



OPERATION UPDATE (12 MONTHS)

Morocco, MENA | Morocco Earthquake 2023

Emergency appeal №: MDRMA010 Emergency appeal launched: 12/09/2023 Operational Strategy published: 07/11/2023 Revised Operational Strategy published: 14/11/2024	Glide №: EQ-2023-000166-MAR
Operation update #5 Date of issue: 16/11/2024	Timeframe covered by this update: From 12/09/2023 to 30/09/2024
Operation timeframe: 28 months (08/09/2023 – 31/12/2025)	Number of people being assisted: 125,000
Funding requirements (CHF): CHF 75 million through the IFRC Emergency Appeal CHF 100 million Federation-wide	DREF amount initially allocated: CHF1 million

To date, this Emergency Appeal, which seeks CHF 75,000,000 is 50 percent funded.



Photo 1 – Red Cross and Red Crescent Movement teams for the earthquake response during the One-year post-earthquake commemoration event, Marrakesh, September 2024 (MRC, IFRC, FRC, GRC, SpRC, QRC) - (Photo: MRC / IFRC)

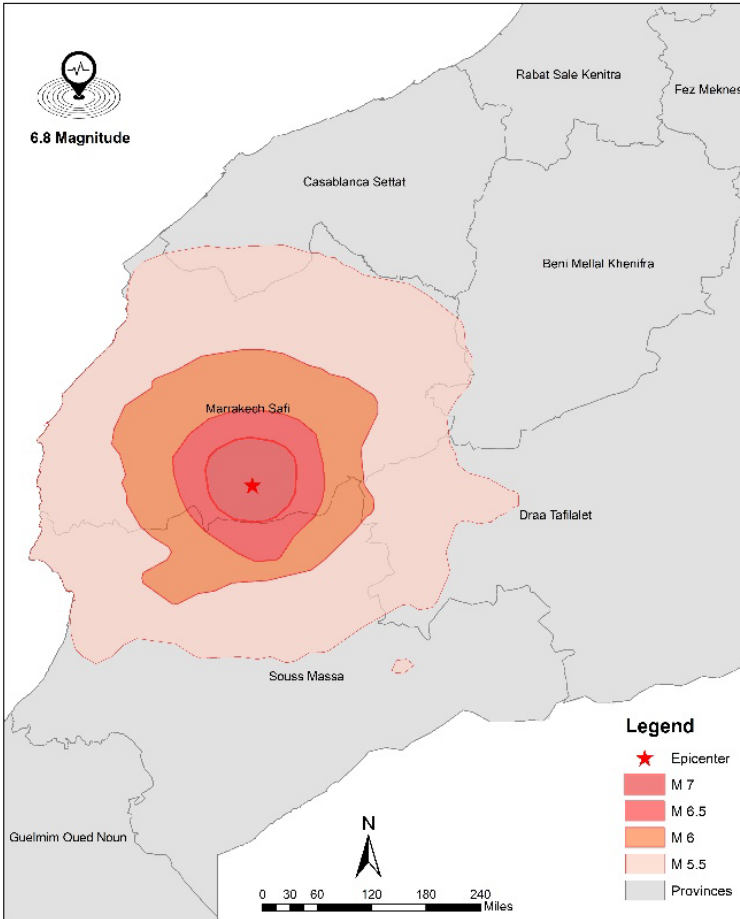
A. SITUATION ANALYSIS

I. Description of the crisis



Morocco Earthquake

September 8, 2023



Source: EC-JIRC
Disclaimer: The maps used do not imply the expression of any opinion on part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

On 8 September 2023, Morocco was struck by a 6.8 magnitude earthquake, centered in the High Atlas Mountains, 71km southwest of Marrakech. Followed by a 4.9 magnitude aftershock, the earthquake caused extensive damage to buildings and critical infrastructure throughout the provinces of El Haouz/Marrakech, *Chichaoua* and *Taroudant* as well as Ouarzazate and Azilal.

Remote villages near the epicentre in the Atlas Mountains have suffered substantial damage and emergency services faced difficulty reaching affected people due to damaged roads and challenging terrain.

Authorities have reported some 3,000 human casualties, and some 6,000 people injured as well as almost 60,000 houses destroyed or damaged in urban, peri-urban and rural areas. Schools, health facilities and other public amenities have also suffered severe damage.

Damage to houses and critical infrastructure is extensive in all affected areas, resulting in an urgent need for shelter and household essential support. To date, many people continue to live in tent settlements close to their damaged homes, and others are crowded in communal 'displacement' sites or informal shelters which lack electricity, proper water and sanitation, security and privacy.

Water and sanitation facilities have been greatly damaged or destroyed in many communities, exacerbating the risk and spread of diseases stemming from untreated water sources, poor hygiene practices and open defecation. Communicable diseases, in particular, threaten people living in cramped tented settlements.

Primary health care services have been disrupted in affected areas, posing significant risk to people requiring services for chronic diseases and preventive care, including children and pregnant women. Medical, rehabilitation and psychosocial services are also limited, especially for those in rural areas, while interaction with affected people has shown a necessity to provide mental health and psychosocial support services together with other forms of humanitarian assistance.

Considerable damage to houses, buildings and infrastructure has also limited access to livelihoods in affected communities. Many people in remote areas rely on barter trade for survival and have found their resources destroyed or made inaccessible under the rubble of their damaged homes. Destruction of schools has also caused many children, especially girls, to temporarily stop their primary education, and for those who have returned to school, conditions were often very difficult or sometimes putting them at risk.

One year after the earthquake, the situation is evolving slowly with clearing of the rubbles and reconstruction. Many families still live with the devastating consequences of the earthquake and trauma is still very present. For many households, thinking of re-establishing normal living conditions is still premature and moving to a proper house remains their priority.

II. Summary of response

Overview of the host *National Society*

The *Moroccan Red Crescent* society (*MRC*) was created in 1957 by royal decree, recognized by the *ICRC* in 1958 and subsequently admitted to the *International Federation*. A decree on the emblem was passed in 1958. Within *MRC's* mandate there is its auxiliary role to public authorities in the humanitarian field and assisting people affected by disaster and armed conflict. *MRC* also helps people to be prepared and build resilience in the event of emergencies.

MRC works closely and in alignment with the Moroccan government's lead in overall coordination and management of humanitarian assistance for this earthquake response, both locally and internationally. Headquartered in *Rabat*, *MRC* has its own core staff for project management, finance, logistics and human resources. Branch and sub-branch offices in *Marrakesh*, *Chichaoua* and *Taroudant* actively continue to respond to the earthquake emergency as well. Currently, *MRC* has an estimated 4,000 yearly active volunteers within the 77 branches across the country¹. Since the beginning of the earthquake response, *MRC* has recruited over 50 national staff and additional staff are still being recruited to support the implementation of activities under this response and recovery. Further scaling up will continue based on identified needs and prepared plans.

RCRC Movement partners support *MRC* in coordinating and implementing the response: *IFRC* (now active with 37 staff), *German Red Cross* (which had a pre-existing delegation, now with seven staff in-country²), *French Red Cross* (which deployed its first staff in February, now with a team of six in-country³) and *Spanish Red Cross* (which deployed its first and sole staff in March). The *Qatari Red Crescent* has also *Delegated* a head of programmes in *Rabat*. All partners are now moving towards a more harmonized approach to the response and aiming at further strengthening *MRC's* capacity to respond to humanitarian crises.

Ongoing response

¹ *Discrepancies exist across available data. This will be addressed further in a forthcoming data registration system included in the National Society Development plan.*

² *Four staff based in Rabat (Head of Office, Program Coordinator, Logistics Coordinator, Health Coordinator)*

³ *1 Program Coordinator in February 1 Head of Delegation in March, 1 Logistics Coordinator and 1 Admin-Fin Coordinator in April; 1 First Aid Delegate and 1 MHPSS Delegate in June.*

Following its immediate deployment of volunteers to the affected areas in the first days following the earthquake⁴, MRC has since worked closely with IFRC and its partners to respond to the needs of the people affected. In the initial phase of the response, 300 volunteers quickly transported the injured to medical facilities and distributed non-food items (NFIs) and tents from pre-positioned stocks and *Partner National Societies (PNS)*. The MRC also provided psychosocial support (PSS) to both affected communities and their volunteers. Following the Search & Rescue phase, MRC continued offering *First Aid* in community shelters and distributed essential supplies. Additionally, MRC, with ICRC's technical support, facilitated the *Restoration of Family Links (RFL)*.

Throughout the current reporting period (i.e., twelve months post-earthquake), the response primarily focused on providing emergency assistance through an integrated programmatic approach across the three most affected provinces: *El-Haouz-Marrakesh, Taroudant, and Chichaoua*. Over the past few months, efforts have been directed towards integrating early recovery programming and addressing longer-term needs (*see details per sectoral intervention below*).

