

Emergency Plan of Action operation update

Zimbabwe: Floods

DREF n° MDRZW010	GLIDE n° EP-2015-000001-ZWE
Operations update n° 1; 2 April 2015	Timeframe covered by this update: 12 January – 19 March 2015
Operation start date: 12 January 2015	Operation timeframe: Four months (New end date: 12 May 2015)
Overall operation budget: CHF 192,292	Total estimated Red Cross and Red Crescent response to date: CHF 192,292
N° of people being assisted: 2,500 people (500 households)	
Red Cross Red Crescent Movement partners actively involved in the operation: Danish Red Cross, Norwegian Red Cross, Finnish Red Cross, ICRC, IFRC SARO.	
Other partner organizations actively involved in the operation: UNOCHA, IOM, World Vision	

Request to extend the timeframe by one month (New end date: 12 May 2015) to enable an operational review/lessons learnt exercise, as per the agreed EPoA + Budget.

A. Situation analysis

Description of the disaster

From December 2014, Zimbabwe experienced continuous heavy rainfall, which led to widespread flooding across the country, with the worst affected provinces including: Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands. According to preliminary assessments, approximately 6,000 people (1,200 households) were affected, of which 2,500 people (500 households) were identified as in urgent need of assistance. Many houses collapsed due to flooding, belongings were washed away including food and livelihoods items, and water and sanitation infrastructures contaminated.

IN January 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released CHF 192,292 from the Disaster Relief and Emergency Fund (DREF) to support the Zimbabwe Red Cross respond to the immediate needs of the affected population, with emergency food, relief, shelter assistance, water, sanitation and hygiene promotion in Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces; over a period of three months. As of 20 March 2015, it is estimated that 95 per cent of the activities have been completed.

This Operations Update is requesting an extension of timeframe by one month; in order to carry out a DREF operational review/lessons learnt exercise. This operational review/lessons learnt was intended to be carried out the week commencing 22 March 2015. However, it had to be postponed until the 20 April 2015 due to non-availability of the ZRCS involved in the DREF operation and ODK equipment required to carry out beneficiary satisfaction survey. The IFRC zone office and Southern Africa regional office (SARO) have developed a Terms of Reference and team members have been identified from Disaster Management and PMER units. A representative from British Red Cross has also been invited to participate in this exercise. As part of the operational review/lessons learned there will be a refresher training on the use of ODK technologies for ZRCS staff, which will be used to carry out beneficiary satisfaction survey. The DREF operation will end on 12 May 2015, and a final report will be made available on 12 August 2015 (three months after the end of the operation).

This DREF has been replenished by DG ECHO. The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID) the Medtronic, Zurich and Coca Cola Foundations and other corporate and private donors. The IFRC, on behalf of the Zimbabwe Red Cross Society would like to extend many thanks to all partners for their generous contributions.

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Summary of current response

Overview of Host National Society

Upon approval of the DREF, the NS managed to catapult forward the emergency response mechanisms which had been set in motion late December and part of January 2015. Provincial level teams deployed to carry out further, detailed needs assessment in order to establish a comprehensive picture of the emergency situation and the needs of the affected populations. Joint assessments were in some districts carried out with other Civil Protection members to promote coordination and increase efficiency, transparency and beneficiary accountability of all agencies inclusive of civil societies planning interventions in the affected areas. The findings proved not to be too far from the projections on the initial rapid assessments in terms of the scale and geographic coverage of the affected area, notwithstanding the useful recommendations for long term recovery and sustainability. The detailed assessments also generated more in-depth information on the target beneficiaries including the list of names which aided significantly to the relief distributions which followed the conclusion of the procurement processes. Almost 90% of the procurements were done locally and for expediency and relevance to the local contextual realities, with exception only to the tarpaulins which are being procured abroad as the local market price is too steep. Key staff and volunteers in the operation were also trained on the Sphere Standards as a way of strengthening the capacity for effective response,

The National Society continued to canvass for additional support through local and international well-wishers as such independently managed to receive a donation from the Rotary Club of the UK for water filters and school/education support. Local well-wisher also donated second hand clothing and footwear. All this complemented the DREF relief package quite significantly. The final round of the distribution was eventually concluded on the 25 March, while a beneficiary satisfaction survey had been carried out to establish effectiveness of the support given from the beneficiary perspective.

