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Emergency Plan of Action (EPoA)

Armenia: Massive Explosion in Yerevan



International Federation
of Red Cross and Red Crescent Societies

| | | | |
|---|-----------------------|---|---------------------------|
| DREF Operation n° | MDRAM009 | Glide n°: OT-2022-000296-ARM | OT-2022-000296-ARM |
| Date of issue: | 30 August 2022 | Expected timeframe: | 3 months |
| | | Expected end date: | 30/11/2022 |
| Category allocated to the disaster: Yellow | | | |
| DREF allocated: CHF 183, 766 | | | |
| Total number of people affected: | 5000 | Number of people to be assisted: | 4,800 |
| Provinces affected: | Yerevan | Provinces/Regions targeted: | Yerevan |
| Host National Society(ies) presence (n° of volunteers, staff, branches): The Armenian Red Cross Society (ARCS) works countrywide through its 11 regional, 1 territorial and 52 community branches and with the support of over 5,800 volunteers. Following the decree of the Secretary General from the initial alert of the disaster 142 active ARCS' volunteers in total and more than 50 staff members are involved in the response. | | | |
| Red Cross Red Crescent Movement partners actively involved in the operation: The operation will be implemented by the ARCS with the support of IFRC, which operates a country office in Yerevan and its Country Cluster Delegation for South Caucasus, based in Tbilisi, Georgia. | | | |
| Other partner organizations actively involved in the operation: The State Rescue Service under the Ministry of Emergency Situations is leading the rescue operation on the site. Law Enforcement agencies of the of Republic of Armenia are responsible for the security. Emergency Medical Care of Yerevan Municipality is responsible for the transportation of injured to medical facilities of Yerevan city. No other response actors are actively responding to the disaster. | | | |

A. Situation analysis

Description of the disaster

On August 14 at 1:23 PM, a massive explosion occurred in one of the largest markets of Yerevan called Surmalu, about two kilometres (1.2 miles) south of the very centre of the capital. The explosion occurred in the basement of a three-floor shopping building, which is completely destroyed, and caused infrastructure damages over an area of about 9,000 square meters comprising abundance of buildings used by local shop owners at the Surmalu market. A



A photo taken by ARCS' volunteer on 14 August showing the plume smoke and fire following the blast

massive fire tore through the area with a plume of smoke spreading quickly following the blast. The explosion

was confirmed to have caused 1 death and 20 injuries within the first hour after the explosion while in the morning of 21 August, the number of injured rose to 62 and the number of deaths to 16. According to the Minister of Emergency Situations, there is still 1 person reported missing officially.

The number of shops and stores in the affected area is unknown as the majority remained unregistered and unofficial micro-businesses; only around 20 shop owners are confirmed to have been registered, all of which are destroyed.

The explosion is considered to have been triggered by a fire in the fireworks warehouse that started several minutes before the explosion; the Government of Armenia has indicated violation of norms and standards in the fireworks depot of the building as a possible cause of the explosion; however, this is yet to be confirmed upon the completion of the ongoing investigation. Emergency teams of the firefighting unit under the Ministry of Emergency's State Rescue Service were dispatched immediately to extinguish the fire; however, the explosion occurred before their arrival on site.

The explosion has caused widespread fear and panic among the population of Armenia due to the nature of explosive disasters being associated with terrorist attacks. The explosion was followed by subsequent recurring bomb alerts initiated towards public spaces in Yerevan, such as metro and bus stations, which have contributed to increased fear and panic among the population. It is also worth noting that the level of sensitivity towards this disaster among the population is significantly high due to the conflict escalation in Nagorno-Karabakh in 2020 and the political environment in the region.

Summary of the current response

Overview of Host National Society Response Action

The Armenia Red Cross Society (ARCS) is the largest national humanitarian actor and local responder in Armenia and fulfils its role as an auxiliary to the public authorities in the humanitarian field for over 100 years. The ARCS has a local presence across the entire country with 11 regional, one territorial, and 52 community branches, and a country-wide network of over 5,800 experienced volunteers, supported and supervised by some 60 staff members. The ARCS is the first to respond to crises in Armenia, and remains in the communities they serve before, during, and after emergencies. In recent years, the ARCS has implemented several programs focused on capacity strengthening in the field of Disaster Management, in particular related to Disaster Preparedness and Disaster Risk Reduction, in partnership with IFRC, Austrian Red Cross, Swiss Red Cross and the Danish Red Cross. These efforts have afforded the ARCS the capacities and capabilities to respond as a leading humanitarian actor in Armenia to recent disasters in the country, such as the COVID-19 pandemic as well as the Nagorno-Karabakh conflict escalation in 2020. These operations have come to show ARCS' emergency preparedness and response expertise, experience, and proven track records of delivering varied types of assistance, including cash and voucher assistance (CVA), in-kind, mental health and psychosocial support, livelihoods and resilience actions, health, first aid, search and rescue, tracing, and other services through professionally equipped and trained teams.



