b>		
<p>TRCS as a first responder, joined government regional teams in conducting search and rescue across all affected areas. This was followed up with distribution of key household items that were later replenished under this DREF operation. This included 2,200 Blankets, 2,200 mosquito nets, 2,200 water buckets, 1,100 kitchen sets and 2,200 mattresses to the affected population. Overall, 5,519 people were cumulatively reached with distribution of household items and cash and voucher support for shelter material for repairs on their houses.</p> <p>Further, TRCS supported recovery for some 277 households who completely lost their houses with cash for shelter materials. A team of 60 volunteers were trained on shelter who in turn trained local builders and worked with affected households in building back safer.</p> <p>TRCS in all the regions, participated in government meetings to agree on best response strategies. Across the regions, it was agreed that the local government officials cannot work alone in selecting beneficiaries after complaints were raised and therefore community beneficiary selection committee was established and presented with a clear selection criterion that was openly agreed by everyone. In all the regions, a beneficiary selection committee comprising of a community representative including the old, young, men, women and the physically challenged worked with the local authorities in selecting the right beneficiaries, were formed to ensure transparency and ensure only the most vulnerable were selected.</p> <p>TRCS set up community feedback desks across all targeted regions, where affected people registered complaints and feedback. A total of seven (7) complaints and four (4) positive feedback were collected. The positive feedback praised TRCS for their prompt support to households while the seven complaints were on selection which were later responded to through the beneficiary selection committee.</p>		
<b>Challenges</b>		
<ul style="list-style-type: none"> <li>• More flooding, resulting from Lake Victoria surge worsened the already bad situation in additional districts out of the DREFF scope, further putting a strain on TRCS capacity.</li> <li>• COVID-19 measures implemented to ensure social distancing during distributions made it difficult to distribute household items in one day.</li> </ul>		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>• TRCS was able to maintain its presence in all the affected areas for the entire response period. This ensured close monitoring of the situation, including advising communities to relocate to safer grounds in good time from surging Lake Victoria. However, the biggest need was to offer shelter to the displaced households; hence, the need for TRCS to have a shelter focal point, preposition shelter kits and train more volunteers on shelter.</li> <li>• TRCS was flexible enough to adjust its plan to accommodate delays generated by COVID-19 throughout the response period. It therefore plays out well to adapt to a flexible management practice than a fixed set of rules to foster and promote operational adjustments and learning.</li> </ul>		



## Livelihoods and basic needs

People reached: 945<sup>1</sup>

Male:456

Female:489

### Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators	Target	Actual
Number of people in temporary camps receiving cash support for food	945 people (189 HHs)	945 people (189 HHs)

### Output 1.1: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators	Target	Actual
Number of times households received cash for food two months	2	2

### Narrative description of achievements

TRCS supported 189 households as planned, including 140 households in Kilimanjaro and 49 households in Kagera region camps that were not supported by Local Governments and were predisposed to food insecurity. The cash grant was calculated at 50% of the Minimum Food Basket. This 50% was agreed on the basis to support the targeted families with initial emergency needs to cope with the impact of the floods on livelihoods, which was to be complementary to their own resources to meet some of their essential needs.

A thorough selection and verification exercise for the 189 HHs was done jointly with Government and community selection committees. A mobile transfer modality was opted for the transfer of funds. Those who did not have national identification or mobile phone numbers signed proxies for a closer follow up done by both TRCS and local government officials. To note, the families who received cash support for food are different from those who received shelter support.

### Challenges

Majority of the registered beneficiaries for cash transfer did not have registered lines to receive money. This delayed the cash transfer process before adopting a proxy money transfer modality where one would collect cash from someone of trust.

### Lessons Learned

Solutions to community problems are within those communities. Accessing the affected was a logistical nightmare and would have been risky to do cash in envelopes as was suggested by beneficiaries. TRCS did not consider this as an option for this response and together with affected communities and their leaders, an agreement was reached out to sign proxies for households with challenges of using mobile money transfer modality.

<sup>1</sup> This target group was not included to the initially targeted 10,540 people in EPoA.