Overview of Red Cross Red Crescent Movement in country

Within the reporting period, ZRCS continued to work in collaboration with in-country Partner National Societies which including the Danish Red Cross, Finnish Red Cross and the Norwegian Red Cross all these have positively supported the response actions by availing critical resources at some points such as project vehicles during various phases of the emergency. Movement coordination meetings have been opportune platforms for updating on the general progress of activities including the DREF operation.

Overview of non-RCRC actors in country

As noted earlier, there was improved coordination of the response with the Department of Civil Protection increasingly leading and coordinating the response actions of the varied agencies. As such, assessments in Mashonaland West and Central provinces were joint interagency assessments. Beneficiary's lists which were produced were considered as the authentic list for any distributions which significantly improved efficiency and effectiveness by preventing costly overlap, and double dipping. Other agencies and civil societies have also come forward to assist the afflicted population but the District of Civil Protection committees have keenly guarded against the overlaps. The Department of Social Services, National Health Care Trust, Lower Gureve Development Association are among the few agencies to distribute items such as, hygiene items, grain, farming inputs for some beneficiaries not covered by the planned ZRCS response. Detailed information on this is in the process of consolidation and will be shared adequately in the final reporting.

Needs analysis and scenario planning

Despite the detailed assessment that was carried out, there was little departure from the original plan of action as the variances remained quite negligible. ZRCS continued pursuing the plan to support 2,500 people and 500 households, slight variation were however made particularly on targeting for safe drinking water (distribution of plastic buckets) which increased from 500 to 600 while in some instances the beneficiaries received more than one storage container based on the family size, and need. The increase of beneficiary households was a result of detailed surveys which exposed the need to widen the reach as the contamination of water sources exposed greater geographic reaches and not limited to the households whose shelter was affected. Also, this was in view of the threat of cholera outbreak in the vicinity of the target populations. The cholera threat also confirmed the need to step up hygiene awareness with focus on cholera prevention while panning off to broader diarrheal conditions and general good hygiene practices. The turnaround period from the order of relief stocks to suppliers and their eventual delivery

became more protracted than was anticipated, extending into almost five weeks. Upon receipt of the deliveries the NS guided by the ongoing assessments by field teams found that some of the planned relief was no longer relevant hence the decision to preposition. Shelter distributions i.e. plastic sheets and tarpaulins were suspended on observation that majority of the beneficiaries had already instituted local recovery initiatives by either repairing their damaged structures and/or rebuilding.

B. Operational strategy and plan

Overall Objective

The flood-affected population's survival and immediate needs are met through the provision of essential emergency relief, food and shelter items, water and sanitation, hygiene promotion targeting a total of 2,500 people (500 households) in Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces.

Proposed strategy

Pursuing the earlier strategy ZRCS continued to implement the activities that were prioritized within EPoA, much of these activities were fulfilled sufficiently, with exception of a few outstanding activities (ODK training and the Review):

- Carry out needs assessment and analysis for validation of the needs of the current flood-affected population, with the intention of modifying/extending the operation as required. Following the needs assessment a breakdown of the households per province will be confirmed through the issue of an Operations Update.
- Procurement and distribution of NFIs: 1,000 blankets (two blankets/family); 250 kitchen sets (priority to be given to the 250 vulnerable households whose utensils got damaged/lost during floods), and 500 mosquito nets. NFIs have already been distributed to 500 people (100 households) and will be replenished.
- Procurement and distribution of 500 food parcels to households affected for one month (20kg mealie meal, 2kg beans, 2 litres cooking oil, 500g salt, 2kg sugar, 500g powdered milk and 2kg flour). Based on the information from preliminary assessments and also informed by the actions of other players a one month food support will be provided to the flood-affected populations in the form of parcels based on the standard food basket.
- Provision of temporary shelter (1,000 tarpaulins, 2,000 timber pieces and 50 rolls plastic sheeting) for 2,500 people (500 households) affected families. Shelter shall be a priority provision and shall be sensitive to gender disparities and needs as guided by the SPHERE standards. Tools to support shelter construction are locally owned by the communities; and volunteers will be deployed to provide demonstration/assistance as required;
- Provision of 45,000 aqua tablets for three months (30 tabs/household/month);
- Procurement and distribution of 500 hygiene kits (soap, Vaseline, sanitary pads, mosquito repellents) and 500 buckets (for water storage);
- Printing and distribution of Information, Communication and Education (IEC) materials to the affected communities and carrying out hygiene promotion;
- Training of staff and volunteers on SPHERE standards;
- Procurement of Mega V/ODK equipment and training of staff and volunteers on its use for surveys/distributions in collaboration with the IFRC Zone and SARO.

