

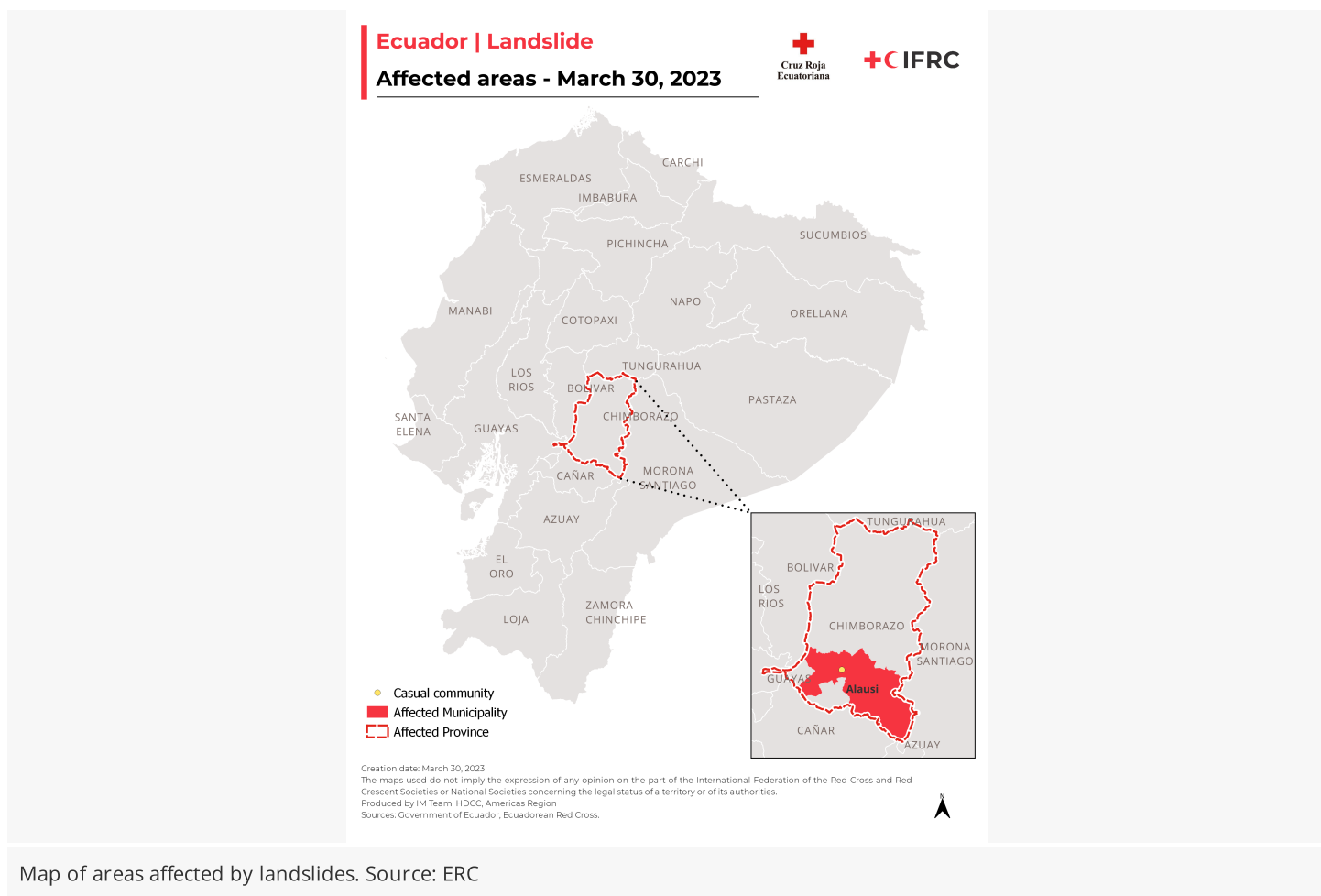


ERC evacuating injured persons. Source: ERC

Appeal: MDREC022	Total DREF Allocation: CHF 151,132	Crisis Category: Yellow	Hazard: Landslide
Glide Number: 2023-000058	People Affected: 8,400 people	People Targeted: 1,550 people	
Event Onset: Sudden	Operation Start Date: 14-04-2023	Operational End Date: 31-07-2023	Total Operating Timeframe: 3 months
Targeted Areas: Chimborazo			

The major donors of the Disaster Response Emergency Fund (DREF) include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden, and Switzerland, as well as DG ECHO, Mondelez International Foundation and other corporate and private donors. The IFRC, on behalf of the Ecuadorian Red Cross, would like to extend thanks to all for their generous contributions.

Description of the Event



Date of event

2023-03-26

What happened, where and when?

In the first quarter of 2023, Ecuador was affected by several hazardous events that were triggered simultaneously; among them were floods, large landslides, movements, and seismic activities. These incidents left the population exposed, resulting in several cases of loss of life, injuries, and people in need of immediate humanitarian assistance and material damage.

On March 26, at approximately 20:30 hr, a landslide was reported in the Canton of Alausí, Province of Chimborazo, impacting 5 neighborhoods (La Esperanza, Control Norte, Nuevo Alausí, Pircapamba, and Buain) of the "El Causal" sector in Alausí, causing loss of life and infrastructure. The landslide of great magnitude transported a large amount of material from the upper zone of Casual to the Gonzales Suarez school, leaving an affected area of 24.3 hectares.

The landslide occurred after, on February 19, Resolution No. SGR-039-2023 was issued by the Secretariat for Risk Management. In it, the Secretariat was declaring a yellow alert for the polygon identified as susceptible to mass movements in the communities of Aypug, Casual, and the neighborhoods of La Esperanza, Control Norte, Nueva Alausí, Pircapamba, and Búa, in the Alausí canton of the province of Chimborazo, covering an area of approximately 247 hectares(1)

According to the Ministry of Transport and Public Works (MTO, for its initials in Spanish), since December 2022, this section has presented landslides, slight cracking, and subsidence in the pavement structure of the roads, which have increased in recent months due to the saturation of water on the slopes as a result of heavy rains, as well as the irregular discharge of sewage by the inhabitants.





ERC explaining assistance to affected families. Source: ERC



ERC providing psychological support to affected families. Source: ERC

Scope and Scale

On October 31, the Secretariat for Risk Management (SGR, for its initials in Spanish) informed in its SitRep No. 98 that 800 people were directly affected by the event and 225 people were indirectly affected in the central impact zone. The landslide also left 10 people missing, 44 injured, and 65 dead. In terms of infrastructure, 104 houses were reportedly affected, and 57 were destroyed. The final impact figures were adjusted by the national authorities to reflect the impact of the event on the population that permanently inhabits the area. Therefore, the numbers may vary from the figures included in the IFRC-DREF Application (2).