- *Relief Distributions*

This immediate relief assistance firstly consisted in distributing essential **items** for immediate relief such as hygiene items (hygiene kits, sanitary pads, dignity kits), household NFIs (buckets, jerrycans, blankets, kitchen sets) and food parcels. Over the reporting period, the distributions have reached the following:

	Individuals	Households	Villages/ Communities	Relief items kits distributed⁵
<i>Chichaoua</i>	4,285	1,045	16	19,810
<i>Taroudant</i>	6,415	1,937	41	20,868
<i>El-Haouz</i>	12,633	3,021	46	38,091
	500 (students)	125	1 school	500
Marrakech	2,847 (students)	570	12 schools	2,847
TOTAL	26,680	6,698	103 villages + 13 schools	82,116

Table 1- Relief distributions and people reached

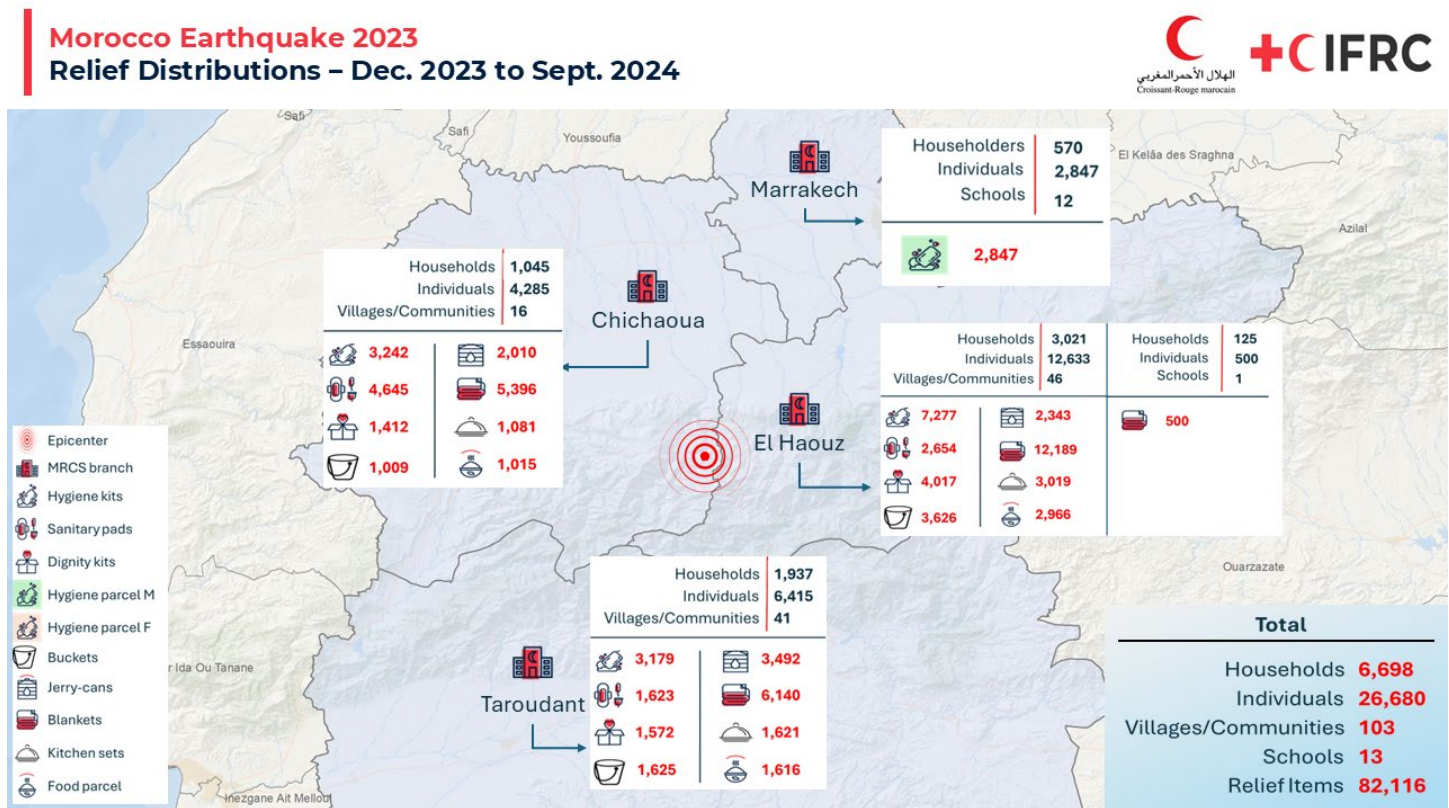
Most distributions employed a blanket approach, whereby once relief teams identified and assessed a village or community in need in coordination with authorities, the entire population was targeted as recipient of the relief and shelter distributions. Some communities received multiple distributions at different times, according to identified needs. The figures presented in the above table thus show the cumulated number of households pertaining to the different communities that have received one or more distributions⁶.

⁴ See previous publications for more details on the early steps of the response - *Emergency Appeal Operational Strategy – September 2023*.

⁵ Include hygiene kits, sanitary pads, dignity kits, hygiene parcels for students, buckets, jerry-cans, blankets, kitchen sets, food parcels. Detailed figures can be found under the relevant sectoral sections.

⁶ Double counting is typically avoided by ensuring that populations in villages receiving multiple distributions are not counted more than once. However, due to limited capacity for accurate reporting during the early days of the emergency response, the reported figures might not be entirely precise.

In addition, Shelter items were distributed, notably including tents repair kits (tarps, tents); installation of winterized tents⁷ (winterized tents, floor tools kits⁸, floor wood kit⁹) - see *Shelter section for further details*.



Map 1 - Relief Distributions – Dec. 2023 to September 2024

Distributions started in December 2023 and continued throughout September 2024¹⁰. As the timeline for the reconstruction and repair of homes has not yet allowed the population to return to their residences, the need for this relief assistance was still very present even months after the earthquake. Those in-kind relief distributions were primarily managed by the *MRC* and *IFRC* teams, with support from the *German RC* for the provision of *winterized tents* and other partners who provided in-kind donations to *MRC*. In the early stages of the response, before the deployment of *IFRC*-supported distributions detailed above, the *MRC* mobilized and distributed resources and donations from various sources, including the *Tanger* branch of *MRC* and other branches¹¹, the *Kuwait Red Crescent*, the *IFRC* and the *Tarik Annajah Association*¹². These contributions included essential food items such as water, oil, milk, sugar, and food parcels. Clothing donations comprised shoes and clothes, while shelter and non-food items (*NFI*) included blankets,

⁷ Supported by the German Red Cross.

⁸ Saw, nails, hammer

⁹ Oriented Strand Board (OSB) and lumber

¹⁰ The relief distributions have primarily been managed by the *MRC* and *IFRC* teams, with support from the *German RC* for the provision of winterized tents.

¹¹ Marrakesh, Casablanca, Chichaoua, Saidia.

¹² Others included : ARTCHIC, Groupe des Avocats de Meknès, Les Affres Maroc, Groupe d'Ingénieurs de Casablanca, the Organisation Almohadia de l'Indonesie, Organisation arabe pour le développement industriel de normalisation et mines.

sleeping bags, cushions, mattresses, wood pallets, tents, carpets, and cooking utensils. Hygiene items like towels and diapers were also provided, along with other miscellaneous items such as helmets, gloves, books, and pens.

Although most in-kind distributions have decreased from July onwards, food parcels were still needed to support the targeted communities. This shift paralleled with the initiation of a cash-based programme, which took time to initiate and gain acceptance for, with a *multi-purpose cash assistance (MPCA)* pilot taking place over July and August 2024. Efforts are currently underway to further assess the relevance of using the cash modality within the response across sectors and for assistance to support basic needs of affected communities (*see further details under the MPCA section*).

- *Sites and WASH interventions*

As mentioned in the previous report, from the beginning of the response, efforts were directed towards site planning and improvement, as well as the establishment of *WASH* infrastructures to benefit the sites. Site Planning and Improvement activities notably included fire and flood risk reduction, site enhancement (drainage, levelling, pathways, lighting), and site management support to village traditional and local authorities. These activities were carried out until the end of March 2024. Subsequently, the focus shifted to the procurement of kits necessary for further site planning and improvement activities.

Under the Water, Sanitation, and Hygiene (*WASH*) intervention, key activities included the installation of temporary *WASH* facilities (toilets, showers, water points, and incinerators), complemented by *Hygiene Promotion* and community engagement initiatives. Over the past few months, the *WASH* teams have undertaken infrastructure maintenance and routine activities. The *WASH* and Shelter teams have continued to collaborate in assessing the sites and providing *WASH* infrastructures alongside the installation of Transitional Shelter Units (*TSUs*) in the targeted communities. Efforts in waste management have also been made, notably through clean-up campaigns and sensitization sessions on the use of incinerators. To accommodate the evolving locations and preferences of the communities, the *WASH* and *Hygiene Promotion* teams have relocated latrines and shower modules as per the communities' wishes.

The establishment of these sites and *WASH* infrastructures, along with the distribution of hygiene items and the implementation of *Hygiene Promotion* activities, effectively enhanced the access of the affected population to essential health and hygiene items, safe water, and secure sanitation facilities.

- *Shelter, Housing and Settlements*

As the response transitioned from emergency relief to early recovery, efforts were made to address longer-term needs. In terms of *Shelter, Housing, and Settlements*, the focus shifted from installing *Winterized Tents* (around December 2023) to setting up *Transitional Shelter Units (TSUs)* with a two-year lifespan from early 2024 onwards. This improved shelter solution was primarily designed to provide more comfortable medium-term housing and communal spaces for the communities who had lost their homes, while reconstruction and repairs are ongoing. Accounting for the fact that the population is expected to rely on these shelters rather than returning to their homes, the installation of *TSUs* had thus planned to scale up significantly throughout 2024.