In the delivery of the DREF operation, the most vulnerable populations who were in need of immediate life-saving assistance, and not being targeted by other agencies, have been prioritized – this includes: children and the chronically ill orphans, people living with disabilities, widows, and women. The needs of women and children and other disadvantaged groups have been taken into consideration.

Of the items to be procured, only tarpaulins are in the process of procurement externally, as food hampers, hygiene kits, and kitchen sets, mosquito nets, plastic sheeting and timber were procured locally. As well as provisioning items for the operation, relief stocks already utilized will require replenishment and expenses incurred prior to the DREF allocation reimbursed, i.e. assessments and logistics.

Operational support services

Human resources

The DREF operation required personnel which involved volunteers and NS staff. The planned personnel and volunteers hereunder remained almost constant.

- 50 trained volunteers participated during the operation to carry out shelter construction, distributions, assessments loading, offloading and shelter construction. Working on a maximum of four hours a day these will require insurance, travel cost, allowances and refreshments during the operation as stipulated in the ZRCS volunteer policy. An RDRT trained officer will be assigned as the project officer to manage the operation and will be on a fulltime salary support for the three months.
- 12 members of staff at provincial and HQ level provided the required services from the beginning of the operation and some are NDRT participated in the operation as required and in rotation. HQ staff provided coordination of the operation. They were paid per diem, accommodation cost, travel costs as determined by the NS per diem policies. The 12 staff supported the Project Officer as and when required in the five provinces targeted by the operation. The number was cognizant of the geographic spacing of the affected areas.

Logistics and supply chain

The earlier envisaged logistics plan remained in place and was followed.

- Procurement plans: Locally available material was procured by the ZRCS. This included water sanitation items and food parcels. Procurement procedures followed standard IFRC protocol. Meanwhile procurements of tarpaulins (through IFRC) are yet to be delivered to the NS.
- Use of prepositioned non-food items at both National Society Level and IFRC regional level: The ZRCS has recently received a donation of NFIs from IFRC (tarpaulins/kitchen sets) that were used and would require replenishing. If any shortfalls IFRC regional stock can be used. All replenishment will be conducted via GLS.
- Warehouse and storage plans: While ZRCS earlier planned that procured items will be stored at ZRCS main warehouse and/or delivered straight to the provincial warehouse, this has not been the case consistently as in some instances, for expediency, goods were requested from ZRCS main warehouse and delivered straight to the distribution points. However at all times a paper trail of relevant documentation is kept to account and track stocks during distribution activities.
- Transport and fleet needs: The ZRCS allocated project vehicles to the operation. ZRCS has since been given a VRP vehicle on rent from IFRC Global Fleet Unit in country. The NS truck was also hired for transport of NFIs to distribution and storage sites, while another bigger 30 tonne truck was also hired for delivery of relief stocks to Mashonaland Central. Fuel costs for the local assessments and distribution costs however were higher than earlier planned, ZRCS had to utilise other underutilised fuel budgets to cover the gap.

Information technologies (IT)

All communications costs directly related to the operation were covered by the NS. ZRCS used existing IT equipment and no additional capital expenditures to be covered by the DREF budget.

Communications

ZRCS held press conferences with local media as needed to profile the response operations. Use of social media platforms such as the ZRCS Facebook and Twitter sites were critical; at the same time posting updates on the ZRCS website. Communications material gathered during the operation was shared with IFRC for posting on the recently launched Africa web page www.ifrc.org/africa. This material will be shared with ZRCS for their own use. Furthermore, the National Society was invited and used radio stations to promote the work being done in the operation. The humanitarian ambassador for ZRCS was also engaged to reach out to the media fraternity, as well as his fans by posting updates on his own social media sites. A documentary of the operation will be produced for future reference and lessons learnt.