**Health****People reached: 10,789**

Male: 4,316

Female: 6,473

**Outcome 1: Reduced health risks of the affected populations**

Indicators:	Target	Actual
Percentage (%) target population reached with health promotion	100%	100% or 10,789 <sup>2</sup>

**Output 1.1: The health situation and immediate risks are profiled**

Indicators:	Target	Actual
# of volunteers trained in epidemic control	150	150
# of mosquito nets replenished	2,200	2,200

**Output 1.2: The health situation and immediate risks are properly managed**

Indicators:	Target	Actual
# of people reached with First Aid services	20	133
# of dignity kits procured and delivered	500	500
# of volunteers supported with PSS	150 volunteers and 5 staff	150 volunteers and 5 staff
# of affected population supported with PSS	750	750 (5 people per volunteer)
# of COVID-19 RCCE exercises conducted	5	5

**Narrative description of achievements**

Under this DREF operation, TRCS procured 500 dignity kits for young girls and replenished 2,200 pieces of mosquito nets distributed to avert the risk of malaria. A total of 10 health promotion sessions were conducted including messaging on epidemic control with 150 volunteers trained on epidemic control to support health promotion campaigns while ensuring social distancing during all activities.

PSS sessions to volunteers and affected population continued throughout the operation and were conducted on either one on one or in groups sessions for the affected population.

**Challenges**

COVID-19 prevention measures required people to minimize interaction to curb the infection of the disease. In the displaced camps, this practice proved difficult as people were competing with shared limited resources.

**Lessons Learned**

Emergency plan of action strategies should be flexible to adapt to any risks. TRCS adjusted its response to accommodate COVID-19 measures by reducing number of people per session and instead increased the number of sensitization days.

<sup>2</sup> This includes entire population reached with direct support through shelter activities.



### Water, sanitation and hygiene

People reached: 10,789

Male: 4,316

Female: 6,473

#### Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
Percentage (%) population in temporary camps receiving WASH information	100%	100% or 10,789 people

#### Output 1.1: Hygiene is well practiced and maintained, and no case of water borne

Indicators:	Target	Actual
# of hygiene promotion sessions conducted	10 sessions	10
# of water buckets procured and replenished	2,200	2,200
# of hand washing kits procured	277	15
# of gallons of liquid soap/chlorine powder procured	100	9

#### Output 1.3: Provide adequate and quality sanitation to target population

Indicators:	Target	Actual
# of hygiene promotion sessions conducted	10	10
# of toilet slabs procured and distributed	277	138
# of volunteers and local artisans trained on latrine construction (combined training with safe shelter construction)	60	60

#### Narrative description of achievements

TRCS focused on hygiene promotion, conducted through community meetings and demonstration sessions especially on household water treatment, safe water storage, latrine use and handwashing. In total, 10 sessions grouped into 10 separate groups of 25 persons each (in respect of Covid-19 prevention measures) were conducted reaching out to 2,500 people across all the regions out of which 270 were reached with household water treatment. In addition, 2,200 water buckets were distributed and replenished through this DREF operation. Cumulatively, through all WASH and health interventions, this operation reached 10,789 people (5,519 direct targets who benefitted from shelter support and 5,270 people reached indirectly).

TRCS provided 138 toilet slabs to support the most vulnerable families targeted with emergency shelter support and further trained 60 volunteers and local artisans during the shelter training on safe toilet construction. Less slabs were procured than targeted because the cost of the one slab was higher than what had been budgeted for. The remaining families were supported in making slabs using available local logs.

Initially, the DREF had budgeted to procure 100 gallons of soap with the option of chlorine powder. TRCS opted to procure nine (9) drums of calcium hypochlorite 60% - 70% (chlorine powder) with each drum containing 45kgs. This was considered a better option because the solution was already mixed, and each family received 1.5kg of a ready to use mixed solution.

Instead of purchasing household handwashing kits, the Prime minister's disaster management office, through the regional disaster management committees, opted for handwashing kits placed strategically to camps where families were hosted. The cost of this kind of kit that would use foot for pressing was however relatively expensive and thus TRCS ended up buying 15 units which were enough for the hosting centres. At household level, affected households were given water buckets that were procured under this DREF operation for water storage.

#### Challenges

Displaced families in the makeshift camps washed clothes in all corners, making the hosting compound wet with stagnant water all over. This issue was though addressed through hygiene promotion sessions.