A photo of the DRTs on the ground (PSS Hub)

On this basis, the ARCS has been present at the site from the very aftermath of the explosion, and has mobilized all of its Disaster Response Teams (DRTs) in Yerevan immediately after the explosion and following the decree of the Secretary General, all of whom have been actively supporting the national emergency response units (firefighters, search and rescue, and medical teams) from the initial alert of the

disaster. The search and rescue operation was concluded on the 21st of August; however, 1 person remains missing and is still being searched for. A total of 142 active ARCS' volunteers were mobilized for the response as part of the DRTs; the following activities have been prioritized throughout the emergency response and undertaken by the ARCS' DRTs:

- **Distribution of water, face masks and basic food** to public servants working in the red area as well as to citizens and gathered relatives who were not leaving the border of the restricted area with the hope of finding their relatives and friends alive.
- Establishment of **PSS and Relief Hub** next to the border of the identified and restricted sites focusing on the provision of **First Aid, and Psychological First Aid** to the general public affected by the disaster as well as the public response servants. 220 relatives and 30 rescuers have been assisted in the Hub; around 200 people have received First Aid, 150 rescuers were assisted on a daily basis (14-21 August), and more than 2,200 items have been distributed (food and water).
- **Search and Rescue and First Aid** on the rubble of the buildings and the most affected areas focusing on identifying casualties and cleaning the affected area.
- Collection of information and data for a **needs assessment** to understand the scope of the disaster. This includes consultations with the affected population and on-site observations.
- Activation of **MHPSS Hotline**, which has been among ARCS' key MHPSS service since 2019, to provide people with access to psychosocial support and practical information. The hotline is operated in parallel with the national emergency hotline (911) to complement the crisis communication and to address the increasing panic and fear among the population. An average of 500 calls are being received on a daily basis as a result of the explosion.
- Evacuation of injured people to emergency medical vehicles.

The ARCS engages a highly motivated pool of MHPSS specialized staff and trained volunteers, on which ARCS has huge potential to enrich its expertise in various aspects of MHPSS as well as in specific areas such as in adversity/stress/trauma of disaster-affected people, providing trainings for volunteers and aspects of peer support as well as cooperation with other actors. One of the strongest capacities of ARCS is within its staff and volunteers at the branch level where there is a strong sense of humanity and high motivation, which has been reaffirmed throughout recent emergency and disaster responses. One of the strengths of MHPSS services of the ARCS is an excellent cooperation with other stakeholders, including the government actors. ARCS has established and is leading the MHPSS platform in the country.

The scope of the disaster has significantly exceeded the capacity of the civil protection authorities, and has underlined the pivotal role of the ARCS as an auxiliary to its public authorities in the humanitarian field, and the main organization in the country capable of mobilizing its resources and volunteers in complementarity with the Government to reduce the vulnerabilities of the affected population.

Overview of Red Cross Red Crescent Movement Actions in country

The response operation has solely been implemented by the ARCS; however, the rapid response is largely made possible due to the technical support from the Movement Partners in recent years, in particular with collective strengthening of the National Society in the field of disaster preparedness and response.

IFRC has been present in the South Caucasus region, including through a Country Delegation in Armenia since 1992 with large-scale humanitarian assistance. Currently, IFRC has a regional Country Cluster Delegation for South Caucasus based in Tbilisi, Georgia, to support the three Red Cross and Red Crescent National Societies in Georgia, Azerbaijan, and Armenia. In addition, an operational presence was kept in Armenia, which has been expanded into a full-fledged IFRC country office. IFRC provides direct support to the Armenia Red Cross Society through DREF allocations, COVID-19 Emergency Appeal, and the resources generated through the 2022 IFRC Country Operational Plan for Armenia. The IFRC Country Cluster Delegation for South Caucasus and the Country Office in Yerevan have such expertise as Operations Manager, Logistics expert, Communications, Community Engagement and Accountability, Health Experts, and Information Management to support capturing and analyzing the situation and needs on a continuous basis.

Partner National Societies including the **Swiss Red Cross**, **German Red Cross**, and **Austrian Red Cross** are present in Armenia, and ICRC has a Country Delegation based on Yerevan. **Italian Red Cross** has a delegation based in Tbilisi, Georgia, covering both Armenia and Georgia, and **Danish Red Cross** provides technical support and guidance to Armenia Red Cross from its headquarters and frequent visits to the country. **Monaco Red Cross** provides its support via the Swiss Red Cross.

All Movement partners in South Caucasus have agreed to work together in the spirit and mindset of the Strengthening Movement Coordination and Cooperation (SMCC) agreement, with the Council of Delegates Resolution (CD/17/R1, Antalya 2017) as a core guiding document.

ICRC supports the National Society in its institutional and organizational development, mainly strengthening the capacities of the regional and community branches in four IB areas exposed to conflict. In response to the NK conflict in 2020, ICRC provided services within their mandate and acted as a neutral intermediary to support affected people. It has expanded their presence in Armenia by opening two sub delegations in Ijevan and Goris regions to ensure their proximity to the affected population living along with the international border areas.