The shelter intervention strategy remains thoroughly flexible to best address the evolving needs and focus of the affected communities as well as the authorities' prerogatives. Recent developments notably include an emphasis on supporting the *Department of Education* by installing *TSUs* as classrooms or accommodation for teachers, particularly with the start of the school year in September. In *El-Haouz*, all *TSUs* have been designated to support the *Department of Education* from the outset while in *Taroudant* and *Chichaoua*, *TSUs* were initially intended for community use. However, in September, *Chichaoua* authorities expressed a strong preference for *TSUs* to be used by the Department of Education. Discussions are also ongoing regarding the potential use of *TSUs* to support the Ministry of Health.

The *MRC-IFRC Shelter* teams are adapting to these evolving needs and requests, while also engaging in preparatory discussions with authorities to support long term solutions for repair and reconstruction.

- *Food Security and Livelihoods*

In terms of Food Security and Livelihoods, only direct food assistance in the form of food parcel distributions has been implemented so far. While a livelihoods draft strategy was prepared in spring 2024, the operation was still focused on relief and transitional interventions and the *IFRC* is still recruiting a *Livelihoods Delegate*. This *Delegate*, together with *MRC* and in coordination with the *Qatari Red Crescent*, which has expressed strong interest in supporting this sector, will initiate further consultations with the *MRC* and relevant Moroccan public authorities to update and further develop the Livelihoods strategy and Plan of Action by the end of the year.

- *Health and Disaster Risk Reduction*

Recent months have involved setting up and preparing a package of community engagement initiatives for risk reduction and health support. These include *Community-Based Disaster Risk Reduction (CB-DRR)*, *Community-Based Health (CB-H)*, and *Mental Health and Psychosocial Support (MHPSS)*. Over the past three months, these *CB-DRR*, *CB-H*, and *MHPSS* activities have advanced in their planning and implementation (*see dedicated Health and Risk Reduction sections*).

- *Protection and community participation*

Efforts are underway to improve the programmatic integration across sectors and to mainstream protection, safeguarding and community participation considerations into the response such as increasing the feeling of safety and dignity of communities, being able to make protection-related referrals, building conflict-sensitivity into our community-based programmatic approach, expanding the community feedback mechanism, and strengthening participatory planning.

- *National Society Strengthening*

MRC, with the support of *IFRC* and *PNSs*, is simultaneously developing plans to strengthen the *National Society Development (NSD)* component of the operation. This primarily focused on logistics, HR, volunteer management, digitalization, and communication, as well as the visibility and dissemination of the Movement's principles. One year after the earthquake, a stronger institutional perspective is emerging, notably with the recruitment of an *NSD Delegate* at the *IFRC* level. This initiative aims to foster greater convergence and a unified approach to addressing *NSD* support needs at both operational and institutional levels.

Institutional *Disaster Risk Management* capacity building to increase preparedness to respond to potential future disasters is also underway. A one-week workshop on *Preparedness for Effective Response (PER)* is planned for October 2024, engaging *MRC* and its Movement partners in this *Disaster Risk Management*-readiness efforts.

- *Earthquake Response Strategy update*

Over the past couple of months, efforts have also been made to produce a *Revised Operational Strategy (ROS)* for the earthquake response¹³. This strategy accounts for both the shift of operational plans from Emergency to Early Recovery and the aim to strengthen coordination and complementarity within the response. The main objective of the *ROS* is to enable *Moroccan Red Crescent (MRC)* to meet the needs of people affected by the earthquake and enhance

¹³ *Expected to be published externally in November 2024. Consult [IFRC GO - Emergency](#) for updates on Morocco Earthquake updates and resources.*

community resilience to respond to potential disasters; and to support the *National Society* to grow and develop robust and accountable humanitarian services and systems.

More information on the operation can be found here: [IFRC GO - Morocco](#).

III. Needs analysis

Emergency phase

Damage to houses and critical infrastructure is extensive in all affected areas, resulting in an urgent need for shelter and household essential support. To date, some people continue to live in tent settlements close to their damaged homes, and others are crowded in communal 'displacement' sites or informal shelters which lack electricity, proper water and sanitation, security and privacy. The clearing of the rubbles started around spring 2024 but is not finished especially in remote villages. Reconstruction of houses is only ongoing but with varying levels of progress between provinces and depending on access to villages.

Water and sanitation facilities have been greatly damaged or destroyed in many communities, exacerbating the risk and spread of diseases stemming from untreated water sources, poor hygiene practices and open defecation. Communicable diseases particularly threaten people living in cramped tented settlements. Additionally, some villages have observed a reduction in water supply during summer which could drag on depending on rain levels over the autumn season. Managing water at the community level may also prove difficult, as it involves balancing the needs for reconstruction, basic necessities, and irrigation.

Primary health care services have been disrupted in affected areas, posing significant risk to people requiring chronic disease and preventive care services, including children and pregnant women. Medical, rehabilitation, and psychosocial services are also limited, especially for those in rural areas. At the same time, interaction with affected people has shown a necessity for providing mental health and psychosocial support services together with other forms of humanitarian assistance. The feeling of fear, lack of safety and sometimes trauma is still very present in communities affected by the earthquake. Authorities have set up temporary medical facilities in some of the affected areas to serve some of the communities.

Considerable damage to houses, buildings and infrastructure has also limited access to livelihoods in affected communities. Many people in remote areas rely on barter trade for survival and have found their resources destroyed or made inaccessible under the rubble of their damaged homes. Men who usually leave their village to go work in the main cities have often returned and stayed to be with their families, limiting families' incomes.

With the damage to schools and educational institutions, the beginning of the school year in September 2023 had also been disrupted, with many children, especially girls, losing access to primary education. Most pupils have gone back to school for the remainder of the school year after a few weeks, however in often difficult conditions (tent classrooms for instance) or putting them at further risks when damaged schools were still being used. Teachers often lost their accommodation and since then live in difficult conditions. Destroyed schools were often replaced by tents leaving children to learn in challenges environments, or sometimes pupils were relocated to the main centres to attend school there, creating overcrowding in boarding schools and classrooms.

Transition to recovery planning

While the operation is transitioning into recovery and long-term resilience building, needs among communities for relief distribution items still exist. Vulnerable displaced people continue to be housed in temporary settlement ‘sites’ which often lack adequate water, sanitation and health facilities. Women, girls and vulnerable groups such as people with disabilities and lone elderly or unaccompanied minors also continue facing protection risks, especially in congested living conditions with few resources and difficult access as well as harsh weather conditions. In many cases, families have no visibility on when a land will be identified for them to start rebuilding their house, so the temporary living conditions are becoming protracted.

The recovery planning attempts to address some of the existing gaps, including longer-term food security and livelihoods; transitional to long-term shelter needs; health concerns such as mental health and psychosocial trauma; safe water supply; safe sanitation facilities and hygiene practices; participation of communities in ensuring assistance addresses existing needs; and customized services to address protection concerns of vulnerable groups. The recovery strategy adopted an approach of having a reduced geographical targeting (137 villages across the 4 provinces) benefitting from integrated sectoral activities.

Capacity strengthening for the *National Society* is also a large part of this strategy to narrow the gaps in technical expertise of the programme sectors; management of volunteers and staff, and of financial and administrative services; accountability to stakeholders and communities served; and capacity to accommodate the *National Society* in better and more efficient workspaces and warehousing.

See further details under the section B. OPERATIONAL STRATEGY – Update on the strategy.

IV. Operational risk assessment

The security situation in Morocco is generally stable. However, the threat of aftershocks or unpredictable seismic recurrences, particularly for the *Moroccan Red Crescent (MRC)*, the International Federation of Red Cross and Red Crescent Societies (*IFRC*), and partners working in the Atlas Mountain regions, still exists. Extreme weather events, such as heatwaves during the summer months have impacted operations, cold waves and flash floods during winter are expected to impact operations even more. A risk management framework has been in place since the beginning of the operation and has remained mostly relevant throughout this first year, requiring only minor updates.