#### Lessons Learned

This operation saw the need for WASH emergency team as families were cut off from accessing clean and safe domestic water. This shows the need for TRCS to train an emergency water and sanitation team and preposition equipment that can be deployed in future during flooding events, to set up emergency water treatment units.

<b>Strengthen National Society</b>		
<b>Outcome 1: The National Society has a strong, active, flexible and well-informed leadership/ governance system with firm control over policy issues and the society in general by end of 2020</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of volunteers provided with PSS	150	153
<b>Output 1.1: National Societies have effective and motivated volunteers who are protected</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of insured volunteers engaged in the operation	150	150
<b>Narrative description of achievements</b>		
<p>The NS relies on its local regional branches and its volunteers for effective response. Caring for volunteers is a crucial role of the NS as Staff engaged in disaster operation experience burnouts. As such, there is need to factor in their PSS care during and after the operation.</p> <p>In addition, these teams are prone to accidents from their interaction with the affected population and may fall sick during their work. The NS therefore through the IFRC, activated a volunteer insurance for 150 volunteers engaged in the operation.</p> <p>Further, the NS conducted PSS sessions to volunteers and affected population throughout the operation reaching out to 20 volunteers who needed PSS.</p>		
<b>Challenges</b>		
Volunteer retention proved to be a challenge especially where names of identified volunteers needed to be provided.		
<b>Lessons Learned</b>		
The NS needs to come up with a volunteer retention strategy that will ensure volunteers are grouped into their areas of expertise.		

<b>International Disaster Response</b>		
<b>Outcome S1: Effective and coordinated international disaster response is ensured</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of surge team members deployed	2	2
<b>Output 1.1: NS compliance with Principles and Rules for Humanitarian Assistance is improved</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of community feedback systems established	2	1
<b>Output 1.1: S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of assessments conducted	1	1
Number of Lessons Learnt workshop conducted	1	1
Number of IFRC monitoring missions conducted	1	1

<b>Narrative description of achievements</b>
Two surge profiles were deployed (1 logistician, 1 operations manager) and provided the much-needed capacity rapidly to the NS in managing the operation. The surge profiles besides providing operational leadership, continued to monitor actualization of all planned activities throughout the operation. The IFRC operations surge participated in all assessments, beneficiary registration and verification, trainings and actual distributions providing IFRC presence and monitoring. The IFRC Surge system provides the necessary capacity needed rapidly, adding value to the overall timeliness and quality of the response.
<b>Challenges</b>
Due to damage to infrastructure, the needs assessment encountered delays. LGAs supported with boat transport to facilitate access.
<b>Lessons Learned</b>
The NS needs to train its regional teams on aqua rescue for water/flood related deployments.

## D. Financial Report

The overall budget allocated for this response was CHF 280,512 of which CHF 273,340 (97%) were spent. The balance of CHF 7,172 will be returned to the DREF pot.

Under the funds transfer modality, CHF 254,539 was transferred to Tanzania RC, which spent 100% as per Annex 5 financial report. The National Society spent 75.56% on relief supplies, transportation and storage while 24.44% of expenditure is related to other costs.

### Explanation of variances:

- **Shelter and health:** These were the main sectors for response under this DREF funding and all costs were booked under them.
- **Relief supplies, transportation and storage:** Cost Category in line with the Funds Transfer Financial Reporting template.

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/05-2021/02	Operation	MDRTZ027
Budget Timeframe	2020/05-2020/09	Budget	APPROVED

Prepared on 17/Mar/2021

All figures are in Swiss Francs (CHF)