Overview of non-RCRC actors' actions in country

The State Rescue Service under the Ministry of Emergency Situations is leading the rescue operation on the site. Law enforcement agencies of the Republic of Armenia are responsible for the security. Emergency Medical Care of Yerevan Municipality is responsible for the transportation of injured to medical facilities of Yerevan city. No other response actors are actively responding to the disaster.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Yerevan is the capital city of Armenia, located on the banks of the Hrazdan River, northeast of the Ararat Plain, in the central-western part of the country. The city is situated at the heart of the Armenian Highland. It has an average height of 990 m, with a minimum of 865 m and a maximum of 1,390 m above sea level in its southwestern and north-eastern sections, respectively. The climate is mainly dry; while summers are usually very hot with the temperature in August reaching up to 40°C and winters generally carry snowfall and freezing temperatures with January often being as cold as -15 °C and lower.

Yerevan is the administrative, cultural, and industrial centre of the country. With the growth of the Armenian economy, Yerevan has undergone major transformation. As of

2011, the population of Yerevan was 1,060,138, just over 35% of Armenia's total population. According to the official estimate of 2022, the current population of the city is 1,092,800. It has over 1 million inhabitants with high density of residential and industrial buildings, shops and restaurants.

The disaster affected the district of mainly wholesale shops. The explosion occurred in the basement of a three-floor shopping building, which is completely destroyed, and caused the infrastructure damages on the area of about 9,000 squares. A massive fire tore through the area with a plume of smoke spreading quickly



Assessment and search and rescue operation by ARCS' volunteers around the three-floor building that was destroyed by the explosion

following the blast. The smoke has caused moderate air pollution and has forced several residents in the surrounding area to flee their homes, all of whom have now returned to their homes. The investigation is still ongoing on the cause of the explosion; according to the leadership of State Rescue Service of MES, the severity of the situation, as well as difficulty of organization of firefighting and rescue activities are due to presence of flammable materials almost in every floor of the three-floor building.

Due to urban legal issues in this particular district and the lack of registration of the shop owners and small businesses, it wasn't possible to obtain precise figures on the number of people affected within the marked red zone of the explosion. *However, according to the data accumulated throughout ARCS' rapid response activities, as well as from the data review from official sources at this stage, there are about 5000 people affected who requested and received psychological first aid from the ARCS, and residents in the surrounding area:*

- 3000 people have reached the MHPSS hotline seeking assistance (500 per day the first few days), and currently, approximately 200 calls per day are being attended.
- 35 shops / small business owners within the building of explosions have suffered collateral damage, and approximately more than 100 shops within the vicinity of the blast area were also affected severely.
- 80 families were confirmed to have family members either injured, dead or missing.
- And quite some residents in the surrounding area suffer strain and fear.

As of 17 August, the officially announced number of injured is 62, with 16 dead and 1 person still missing. Notably, the government completed the search and rescue operations, and currently, an investigation is ongoing with regard to the cause of explosion. Hence the designated red zone area is restricted until the authorities' work is finalized.

The explosion has caused a widespread fear and panic among the population of Armenia due to the nature of explosive disasters being associated with terrorist attacks. So far, the Crises Management Centre of MES has been alerted three times of explosive devices being placed in metro stations of Armenia, all of which were found to be false information. The need for Psychological First Aid, and longer-term Mental Health and Psychosocial Support is of great importance due to the widespread fear and panic that the disaster has triggered. The ARCS has dedicated its MHPSS hotline as a response to the disaster with an average of 500 daily calls being received, as well as a team of psychologists and volunteers trained in PSS and PFA, to work directly with the families affected. The calls serve to inform about the prevailing needs arising as a consequence of the disaster and psychological first aid.

There is a significant need to increase and scale up proactively the provision of trusted and up-to-date information about psychosocial support through risk communication and community engagement efforts to better address the emotional and psychosocial consequences of the disaster. For the coming three months, it is anticipated that the ARCS will attend an average of 100 to 200 daily calls and follow up, including referrals and further assistance to people on a case-by-case basis. And through an increased pool of volunteers, new personnel will be equipped and ready to support MHPSS during the implementation phase. Staff and volunteers need additional and refresher training on on risk communication, appropriate channels identified to share information with the broader public, and sufficient support ensured to be able to handle all incoming calls to the MHPSS hotline for the period of the DREF operation.

At the onset of the emergency and with the scope of the disaster, it has required the ARCS to mobilize its disaster response teams and its equipment for emergencies and disasters in the country and dispatch relief items from the ARCS' warehouse & HQ storage (mainly medical equipment, food and water). ARCS has experienced a severe issue with physical accessibility during the rapid response, as they lack the necessary equipment for on-site visual mapping of the affected area. It is essential to ensure other means are made available similar but not limited to drones they intend to procure, which will make a massive difference in supporting the authorities with the search, as well as delivering first aid and medical equipment to areas inaccessible by humans. There is also a great need to safeguard the health and well-being of staff and

volunteers involved in the operation, as well as to examine the conditions of the response equipment to ensure it remains ready and safe for future emergencies and disasters.