Public services were also affected by the event. The main impact was the lack of access to drinking water, the distribution of which was already affected before the event, and which, after the landslide, was aggravated by the damage to the distribution network, forcing the population to use water from tanks that did not comply with the minimum conditions of storage and sanitation. Due to the landslide, 60% of the drinking water distribution network was affected and 40% remains in that situation. Local authorities expect to implement a pipeline rehabilitation project in February 2024.

Furthermore, 25% of the public lighting network was affected, mainly in the central zone of the event, as well as 20% of the sewerage network. The interruption of these supplies, especially in the sectors closest to the impact zone, affected daily activities and complicated rescue actions. At the end of the operation, the energy distribution and street lighting systems were gradually being restored.

According to the Municipal Government of Alausí, about 8,400 people were indirectly affected by the interruption in the supply of public services. Due to the emergency, six types of affected families were identified:

1. Families affected by the complete destruction of their homes.
2. Families affected by evacuation since their homes are a few meters from the main landslide.
3. Families affected because they lost their livelihoods, considering that part of the area of the landslide was considered commercial and it was close to spaces of mass concentration, such as the stadium, hostels, shops, and stores, among others.
4. Families affected by the loss of relatives. In some cases, they have suffered the loss of family members in the emergency who, until now, have not been able to be located among the rubble.
5. Families affected by injuries due to the landslides and during rescue actions.
6. Families affected by cuts or limitations in basic services and access roads.

Source Information

Source Name	Source Link
1. Resolution No. SGR-039-2023. Secretariat for Risk Management	https://www.gestionderiesgos.gob.ec/wp-content/uploads/2023/02/ALERTA-AMARILLA-ALAUSSI-19-02-signed-signed-signed-signed-1.pdf
2. SitRep N° 98. Secretariat for Risk Management	https://www.gestionderiesgos.gob.ec/wp-content/uploads/2023/11/SITREP-Nro.-98-Deslizamiento-Alausi-31102023-15h00-revf.pdf

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	The Ecuadorian Red Cross (ERC), through its provincial branches, responded to the emergency with the deployment of specialized personnel in damage and needs assessment, rescue, information gathering, pre-hospital care, psychosocial support, restoration and family contact, evacuation support, and distribution of humanitarian assistance. A total of 200 volunteers and paid technicians from the provinces of Pichincha, Cotopaxi, Guayas, Tungurahua, Bolivar, Azuay, Chimborazo, Cañar, and Imbabura were deployed together with staff from Headquarters.

IFRC Network Actions Related To The Current Event

Secretariat	During the event, there was permanent communication with the delegates of the IFRC Andean Cluster Delegation. Additionally, the Americas Regional Office provided support and technical assistance for the application of this IFRC-DREF for Response.
Participating National Societies	The Spanish Red Cross was in constant contact with ECHO to activate funds from the different budget lines of the Pilot Programmatic Partnership (PPP) in the impact areas. Through the project, actions were coordinated for the replenishment and pre-positioning of humanitarian assistance kits in the National Society's strategic warehouses located in the provinces of Imbabura, Azuay, Guayas, and Tungurahua. Thus, this IFRC-DREF complemented the actions carried out within the framework of the PPP. This made it possible to implement activities to assist affected people who had not yet been attended to or in areas that were not covered by the operation.

ICRC Actions Related To The Current Event

The ICRC supports the Ecuadorian Red Cross in its efforts to restore family links. In the case of the landslide, technical staff and their equipment were immediately activated.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	No
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<p>National authorities</p>	<p>The Ministry of Public Health activated the contingency plan for the reception of patients in medical centres in the provinces of Chimborazo and Tungurahua, while the most complex cases were referred to the city of Quito. In addition, a team of psychologists was deployed to attend to mental health and psychosocial support needs.</p> <p>Through the Secretariat for Risk Management, rescue teams were activated to intervene in collapsed structures. The initial deployment was carried out by the member institutions closest to the impact zone, while other teams were on alert for personnel rotation and, if necessary, immediate deployment.</p> <p>The Ministry of Economic and Social Inclusion, in coordination with local actors, carried out initial damage assessments, registration of victims, management of emergency centres, establishment of a disaster response centre and distribution of donations received from various provinces of the country.</p> <p>The Ministry of Urban Development and Housing was responsible for assessing housing and public and private infrastructure in the affected and at-risk areas. Different plots of land that could be used for the relocation of affected families in the medium term were also evaluated, as well as the possibility of activating the emergency rental subsidy as short-term support.</p> <p>The Ministry of Production, Foreign Trade, Investment and Fisheries coordinated with BANECUADOR, the main financial institution, to develop a strategy to support the recovery of families' livelihoods.</p> <p>The National Police provided security to the affected areas, delimited safe areas of mobility in the canton of Alausí, and supported rescue efforts, and the Armed Forces, through the deployment of specialized search and rescue personnel in the impact zone, provided logistical support to the entire ground response system.</p>
<p>UN or other actors</p>	<p>In Alausí, other actors and groups such as La Junta de Beneficencia de Guayaquil, World Vision, and the World Food Programme, among others, organized themselves to assist the affected people. This included donations from other provinces, such as food, hygiene supplies, shelter, and cleaning supplies. World Vision provided emotional support to children and adolescents in temporary shelters through Child-Friendly Spaces, as well as drinking water and protein for active shelters.</p> <p>Local electricity companies carried out the rehabilitation of public lighting and electricity supply systems in the affected areas. Fire brigades provided pre-hospital care and support in evacuation, rescue, and debris removal actions.</p>

Are there major coordination mechanism in place?

The Ecuadorian Red Cross is part of the Decentralized National System of Risk Management and works along with Technical Tables # 2 (Health and Pre-hospital Care) and # 4 (Emergency Shelters and Humanitarian Assistance) and Working Group # 3 (Search and Rescue), where actions were coordinated with government institutions and NGOs involved in the emergency.

With the Provincial and Cantonal Decentralized Autonomous Governments, the activation and coordination of local Emergency Operations Committees (COE, by its initials in Spanish) and assessment and response actions in affected areas were organized. With local governments, the re-establishment of essential basic services and the reactivation of economic and social systems in their jurisdictions were also coordinated.

At the community level, meetings were held with community leaders once the census carried out with the Initial Needs Assessment (EVIN, by its initials in Spanish) of the Secretariat for Risk Management (SGR, by its initials in Spanish) had been consolidated, to identify the places of residence of the people affected, to establish priorities for joint intervention, as well as to better understand their needs during the operation.