## MDRTZ027 - Tanzania - Floods

Operating Timeframe: 07 May 2020 to 30 Sep 2020

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>280,512</b>
DREF Allocations	280,512
<b>Expenditure</b>	<b>-273,340</b>
Closing Balance	<b>7,172</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	151,443	193,405	-41,963
AOF3 - Livelihoods and basic needs	27,339		27,339
AOF4 - Health	30,649	79,775	-49,126
AOF5 - Water, sanitation and hygiene	28,080		28,080
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>237,510</b>	<b>273,181</b>	<b>-35,670</b>
SFI1 - Strengthen National Societies	28,833	160	28,673
SFI2 - Effective international disaster management	5,093		5,093
SFI3 - Influence others as leading strategic partners	3,195		3,195
SFI4 - Ensure a strong IFRC	5,881		5,881
<b>Strategy for implementation Total</b>	<b>43,002</b>	<b>160</b>	<b>42,842</b>
<b>Grand Total</b>	<b>280,512</b>	<b>273,340</b>	<b>7,172</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/05-2021/02	Operation	MDRTZ027
Budget Timeframe	2020/05-2020/09	Budget	APPROVED

Prepared on 17/Mar/2021

All figures are in Swiss Francs (CHF)

## MDRTZ027 - Tanzania - Floods

Operating Timeframe: 07 May 2020 to 30 Sep 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>176,707</b>		<b>176,707</b>
Clothing & Textiles	69,023		69,023
Water, Sanitation & Hygiene	7,952		7,952
Medical & First Aid	11,604		11,604
Utensils & Tools	36,435		36,435
Cash Disbursement	51,692		51,692
<b>Logistics, Transport &amp; Storage</b>	<b>15,487</b>		<b>15,487</b>
Storage	4,348		4,348
Distribution & Monitoring	5,217		5,217
Transport & Vehicles Costs	5,922		5,922
<b>Personnel</b>	<b>35,529</b>	<b>150</b>	<b>35,379</b>
National Society Staff	10,304		10,304
Volunteers	25,225	150	25,075
<b>Consultants &amp; Professional Fees</b>	<b>5,174</b>		<b>5,174</b>
Professional Fees	5,174		5,174
<b>Workshops &amp; Training</b>	<b>3,130</b>		<b>3,130</b>
Workshops & Training	3,130		3,130
<b>General Expenditure</b>	<b>27,364</b>	<b>1,969</b>	<b>25,396</b>
Travel	4,957	236	4,721
Information & Public Relations	3,525		3,525
Communications	217		217
Financial Charges	839	1,732	-893
Other General Expenses	17,826		17,826
<b>Contributions &amp; Transfers</b>		<b>254,539</b>	<b>-254,539</b>
Cash Transfers National Societies		254,539	-254,539
<b>Indirect Costs</b>	<b>17,120</b>	<b>16,683</b>	<b>438</b>
Programme & Services Support Recover	17,120	16,683	438
<b>Grand Total</b>	<b>280,512</b>	<b>273,340</b>	<b>7,172</b>

### 5.1 PROJECT PARTNER EXPENDITURE CERTIFICATION

<b>PROJECT PARTNER NAME</b>	TANZANIA RED CROSS SOCIETY		
<b>PROJECT NAME</b>	TANZANIA FLOODS OPERATION - 5 REGIONS		
<b>IFRC PROJECT CODE</b>	PT20A3 MDRT2027		
<b>CURRENT REPORTING PERIOD</b>	From: 24.4.2020	To: 30.9.2020	
<b>PLANNED EXPENDITURE PERIOD</b>	From: 24.4.2020	To: 30.9.2020	