Targeting

The ARCS aims to target a total of **4,800 people** with the following priorities:

| Category | Target | Assistance / Action | Explanation / Rational |
|----------|---|---|---|
| Direct | 400 people (family members) / 80 families | CVA to family members of injured, dead and missing, with unconditional cash. 40,000 AMD / 100 CHF per family member) | People affected are tracked and registered by government authorities. 100 CHF value opt as the max threshold eligible per person. The CVA is a one-time distribution considering that a family of 4 people will need a minimum of 100 CHF per person for one month during this acute phase. |
| Direct | 1000 people | Mental health and psychosocial support (MHPSS) with rehabilitation activities. | The directly affected population and their relatives on government families registry, and who are suffering with heavy psychosocial consequences. |
| Direct | 150 staff and volunteers | Mental health and psychosocial support (MHPSS) with rehabilitation activities. | Staff and volunteers will be targeted for preventive purposes to protect their health and well-being |
| Direct | 250 First responders | Mental health and psychosocial support (MHPSS) with rehabilitation activities. | Public servants, and rescuers will be targeted |
| Indirect | 3000 people | Mental health and psychosocial support (MHPSS) with rehabilitation activities. | affected with psychological consequences by the disaster, and population identified through hotline |
| | | | |

Estimated disaggregated data for population targeted.

| Category | Estimated % of target group | % Female | % Male |
|---------------------------------------|-----------------------------|----------|--------|
| Young Children (under 5 years) | 10% | 53 % | 47 % |
| Children (5-17yrs) | 15% | 53 % | 47 % |
| Adults (18-49 yrs) | 60% | 53 % | 47 % |
| Elderly (>50 yrs) | 10% | 53 % | 47 % |
| People with disabilities | 5% | 53 % | 47 % |

Scenario planning

| Scenario | Humanitarian consequence | Potential Response |
|--------------------------------------|---|---|
| The panic in the city will continue. | The need of psychological support will arise. | Proactive preventive messaging of trusted and up-to-date information to avoid rumours from spreading and ensure community members |

| | | |
|---|---|--|
| | | have the information needed to understand the situation, access support where needed and are not affected by misinformation. In case of significant increase of panic, it is likely that ARCS will require more resources for providing the necessary support. |
| The livelihoods of those affected will worsen due to the loss of a household member, inability to work for injured household members, expenses on rehabilitation, and shop owners not able to restore their businesses | The vulnerability of population will increase. | Relevant targeting of unconditional cash. |
| ARCS cannot respond timely and effectively to emergencies/disasters as an auxiliary to its public authorities as expected due to declined prepositioned stock, utilized equipment and machinery that require Maintenance, and inadequate DRT outfits, which must be upheld. | Unmet needs during other disasters due to decreased capacities to assist; additional reputational risk. | ARCS will require resources to replenish the stock and ensure equipment is maintained and ready for dispatch to the following emergency response. However, to ensure the DRTs are well equipped and supported. |

Operation Risk Assessment

| Risk | Likelihood | Mitigation measure |
|---|------------|--|
| The new wave of COVID-19 infections lead to restrictions and limitation in operational continuity | Low | Latest data are supporting decrease of the disease in the country while vaccination is available and continues |
| Escalation in the line of contact resulting in the large-scale humanitarian emergency | Medium | The Movement Contingency Plan (MCP) is in place, with the revised and extensive scenario planning. Intervention measures have been agreed on amongst movement partners, and preparedness measures and relevant actions are a priority to guarantee an adequate response. |
| Natural Disaster resulting in the large-scale humanitarian emergency | Medium | The MCP is in place, with the revised and extensive scenario planning. Intervention measures have been agreed on amongst movement partners, and preparedness measures and relevant actions are a priority to guarantee an adequate response. |
| Difficulties in communication with relevant authorities and the target population | Low | To fulfil its auxiliary role to the Government National Society signed a number of MOUs with relevant ministries, including the Ministry of Emergency Situations, Ministry of Territorial Administration, Ministry of Education and Ministry of Health. For the communication with the target population special communication channels and messages will be used. |

| | | |
|---|---------------|---|
| Difficulties in communication with the targeted population with misinformation and rumors leading to increased panic and fear. | Medium | Feedback mechanism fully functional throughout the operation with trusted channels of communication for proactive risk communication. |
| People are frustrated that they do not receive the support | Medium | Clear targeting criteria will be communicated and coordinated through relevant and appropriate channels of communication. |
| Significant depreciation of Local Currency, having a severe impact on the DREF, mainly the unconditional cash planned to be distributed to people or the value loss on the procurement designed as part of the implementation. | High | DREF Transfer to NS should be processed timely and in one transfer to eliminate any risk of value loss due to genuine currency appreciation. Monitor the local currency rates and the potential losses closely to be explored by shuffling across budget lines or replenishing losses through DREF secretariat funds during the implementation. Timeline not after. Finally, cost estimates for local expenditures are to be estimated on the lowest average rate based on financial analysis conducted by the ARCS finance controller in liaison with IFRC Finance in Southy Caucasus. |
| Government MoU with ARCS restricting their partners (IFRC Secretariat) to have beneficiary access segregated data may hinder transparency or affect the adequate technical support for assessments and other activities similar to post monitoring and validation of beneficiaries. | High | Advocate for adapting minim standards and enhanced MoUs, to ensure min compliance and operational space in handling beneficiaries' data for ARCS and their respective RCRC partners involved in the operation. |

Other operational risks which will be monitored and managed include Cash and Voucher Assistance-related risks, such as extortion and theft, will also be considered in activity design and monitoring controls.