Needs (Gaps) Identified



Shelter Housing And Settlements

The impact of the emergency in the canton of Alausí caused severe damage to public and private infrastructure, as well as the destruction of more than 60 homes, mainly of families who had to evacuate their homes due to the risk of more landslides. At the time of the emergency, there was no accommodation ready for the evacuated population, and some people were thinking of leaving the canton in search of better living conditions. In response, the population initially improvised shelters for the affected people and those at risk, and the authorities activated the city's coliseum as temporary accommodation, but it did not have the facilities to house a large number of people.



Livelihoods And Basic Needs

In the aftermath of the disaster, many families lost all their assets and livelihoods. It became unviable to continue with the main economic activities in the affected area, with agriculture being the most affected. In the canton of Alausí, wheat, beans, vetch, maize, barley, and potatoes, are among the most important crops marketed. Generally, 43% of the crops are sold at the Guamote fair, the Alausí fair, the Riobamba market, and the market in Colta. Due to the event, the local markets were affected, increasing the number of people indirectly affected. Finally, the needs assessments identified that there were needs that could not be covered by the delivery of kits, reconstruction of houses, funeral expenses, and mobilization to safer places, amongst others.



Health

Because of the landslide, a large number of people were injured; some people died, and others had their health affected by the dust particles. The main injuries corresponded to patients with trauma to a single body system or multi-system trauma. During care, priority was given to injuries due to crush syndrome, major hemorrhages, proper airway management, ventilation, circulation, neurological deficits, and exposure, among others. Thus, response teams were activated to provide basic first aid and pre-hospital care to people whose health was affected.

People in shelters or who had lost family members, housing, or livelihoods required psychosocial support to alleviate their suffering during personal and family bereavement processes. This support was also needed for the population in areas outside the high-risk perimeter, as most of the population in the area had family or friendship ties with the victims.

Rescue actions were a fundamental necessity during this operation, as the population was trapped under the rubble, and it was necessary to work together with the community and local institutions to save those at risk. At the end of the operation, 10 people remained missing, and the search was called off due to the conditions at the site. Throughout this time, the importance of protecting the integrity of the rescue team was considered, as was their emotional health due to the shock of the event and its consequences.



Water, Sanitation And Hygiene

Because of the landslide, the restrictions on access to drinking water in Alausí, an area that already had difficulties accessing this service, were aggravated. Damage to the distribution network caused interruptions and a lack of service coverage for up to 60% of the canton's population. In this context, the inhabitants collected the vital liquid in the available containers, neglecting the management of these reserves and putting their health at risk by not consuming safe water. Unfortunately, until the end of the operation, the water distribution system could not be repaired due to the change of authorities in process at the time of the emergency.

To assess people's WASH needs in temporary shelters, a specialized volunteer was mobilized in coordination with the Risk Management Secretariat. Among the results was the population's lack of access to safe water for consumption and personal hygiene in the facilities of the Junta Cantonal de Alausi as well as in the temporary shelters, which was addressed through the IFRC-DREF operation.





Protection, Gender And Inclusion

As part of the PGI approach, an analysis was carried out on the situation of the priority attention groups, resulting in the identification of two main situations in the area: abandonment of older people and psychological violence against children. The older people were accompanied by providing psychosocial support. In the case of domestic violence, cases were referred to the appropriate rights protection institution. It was also found that the population that managed to leave the impact zone did not have a place to request information on their missing relatives who were residents of the affected neighborhoods, since the nature and magnitude of the event restricted the entry of rescue teams to ground zero to protect the integrity of the people. The need was then identified to activate the Restoring Family Links (RFL) team to register the missing persons' search requests.



Community Engagement And Accountability

Due to the nature of the event, information on the families affected in the neighborhoods located at ground zero could not be recorded on-site, so it was necessary to hold meetings with community leaders, neighborhood representatives, and local authorities to identify the population that was affected and try to cover their needs. This analysis was important to also include people who did not participate in the census carried out through the EVIN platform of the Secretariat for Risk Management, to have a better understanding of the situation by learning about urgent needs and indirect effects.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Plan of Action, the Ecuadorian Red Cross aimed to provide humanitarian assistance to 1,550 people affected by landslides in the canton of Alausí through the implementation of activities under Shelter, Health, Wash, and Multi-purpose Cash. Additionally, 2,000 people were targeted indirectly through the dissemination of key messages with a Protection, Gender, and Inclusion (PGI) and Community, Engagement, and Accountability (CEA) approach. At the end of the operation, 3,260 people were reached directly, and 148,320 people were reached indirectly.

Operation strategy rationale

In response to the needs identified in the community, the Ecuadorian Red Cross designed and developed an operational strategy focusing on the following areas:

Shelter housing and settlements

Shelter tool kits were distributed to 100 affected families for debris removal, mud clearing, and rehabilitation of their houses or security walls. The kits included shovel, hoe, nails, hammers, wire, saw and scissors.

Multi-purpose Cash

The implementation of Cash and Voucher Assistance (CVA) was designed to promote the economic recovery of 110 families. This cash assistance, divided into two deliveries, allowed families to cover their urgent needs (health, housing, funeral expenses, etc.). Based on the analysis of the families' needs, the market study, and the family income, it was decided to provide multipurpose economic assistance of USD 500 per family in two deliveries (USD 260 and USD 240).

Health

Considering the type of emergency, specialized teams were immediately deployed in the following areas: pre-hospital care, mental health, and psychosocial support. Teams carried out interventions through group and individual sessions, as well as disseminated care and self-care messages, which were also distributed through the media and social networks. For this purpose, the skills and abilities of the mental health and psychosocial support (MHPSS) and pre-hospital care teams of the provincial and cantonal branches were reinforced through training and the provision of equipment.

In order to strengthen the community, community brigades were formed, trained, and equipped with First Aid. Educational talks aimed at the population on the promotion and care of mental health were also carried out. These activities were designed in meetings with the community delegates, who referred to the importance of this type of content within their communities, as framed in the CEA strategy.

Water, Sanitation and Hygiene Promotion

Through the articulated work with the community and other response institutions, the need to distribute sodium hypochlorite, cleaning



kits, and hygiene kits was identified immediately in order to cover the basic needs in terms of safe water consumption, hygiene, and sanitation of the affected families. Two chlorinators with a capacity of 30 litres each were installed to produce 652 litres of sodium hypochlorite at 1% concentration. Installation of showers and laundry facilities in the temporary accommodation was also prioritized.

As community strengthening, awareness was raised on hypochlorite usage, water treatment, safe storage, care of water sources and water culture. Also, as a strategy to strengthen the staff of the Provincial Branch of Chimborazo, a basic course on Water, Sanitation and Hygiene (WASH) was developed.