#### 5.1.1 BUDGET & EXPENSES BY PROJECT PARTNER ONLY (Local Currency)

Output code	Output Description	Budgeted Expenditure (as per Project funding Agreement/ resolution) (LOCAL CURRENCY)			Actual Expenditure (LOCAL CURRENCY)			Budget Variance (Year to Date Period)		Budget Variance (Current Period)		Reason for Variance(s) (more than 10%)
		Prior Period(s)	Current Period	Total (Year to date)	Prior period(s)	Current period	Total (Year to date)	Variance	%	Variance	%	
AP005	Needs assesment		5,000,000.00	5,000,000.00		4,273,000.00	4,273,000.00	727,000.00	15%	727,000.00	15%	under expenditure - Budget line was overbudgeted
AP005	Replenishment 2,200 Blankets		25,560,000.00	25,560,000.00		28,556,000.00	28,556,000.00	(2,596,000.00)	-10%	(2,596,000.00)	-10%	Overexpenditure - Budget line was underbudgeted. Price of blankets was higher than the budgeted
AP005	Replenishment of 3,100 kitchen sets		56,949,200.00	56,949,200.00		56,949,750.00	56,949,750.00	(550.00)	0%	(550.00)	0%	
AP005	Replenishment of 2,200 mattresses		110,792,000.00	110,792,000.00		112,719,972.00	112,719,972.00	(1,927,972.00)	-2%	(1,927,972.00)	-2%	
AP005	Loading and offloading of procured items		10,000,000.00	10,000,000.00		10,000,000.00	10,000,000.00	0.00	0%	0.00	0%	
AP005	HHI distribution costs 150 Volunteers (30,000 Tz allowance*5days)		22,500,000.00	22,500,000.00		22,500,000.00	22,500,000.00	0.00	0%	0.00	0%	
AP005	Printing of 277 cash cards		1,108,000.00	1,108,000.00		1,052,600.00	1,052,600.00	55,400.00	5%	55,400.00	5%	
AP005	Post Distribution Monitoring Cash/Shelter		1,500,000.00	1,500,000.00		1,500,000.00	1,500,000.00	0.00	0%	0.00	0%	
AP005	Conditional Cash for Voucher assistance for selected 277 households to support with emergency shelter		69,250,000.00	69,250,000.00		69,250,000.00	69,250,000.00	0.00	0%	0.00	0%	
AP005	Transportation of goods		12,000,000.00	12,000,000.00		13,000,000.00	13,000,000.00	(1,000,000.00)	-8%	(1,000,000.00)	-8%	
AP006	Volunteer allowances for Awareness raising on safe shelter (10 volunteers for 10 days)		3,000,000.00	3,000,000.00		3,000,000.00	3,000,000.00	0.00	0%	0.00	0%	
AP006	Staff Perdiem for shelter cash distribution verification and monitoring (Resonse mgr, 1 Accountant and 1 cash focal person) - 3 regions*2days (Kilimanjaro, Mara & Ragera)*150,000TShs perdiem *2 people		2,550,000.00	2,550,000.00		2,550,000.00	2,550,000.00	0.00	0%	0.00	0%	
AP006	Shelter training for selected staff, volunteers and local builders to include toilet set up (60 volunteer for 1 day)		7,200,000.00	7,200,000.00		7,118,000.00	7,118,000.00	82,000.00	1%	82,000.00	1%	
AP081	Unconditional cash transfer grant for 189HH for 2 month, 130,306 TZS per month		49,255,668.00	49,255,668.00		49,140,000.00	49,140,000.00	115,668.00	0%	115,668.00	0%	
AP081	Mobile money charges @1000TShs*387 HHs		387,000.00	387,000.00		0.00	0.00	387,000.00	100%	387,000.00	100%	Under expenditure - Costs budgeted under this line were expensed and correctly reported under Bank Charges (Transfers were done through the Bank as opposed to Mobile Phone Transfers)

AP081	Staff Perdiem for food cash distribution and (Accountant and cash focal person) - 2 regions (Kilimanjaro & Kagera)*4days*150,000Shs*2 people	2,400,000.00	2,400,000.00	2,550,000.00	2,550,000.00	(150,000.00)	-6%	(150,000.00)	-6%	
AP081	Shelter and market assessment costs (costs include monitoring and beneficiary register verification exercise)	9,000,000.00	9,000,000.00	8,835,000.00	8,835,000.00	165,000.00	2%	165,000.00	2%	
AP021	Volunteer cost for 2 days Orientation on epidemic control, 30 volunteer per region for 5 regions* 2 days	9,000,000.00	9,000,000.00	9,719,288.00	9,719,288.00	(719,288.00)	-8%	(719,288.00)	-8%	
AP021	Perdiem branch Coordinators for monitoring missions - perdiem for 5 coordinators for 8 days during assessments and distributions	6,000,000.00	6,000,000.00	5,700,000.00	5,700,000.00	300,000.00	5%	300,000.00	5%	
AP021	Fuel for branch vehicles, 200litres per region for 5 region	2,500,000.00	2,500,000.00	250,000.00	250,000.00	2,250,000.00	90%	2,250,000.00	90%	under expenditure - Budget line was overbudgeted
AP021	Replenishment 8 first aid kits and purchase of 12 more kits	1,190,000.00	1,190,000.00	2,514,000.00	2,514,000.00	1,676,000.00	10%	1,676,000.00	10%	under expenditure - Budget line was overbudgeted
AP021	Purchase of 500 dignity kits	22,500,000.00	22,500,000.00	22,500,000.00	22,500,000.00	0.00	0%	0.00	0%	
AP021	Replenishment of 2,200 treated mosquito Nets	22,000,000.00	22,000,000.00	21,960,400.00	21,960,400.00	39,600.00	0%	39,600.00	0%	
AP029	Health and hygiene promotion sessions - 100 volunteers for 5 days	15,000,000.00	15,000,000.00	15,100,000.00	15,100,000.00	(100,000.00)	-1%	(100,000.00)	-1%	