Risk	Likelihood	Impact	Mitigation Steps
Import of humanitarian goods faces long delays in customs and limited availability in local market	High	Very High	<p>Continue Humanitarian Diplomacy with the Government of Morocco to allow import of goods.</p> <p>Define a lobbying strategy to strengthen the recognised role of <i>MRC</i> and its access in case of disasters and the legal facilities it enjoys to achieve its humanitarian mission</p> <p>Schedule meetings with customs to review procedures and agree on faster processes.</p>

			<p>Explore import modalities in coordination with Movement partners.</p> <p>Develop strong relationships with local trustworthy suppliers to prefer local procurement when feasible.</p>
<p>Lack of attractiveness of <i>IFRC</i> for suppliers due to complex procurement processes and payment conditions, resulting in difficulty identifying local suppliers and increased unattractive proposed offers to the local market. This leads to limited local suppliers wanting to work with <i>IFRC</i>.</p>	<p>Very High</p>	<p>High</p>	<p>Use a country-wide approach to local procurement rather than a localised one.</p> <p>Propose to adjust and contextualise procurement processes to better match the practices in country.</p> <p>Ensure quality assurance of products by <i>IFRC</i> technical experts to meet the highest available standards.</p> <p>Coordination with <i>MRC</i> and other <i>PNS</i> to facilitate the acquisition of products based on their respective procedures.</p>
<p>Limited multilateral coordination systems for humanitarian actors and low awareness of interventions by non-traditional organizations.</p>	<p>Medium</p>	<p>Medium</p>	<p>Conduct bilateral coordination with government representatives at all levels as well as with UN agencies and other non-traditional organizations at field level.</p> <p>Continue Humanitarian Diplomacy with the Government of Morocco.</p> <p>Attend all informal coordination meeting and ensure consistent representation of <i>MRC</i> and <i>IFRC</i> in coordination fora.</p>
<p>Extreme weather events trigger changing needs for communities and render access and/or working conditions difficult.</p>	<p>Very High</p>	<p>High</p>	<p>Prioritise higher altitude and less accessible communities to receive earlier <i>Relief</i> and support.</p> <p>Anticipate seasons ahead with different needs for communities and stock contingency planning for winter and summers.</p> <p>Closely monitor weather alerts and amend plans when required to reschedule field activities and limit risks for staff.</p> <p>Adjust activity planning to ensure duty of care to staff and volunteers and provide appropriate equipment and refreshment during working hours in the field.</p>
<p>Lack of adaptability of payment procedures results in difficulties working with local suppliers: Due to the Moroccan market system and the nature of-purchases, many</p>	<p>Very High</p>	<p>High</p>	<p>Establish a sustainable treasury flow in-country, seek longer-term agreements with suppliers moving into bank transfers, and develop a Federation-wide procurement plan.</p>

suppliers ask for advance payment (mostly 50%) and preferably in cash.			Propose contextualised standard operating procedures in procurement and finances that would support mitigating and covering those risks.
Limited capacity to meet earmarked partner requirements on funding pledges due to initial delays on implementation and overlapping or sometimes conflicting priorities	Very High	Medium	<p>Continue advocacy with partners on importance of unearmarked contributions.</p> <p>Request for extensions of pledge timeframes and flexibility from donors.</p> <p>Scale up operation's human and logistical resources to increase delivery pace.</p>
Limited systems are in place for safeguarding	High	High	<p>Support <i>MRC</i> in the development and rollout of <i>PGI</i> and <i>PSEA</i> policies.</p> <p>Set up safeguarding systems, and appropriate, safe and confidential referral mechanisms for protection cases.</p> <p>Put in place internal and community reporting, complaint, and feedback mechanisms together with the <i>CEA</i> team.</p>
Challenges in recruitment and deployment of international staff due to language requirements, and administrative constraints.	High	High	<p>Conversations between <i>MRC</i> and the Moroccan government to support visas and residency requests for <i>IFRC</i> and partners' international staff.</p> <p>Explore the possibility of a obtaining a legal status for <i>IFRC</i> in Morocco to ensure long-term support to <i>MRC</i> can be provided.</p> <p>Support <i>MRC</i> to strengthen its work on defining its auxiliary role and Disaster Law strategy.</p> <p>Develop workforce plans, improve recruitment planning and expand use of diversified job advertisement platforms.</p> <p>Support <i>MRC</i> in strengthening its HR policy and manual, and conduct a benchmark on salary grid.</p>

Shift to ERP for <i>IFRC</i> financial management system leading to delays in financial reporting	High	Medium	<p>Maintain close communication with donors to inform of delays in financial reporting.</p> <p>Develop manual parallel systems for tracking of expenditures to ensure minimum budget follow up.</p>
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B. OPERATIONAL STRATEGY

Update on the strategy

One year after the earthquake, and in accordance with the *Revised Operational Strategy (ROS)*, the response, which had primarily focused on providing emergency relief assistance to the affected population, has now transitioned into an early recovery phase. This revised strategy accounts for both these updated operational plans and the aim to strengthen coordination and complementarity within the response. This transition was already anticipated in the initial strategy.

The overall objective of the revised strategy is to enable the *Moroccan Red Crescent (MRC)* to meet the needs of people affected by the earthquake and enhance community resilience to respond to potential disasters. Additionally, it aims to support the *National Society* in developing robust and accountable humanitarian services and systems. The main updates in this *Revised Operational Strategy (ROS)* include:

Focus shift

The operational strategy has moved from emergency response to longer-term recovery, capacity strengthening, and sustainability for both affected communities and the *National Society*. Relief interventions will continue where needed, with the aim of transitioning toward long-term recovery and resilience building.

Geographical expansion and targeting

Recovery interventions will continue in the provinces of *Chichaoua*, *Taroudant*, and *El Haouz/Marrakech*, with the addition of *Azilal*, where a scoping visit has been conducted. This province was also affected by the earthquake but not as heavily as the other three, which were prioritized during the relief phase. The geographical targeting approach has been adopted to limit the geographical scope and number of villages or communities targeted. This ensures that households selected for the operation benefit from multilayered services, integrated assistance across all *MRC* sectors of intervention.

Shelter and WASH

Initial *Shelter* and *WASH* interventions will continue to address the direct needs of affected communities while adjusting programming according to the evolving situation and the authorities' recovery plans. The shelter strategy

includes the installation of *Transitional Shelter Units (TSUs)* for various purposes (community housing, communal spaces, Department of Education, Ministry of Health) while advocating for long-term reconstruction and rehabilitation strategies. Longer-term *WASH* needs will be explored to complement the infrastructure and hygiene awareness efforts established during the emergency phase.

Risk Reduction and Health

New activities include multi-hazard risk reduction programming at the community level, addressing disaster and climate risks, and *Community-Based Health*. These will be further defined as findings from the *enhanced Vulnerability and Capacity Assessment (eVCA)* and risk mapping are completed. *Mental health and psychosocial support (MHPSS)* and *MRC's First Aid* capacity strengthening components are now fully integrated into the response, with activities planned to commence in October following preparatory work and assessment of needs and capacities. The upcoming response phase will include a strong focus on disaster preparedness, both at the community level and within *MRC*.

Food Security and Livelihoods

Programming tailored to the local context and capacities will be progressively implemented according to consultations with communities and authorities.

Cash-Based Programming

In lieu of *in-kind* distributions, advocacy for cash-based programming will be expanded to enable the population to allocate resources towards their most pressing needs or specific sectoral assistance. Cash or voucher assistance will also be considered as a modality for other sectoral interventions (especially for shelter, livelihoods, *DRR*).

Protection Mainstreaming

Protection, Gender and Inclusion (PGI) efforts are now fully integrated to strengthen the *MRC* as a safe and inclusive organization that ensures dignity, access, participation, and safety for all identities through its organizational structure, working processes, and service delivery.

National Society Development (NSD)


National Society Development ownership and lead lies with the *Moroccan Red Crescent*, in conformity with the *IFRC NSD Policy 2022* and *NSD Compact 2019* and other related policies. This updated strategy places a stronger focus on enhancing the capacity and sustainability of both affected communities and the *National Society*. According to the *MRC* identified future priorities and needs at national level which will be collected in the *NSD Country Plan*, *IFRC* and *PNSs* will be called to support the *MRC's National Society Development* to ensure *MRC* is well-prepared for future disasters.

The revised operations will continue to be delivered through an integrated approach by providing a comprehensive package of activities to the same villages supported during the relief phase, with the addition of *Azilal*. This approach supports the response and recovery priorities of the *MRC* using a Federation-wide approach involving consultation among *MRC*, *IFRC*, *French Red Cross*, *German Red Cross*, *Qatari Red Crescent*, and *French Red Cross*, who have an in-country presence to support the *MRCS*.

This resulted in an updated structure of objectives, activities and indicators within each sector and enabling approaches and aims to ensure that all recovery activities supported with multilateral funding, bilateral contributions, or domestic resources are linked to provide a comprehensive positive humanitarian impact and leverage the existing capacities of the overall *IFRC* network in-country, in line with the *IFRC Way of Working*.

C. DETAILED OPERATIONAL REPORT

I. STRATEGIC SECTORS OF INTERVENTION

	SHELTER, HOUSING AND SETTLEMENTS	People reached: 44'224 individuals	
Objectives:	1. Emergency phase: affected communities restore and strengthen their safety and dignity through emergency shelter and household item provision 2. Early recovery: affected communities have safe and dignified mid-term transitional shelter solutions 3. Recovery: affected communities have access to a durable solution of repair and reconstruction		
Key indicators			
Indicator	Actual	Target	
# Number of NFI-Household-Shelter items distributed	33,508 ¹⁴	/	
# Number of households provided with essential NFI-Household-Shelter items	6,698 ¹⁵	5,000	
# Total number of <i>TSUs</i> installed ¹⁶	525	1,000	
# Number of winterised tents distributed	33	1,300	
# Number of <i>MRC</i> staff and volunteers trained on Shelter activities	78	180	
# Number of households provided with assistance for repairs or construction	Not started	1,000	

¹⁴ 24,225 Blankets, 5,721 Kitchen Sets, 3,562 Tarps

¹⁵ Total households registered as NFI distributions' beneficiaries across the three branches.