Protection, Gender and Inclusion

The Protection, Gender and Inclusion (PGI) approach included the minimum standards for emergency situations: Dignity, Access, Participation and Security, as detailed in the Sphere Handbook. Their application was verified throughout the emergency cycle, and a strengthening capacity-building process for Ecuadorian Red Cross humanitarian staff was immediately activated.

In order to resolve the registration of missing persons, the Reestablishment of Family Contact team was activated, who together with the Secretariat for Risk Management set up an information point to receive requests on:

1. Injured family member who is in a health facility.
2. Deceased relative in health or forensic medicine establishments.
3. Deceased relative rescued from the rubble.
3. Missing family members.

Community Engagement and Accountability (CEA)

To strengthen the operation, the Ecuadorian Red Cross guaranteed and promoted the effective participation and feedback of the communities in all activities implemented. From the first moment of the emergency, the Ecuadorian Red Cross went to the Decentralized Autonomous Government of Alausí Canton to find out the list of community leaders, called a meeting with them and identified the mechanisms and schedules for joint work. The community participated from planning to evaluation; the best times for interventions, as well as the best mechanisms and all the details about the intervention were consulted and agreed with the community.

The operation was structured based on the diagnosis of affected people's needs and included the communication with the communities through a telephone line set up to provide operational support and humanitarian assistance. In addition, there were tools, such as online surveys and guides with specific messages, that facilitated the identification and mitigated possible rumours or harmful behaviours.

At the end of the IFRC-DREF operation, a podcast was recorded with interviews with four members of the community who participated in some of the lines of action of the intervention. Through these interviews, the Ecuadorian Red Cross has been able to identify good practices to replicate in other provinces. Also, key messages were disseminated, as is detailed in the communication section, after being tested with the community to ensure that they were easy to understand.

Communication

The communication strategy focused on disseminating key messages on emergency response, early recovery, disease prevention, and health promotion. Planning and reporting on communication actions and impacts were issued on the basis of the communication plan developed for this purpose.

An important component of the strategy was to raise community awareness to promote a culture of prevention, preparedness, and rapid response for the population in areas at risk of future similar disasters during the winter season. In conjunction with the community, it was identified that initially the main need for information was to re-establish family contact, so material was disseminated at different points on where to report missing family members. These messages were tested in the community to see if they were understandable and clear. The best dissemination channels for the key messages were through posters that were placed in shops and shelters and WhatsApp.

At the end of the intervention, a new information survey was carried out through interviews with some participants and community leaders, where the need to disseminate more messages on mental health, a culture of peace, and family emergency plans was identified. This information will be used by the branches for future communication campaigns.

Security

The Ecuadorian Red Cross applied its security protocols under the advice of the Security Coordination to volunteers and humanitarian staff, recalling the Operational Security Standards and the Safer Access Framework.

To ensure the safety of the response teams, one person was designated as a security technician for each intervention, who was in charge of being alert to any situation that could put the safety of humanitarian staff at risk.

Planning, Monitoring, Evaluation and Reporting (PMER)

The Ecuadorian Red Cross technical team carried out the corresponding monitoring, evaluation, and reporting processes, ensuring the



achievement of the planned results. There was a periodic review of technical progress and budget execution. A lessons learned workshop was also organized as part of the operation to document the achievements and points for improvement.

Administration and Finance

Through its finance and administration team, the Ecuadorian Red Cross team assigned an accountant to support the preparation of the budget, the allocation of funds, the tracking of expenses incurred during the implementation of this project, and the preparation of the final financial report.

Targeting Strategy

Who was targeted by this operation?

3,260 people affected by landslides were assisted in the canton of Alausí, through the implementation of activities under Shelter (506), Health (547), WASH (1,745), Multi-purpose Cash (452), Protection, Gender, and Inclusion (PGI) (10), and Community, Engagement, and Accountability (CEA). Of the people targeted, 2,587 people were part of family units (619 families), and the additional 663 were assisted individually through each of the action lines. (The figures correspond to persons who received one or more of the forms of support provided, avoiding double counting.). Additionally, 148,320 people were reached indirectly.

Explain the selection criteria for the targeted population

The following aspects were taken into account for the selection of the target population:

- Families that lost their homes
- Families that lost at least one family member.
- Single-parent families.
- Families with at least one family member with a disability.
- Families with a member with a degenerative disease.
- Families with elderly members.
- Families with more than four members.

Total Targeted Population

Women	790	Rural	85.7%
Girls (under 18)	-	Urban	14.4%
Men	760	People with disabilities (estimated)	1%
Boys (under 18)	-		
Total targeted population	1,550		

Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Exposure to risk and damage to the well-being of intervening staff and volunteers.	Organization and ensure the deactivation of personnel and volunteers involved in response actions.
Delayed procurement due to availability of inputs	After previous experiences in Response IFRC-DREFs, the ERC has now qualified suppliers at a national level, according to the requirements of the needs presented for immediate delivery.



Traffic incidents	The operational safety manual and check list for vehicles were applied. Compliance with the traffic in the country was promoted.
Likelihood of assaults and retention of volunteers and personnel	- Diffusion of the auxiliary and humanitarian role of the ERC. - Socialization of recommendations for safe behaviour in situations of violence.
Health impacts due to lack of use of personal protective equipment in the face of active hazardous events	Personal protective equipment according to the context of the emergency.
Limited access to affected areas due to hazardous events related to the winter season (mass movements, flooding, structural collapse and loss of road table).	Permanent monitoring of the state of the weather and the state of access roads to affected areas.
During the emergency, the sensitivity of the population was affected	Psychological first aid to people in need and staffs was provided.
Occurrence of aftershocks or new emergencies as a result of the main landslide	The capacities of affected communities were strengthened through the formation of community brigades, as well as their preparation skills and knowledge through talks on the Family Emergency Plan and first aid.
Theft of humanitarian assistance kits	Improved security in areas where humanitarian assistance is stored

Please indicate any security and safety concerns for this operation

Ecuador currently presents a delicate and complex context in terms of criminal violence and insecurity. According to official figures from the National Government, 4,450 homicides were registered in 2022, with the highest incidence in the provinces of Esmeraldas, Santo Domingo de los Tsáchilas, Guayas, Sucumbíos, Los Ríos, Pichincha, El Oro, Cañar, Manabí, and Santa Elena. In this context, the current emergency exacerbates levels of poverty, unemployment, and insecurity. The political situation is also generating social tensions, given the election of a new President of the Nation and new local authorities, who will have to face the growing insecurity in the country and the constant threat of armed groups.