B. Operational strategy

Overall Operational objective

The overall objective of the operation is to reduce the vulnerability of the affected population and to support them in coping with the aftermath of the disaster that may contribute to increased vulnerabilities as a consequence of the explosion. The operation focuses on identifying and respecting the diverse impact of the disaster on the different groups of the affected population; thereby, the operation is designed around the following strategy:

- Continued search and rescue operation, and needs assessment and finalization of lists of targeted people determining the extend and scope of the damages jointly with the public authorities.
- Enlarged psychosocial support (including psychological first aid) through both proactive (risk communication) and reactive (PSS Hotline) psychological first aid and rehabilitation of emotional and psychological consequences of the disaster.
 - o Caring for staff and volunteers to protect and prevent their health and well-being; Rehabilitation of DRT volunteers and rescuers for physical and psychological rehabilitation will be organized and facilitated by ARCS.
 - o Cross-cutting mental health and psychosocial support for proactive prevention, detection, response and follow-up focusing on people directly impacted by the disaster.
 - o Prevention of panic and fear due to misinformation and rumours by providing trusted and up-to-date information through appropriate means of communication (risk communication).
- Provision of unconditional cash assistance to 400 persons (approx. 80 families) directly affected by the disaster, i.e. families of injured, families of missing and dead (Provision of cash to families of missing and dead, particularly the families that have lost members providing the main source of income to the family). (Transfer value: 100 CHF per family member).
- Accountability to both the affected population as well as the donors by implementing a robust monitoring and reporting system.
- Stronger National Society; Protection of ARCS' resources and equipment to serve as an auxiliary to its public authorities in the humanitarian field. ARCS plans to examine all equipment that have been

mobilized throughout the response and to ensure that it remains fit for future responses (uniforms and FA and PFA kits, helmets, light lamps, glasses, snap fits for joints, masks with filters to prevent dust, as well as and other means and tools which were required during the operation such as covers, mats, sleeping bags, tents, thermoses, bag refrigerators, shovels.) Equipment of ARCS' ambulance will be renewed.

- A participatory lesson learned workshop will be conducted to measure the relevance, effectiveness and efficiency of the DREF operation.

Human Resources

The ARCS will continue the mobilization of its existing DRT volunteers, which comprises a network of 142 volunteers directly involved in the operation. ARCS assigns its Disaster Management (DM) team consisting of dedicated staff members; DM experts, psychologists, first aid team and duty drivers for the implementation of emergency response operation. ARCS employs a CVA expert that will oversee the Livelihood sector, and the personnel will be covered by the DREF throughout the implementation of the operation. A financial officer will also be assigned to manage the financial administration of the operation. The IFRC Country Cluster Delegation for South Caucasus will provide technical support to the ARCS throughout the implementation, monitoring and evaluation of the operation. IFRC Programme and Operations Manager, based in Yerevan, will oversee the implementation and mobilize and coordinate the technical team based in Tbilisi; PMER, CEA, IM.

Logistics and supply chain

All necessary supply including fuel for ARCS vehicles, food and water for relief operation, as well as first aid materials organized according to ARCS financial guidelines and protocols, which are in compliance with IFRC procurement protocols. The banks contracted previously and most likely are the same potential service providers, are familiar and accept a data protection agreement regulating the processing of personal data of the targeted individuals. However, the NS will roll out a restricted tender for this intervention. The procurement file will be available and submitted to IFRC GLS for review and technical approval. It is also worth noting that ARCS has carried out a cash self-assessment in September 2021; ARCS remains committed to further developing relevant business processes with cash and voucher assistance being one of their main flagships and preferred operating models.

Communication

The ARCS will ensure that all relevant press releases are produced and media coverage is ensured to promote the operation and the profile and visibility of both the ARCS and IFRC. The visibility of ARCS' activities and strengthening of the National Society's image will be ensured through the following activities: maximizing the visibility of the National Society through appropriate branding of volunteers and staff, local press releases, local media field visits, sharing photos on ARCS and IFRC social media channels.

Planning, Monitoring, Evaluation, & Reporting (PMER)

IFRC and ARCS DM department will jointly conduct planning, monitoring and evaluation of the intervention. IFRC CCD has a dedicated Senior PMER Officer in place who will support the NS in PMER framework consolidation. ARCS DM department will take the lead on the continuous activity-based monitoring and timely pre- and post-distribution monitoring measures to examine the response relevance, effectiveness, and efficiency.

- Short, bullet point-style monthly reports will be compiled by the National Society, informing the IFRC on the progress and challenges of the operation, along with a monitoring plan / indicator tracking table to map out, ensure the collection, and keep track of the key project indicators.
- A lesson-learned workshop will be conducted at the end of the implementation to follow up on key operational and organizational learnings and document the findings as a reference for future interventions.

- Progress reports will be shared with IFRC Regional Office for Europe (ROE) to inform on the operation progress and achievements. This operation is expected to be implemented within three months.
- A final report will be made available three months after the end of the operation.