Code	Description	Budgeted	Actual	Budgeted	Actual	Budgeted	Actual	Variance	%	Variance	%	Notes
AP029	Engage volunteers in IFRC online learning, hygiene promotion, CEA, code of conduct - internet/airtime cost	500,000.00	500,000.00	500,000.00	500,000.00	0.00	0%	0.00	-	0%		
AP029	Procure 277 hand washing kits	2,216,000.00	2,216,000.00	2,920,530.00	2,920,500.00	(704,500.00)	-24%	(704,500.00)	-24%		Overexpenditure - Budget line was underbudgeted ( Actual procurement Cost of handwashing kits was higher than the Budgeted amount)	
AP029	Purchase of toilet slabs (40,000 per piece (277pcs) plus 18% VAT)	13,074,400.00	13,074,400.00	13,027,200.00	13,027,200.00	(47,200.00)	0%	(47,200.00)	0%			
AP029	Replenishment of 2,700 water buckets (2 per HH)	76,851,000.00	76,851,000.00	77,376,000.00	77,376,000.00	(525,000.00)	-1%	(525,000.00)	-1%			
AP029	Purchase of 100 gallons of chlorine soap	3,000,000.00	3,000,000.00	2,973,600.00	2,973,600.00	26,400.00	1%	26,400.00	1%			
AP042	Vehicle Cost for Field monitoring (Mileage system)	19,000,000.00	19,000,000.00	19,792,741.00	19,792,741.00	(792,741.00)	-4%	(792,741.00)	-4%			
AP042	HQ Monitoring costs (per diem for 3 people for 10 days to cover all the five regions)	10,400,000.00	10,400,000.00	8,861,652.00	8,861,652.00	1,538,348.00	15%	1,538,348.00	15%		under expenditure - Budget line was overbudgeted	
AP042	National Society Admin Cost (7%)	39,500,000.00	39,500,000.00	39,392,140.52	39,392,140.52	107,859.48	0%	107,859.48	0%			
AP084	Engage volunteers in affected areas on feedback collection during hygiene promotion	8,000,000.00	8,000,000.00	7,920,000.00	7,920,000.00	80,000.00	1%	80,000.00	1%			
AP084	Translate and printing CEA IEC materials	7,000,000.00	7,000,000.00	7,391,706.00	7,391,706.00	(391,706.00)	-6%	(391,706.00)	-6%			
AP058	IFRC Monitoring Costs		0.00	690,000.00	690,000.00	(690,000.00)	UNBUDGETED EXPENSE, PLEASE PROVIDE EXPLANATION	(690,000.00)	UNBUDGETED EXPENSE, PLEASE PROVIDE EXPLANATION		Accommodation costs for Incountry IFRC Surge Team (Daniel) owing to travel restrictions following Covid 19 outbreak	
AP064	Bank charges	2,347,481.24	2,347,481.24	1,471,227.00	1,471,227.00	876,254.24	37%	876,254.24	37%		under expenditure - Budget line was overbudgeted	
<b>TOTAL</b>		<b>0.00</b>	<b>601,930,749.24</b>	<b>601,930,749.24</b>	<b>0.00</b>	<b>603,054,776.52</b>	<b>603,054,776.52</b>	<b>(1,124,027.28)</b>		<b>(1,124,027.28)</b>		