Faced with these scenarios, the Ecuadorian Red Cross increased its efforts to have adequate access to those affected, an adequate perception and acceptance by the institutions and the community, as well as the implementation of operational security measures for all humanitarian and volunteer personnel.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 15,547

Targeted Persons: 400

Assisted Persons: 506

Indicators

Title	Target	Actual
Number of families that receive shelter tool kits.	100	100



Narrative description of achievements

The distribution of tool kits for the 100 families in the affected communities was scheduled to be carried out at the Alausí Cantonal Branch before a call to the community leaders involved, which allowed the activity to be carried out properly. This activity was carried out with the support of volunteers from the Chimborazo provincial branch. The distribution scheme, at each point, consisted of the following stages:

- Validation and updating of data: The list was used to verify the ID number and that the person lives in the affected communities.
- Training on the use of the kit and its content for the assisted people.
- Delivery of the kits, verification that they are in proper condition, and signing of the distribution act.

During the distributions, ensuring the second CEA component (Information as Aid), Ecuadorian Red Cross volunteers explained to the assisted people the work of the Red Cross, the type of humanitarian aid that is delivered, the selection criteria, the reasons for distribution, and the use of each of the toolkits and their benefits. This was followed by an evaluation of its usefulness, which was done through direct interviews with some of the people assisted and the collection of testimonies.

Also, during the distribution, the Ecuadorian Red Cross technical team of the Provincial Branch of Chimborazo kept a channel of communication open with the people who asked to address their concerns, complaints, or suggestions, thus always maintaining a clear discourse on the independent nature of the assistance. A reference to this can be found in the recording of the podcast with the community and the interviews conducted.

Lessons Learnt

- Have a reserve list of persons who meet the selection criteria but were not considered in the first priority list.
- Prioritize official communication channels other than mobile phones and WhatsApp so that the population can communicate effectively with the Ecuadorian Red Cross, such as the direct dissemination of verbal messages to the population.
- Maintain articulated and coordinated work with the community.
- Having clear selection criteria for the different types of assistance to be delivered avoids conflicts with the population.
- As it was done during the intervention, the information on the affected families has to be contrasted with secondary information (municipal lists and references from community leaders).

Challenges

The presence of people who did not belong to the affected sectors delayed the work, as explaining the work being carried out by Ecuadorian Red Cross increased the time of the planned activities.



Multi Purpose Cash

Budget: CHF 61,472

Targeted Persons: 440

Assisted Persons: 452

Indicators

Title	Target	Actual
Number of families that receive multipurpose cash assistance to cover basic needs	110	111

Narrative description of achievements

Market Analysis

In order to strengthen the staff capacities in the Provincial Branch of Chimborazo, 11 volunteers were trained in the use of market monitoring and information gathering tools, while visiting the local markets to verify the prices fluctuation.

Identifying a CVA strategy



The National Society, through the CVA technician and coordination team, produced the following documents to develop the best CVA strategy for the operation:

- Banking Risk Assessment.
- Validated databases.
- Planning distributions.
- Training of volunteer staff.
- Reproduction of Community outreach materials.
- Adjustment of the value to be transferred and delivered to assisted families.
- Adjustment of dates and compliance with delivery.
- Process for receiving and resolving complaints.

Preparing for distribution

The volunteers participated in a training day where they were able to learn the steps to follow during the distribution process, including the use of the ATM with bank codes in case someone requires assistance in withdrawing money. They also reviewed the options in case of inconveniences with the ATMs.

Distribution Process

The distribution took place in the facilities of the Alausí Cantonal Council, which provided a safe and accessible environment for the activity. For this distribution, the involvement and support of each representative of the affected communities were of vital importance. They were present during the whole process, forming a "Validation Committee" to be able to give authorization in case of withdrawals by third parties if the selected person could not be present at the site.

The monetary assistance was provided in two deliveries, the first of USD 260 and the second of USD 240. In the first distribution, USD 28,600 was delivered and, in the second distribution, USD 26,400.

The deliveries included the following activities:

- Meetings with community leaders to socialize the distribution process, schedules, and participants.
- Meetings with representatives of the banking identity (Banco Pichincha) to socialize the distribution process and request authorization to assist at local ATMs.
- 11 volunteers from the provincial and cantonal branches were trained in the use of digital tools for satisfaction surveys, and the distribution by stations was carried out.
- Nine persons were convened for a period of 30 minutes (Day 1: 70 families, Day 2: 40 families), where they were informed about the selection process, the amount, how to receive the money, and the contact number to request help or provide suggestions.
- At the end of the delivery of the bank codes, a survey was conducted to measure satisfaction with the process.
- In order to mitigate problems with bank codes, the volunteer staff participating in this activity did not wear their uniforms for operational security reasons but did carry their identification.
- 110 families received the multi-purpose cash assistance.

The first distribution was carried out in conjunction with community awareness-raising talks on health care and the correct use of sodium hypochlorite, and it took place from May 15 to May 19. The second distribution took place from June 7 to June 9. The follow-up survey on the use of cash for the second distribution was carried out from July 3 to July 5, with a sample of 45 participants.

Post-delivery follow-up and satisfaction survey

The satisfaction survey, hosted on Kobo, yielded the following results:

- 100% of people were successful with ATM withdrawals, so there were zero blocked codes.
- Regarding the decision on the use of the money, 50% of the participants mentioned that the women made the decision, while 33% of the participants mentioned that it was a couple's decision.
- Respondents reported that the top three uses of money were for food (64%), bank debt (54%), and health (40%).
- 70% of the participants mentioned having used the financial support completely, while 29% still keep some amount of money for future expenses.
- Of those surveyed, 99% were able to meet their most urgent needs thanks to the multipurpose cash.

As a channel for receiving complaints or suggestions from the general public, a telephone number was kept active, but no requests were received.

Lessons Learnt

- Extra time was considered due to possible delays in the financial system for the generation of codes. This prevented the rescheduling of activities with the target and assisted communities.
- Verify the availability of sufficient ATMs and the days on which they are recharged to avoid any inconvenience during distribution.



- Having local staff who know the reality of the sector allowed for more fluid distributions, with a better understanding of the communities.
- Prior training together with accompaniment by Ecuadorian Red Cross volunteers and staff at ATMs when the population does not know how to use them reduces the possibility of blockages.
- The importance of community participation in all phases of the programme from selection, distribution, and follow-up has enabled the intervention to meet its objectives.
- A proper needs analysis of the population mitigates the negative impact on the local economy.
- Internal organization and rotation of workstations during distributions prevented equipment wear and tear.
- Have a clear, written procedure for calling for volunteers specialized in CVA.
- The CVA Guide constructed by the Ecuadorian Red Cross was used, and the importance of adding additional recommendations for special cases in future editions of the Guide was identified.