Community Engagement and Accountability (CEA)

The ARCS will ensure communities are consulted about the approach, and clearly informed of the ARCS mandate and the scope of operation through various different channels. A core part of the response will be proactive communication about the incident, the response and available services. These proactive risk communication efforts will help address and prevent rumours and panic from spreading. The communication efforts will be informed by insights shared by community members. The ARCS feedback mechanism relies mainly on the existing ARCS hotline, and will be scaled up and strengthened as part of this operation. The cash intervention will have a strong CEA component and it will be ensured cash recipients as well as non-recipients are clearly informed about the details of the cash intervention, including the selection criteria, the amount and the length of the support provided. The central feedback mechanism of ARCS exists of a combination of feedback channels including the hotline. Additional hotline operators for the cash intervention may be needed to ensure appropriate handling of all feedback.

Protection, Gender, and Inclusion

Protection, Gender, and Inclusion will be cross-cutting across the entire operation. The PGI aspects will be mainstreamed in the PDM to confirm the relevance of assistance to the different vulnerable groups within the target community and identify the diverse livelihoods and recovery needs of men and women and boys and girls, as well as the cohorts facing multiple vulnerabilities. The response will take account of accessibility to ensure the inclusiveness of the response at all stages. The IFRC Child Safeguarding Risk Analysis will be undertaken within the response, and full compliance will be ensured with the safeguarding protocols.

Security

The staff and volunteers are briefed on safety and security rules and measures, and will be insured in accordance with the ARCS' security regulations, With the support of their dedicated Security focal point sitting in the DM department.

Information technologies (IT)

The ARCS will mobilize its existing IT equipment to ensure that their volunteers are equipped with tablets to use the KOBO platform for the data collection related to needs assessment, PDM activities, and feedback mechanism.

Administration and Finance

ARCS' Finance Officer will be following closely the financial component of the implementation and provide assistance through the implementation and provide inputs for the development of the final report. IFRC Programme support officer, and Finance Manager of the CCD will provide technical support to the ARCS finance officer, as well as to monitor the financial resources throughout the operation.

C. Detailed Operational Plan



Livelihoods and basic needs

People targeted: 400

Male: 180

Female: 220

Requirements (CHF): 48, 990

Needs analysis: Based on the needs assessment and increasing requests from the affected population from the local authorities, unconditional cash assistance will be distributed to afford the affected population to reduce the impact of the disaster on their livelihood and basic needs. Support will be provided with a one-off distribution to a total of 400 people.


Risk analysis: Many of the people impacted by the disaster were owners of unregistered and unofficial businesses at the market, which poses a risk for identification. The EPoA focuses on integrating a strong CEA approach to ensure strong understanding of the fundamental principles, in particular neutrality and impartiality.

Population to be assisted: The operation targets people directly affected by the disaster, i.e. families of injured, missing and dead. A total of 400 people targeted.

Programme standards/benchmarks: Unconditional cash assistance will be distributed through appropriate transfer modalities; special attention will be given to older adults, women, children and people living with disabilities.

| P&B Output Code | Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods | % of assisted persons reporting meeting their immediate needs through cash assistance provided by the ARCS (target: 80% of the people covered by PDM) | | | | | | | | | | | | | | | | |
|-----------------|--|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|
| P&B Output Code | Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs | A list of eligible people is identified # of people who successfully received cash for immediate needs after being identified and processed for transfer (target: 400 people SADD) PDM conducted, covering 70 % of HHs assisted At least 2 channels or community feedback collection and proactive information distribution are established | | | | | | | | | | | | | | | | |
| | | Activities planned | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP081 | Finalization of needs assessment, including verification of people's eligibility for the cash assistance | | X | X | X | X | | | | | | | | | | | | |
| AP081 | Restricted Tender, Validation and Technical Approval of an FSP | X | X | X | X | X | | | | | | | | | | | | |
| AP081 | Unconditional/multipurpose cash distributions | | | | | | X | X | X | X | | | | | | | | |
| AP081 | Post-distribution monitoring with a satisfaction survey and a needs assessment component (data collection, analysis, and reporting) | | | | | | | | | | X | X | X | | | | | |
| AP084 | Community feedback is collected and responded to | | | | | | X | X | X | X | X | | | | | | | |

| | | | | | | | | | | | | | | | | | |
|-------|--|--|---|---|---|---|---|---|---|---|---|--|--|--|--|--|--|
| AP084 | Information on the cash distributions is proactively shared through appropriate and diverse channels | | X | X | X | X | X | X | X | X | X | | | | | | |
|-------|--|--|---|---|---|---|---|---|---|---|---|--|--|--|--|--|--|



Health
People targeted: 4,400
 Male: 2,508
 Female: 1,892
Requirements (CHF): 46, 754

Needs analysis: ARCS will continue the search and rescue operation in cooperation with the public authorities. ARCS plans to focus on psychological needs of the affected people, both those directly and indirectly impacted by the disaster; the operation will accommodate a focus on people indirectly impacted to reduce fear and panic among the population. The operation seeks to protect the staff and volunteers as well as first responders of the civil protection authorities. Health promotion will be further implemented to increase awareness of air pollution (due to smoke from the fire).

Risk analysis: Difficulties in communication with the targeted population with misinformation and rumors leading to increased panic and fear.

Population to be assisted: People directly impacted by the disaster (Injured and their families, families of missing and dead, small business owners. Residents of the surrounding area and people indirectly impacted by the disaster with health promotion and proactive risk communication. Staff and volunteers of ARCS.