¹⁶ All uses combined: to communities, to Department of Education, as communal spaces, to Ministry of Health

(A) RELIEF DISTRIBUTIONS

(A.1) Distribute essential NFI-Household-Shelter items (blankets, kitchen sets, mattresses, tarps, heaters, etc)

Relief distributions started in December 2023 and persisted through September 2024, reaching 103 villages across the three targeted provinces (see Table 1 - Relief distributions and people reached). Throughout 2024, emergency response activities intensified, ensuring that essential household and emergency shelter items were distributed consistently over the past twelve months. These efforts significantly enhanced the daily comfort and dignity of the affected populations. The below tables detail the figures of distributed items per branch over the past year of emergency response.

- *Non-Food and essential household items*

	Blankets	Kitchen Sets
<i>Chichaoua</i>	5,396	1,081
<i>Taroudant</i>	6,140	1,621
<i>El-Haouz</i>	12,189	3,019
<i>Marrakesh</i>	500	/
TOTAL	24,225	5,721

Table 2- Non-Food and essential household items distributed

Blankets and tarps have been crucial for protecting people as temperatures in higher elevations dropped below zero at night during December and January.

- *Household-Shelter materials*

	Tarps	Heaters	Fans
<i>Chichaoua</i>	1,756	/	/
<i>Taroudant</i>	1,036	/	/
<i>El-Haouz /Marrakesh</i>	770	/	/
TOTAL	3,562	Not started	Not started

Table 3 - Household-Shelter materials distributed

To provide effective insulation solutions, heaters and fans have been considered as complementary distributions. Up to 800 fans were requested, and 400 have been procured. The branches will develop a distribution plan based on field-level needs.

Regarding heaters, the IFRC/MRC assessment identified electrical heaters with oil radiators as the most suitable and safe option for areas used by the affected community and schools. The procurement process has been initiated, and other options, such as communal spaces with heating systems or different types of heaters, are being

evaluated. All enhancements will be subject to specific eligibility criteria. Additionally, second doors will be installed in the *Temporary Shelter Units (TSUs)* to improve air circulation.

(B) TRANSITIONAL SHELTER SUPPORT (WINTERISED TENTS, *TSUs* AND MATERIALS TO IMPROVE BOTH)

(B.1) Provide improved/winterized tents

In early 2024, the *MRC*, supported by the *German Red Cross (GRC)* and *IFRC*, procured 1,000 winterized tents as a temporary shelter solution. So far, 33 of these tents (3 in *Chichaoua* and 30 in *Taroudant*) were distributed, along with wooden flooring. Additionally, 3 *IFRC* Family tents with foam floor insulation were provided to teachers. As the shelter strategy evolved, *Transitional Shelter Units (TSUs)* were introduced due to their greater space and comfort. Initially, winterized tents were intended to complement *TSUs* or replace damaged tents. However, authorities limited tent distribution to families who had already received one, prompting *MRC* to focus on installing *TSUs* from *Better Shelter Organization*.

Moving forward, winterized tents will be part of site improvement activities. *MRC* staff will assess and reinforce previously distributed tents with additional materials or repair kits before the next winter season. The *German Red Cross* also purchased flooring kits to enhance the winterized tents for families in need, as part of the Early Recovery strategy.

(B.2) Provide materials for repairing and winterizing tents

In January 2024, tarpaulin distributions were removed from the general relief package and have since been more specifically used to assist villages needing tent repairs and reinforcement. The package, procured by the *German Red Cross*, included two tarps and a tent repair kit. Communal awareness sessions were conducted to help households improve their tents and temporary shelters.

- *Tent repair kits, tent floor kits and tool kits*

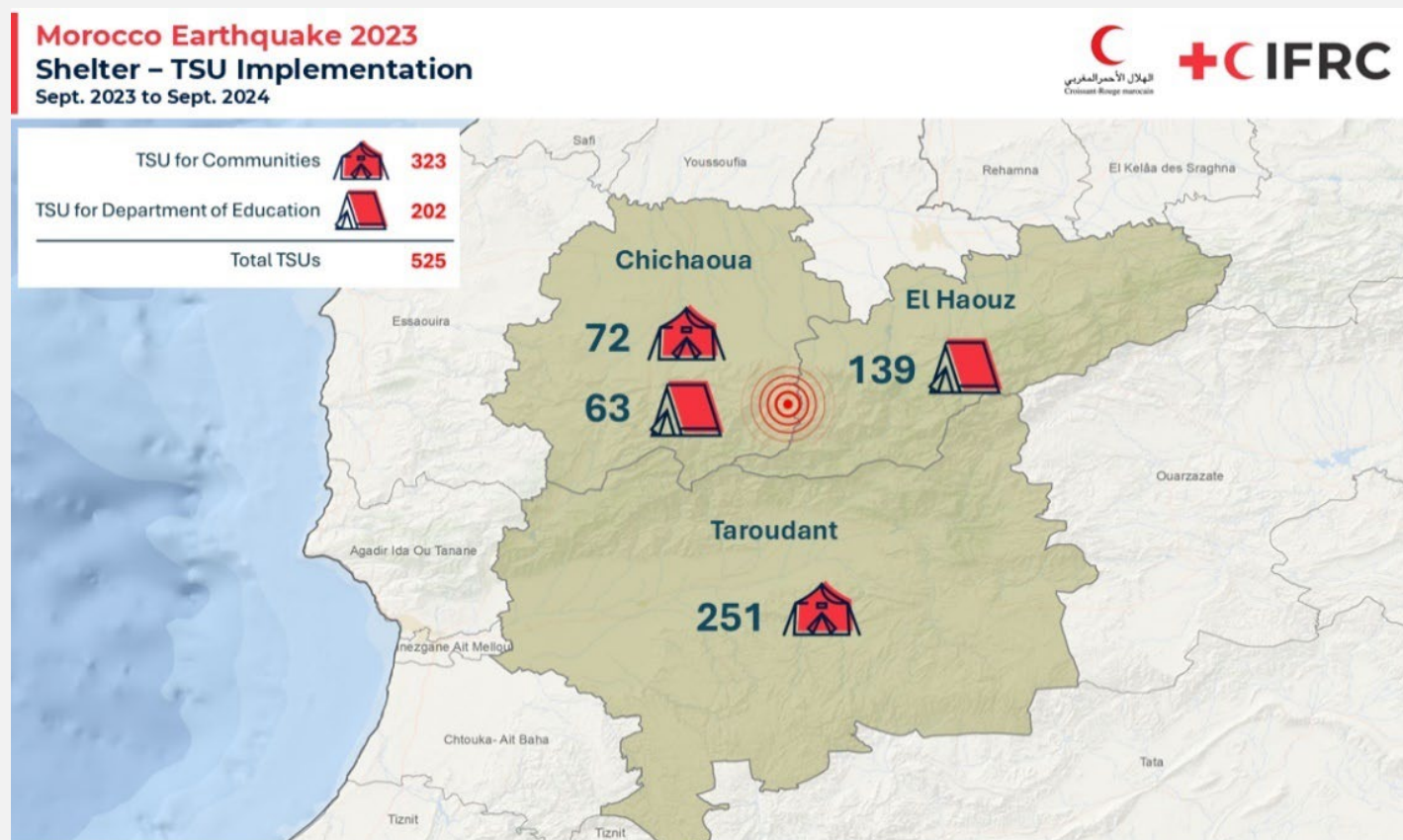
Across the three provinces, 363 households received floor kits (composed of *OSB*¹⁷ sheets and wood), and a floor tool kit including a hammer, a saw, and half a kilogram of nails to give protection from the cold and humid ground. The kits are distributed with installation instruction sessions by trained *MRC* volunteers who also assist households that require help, like the elderly and single female-headed households. The *German Red Cross* has also procured wooden flooring materials to reinforce tents and that will be available to support the winterization of temporary shelters.

(B.3) Install Transitional Shelter Units (*TSUs*)

Selected for being a more adapted and comfortable shelter solution than tents, *Transitional Shelter Units* (produced by *Better Shelter* organization) have undergone a successful pilot phase in all three provinces throughout the first trimester of 2024. These units are timely shelter solution to improve the dignity and safety of households including lockable doors and meet *SPHERE* minimum living space requirements for up to five persons.

¹⁷ *Oriented Strand Board*

To reflect their role as temporary-only (i.e. non-permanent) shelter solutions, and to adapt insulation to Morocco's climate while still ensuring strong anchoring in high-wind areas where standard cable anchors were insufficient, the team proposed a 15 cm concrete anchoring slab. This slab, poured above ground, can be easily removed if the TSUs need to be relocated. The slab's weight and its strong connection to the frame were deemed crucial for reassuring communities that experienced tent destruction during winter storms. The team also tested various insulation options. Market assessments of locally available materials and installation techniques in February led to the final choice of a combination of mineral wool and a wood frame with a reinforced tarpaulin cover. This fireproof mineral insulation layer and the wood frame can be reused when the unit is dismantled and relocated as the family transitions to a permanent solution. From March onwards, teams thus used the new design in the communities to train volunteers and prepare for the scale-up of installations.



Map 2 - Transitional Shelter Units (TSUs) installed, per branch

In *El-Haouz*, the focus is on installing TSUs for the *Department of Education*, with 139 TSUs already set up as temporary classrooms and living spaces for teachers, in close coordination with authorities. Discussions are currently underway regarding a potential intervention with the Ministry of Health, focusing on the implementation of a temporary health care centre.