Challenges

- The data collection process took time to properly validate the data of affected families, but the work of the provincial branches made it possible to adequately reach the targeted families.
- During the distribution, people who were not on the list presented themselves at the door of the branch facilities. Through validation with the community committee, how the selection was carried out was explained to them, and it became clear that they did not belong to the selected communities nor that they were within the risk polygon.
- Two families had to be assisted in the city of Riobamba, as they had already migrated due to the emergency and the loss of all their belongings.
- It is recommended to maintain the accompaniment of volunteer staff from other provincial branches for them to have a different view of the situation and thus improve the exchange of experiences within the territorial network.



Budget: CHF 9,755

Targeted Persons: 150

Assisted Persons: 547

Indicators

Title	Target	Actual
Number of people assisted through First Aid services.	70	76
Number of people in the community who participate in first aid talks (Principles of emergency action)	30	60
Number of people reached with health promotion and awareness activities.	150	196
Number of people who receive psychosocial support	150	215

Narrative description of achievements

Psychosocial Support

During the emergency, the demand for psychosocial support increased not only by the affected population but also by first responders from other institutions, which allowed for the coverage of 215 people.

Mental health and psychosocial support actions were developed through group and individual sessions and the dissemination of care and self-care messages. In addition, key community mental health messages were also disseminated through social networks. Group and individual mental health care and psychosocial support to the community took place in different areas of Alausí, such as the North Control sector, Central Market, Traffic Headquarters, Municipality, Central Square, Temporary accommodation in the coliseum, and in the impact zone.



The Unified Command Post and the Ministry of Economic and Social Inclusion facilities were the setting for the emotional discharges of first responders. Subsequently, due to the impact of the event, when conducting the follow-up surveys, it was identified the need for further intervention by the Mental health and psychosocial support team.

During the intervention of the Psychosocial Support and mental health teams, complex cases were identified in the community and a referral protocol was established for patients requiring mental health specialists. Awareness-raising talks were also held for affected communities on mental health promotion and care.

Awareness-raising and health promotion talks

This activity was carried out in conjunction with the delivery of humanitarian assistance, focusing on each of the affected communities, with 196 people participating. Focus groups were held with the presentation of videos and flipcharts, which were used as a basis for the topics covered including healthy eating to help maximize the use of donated supplies, safe water consumption, and personal and community hygiene.

First aid talks aimed at the community

This activity was aimed at the communities of Nuevo Alausí, Capitán Antonio José Pontón, La Esperanza, Control Norte, Pircapamba and Aypud, affected by the landslide. In addition, a talk was given to the Maquina Negra football team. The interest of the population in gaining first-hand knowledge allowed for an outreach of 60 people. The activity was conducted by the Alausí Cantonal Branch personnel trained in Basic First Aid.

Afterwards, a satisfaction survey was carried out through interviews, and it became evident that the community was very happy with this activity, the new knowledge acquired and with the methodology that allowed the children to be educated.

Formation of Community Brigades

Another activity was the formation of the community brigades with the support of volunteers from the provincial branch, which was well received by the assisted communities. A talk was given on the culture of peace and non-violence for better care by the people who make up each of the brigades.

Through the interviews conducted by the CEA team, it was identified that this activity exceeded the level of expectations of the community. The methodology and the type of messages used to involve children was something that the community really appreciated. This type of training allowed them to strengthen themselves as a community in the face of what happened, and also prepare and improve their response.

As part of sustainability and community strengthening, three safe, healthy and sustainable community brigades have been set up and equipped in:

- Nuevo Alausí with 10 members (Capitán José Antonio Pontón)
- Aypud with 7 members
- Control Norte with 10 members (La Esperanza)

Provide support through First Aid services.

Based on the emergency, the First Aid and Pre-hospital Care personnel were deployed to aid people affected by injuries, trauma, medical emergencies, obstetric problems, among others. First response actions were coordinated to refer the most complex cases using the resources of the local ambulance system in coordination with the Integrated Security Service ECU 911. At the end, 76 attentions were carried out (30 men, 46 women).

Lessons Learnt

- To prepare volunteer staff on mental health and psychosocial support issues through practical exercises with case studies.
- Have a standardized MHPSS kit at the headquarters to be deployed.
- Have MHPSS kits in the provincial branches so that they can be deployed in a standardized way.
- To implement the process of updating the MHPSS care registration form.
- Important to generated interest among the affected population to be trained in Basic First Aid to be able to act in the event of a possible new emergency.
- Carry out training processes in First Aid aimed at the community, using tools in accordance with the cultural context.
- Dissemination of information should be maintained through community leaders.

Challenges

- Compliance with schedules established with government institutions for activities in the community and with response teams.
- To make staff aware that mental health and psychosocial support are valuable before, during, and after deployment.
- The lack of connectivity in the first hours of the event made it difficult to fill out the digital form, and the lack of knowledge of how to



use Kobo's offline forms.

- The response to a never-before-seen event by volunteer staff.
- Consider the timing of procurement processes to be able to procure inputs on time.
- Several people, due to the security context, preferred to keep their personal information to themselves.



Water, Sanitation And Hygiene

Budget: CHF 18,851

Targeted Persons: 800

Assisted Persons: 2,547

Indicators

Title	Target	Actual
Number of people reached with the installation of a provisional sanitation and shower system	150	106
Number of families that receive family cleaning kits.	100	100
Number of families that receive family hygiene kits	100	100
Number of people reached with training on proper use of sodium hypochlorite	600	2,241
Number of people reached with sodium hypochlorite for water treatment	600	2,243

Narrative description of achievements

Distribution of hygiene kits and cleaning kits

The distribution of 100 hygiene kits and 100 cleaning kits was carried out for the 200 families in the affected communities of Alausí canton and for the families that remain in temporary accommodation. Of these, 66 families (220 people) received only the hygiene kit, 61 families (291 people) received only the cleaning kit, and 73 families received one of the kits plus another kind of assistance, such as tool kits or hypochlorite.

This activity was programmed for distribution at the Cantonal Branch before a call to the community leaders involved, which allowed the activity to be carried out properly. This activity was carried out with the accompaniment of volunteers from the Chimborazo provincial branch.

To generate a greater impact in the community, the distribution of humanitarian assistance was accompanied by several topics, which included: awareness-raising talks on health promotion and care, safe water, care of water sources, and healthy eating, as well as the delivery of hygiene and cleaning kits.

Population reached with the distribution of sodium hypochlorite

The technical team of the Alausí Cantonal Branch produced 652 liters of sodium hypochlorite, which were distributed to 2,241 people (529 families). This made it possible to prevent possible diseases caused by contaminated water or poor food hygiene.

The dissemination of printed material made it possible to share with families the proper dosage of hypochlorite according to the intended use of the water, i.e., whether it is for drinking or disinfection.

Installation of a temporary sanitation system and showers.

The installation of the sanitation system and showers helped 106 people who temporarily inhabited the shelter.