Planning, monitoring, evaluation, & reporting (PMER)

PMER was key to the delivery of the planned operation to ensure evidence based reporting, upholding accountability and compliance to the established standards. While the disaster situation remained quite stable PMER continued to regularly track the effects and impact of response actions, track progress of activities and the delivery of outputs below, and to track beneficiary perceptions on the assistance being rendered. A beneficiary satisfaction survey was also carried towards the end of operation for increased accountability to the beneficiaries.

Lessons learnt from ongoing assessments informed decisions and revisions on the design of the implementation plan and strategy which in reality were to a minimal extent. In addition, an operational review/lessons learnt workshop will

be carried with technical support from the IFRC Zone or SARO and representative from the British Red Cross to provide recommendations for long term interventions.

C. Detailed Operational Plan

Programming / Areas Common to all Sectors

Programming / Areas Common to all Sectors			
Outcome 1	Outputs		% of achievement
	Output 1.1 Emergency plan of action is updated and revised as necessary to reflect needs		%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Needs assessment survey which show beneficiaries are consulted	X		100%
Revision of EPoA based on consultation with beneficiaries, assessment and analysis	X	X	%
Procurement of Mega V/ ODK equipment and training		X	NA
Progress towards outcomes			
1.1.1 Needs assessment survey which show beneficiaries are consulted The detailed assessments carried out upon approval of the DREF established a comprehensive picture of the emergency situation and the needs of the affected populations. Joint assessments where in some districts carried out with the civil protection to promote coordination and increase efficiency, transparency and beneficiary accountability by all agencies and civil society organisations planning interventions in the affected areas. The findings proved not to be too far from the projections on the initial rapid assessments in terms of the scale and geographic coverage of the affected area. Notwithstanding there have been useful recommendations made for long term recovery and sustainability. The detailed assessments also generated more in-depth information on the target beneficiaries including the list of names which aided significantly in the relief distributions which followed the conclusion of the procurement processes. 1.1.2 Revision of EPoA based on consultation with beneficiaries, assessment and analysis There has been no revision of the EPOA but an extension of the operation has been sought is to accommodate consolidation, the ODK training and the lesson learnt review. As noted above, the detailed assessments also generated more in-depth information on the target beneficiaries including the list of names which aided significantly to the relief distributions which followed the conclusion of the procurement processes. 1.1.3 Procurement of Mega V/ ODK equipment and training Following the launch of the DREF operation, the American Red Cross supported the Zimbabwe Red Cross with ODK equipment and training as part of its Urban Risk Reduction programming, and as such to avoid duplication this activity is no longer planned. Nonetheless, as part of the DREF operational review/lessons learned exercise, there will be a refresher on the use of ODK, and will be used to carry out beneficiary satisfaction surveying and future interventions.			

Outcome 2	Outputs		% of achievement
	Output 2.1 Monitoring information informs revisions of emergency plan of action where appropriate		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes	No	
Beneficiary satisfaction survey	X		100%

Monitoring visits	X		100%
DREF review workshop		X	25%
Progress towards outcomes			
2.1.1 Beneficiary satisfaction survey The ZRCS in collaboration with the Africa zone and SARO PMER units has developed a beneficiary satisfaction survey, the first phase has been carried out already (using the ODK technology) to inform the NS on possible adjustments based on beneficiary feedback. The last part will be carried out as part of the operational review/lessons learned exercise, using the ODK technology (cell phone based survey). 2.1.2 Monitoring visits Between 11 – 12 February 2015, the SARO Disaster Risk Management Coordinator and PMER Delegate carried out a monitoring mission to check progress on the implementation of the DREF operation. 2.2.1 DREF review workshop The Terms of Reference for the operational review/lessons learned has been agreed; and is now scheduled from 20 – 29 April 2015. Team members have been from SARO and the Zone office. British Red Cross have also confirmed their participation in this exercise. Pilot methodologies are under preparation, and as noted a beneficiary satisfaction survey has been finalized, with the intention of using them as standard for future DREF operational reviews/lessons learned.			

Water, sanitation, and hygiene promotion

Needs analysis: Most affected households lost their water storage devices along with most of their NFIs. While most protected water sources have been flooded and/or contaminated by flood waters. To avert potential water related illness it was paramount to provide water storage buckets that helped keep the water safe. Furthermore hygiene promotion through awareness raising campaigns during distribution of the relief items was done. Local volunteers continue to pass on messages to this effect. Hygiene kits were also procured and distributed to affected households for sanitizing their implements and living spaces.