In *Chichaoua*, the team is also collaborating with the *Department of Education* to assess schools listed as candidates for TSU installation. While awaiting final approvals, the branch has installed 63 TSUs for the *Department of Education*

and 72 for the affected communities.

In *Taroudant*, all 251 *TSUs* installed are dedicated as living spaces for the affected communities. The team is addressing site-specific details, using innovative approaches to overcome challenges and maintain the response in designated areas.

	Communities	DoE	Total <i>TSUs</i>
<i>Chichaoua</i>	72	63	135
<i>Taroudant</i>	251	/	251
<i>El-Haouz/Marrakesh</i>	/	139	139
TOTAL	323	202	525

A convenient feature of the *TSUs* is the flexibility to customise their sizes or combine multiple units, which allows the field teams to work with communities or educational authorities to determine the most suitable configurations for their needs. This is done in accordance with the technical instructions from *Better Shelter* manuals and field team guidelines. On the other hand, challenges in procuring insulation materials have caused delays, forcing some reviews to the design and planning. To mitigate this, a procurement framework agreement with suppliers has been established. This aims to ensure material availability and adaptability to any design changes in *TSU* insulation and flooring. Alternative solutions are also being explored to secure all necessary materials dedicated to improving the living conditions within the *TSUs*.

The *MRC/IFRC* is in continuous coordination with authorities and related parties to ensure proper planning and prioritization of locations and implementation. For affected communities, the *MRC* is targeting the douars assigned by the authorities, with implementation proceeding as needed. In support of the *Department of Education (DoE)*, the list of schools is being shared based on their planning and needs, which affects the allocation of units and results in a constantly changing forecast of needs.

After the end of September, the *MRC/IFRC* will focus on the installation of *Temporary Shelter Units (TSUs)*, including the installation of second doors for better ventilation and natural light access. Additionally, efforts will begin on insulating the *TSUs* and installing wooden flooring.

- *Shelter & Crosscutting PGI*

The *MRC* is committed to training female volunteers to lead *Shelter* activities, ensuring that women in the communities are engaged and their feedback is gathered. Since women often manage the household and spend significant time in the shelter, understanding their specific needs is crucial. Additionally, there are opportunities for women to participate in repair and reconstruction efforts, which can be better approached by consulting them in separate groups.

Accessibility is a key consideration in shelter installations. For the *TSU*, a ramp can be constructed using wood for the floor to provide easy access through the larger door. The *TSU* also includes a portable solar lamp/charger unit to enhance security when family members leave them at night to use communal latrines.

For all construction-related activities involving community members, the *MRC* supplies adequate personal protective equipment such as gloves, eye protection, helmets, and boots, and conducts safety training sessions.

Teams are encouraged to start each day with a safety briefing. Volunteers are trained in *First Aid* and carry *First Aid kits* during installation and construction activities.

The *TSUs* provide beneficiary households with an increased feeling of dignity and safety, and this has been reported through all community feedback received by communities. To increase this feeling and the overall well-being of households, the shelter team will assess when there is a need to provide small additional equipment such as locks, additional solar lamps, fans, separations in the *TSU* etc.

Protection considerations are notably being integrated into the criteria for eligibility of various shelter assistance programs. Community engagement is facilitated through focus group discussions to understand the community's needs and priorities. The provision of classrooms and living spaces for teachers is essential to ensure that children can continue their education. Additionally, there is advocacy and support for women who have been assisting and working with the shelter team in land preparation and tent installation.

Further development of the *Protection and Gender Inclusion* considerations in *Shelter* have been initiated will be strengthened as the response's *PGI* Plan of action further develops.

(C) SITE IMPROVEMENT AND DECONGESTION (SHELTER & DRR)

The site improvement and decongestion activities are closely linked with *Disaster Risk Reduction (DRR)* efforts. The distribution of community tool kits, fire extinguishers and related awareness sessions (C.1), along with initiatives for participatory shelter and settlement methods (C.2), are integrated into community-based risk reduction activities co-led by the *German Red Cross*.

(C.1) Distribution and awareness sessions on site improvement items

As part of the Site Improvement and Decongestion activities, the *MRC* staff and volunteers delivered community-based participatory hazard identification and planning in *Taroudant*¹⁸ and in *El-Haouz*¹⁹, as described below:

- 25 *community tool kits* (including digging and levelling tools, construction tools and personal protective equipment) were provided to 18 villages to facilitate work to reduce risks, improve accessibility and permit the decongestion of the tents.
- *Awareness sessions* on fire hazards mobilized the community to separate tents to prevent fires from propagating between them.
- *Fire extinguishers* have been distributed in *Taroudant*²⁰ and some were installed on latrine blocs in *Chichaoua*. Additional 300 fire extinguishers were purchased. Planning is underway to implement the distribution to the communities²¹ along with instruction sessions assisted by local civil protection teams to learn how to use them.

	Fire extinguishers	Community tool kits
<i>Chichaoua</i>	80	4

¹⁸ *Imin Ighzar, Anzefi and Tindri in Chichaoua, in Takoucht, Ait Yahya, Ait Youssef, Tizrat and Chafarni-Achbarou*

¹⁹ *Ait Zitoun and Idisyar*

²⁰ *Takoucht, Ait Yahya, Idaougmad and Ait Youssef*

²¹ *Villages will receive one extinguisher for every 5 households (approximately).*

<i>Taroudant</i>	26	19
<i>El-Haouz /Marrakesh</i>	10	2
TOTAL	116	25

In *Chichaoua*, fire extinguishers and training on their safe usage are part of the *Community-Based Risk Reduction* activities led by the *German Red Cross*. In other branches, distributions were done as a standalone activity.

(C.2) Support participatory shelter & settlement approach and awareness²²

MRC/IFRC has been actively engaging with the community, providing awareness and guidance on improving the condition of common areas at the site level. This includes preparing land for tent or *TSU* installation, ensuring proper water drainage and direction, and raising awareness on risk reduction during rain or other incidents. Guidance covers where to install tents, maintaining appropriate distances between premises, protecting exposed electrical wires, and locating fire extinguishers. While awareness and consultation are conducted by the staff, the actual work is carried out by the community. Further participatory approaches for safe shelter awareness will continue to support the site improvement interventions.

(D) REPAIR & RECONSTRUCTION SUPPORT

Returning to their pre-earthquake homes and begin repairs or rebuild is a complex process for many vulnerable families. While government authorities have provided financial support to assist families with damaged or destroyed homes, additional support is needed for clearing rubble, planning safe repairs, securing permits, contracting builders, and overcoming the psychological barrier of seismic danger. In some cases, geotechnical assessments have identified hazards that necessitate resettling to a new area.

The *MRC* is well-positioned to leverage the strength of its volunteers to support families through the next steps of the shelter process. The team is developing a social-technical support programme, which includes a crucial partnership with seismic engineering experts, offering the following support activities:

- Seismic risk and reconstruction information campaigns, providing essential information on understanding earthquake risks, safe repairs, and available government financial support.
- Assistance for families in applying for subsidies, addressing grievances, accessing services, and referrals to organizations that can support them in specific areas.

(D.1) Repair and community-driven reconstruction and improvement earthquake-resistant local building technologies²³

MRC and *IFRC* are planning a pilot programme in partnership with *Miyamoto International* to facilitate light to medium repairs in one community. The programme aims to:

- Conduct detailed damage assessments and provide technical recommendations in coordination with government offices.
- Offer technical support, guidance, and assistance to families for repairs and reconstruction.
- Enhance local skilled worker capacity through training and contracts for daily labour.

²² E.g., *PASSA* and *CEA* messages, for *MRC* and communities to create joint ownership and *DRR* risk-awareness/action plans. See *IFRC PASSA (Participatory Approach for Safe Shelter Awareness)* [305400-PASSA-manual-EN-LR.pdf](#)

²³ *Pilot homes, trainings of local masons, support to village construction teams.* - *MIYAMOTO*

- Assist households in returning to their homes once they are inspected and deemed safe and support them in transporting their belongings. Given the potential trauma of this return, PSS-trained volunteers will be essential.
- Remediate temporary settlement sites.
- Provide technical support for water supply and sanitation in residences.

To date, *IFRC/MRC* in collaboration with *Miyamoto International* conducted a series of comprehensive field assessments to identify a suitable location for phase one of the pilot. The village of *Takoucht (in the Ounaine commune, Taroudant)* was initially selected based on its favourable characteristics for implementing the proposed activities. Throughout the process, continuous coordination with local authorities ensured clarity regarding the pilot's objectives, activities, and evaluation criteria, which aimed to assess its potential as a sustainable and replicable solution for other earthquake-affected areas.

While the authorities initially expressed strong support for the project, subsequent assessments by governmental entities responsible for reconstruction and evaluating the geographic conditions of the affected areas led to a reassessment of *Takoucht's* status. It was later deemed unsuitable for reconstruction due to evolving safety concerns. In close collaboration with local authorities, four alternative villages were proposed, and field visits to two of these locations (*Taourirt* and *Takounit*) have already been conducted to explore their suitability for the pilot. *MRC* and *IFRC* are actively working to secure official approval and finalize the necessary agreements with *Miyamoto*.

(D.2) Advocate for Red Cross Red Crescent positioning and support to long-term rehabilitation and reconstruction.