In the temporary accommodation of the Municipality, with the installation of portable showers and the adaptation of spaces for the adequate washing of hands and clothes, good hygiene practices were promoted. It should be noted that both showers and toilets were



identified by gender, and it was ensured that they were adequately lit and accessible, guaranteeing the safety and integrity of the people assisted.

Lessons Learnt

- Working closely with the community led to broad acceptance of the implementation of WASH activities.
- It is important to listen to the people in the community and to be able to adapt the key messages, arts, and designs to the context.
- To be able to talk to people and to know if the intervention was appropriate allowed the Ecuadorian Red Cross to know the real impact of the intervention.
- Consider rehabilitation of water systems in future interventions to ensure access to water in the community.

Challenges

- The procurement of inputs and materials for the production of sodium hypochlorite could not be done locally, for which support was provided by the staff of the provincial branch.
- Find the most suitable strategies for WASH interventions and to reach out clearly with the key messages.
- To be able to reach distant places where families needed to be heard and/or attended to, due to road conditions.
- Direct distribution of sodium hypochlorite to families due to the state of the roads and the distance between communities.



Protection, Gender And Inclusion

Budget: CHF 2,982

Targeted Persons: 2,000

Assisted Persons: 138,504

Indicators

Title	Target	Actual
Number of RFL cases attended	15	10
Number of volunteers trained in RFL activation protocol in disasters	50	88
Number of people reached indirectly by dissemination of key messages with PGI approach	2,000	138,495
Number of volunteers trained on the PGI approach - 2 virtual workshops	25	46

Narrative description of achievements

Volunteers Trained in the PGI approach

A virtual workshop was held for 46 volunteers from the provincial and cantonal branches, where the minimum PGI/CEA standards in emergency situations were addressed.

Dissemination of key messages with a PGI approach

Key messages on protection from domestic violence, children's rights, and equality promotion were disseminated. For this emergency, material adjusted to the local reality was produced with measures to obtain a greater impact based on the analyses previously carried out. The final report confirmed around 138,495 visualizations and interactions of the different publications on social networks.

Training for volunteers in RFL activation in disasters

Based on the emergency in the canton of Alausí, volunteers from the Provincial Branches of Bolívar, Chimborazo, Pichincha, and Tungurahua contributed to the updating of the "Emergency RFL Procedure" during a workshop based on the experience of the volunteers. The workshop strengthened the knowledge on how to activate RFL services at the territorial level in the event of an emergency or disaster. A total of 88 people were trained on the subject, through two phases, one in person and the other virtual, including 35 men and 53 women.



Strengthening the technical capacities of the volunteers of the Junta Cantonal de Alausí, through the implementation of the RFL training scheme, to promote a local response to potential emergencies or disasters.

Likewise, the emergency RFL protocol was updated and socialized with volunteers through two mechanisms, one in person and the other virtual, explaining how the provincial branches and headquarters handle the deployment of volunteers and the actions to be taken in the field.

The topics that were developed in the process of updating emergency RFL procedures are as follows:

- Institutional Strengthening.
- Revision of the Training Scheme.
- Location of the RFL suitcases in the Territorial Network.
- Contents of the suitcases.
- Procedures for activation of the RFL suitcase in case of crisis, emergency, and disasters.
- Procedure for monitoring, tracking, and control of the RFL suitcase.
- Data protection.

RFL cases attended

In the framework of the Restoring Family Links (RFL), according to the scenario of the hazardous event and the identified needs, the missing persons search service was activated and provided by trained volunteers. For the activation of this RFL-trained team, terms of reference were drawn up by the National RFL Technicians, prior to the call for RFL volunteers from the Provincial Branches.

In order to promote coordination and team travel times, the Provincial Branches of Chimborazo (first responder), Tungurahua, and Pichincha convened through the implementation of the "Operationalization Procedure for the Restoring Family Links (RFL) Service for Disaster Response", a technical instrument that, once applied, was evaluated and updated through a participatory workshop with representatives of the Provincial Branches.

In the canton of Alausí, there were several requests for restoring family links, which were considered pre-cases (because the relatives withdrew their requests, which is the reason why these requests are not registered based on the principle of protection of personal data), while 10 search requests were attended. This process was carried out through inter-institutional coordination with the Secretariat of Risk Management, the state institution that managed the official lists of deceased persons rescued from this event.

In order to strengthen the capacity to respond to cases of restoring family links in disaster situations, the Chimborazo provincial branch acquired and delivered an additional RFL emergency backpack to their existing backpack, which will be managed following the procedure for operationalizing the restoration of family links service for disaster response.

Lessons Learnt

- Maintain contact with applicant families to develop timely follow-up and closure of cases.
- Apply the methodology of forming multidisciplinary teams (RFL, MHPSS, and PHC) as in this event, in order to provide comprehensive care to the population.
- The terms of reference (ToR) have to be prepared with the profile of volunteers specialized in each of the lines of intervention for the call for volunteers and their subsequent travel to the field as part of the relay processes.
- Based on the different scenarios, consider the minimum times (3-5 days) for the volunteers' relays for this line of action, as they may vary due to factors of accessibility to the impact zone.
- Develop training actions for humanitarian staff jointly between the movement's cross-cutting approaches (PGI, CEA).
- Develop key messages from the PGI approach under analysis of the specific contexts of the areas of action, as well as identify the most appropriate channels according to local idiosyncrasies.
- Develop practical exercises with case studies for the implementation of PGI.
- Consider developing prior agreements with local public and private actors who are key players in the development of search request actions in disasters and other contexts.
- Have written coordination procedures for the management of deployed teams with government institutions.
- Raise awareness of the PGI approach, and in particular the minimum standards in emergencies, among both volunteer and paid humanitarian staff more broadly.
- Systematize good practices implemented in emergency situations that should be rescued to be institutionalized in the National Society.

Challenges

- Raise public awareness of the importance of implementing preventive measures to avoid the breakdown of family ties in disasters and other contexts.
- Coordination procedures for the management with government institutions of the different teams deployed.



- Combining the need for immediate response with greater use of the Protection, Gender, and Inclusion (PGI) approach, i.e., naturalizing or improving the conscious use of the approach automatically.



Community Engagement And Accountability

Budget: CHF 2,130

Targeted Persons: 2,000

Assisted Persons: 9,824

Indicators

Title	Target	Actual
Number of people reached indirectly through key messages with the CEA approach	2,000	9,825

Narrative description of achievements

One of the first activities carried out by the Ecuadorian Red Cross during the emergency was to request a list of community leaders, identify them, generate contact, and initiate work and intervention in a coordinated manner. With them, the best channels of communication with the community and the best mechanisms were identified. The best times for meetings and interventions were identified, and they were involved at all times during the intervention. The territorial team, as well as the volunteers, kept the community involved and informed at all times, and an open channel of permanent communication with the community was established through the telephone line and WhatsApp.