Population assisted: 500 households in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces, which are flood-affected, whose access to safe water supply and sanitation facilities has been disrupted; and are at increased risk of waterborne diseases.

Water, sanitation, and hygiene promotion			
Outcome 1 Immediate risk of waterborne disease is reduced through the provision of safe water supply, sanitation facilities and hygiene promotion flood-affected areas of Zimbabwe over a period of three months	Outputs		% of achievement
	Output 1.1 Target population in flood-affected areas is provided with access to safe drinking water supply in accordance with SPHERE and WHO standards (Target: 2,500 people / 500 households)		100%
	Output 1.2: Target population in flood-affected areas is provided with adequate environmental sanitation facilities (Target: 2,500 people / 500 households)		100%
	Output 1.3: Target population in the flood-affected areas are provided with hygiene promotion activities, which meet SPHERE standards (Target: 2,500 people / 500 households)		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes	NO	
Water, sanitation and hygiene assessment	X		100%
Distribution of 45,000 aqua tablets	X		100%
Sensitization sessions on use of aqua tabs	X		100%
Distribution of 500 plastic buckets with lids (for water storage) to the affected 500 households	X		200%

Distribution of 500 hygiene kits (soap, Vaseline, sanitary pads, mosquito repellents) procured) to the 500 affected households	X		100%
Health and hygiene promotion awareness sessions	X		100%
Distribution of IEC materials	X		100%
Training of staff and volunteers on SPHERE Standards	X		100%
Progress towards outcomes			
1.1.1 Water, sanitation and hygiene assessment The detailed needs assessments cut across on all sectors to provide an in-depth understanding of each sector. These were carried out by personnel of multi-sectorial expertise. WATSAN personnel worked closely with the Environmental Health Technicians (EHTs) during the assessments. These assessment established the activities required. However, some identified needs sometimes went beyond the emergency phase to more development phase. Recommendations were shared with Ministry of Local Government authorities. 1.1.2 Distribution of 45,000 aqua tablets In total, 45,000 water guards (water purification tablets) were distributed to the 500 affected families, which equates to 100 per cent of the intended target (45,000). 1.1.3 Sensitization sessions on use of aqua tabs These were done pre-distribution . Beneficiaries were informed on the use of the water guards and a demonstration was done on site. In all instances the community welcomed the water guard over the powder water purifiers as it has less repulsive scent. However in these talks beneficiaries were reminded the need to use other conventional water purification methods such as boiling of water, since the supply was likely to last them three months on average. 1.1.4 Distribution of 500 plastic buckets with lids (for water storage) to the affected 500 households In total, 1,000 buckets (two per family) were distributed to the 500 affected families, which equates to 200 per cent of the intended target. Please note that these items were distributed from pre-positioned stocks, and being replenished through the DREF allocation. 1.2.1 Distribution of 500 hygiene kits (soap, Vaseline, sanitary pads, mosquito repellents) procured) to the 500 affected households In total, 500 hygiene kits (soap, Vaseline, sanitary pads and mosquito repellent) have been distributed to the 500 affected families, which equates to 100 per cent of the intended target (500). These items were not available from pre-positioned stocks, and had to be procured, and following the late release of funding to the ZRCS were not received until the week 16 February 2015, which delayed their distribution. 1.3.1 Health and hygiene promotion awareness sessions Hygiene promotion was carried in some instances using CBHFA trained volunteers in the locality. At every pre-distribution address volunteers in conjunction with the EHT and village health workers carried out hygiene talks and demonstrations. Volunteers also carried out home visits for discussions on latrine maintenance general household cleanliness. In total 1,500 home visits have been made during this period. 1.3.2 Distribution of IEC materials 1,000 pieces of hygiene promotion leaflets were procured and distributed to the communities during the hygiene promotion activities. 1.3.3 Training of staff and volunteers on SPHERE Standards Staff were trained on the SPHERE standards with the aim of increase the quality of RC response action thus increasing accountability to beneficiaries. A total of 30 staff members from the provinces and head office were trained over a period of 3 days			

Shelter and settlements

Needs analysis: Provision of temporary shelter to 500 households where damaged: Two tarpaulins were distributed per family while 20 metres of plastic sheeting provided for flooring purposes and/or covering partially damaged structures. Four lengths of treated timber were not distributed. Participatory designing of the shelters with the facilitation of shelter construction trained volunteers were done with locally available resources as timber was procured after distribution of prepositioned tarpaulins.