Programme standards/benchmarks: Compliance with the Dead Body Management (DBM) protocols

| P&B Output Code | Health Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment | % of the affected population provided with access to medical assistance and health promotion (including PSS, PFA, and risk communication) | | | | | | | | | | | | | | | |
|-----------------|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|
| | Health Output 2.1: Improved access to health care and emergency health care for the targeted population and communities. | # people receiving first aid on site (SADD) # of people receiving psychological first aid on site # of First Aid Kit purchased and distributed (target 142) | | | | | | | | | | | | | | | |
| | Activities planned Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP022 | Provision of First Aid to the people on site | X | X | | | | | | | | | | | | | | |
| AP022 | Replenishment of 24 First Aid kits | | | | | X | X | X | X | | | | | | | | |
| P&B Output Code | Health Output 2.3: Target population is reached with Search and Rescue activities | # of ARCS volunteers engaged in the search and rescue operation # of people reached through search and rescue operation (people recovered) | | | | | | | | | | | | | | | |
| | | Activities planned Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| AP082 | ARCS DRT volunteers engaged in a search and rescue operation | X | | | | | | | | | | | | | | | |

| P&B Output Code | Health Outcome 4: Transmission of diseases of epidemic potential is reduced | | | | | | | | | | | | | | | | | |
|-----------------|---|---|---|---|---|---|---|---|---|---|--|----|----|----|----|----|----|--|
| | Health Output 4.1: Community-based disease control and health promotion is provided to the target population | | | | | | | | | | # of volunteers involved in risk communication activities for health promotion (target: 75) # of people reached with relevant health promotion activities (target: 1000) | | | | | | | |
| | Activities planned Week / Month | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | |
| AP084 | Training on CEA in emergencies | X | X | | | | | | | | | | | | | | | |
| AP084 | CEA activities to promote community-based disease control and health promotion | X | X | X | X | X | | | | | | | | | | | | |
| P&B Output Code | Health Outcome 6: The psychosocial impacts of the emergency are lessened | | | | | | | | | | | | | | | | | |
| | Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff | | | | | | | | | | # of NS staff engaged in PSS # of volunteers engaged in PSS # of by the disaster affected people receiving PSS (SADD if possible) # of staff and volunteers receiving PSS (SADD) # of DRT volunteers and rescue servants receiving rehabilitation support (target 142 people SADD) | | | | | | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | |
| AP023 | Identification of and training for staff and volunteers in psychosocial support | X | | | | | | | | | | | | | | | | |
| AP023 | Provide PSS(including PFA) to people affected by the crisis/disaster | X | X | X | X | X | X | X | X | X | X | X | | | | | | |
| AP023 | Operation of MHPSS Hotline | X | X | X | X | X | X | X | X | X | X | X | | | | | | |
| AP023 | Provide PSS (including caring for staff and volunteers' activities) to staff and volunteers | X | X | X | X | X | X | X | X | X | X | X | | | | | | |
| AP023 | Provide 7-day rehabilitation opportunity for the DRT volunteers and rescue servants | | | | | | | | | | X | | | | | | | |
| | Training on safe referrals and mapping/updating existing maps of MHPSS service providers | | | | | | | | | | | | | | | | | |

Strategies for Implementation

Requirements (CHF): 88, 022

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|----------------------------|---|---------------------------|---|---|---|---|--|---|---|---|----|----|----|----|----|----|----|
| 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 | | | | | | | | | | | | | | | | |
| | Output S1.1.4: National Societies have effective and motivated volunteers who are protected | | | | | | % of local volunteers who are mobilized and involved in the response activities. (target 80%) % of volunteers properly trained for the implemented field activities (target 100%) % of volunteers receive per diem for their volunteering work | | | | | | | | | | |
| | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP040 | Ensure that volunteers are insured | X | | | | | | | | | | | | | | | |
| AP040 | Provide complete briefings on volunteers' roles and the risks they face | X | X | X | X | | | | | | | | | | | | |
| AP040 | Provide psychosocial support to volunteers | X | X | X | X | | | | | | | | | | | | |
| AP040 | Ensure volunteers are aware of their rights and responsibilities | X | X | X | X | | | | | | | | | | | | |
| AP040 | Ensure volunteers' safety and wellbeing | X | X | X | X | | | | | | | | | | | | |
| AP040 | Ensure volunteers are properly trained | X | X | X | X | | | | | | | | | | | | |
| AP040 | Ensure volunteers' engagement in decision-making processes of respective projects they implement | X | X | X | X | | | | | | | | | | | | |
| AP040 | Ensure that volunteers receive appropriate per diem | X | X | X | X | X | X | X | X | X | X | X | X | | | | |
| P&B Output Code | Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place | | | | | | | | | | | | | | | | |
| | | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| AP042 | Strengthen the NS capacities in the areas of CVA | | x | x | x | x | x | x | x | x | x | x | x | | | | |
| P&B Output Code | Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened | | | | | | % of mobilized and damaged DRT equipment replenished (target: 100%) | | | | | | | | | | |
| | | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| AP002 | Equipment and relief items of DRTs is examined and replenished based on needs | | | | | | | | | | | X | X | X | | | |
| P&B Output Code | Outcome S2.1: Effective and coordinated international disaster response is ensured | | | | | | | | | | | | | | | | |
| | Output S2.1.1: Effective and respected surge capacity mechanism is maintained. | | | | | | # of IFRC monitoring visits (target:4) Operational review is conducted: Yes | | | | | | | | | | |