Each line of action has implemented the approach in a cross-cutting manner. The national CEA team has maintained contact with the provincial focal point, who, from the outset, has provided ongoing support to the teams. This has also made it possible to strengthen the application of the approach in a cross-cutting manner.

Two feedback mechanisms were implemented to produce a lessons-learned report:

- The first is the recording and production of a podcast, for which four representatives of the community have been identified to generate a dialogue and learn about their perception of the Ecuadorian Red Cross's operation. The second was different interviews that allowed for collecting more information. Both mechanisms had a qualitative approach aimed at identifying good practices and developing products for exchange and further application in other provinces and/or countries.
- The information gathered and compiled allows the Ecuadorian Red Cross to improve the areas of intervention and turn them into actions in the community.

Lessons Learnt

- Having the CEA focal point as part of the operation has strengthened the implementation of the CEA approach. It is important to continue to form more focal points to ensure correct and permanent implementation.
- The importance of establishing qualitative feedback mechanisms to understand community perceptions.
- Test messages with the community.
- Keep the community informed at all times through clear and understandable messages.
- Maintain appropriate channels of communication with the community.
- Maintain active community participation at all times.
- Importance of contact with the community committee in CVA processes.

Challenges

- The main challenge is to make CEA's application visible through the reports, even though the CEA approach is applied from the beginning of the operation by each of the action lines.
- Maintain CEA training at the territorial level and continue to strengthen the technical capacities of teams and volunteers.
- Raise volunteers' awareness of the importance of CEA application in all activities.
- Importance of involving community leaders from the beginning of the operation.





Secretariat Services

Budget: CHF 3,834
Targeted Persons: 0
Assisted Persons: 0

Indicators

Title	Target	Actual
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Challenges

The monitoring visits could not be carried out due to the context of insecurity in the country, which remained on orange alert during the implementation of the operation.



National Society Strengthening

Budget: CHF 36,561
Targeted Persons: 0
Assisted Persons: 0

Indicators

Title	Target	Actual
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Narrative description of achievements

Volunteer Insurance

The 200 volunteers involved in the operation were provided with a personal insurance to carry out the activities without any inconvenience, as well as during the execution of the project.

Lessons learned-workshop

A lessons learned workshop was held to analyze the factors that supported the intervention and those that were challenging.

Lessons Learnt

Lessons learned in addition to those presented in each section were as follows:

- Support field coordinators to facilitate the exchange of experiences and the socialization of technological tools.
- The rotation of the teams seemed practical to the volunteer staff.
- The formation of multidisciplinary teams was positive when working in the field.
- Promote spaces for sharing information before the change of each relay.
- Support among the provincial branches for the emergency in the canton of Alausí.
- Each team knew the work they would be doing in the field prior to and during the intervention.
- Evacuation routes were made known to the corresponding participating entities.
- Locally, the perception of the Ecuadorian Red Cross was very positive.
- Establish a community information centre other than the Municipal Government.
- The MHPSS sheet should be smaller in emergencies.
- Share experiences in emergencies with the entire territorial network to be better prepared for a new emergency.

Challenges

- Ensure access to TELECOM equipment available to be used in the territorial network in due course.
- Recruit staff for rotations during the emergency as well as in the implementation of the DREF project.



- Timely coordination of relays.
- Having more equipment for better work on the ground.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDREC022 - Ecuador - Landslides 2023

Operating Timeframe: 14 Apr 2023 to 31 Jul 2023

Selected Parameters			
Reporting Timeframe	2023/04-12	Operation	MDREC022
Budget Timeframe	2023/04-07	Budget	APPROVED

Prepared on 12/Feb/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	151,132
DREF Response Pillar	151,132
Expenditure	-144,659
Closing Balance	6,473

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	15,547	16,192	-645
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	61,472	56,862	4,610
PO04 - Health	9,755	9,270	486
PO05 - Water, Sanitation & Hygiene	18,851	15,136	3,714
PO06 - Protection, Gender and Inclusion	2,982	1,844	1,138
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	2,130	1,801	329
PO11 - Environmental Sustainability			0
Planned Operations Total	110,737	101,104	9,633
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	3,834		3,834
EA03 - National Society Strengthening	36,561	43,555	-6,993
Enabling Approaches Total	40,395	43,555	-3,159
Grand Total	151,132	144,659	6,473

[Click here for the complete financial report](#)

Please explain variances (if any)

A total of CHF 151,132 was allocated from the IFRC-DREF Fund for the implementation of this IFRC-DREF Operation. The Ecuadorian Red Cross spent a total of CHF 144,659. The remaining balance of CHF 6,473 will be returned to the IFRC-Disaster Response Emergency Fund (DREF).

The most significant variances in the budget versus the actual expenditure include:

In the case of the Shelter line, the total planned expenditure was made according to the budget; however, during the process of

purchasing the tool kits, offers were received from suppliers with higher costs than those allocated, so it was analyzed and decided to use the balance in favour due to currency exchange and savings in expenses from other lines to compensate these expenses.

Regarding the National Society Strengthening line, the initial acquisition of materials and supplies related to operational issues and the provision of institutional personnel was carried out. However, during the operation, there was a need to rotate personnel from various provinces of the country in the pre-hospital care, MHPSS, RFL, rescue, livelihoods, logistics, finance, communication and volunteer lines of action, which required the use of uniforms during the day and part of the night, so that the provision of one T-shirt and one dungarees did not guarantee compliance with the measures for safer access.

For this reason, in the last period of execution of the plan and considering that funds were available from the exchange rate differential and balances from other items, an adjustment of purchases was made to provide an additional quantity of T-shirts for the Provincial and Cantonal Branches involved, as well as for those considered within the first line of support. It is important to mention that, in both cases, these scenarios were discussed and consulted on an ongoing basis with the IFRC focal point at the time.

In the case of the Cash Transfers, 100% of the activity was executed, reaching the 110 families planned. There was a surplus budget amount, due to the difference to the ceiling, as the amount stipulated by the intervention was USD 500; however, CHF 500 was initially budgeted to provide for possible additional expenses. The surplus balance could not be reinvested in the same line to cover more people assisted, as, due to the type of emergency, no new affected persons were identified.

As for the WASH line, the largest balance is reflected in the lines for the purchase of humanitarian assistance kits, given that the total value of each kit was close to 50% of the budgeted value. As in the case of cash, as there were no more affected people, no additional purchase was proposed.

Finally, in Secretarial Services an amount had been left for monitoring visits. Visits could not take place due to security issues in the country at the time of project implementation and closure.



Contact Information

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

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[Click here for reference](#)