Population to be assisted: 500 households in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces, which were flood-affected, whose homes have been damaged/destroyed and which have lost household assets.

Shelter and settlements			
Outcome 1	Outputs		% of achievement
	Output 1.1 Distribution of NFIs and emergency shelter items undertaken to meet the needs of the target population in flood-affected areas (Target: 2,500 people / 500 households)		%
Activities		Is implementation on time?	% progress (estimate)
		Yes No	
Procurement and distribution of NFIs and emergency shelter items (1,000 tarpaulins, 2000 treated timber, 250 kitchen sets, 500 bed nets and 1,000 blankets)		X	100% with the exception of timber procured and prepositioned.
Sensitization sessions on setting up shelter		X	100%
Progress towards outcomes			
1.1.1 Procurement and distribution of NFIs and emergency shelter items (1,000 tarpaulins, 2,000 treated timber, 250 kitchen sets, 500 bed nets and 1,000 blankets) In total, 1,000 blankets (two per family), 500 bed nets (one per family) have been distributed to the 500 affected families, which equates to 100 per cent of the intended target. In addition, 250 kitchen sets have been distributed to the most 250 vulnerable families, which also equates to 100 per cent of the intended target. These items were distributed from pre-positioned stocks, and being replenished through the DREF allocation. 1,000 tarpaulins from the NS prepositioned stock was distributed to 500 families, 2,000 pieces of treated timber were not distributed and instead were supplemented by locally available material. In some cases the structures were either partially affected varied need across the target beneficiaries. 1.1.2 Sensitization sessions on setting up shelter Volunteers trained in shelter construction provided sensitisation and support to the communities during the setting up of the shelter structures. Provincial NDRT response teams earlier trained with support from ECHO were also part of the teams that provided the shelter support. The focus was on handing over the skills of shelter construction to the communities for sustainability.			

Food security, Nutrition, and Livelihoods

Needs analysis: The flood-affected population were in dire need of food after their food stocks were destroyed by flooding, moisture and exposure to elements.

Population to be assisted: 500 households in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces, which are flood-affected, who have lost food items and livelihood assets. The food parcel provided comprised of 20kgs mealie meal, 2kgs beans, 2 litres cooking oil, 500g salt, 2kg sugar, 500g powdered milk and 2kg flour.

Food security, Nutrition, and Livelihoods			
Outcome 1	Outputs		% of achievement
	Output 1.1 Appropriate food rations are distributed to the target population Target: 2,500 people / 500 households)		100%
Activities		Is implementation on time?	% progress (estimate)
		Yes No	
Procurement of 500 food parcels (locally)		X	100%
Distribution of 500 food parcels		X	100%

Progress towards outcomes

1.1.1 Procurement of 500 food parcels (locally)

Food parcels were not available from pre-positioned stocks and had to be procured, and following the late release of funding to the ZRCS were not received until the week 16 February 2015, which delayed their distribution.

1.1.2 Distribution of 500 food parcels

In total, 500 parcels have been distributed to the 500 affected families, which equates to 100 per cent of the intended target (500).

Contact information

For further information specifically related to this operation please contact:

- **Zimbabwe Red Cross Society:** Maxwell Phiri, Secretary General; phone: +263.4.332638; +263.4.332197; email: phirim@redcrosszim.org.zw
- **IFRC Regional Representation:** Michael Charles; Tel. +26771395339; Email: michael.charles@ifrc.org
- **IFRC Africa Zone:** Daniel Bolanos, Africa Zone DMC; phone: +254 20 283 5213; email: daniel.bolanos@ifrc.org
- **IFRC Geneva:** Christine South, Operations Quality Assurance Senior Officer; phone: +41.22.730.45 29; email: christine.south@ifrc.org

For Resource Mobilization and Pledges:

- **IFRC Africa Zone:** Martine Zoethoutmaar, Resource Mobilization Coordinator; phone: +251 11 518 6073; email: martine.zoethoutmaar@ifrc.org

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

- **IFRC Zone:** Robert Ondrusek, PMER/QA Delegate, Africa phone: +254 731 067277; email: robert.ondrusek@ifrc.org

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace**.