5.1.2 BUDGET & EXPENSES BY PROJECT PARTNER ONLY ACCORDING TO COST CATEGORIES (Local Currency)

Cost Categories	Budgeted Expenditure (as per Project Funding Agreement/ revision) (LOCAL CURRENCY)			Actual Expenditure (LOCAL CURRENCY)			Budget Variance (Year to Date Period)		Budget Variance (Current Period)	
	Prior Period(s)	Current Period	Total (Year to date)	Prior period(s)	Current period	Total (Year to date)	Variance	%	Variance	%
1 Personnel			0.00			0.00	0.00	0%	0.00	0%
2 Relief supplies, transportation and storage		455,041,868.00	455,041,868.00		455,638,010.00	455,638,010.00	(596,142.00)	0%	(596,142.00)	0%
3 Contributions to other organisations			0.00			0.00	0.00	0%	0.00	0%
4 Other direct costs		146,888,881.24	146,888,881.24		147,416,766.52	147,416,766.52	(527,885.28)	0%	(527,885.28)	0%
5 Indirect cost recovery			0.00			0.00	0.00	0%	0.00	0%
<b>TOTAL</b>	<b>0.00</b>	<b>601,930,749.24</b>	<b>601,930,749.24</b>	<b>0.00</b>	<b>603,054,776.52</b>	<b>603,054,776.52</b>	<b>(1,124,027.28)</b>		<b>(1,124,027.28)</b>	

5.1.3 BUDGET & EXPENSES BY PROJECT PARTNER ONLY (CHF)

0.000422 First In First Out (FIFO) (Out tender to sheet 5.4 Calculating Exc Rate)

Output	Budgeted Expenditure (as per Project Funding Agreement/ revision) CHF			Actual Expenditure CHF			Budget Variance (Year to Date Period)		Budget Variance (Current Period)	
	Prior Period(s)	Current Period	Total (Year to date)	Prior period(s)	Current period	Total (Year to date)	Variance	%	Variance	%
	Overall		254,064.57	254,064.57		254,539.00	254,539.00	(474.43)	0%	471.43

CERTIFICATION

The undersigned authorized officer of the above mentioned project partner hereby certifies that:

- a) they have no knowledge of, nor suspicion of, any fraud and corruption connected in any way to the expenditures included in this report and that they have taken reasonable steps to minimise the risk of fraud and corruption
- b) they have taken reasonable steps to minimise the risk of error and mistake in this report. This includes, but is not limited to exercising the appropriate internal controls and employing competent staff
- c) Supporting documentation exists for the expenditure included in this report and shall be made available for examination when required and for a period of 8 years from the submission of this report
- d) Expenditures have been incurred in line with the agreed project plan and the signed Project Funding Agreement and in accordance with the Project Partners standard procedures and financial regulations, as assessed by the IFRC.
- e) The planned expenditure figures and funds transfer request shown above represents estimated expenditures for the next two reporting periods in accordance with the agreed Project Plan

Date Submitted

24/02/2021


Name, Title & Signature of Project partner designated official

ULIUS KEJO SECRETARY GENERAL




For IFRC internal use

Approved by IFRC Project Manager

  
\_\_\_\_\_

Date 1.03.21

Validated by IFRC Finance officer

Date \_\_\_\_\_

## Contact information

Reference documents



Click here for:

- [Operation Update](#)
- [Emergency plan of Action](#)

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

### Tanzania Red Cross (TRCS)

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### For IFRC Resource Mobilization and Pledges support:

- **IFRC Africa Regional Office for resource Mobilization and Pledge:** Louise Daintrey; Head of Unit Partnership and Resource Development, Nairobi, email: [Louise.DAINTREY@ifrc.org](mailto:Louise.DAINTREY@ifrc.org),

### For In-Kind donations and Mobilization table support:

- **IFRC Africa Regional Office for Logistics Unit:** RISHI Ramrakha, Head of Africa Regional Logistics Unit, email: [rishi.ramrakha@ifrc.org](mailto:rishi.ramrakha@ifrc.org) ; phone: +254 733 888 022

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

- **IFRC Africa Regional Office:** Philip Kahuho, PMER Manager, Email: [philip.kahuho@ifrc.org](mailto:philip.kahuho@ifrc.org) ; phone: +254 732 232 081

## 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.

[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.