Activity not started – still in discussion

(D.3) Provide cash-based shelter support where possible and appropriate.

Activity not started – still in discussion

(E) MRC SHELTER STAFF AND VOLUNTEERS CAPACITY BUILDING

(E.1) MRC Shelter staff and volunteers' capacity building

In early May, a refresher training session was organized for *MRC Shelter* staff members, including *Officers*, assistants, and volunteers. The training, conducted by the *Better Shelter* technical team and the *IFRC Shelter* team, lasted three days. Participants received step-by-step guidance on installing the *TSUs*, along with risk and safety and guidelines, and instructions on testing the ground to select the appropriate foundation for the *TSU* structures. The training took place in *El-Haouz*, gathering staff from the three provinces. To conclude the training, a *TSU* was installed as a classroom in a school affected by the earthquake, which will soon enter the rehabilitation phase.

Training Type	Branch	Duration	Date	# Men	# Women	# Total participants
Shelter	<i>Chichaoua</i>	1 day	Nov-23	9	1	10
Shelter - <i>TSU</i> Installation	<i>Chichaoua</i>	2 days	Feb-24	12	18	30

Better Shelter Training - TSU Installation	Chichaoua	3 days	May-24	5	3	8
	Taroudant		May-24	6	1	7
	El-Haouz		May-24	9	0	9
Shelter - TSU Insulation in Chichaoua	Chichaoua	2 days	July-24	3	2	5
	Taroudant			5	0	5
	El-Haouz			4	0	4

In the upcoming months, training sessions will be developed for *MRC* teams to equip them with the skills needed to install insulation layers in the *Temporary Shelter Units (TSUs)*.



FOOD SECURITY AND LIVELIHOODS

People reached: 5,547 households (22'188 individuals²⁴)

Objectives:

- (A) Food Assistance: Ensure immediate food security for affected households by distributing food parcels
- (B) Food production and income-generation: Enhance food production and income-generation capabilities by distributing goat restocking packages and supporting various livelihood activities.
- (C) Improvement of income sources: Provide skills development and vocational training to community members to improve their income-generation activities.
- (D) Community Risk Reduction and protection of livelihoods: Integrate climate-smart *Disaster Risk Reduction* and climate change adaptation into livelihood protection strategies.
- (E) Livelihood *MRC* awareness and capacity building: Strengthen *MRC*'s capacity in livelihoods programming through targeted training and capacity-building initiatives.

Key indicators

Indicator	Actual	Target
# Number of food parcels delivered	5,547	6,500
# Number of households receiving goat restocking packages (TBC)	Not started	100 (TBC)
# Number of IGA vocational trainings-skills development delivered to community members (TBC)	Not started	36 (TBC)

²⁴ Using a generic household size of four members.

(A) FOOD ASSISTANCE

(A.1) Distribute food parcels to target households

As mentioned in the previous report, the food security component was launched to complement the Moroccan Government's efforts in meeting the immediate food needs of the affected populations. After some initial challenges with the identification of a supplier, the procurement process finally reached an agreement in early June. However, the delay meant that *MRC's* assistance strategy had to be revised.

In June, *MRC's* management approved the distribution strategy for the food parcels, and branches were in discussions with local authorities to approve the targeting. *MRC* aimed to support all the villages that had received assistance as part of the Relief operation, enabling them to invest in their houses or livelihoods rather than their immediate needs. The procurement process for the 6,600 food parcels was finalized in June, allowing deliveries from suppliers to begin. The parcels are composed as detailed below:

Wheat flour - 25kg	White sugar - 1kg	Long white rice - 1kg
Canned tuna - 125g	Concentrated milk - 410g	Tomato concentrate - 850g
Canned sardines - 125g	Green tea beans - 500g	Dates - 1kg
Extra virgin olive oil - 1L	Dry lentils - 1kg	
Vegetable sunflower oil - 5L	Dry white beans - 1kg	

While the delivery processes got finalized over June and July, planning for distributions in all three branches was simultaneously underway. Distributions thus happened over the summer months and by the end of the reporting period (30 September), the food parcels distribution is as follows:

Branch	# Food Parcels distributed	# Villages covered
<i>Chichaoua</i>	1,015	16
<i>Taroudant</i>	1,573	38
<i>El-Haouz</i>	2,959	46
TOTAL	5,547	100

The remaining 1,000 food parcels will be distributed in the province of Azilal once targeting has been approved by the provincial authorities.

(B) LIVELIHOODS

The *Food Security and Livelihoods* efforts have so far focused on direct food assistance through food parcel distributions. Although a draft strategy for livelihoods was prepared in spring 2024, the operation is still in the process of recruiting a Livelihoods *Delegate*. *IFRC*, together with *MRC* and in collaboration with the Qatar Red Crescent, which has shown strong interest in supporting this sector, will engage in further consultations with the relevant Moroccan public authorities to update and develop a more precise Livelihoods strategy for the coming year.

As the response transitions towards longer-term recovery efforts, the Moroccan Red Crescent (MRC) and its partners are committed to engaging in renewed consultations with authorities and other stakeholders to ensure a coordinated approach to livelihoods activities. The first year of the response has demonstrated the critical importance of flexibility in planning to address the evolving needs of the population, align with the authorities' positioning, and build the necessary capacity to establish a robust livelihoods action plan that delivers quality programming tailored to the population's needs. [The draft strategy (as shared in the previous report) is presented in the below box].

LIVELIHOODS DRAFT STRATEGY

At the end of 2023, a technical assessment was conducted by IFRC to serve as a base for the development of a robust livelihood approach by MRC with joint support of IFRC and the Qatar Red Crescent (QRC). Several possible livelihood activities have been identified to support the recovery process of communities living in quite diverse geographical zones.

In April 2024, Livelihoods planning workshops took place in each of the three provinces, identifying two main objectives for the livelihood intervention:

- 1) Enhance existing activities: provide training in climate-adapted farming techniques, strengthen irrigation systems, and offer tools and training for managing small businesses and vocational training.*
- 2) Diversify income sources: reduce reliance on a single, climate-dependent income source by offering vocational training, processing agricultural products, conducting market research, and providing start-up capital for new ventures.*

All livelihood interventions will include training and awareness on risk anticipation and mitigation (e.g., floods, landslides, fires, earthquakes). During May, the Livelihoods strategy was further developed and shared with MRC and all partners. Several assessments were used or planned to inform the strategy. From initial rapid needs assessments conducted right after the earthquake, qualitative data provided by key informants at the douar and village level, as well as relevant government technical services, have consistently highlighted the need to find sources of income to support rural livelihoods and sources of income for rural populations affected by the earthquake.

Notably, a Livelihoods scoping study on vocational training and skills development for income-generating opportunities took place from mid-April to the end of May. The study was led by a team comprising one staff member from the British Red Cross and one from the Moroccan Red Crescent. The field mission included a preparatory desk review, field visits to all three branches, and meetings with key stakeholders such as representatives of public authorities, government technical services, civil society actors, economic actors, cooperatives, associations, and communities. The various scoping and preparatory activities on livelihoods have resulted in the following strategic initiatives:

Livestock support

The foreseen livelihoods intervention will entail the distribution of livestock and training on animal husbandry, distribution of seeds, tree planting, and training for farmers. The delayed rains have affected pasture availability, and the price of sheep has increased sharply in anticipation of the Eid celebrations in April, so animal restocking activities will begin later in the year than initially planned.

Diversification of sources of income - vocational training

The livelihoods scoping study on vocational training and skills development in earthquake-affected areas aims to identify and recommend the most promising employment opportunities for those impacted by the earthquake, with a particular focus on gender and youth. By mapping vocational training actors, institutions, and courses relevant to the skills development of the affected populations and assessing their potential entry into the formal labour market, the study will recommend timely vocational training opportunities that promote human capital development. This strategic activity will be closely linked to opportunities for paid work in the reconstruction of douars over the next few years and is connected to our shelter and WASH activities.

Diversification of sources of income - collective income-generating activities

The foreseen livelihoods intervention will entail the women's economic empowerment (handcraft, cooperatives, etc) which will be closely linked to psychosocial well-being. More in-depth assessments on viable income-generating activities, community grants, and vocational training opportunities to strengthen community livelihoods will take place over the next months, as households settle into more suitable living arrangements.

Protecting livelihoods through resilience-based approaches -DRR and restoration of farming systems

The Community-Based Disaster Risk Reduction (CB-DRR) intervention to be implemented in the recovery phase under the technical coordination of the German Red Cross (GRC) will adopt an integrated approach that includes a climate-smart livelihoods component, as well as anticipatory mitigation measures aimed at addressing climate change related challenges and protect livelihood assets. These specific mitigation measures will be identified following enhanced Vulnerability and Capacity Assessments (eVCA) exercises conducted at a community level. This will be linked to identifying risks and mitigation measures to protect rural livelihoods and will require a protection, gender, and inclusion-sensitive lens.

The strategy thus recommends the recruitment of four National Society (NS) Officers to support the implementation of the key livelihoods' areas of focus: livestock support, vocational training, income generation, and livelihood protection.