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|----------------------------|---|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|
| | | A report compiling the findings of the pre and post-distribution monitoring/ satisfaction surveys is prepared (target: 1) | | | | | | | | | | | | | | | |
| | Activities planned/ Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP046 | Regular monitoring undertaken by IFRC | | | X | | | | X | | | | X | | | | X | |
| AP053 | Operational Review: Lessons Learned Workshop | | | | | | | | | | | | | | | | X |
| P&B Output Code | Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved | | | | | | | % of people who report during the satisfaction survey having participated in the response (target: 70%) % of people who report during the satisfaction survey that they were aware of how to provide feedback to ARCS % of community feedback responded by the NS # of community engagement activities conducted to help promote healthy and safe behaviour in relation to the identified risks (target: at least 1) | | | | | | | | | |
| | Activities planned /Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP049 | Ensure that the Principles and Rules, Emergency Response Framework and Emergency Appeal and DREF procedures are well understood and applied | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP049 | Advocate for engagement with partner and operating NS on the promotion and use of the Principles and Rules | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP084 | Methods are put in place to ensure communities can participate in the response and influence decision-making | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP084 | Community communication activities ensure people are kept informed of operational plans and progress and have they information they need about the response | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP084 | Community feedback systems (including rumour and/or perception tracking) are established, and feedback acted upon and used to improve the operation | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP084 | Community engagement activities help to promote healthy and safe behaviour in relation to the identified risks and vulnerabilities | X | X | X | X | X | X | X | X | X | | | | | | | |
| AP084 | Exit strategy developed that includes community consultation and sharing of the final evaluation results with the community | X | X | X | X | X | X | X | X | X | | | | | | | |
| P&B Output Code | Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards | | | | | | | | | | | | | | | | |
| | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP050 | Procurement of FA kits and other items planned to be replenished | | X | X | X | X | x | x | | | | | | | | | |

| | | | | | | | | | | | | | | | | | | |
|-------|--|---|---|---|---|--|--|--|--|--|--|--|--|--|--|--|--|--|
| AP050 | Logistics services to support the mobilization of the volunteers and equipment | X | X | X | X | | | | | | | | | | | | | |
| AP050 | Procurement of contract with the financial service provider | X | X | X | X | | | | | | | | | | | | | |
| AP050 | Global logistics validation of the procurement file for the FSP | X | X | X | X | | | | | | | | | | | | | |

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|----------------------------|--|---|---|---|---|---|---|---|---|---|----|----|----|----|----|----|----|
| P&B Output Code | Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced | | | | | | | | | | | | | | | | |
| | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP049 | Work in coordination with the humanitarian actors and the public authorities | x | x | x | x | x | x | x | x | x | x | x | x | | | | |
| P&B Output Code | Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided, contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders | | | | | | | | | | | | | | | | |
| | Activities planned / Week | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 |
| AP064 | Finance work | x | x | x | x | x | x | x | x | x | x | x | x | | | | |
| AP065 | Administration work | x | x | x | x | x | x | x | x | x | x | x | x | | | | |

D. Budget

The budget of this DREF operation is **CHF 183, 766**. [Please click here to see the budget.](#)

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

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For IFRC Resource Mobilization and Pledges support

- Andrej Naricyn, Head of Partnerships and Resource Development, email: andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support

- Matyas Daroczi, Senior Officer, Global Operational Procurement, email: matyas.daroczi@ifrc.org

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

- Lela Berdzuli, South Caucasus Country Delegation Senior PMER Officer, lela.berdzuli@ifrc.org
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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 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.

DREF OPERATION

MDRAM009 - Armenia - Massive explosion in Yerevan

03/09/2022

Budget by Resource

| Budget Group | Budget |
|---|----------------|
| Transport & Vehicles Costs | 2,400 |
| Logistics, Transport & Storage | 2,400 |
| Travel | 4,500 |
| Financial Charges | 1,000 |
| General Expenditure | 5,500 |
| Cash Transfers National Societies | 164,650 |
| Contributions and Transfers | 164,650 |
| DIRECT COSTS | 172,550 |
| INDIRECT COSTS | 11,216 |
| TOTAL BUDGET | 183,766 |

Budget by Area of Intervention

| | | |
|--------------|--|----------------|
| AOF1 | Disaster Risk Reduction | |
| AOF2 | Shelter | |
| AOF3 | Livelihoods and Basic Needs | 48,990 |
| AOF4 | Health | 46,754 |
| AOF5 | Water, Sanitation and Hygiene | |
| AOF6 | Protection, Gender and Inclusion | |
| AOF7 | Migration | |
| SF11 | Strengthen National Societies | 62,675 |
| SF12 | Effective International Disaster Management | 23,963 |
| SF13 | Influence others as leading strategic partners | |
| SF14 | Ensure a strong IFRC | 1,385 |
| TOTAL | | 183,766 |