MULTI-PURPOSE CASH

People reached: 228 households (912 individuals²⁵)

Objectives:

1. Advocate for and deliver *MPCA*/sectoral cash (e.g shelter, livelihoods, protection) assistance to support immediate needs and recovery
2. Develop the capacities and systems of the *MRC* to make appropriate use of cash-based intervention

Key indicators

Indicator (number)	Actual	Target
# Number of households/individuals supported with <i>MPCA</i>	228 households (912 individuals)	4,000 households (16,000 individuals)
Total amount of cash transferred to beneficiaries	CHF 0.010m ²⁶	CHF 2.138m ²⁷ TBC
% Percentage of assisted household/individual beneficiaries reporting that <i>MPCA</i> is their preferred modality of assistance (vs. in-kind)	91% ²⁸	80%
# Number of <i>MRC</i> staff trained in <i>CVA</i>	12	36
# Number of framework agreements signed by the <i>MRC</i> with Financial Service Providers (FSPs)	Initiated	1

Cash and Voucher Assistance (CVA) had not been utilized in the *MRC* earthquake response until the development of a Cash Pilot project which took place in July and August 2024. Initially, there was reluctance from authorities and limited capacity within the *National Society* to implement *CVA* programs. To address this, the *IFRC* deployed a *CVA Delegate* in March 2024 to support and guide the *MRC* in initiating a *CVA* intervention. Subsequent discussions with authorities facilitated the deployment of cash as an intervention modality. The pilot project resulted in 228 households in six villages of Chafarni (*Taroudant* province) receiving 1,060 MAD (approximately 100 CHF), distributed in two instalments of 530 MAD each. The grant amount was 500 MAD per instalment, with an additional 30 MAD per transfer to cover transport costs to *MoneyGram* offices. The first installment was distributed in the first half of July, and the second in the first week of August. All beneficiary households were registered through the *RedRose Collect* platform, which also managed the payments, allowing direct connection with *MoneyGram* and tracking of the payments.

²⁵ Using a generic household size of four members.

²⁶ Amounts transferred to the beneficiaries (fees excluded): 241'680 MAD for the pilot (exchange rate 23.07.2024)

²⁷ Target: 23'658'663 MAD (exchange rate 23.07.2024)

²⁸ Findings from the Post-Distribution Monitoring survey.

The successful implementation of this cash pilot project led to the development of an advocacy strategy aimed at obtaining approval from authorities to scale up the *multi-purpose cash assistance (MPCA)* program and initiate *CVA* for sector programs, particularly in the shelter sector, which is a priority for both communities and authorities. The concrete results of this advocacy are expected by the end of 2024.

(A) CVA IMPLEMENTATION

(A.1) Conduct *Cash and Voucher Assistance (CVA)* feasibility study and market assessment to ensure that affected communities have access to markets and that cash is a feasible option.

The context of the *El-Haouz* earthquake has been favourable for the use of *Cash and Voucher Assistance (CVA)* from a humanitarian perspective. Despite the significant disruption to markets following the earthquake, most regional and affected markets resumed near-normal operations within a few months, aiding the gradual recovery of the local economy. A large proportion of the priority needs of the affected population can be met through market solutions. However, very few households in rural areas affected by the earthquake have bank accounts, and mobile money is not yet developed in Morocco. Traditional telephone operators and banks are therefore not suitable intermediaries for this *CVA* program. Nevertheless, numerous financial service providers in Morocco cover most of the affected areas, and communities are accustomed to using their services. This favourable context for *CVA* is also reflected in the Moroccan authorities' decision to use cash transfers for several major government support programs following the earthquake. However, the authorities initially restricted the use of *CVA* by other actors to maintain a monopoly on this modality.

Thanks to its privileged relationship with the authorities, its status as an auxiliary of the public authorities, and its advocacy efforts, the *MRC*, supported by the *IFRC*, obtained authorization to implement a pilot *CVA* program in the province of *Taroudant*. In addition to the initial regional analysis conducted by the *CVA Delegate*, a feasibility study, including a local market and Financial Service Provider assessment, was carried out in Oulad Berhil by the *MRC CVA Officer* From *Taroudant* with technical support from the *IFRC* in June 2024. Oulad Berhil serves as the marketplace for the residents of Chafarni commune in *Taroudant* province, the target location for the pilot. A total of 20 *MoneyGram* offices were identified, ensuring sufficient liquidity for the operation.

In parallel, from June 2024 onwards, the *CVA Officer* of the *Chichaoua* branch conducted four market assessments and planned monitoring visits in anticipation of the *CVA* program in *Chichaoua*. The results of these assessments, along with needs assessments, were used to design the *CVA* program in *Chichaoua* and for advocacy purposes.

(A.2) Pilot *CVA* on a small scale aiming to scale up *CVA* in multiple locations.

The pilot program conducted in Chafarni in July 2024 targeted 228 households in six douars. This project aimed to meet the basic needs of the most vulnerable communities affected by the earthquake in Chafarni commune, evaluate the effectiveness of cash transfers in meeting beneficiaries' expectations, and identify any challenges they might face, particularly when collecting funds via payment agencies. Additionally, it sought to strengthen the *Moroccan Red Crescent's* expertise and confidence in managing cash transfers, demonstrate to authorities the effectiveness of cash transfers in assisting earthquake victims, and identify lessons learned to develop the scale-up of *CVA* activities.

A market assessment conducted at the end of May 2024 concluded that Oulad Berhil and prices were stable. Concurrently, a five-day CALP Level II *CVA* training was conducted for 12 participants from the three *MRC* branches. In June, a needs assessment was carried out through four focus group discussions with the target community. The

findings indicated that market-based solutions could meet beneficiaries' needs, with 81% of the community favouring cash transfers and familiar with *MoneyGram* payments. To mitigate potential risks, the team developed a specific risk matrix and identified mitigation measures. Based on this information and in close collaboration with authorities, the amount of 1,000 MAD per household was set, covering 50% of the daily needs of an average household.

The *RedRose* platform was selected to support the operation, as it was already operational and used by the *MRC* to pay volunteers indemnities, supported by the *IFRC*. Funds were disbursed to beneficiaries via the *MoneyGram* network. A special helpline was established to complement the feedback mechanism channels and presented to the communities during beneficiaries' registration at the beginning of June 2024.

MRC emphasized *Community Engagement and Accountability* throughout the project, with the *CEA* approach being central. After each payment, a helpdesk was organized in the douar to address beneficiaries' questions and resolve technical issues. A *Post-Distribution Monitoring (PDM)* conducted in mid-August highlighted the pilot's success, with respondents reporting being satisfied with the assistance provided²⁹. Additionally, 90.83% of respondents preferred cash over in-kind distributions, and 75.23% reported no questions or issues. The intervention did not generate conflicts within the communities, indicating effective communication management and transparency. Food was the primary expenditure, followed by medicines, hygiene, and household items.

Lessons learned with communities and authorities were organized, and the pilot's restitution was conducted. Overall, beneficiaries received the cash assistance modality positively, with overwhelmingly positive feedback. The *CEA*'s efforts to keep communities informed and respond to questions through the feedback mechanism significantly contributed to the pilot's success.

In conclusion, the pilot project fully achieved its objectives. The *Moroccan Red Crescent* gained expertise in managing transfers, and the project demonstrated to authorities their capacity to implement this form of assistance in remote affected areas. However, despite the pilot's excellent results, authorities still expressed reservations about scaling up multipurpose cash programs. To address these concerns, the advocacy strategy was revised to incorporate data from the pilot. The commemoration event in September and meetings with authorities were key advocacy moments on this topic.

(A.3) Provide multipurpose cash grants to provide basic needs assistance to target communities

Following the pilot, the *CVA* team developed a Multipurpose Cash Assistance (*MPCA*) project across all branches to support vulnerable households affected by the earthquake in meeting their basic needs while residing in temporary shelters, particularly during the challenging winter months. This *MPCA* program emphasizes complementarity with government programs, aiming to provide timely and flexible financial support to the most vulnerable households. The cash transfers will assist households in covering a range of basic needs, such as food, fuel, clothing, healthcare, education, and essential winter items, thereby fostering resilience and aiding their recovery from the crisis.

Unlike other forms of assistance that may focus on specific needs (e.g., shelter, *WASH*, or health), *MPCA* is designed to give households the flexibility to decide how best to use the funds. By providing direct cash transfers, the

²⁹ 84.4% very satisfied, and 15.6% mostly satisfied

program empowers recipients to prioritize their expenditures based on their individual needs, enhancing their dignity and decision-making power. This approach aligns with local market conditions to ensure that the assistance is both meaningful and sustainable. The cash transfers are targeted at the most vulnerable populations, with specific criteria applied to identify the neediest households. The strategy involves starting with the most remote communes, where reconstruction is at an early stage and the winter months are particularly harsh. This branch-specific programming must be presented to the authorities to obtain the necessary authorizations to commence.

Following the winter, and depending on the progress of reconstruction, a new *MPCA* program may be defined and submitted to the authorities for approval.

(A.4) Advocate for the use of the *CVA* modality when feasible.

An advocacy strategy has been developed and implemented, with the pilot project playing a central role. This strategy targets Moroccan authorities and has two main objectives: to obtain authorization to carry out *CVA* programs to support the most vulnerable populations affected by the earthquake, and to strengthen the *MRC*'s position as a key player with the authorities. Key advocacy messages have been developed and shared through specific activities, including stakeholder meetings where *MRC* shared key messages and data from the pilot, the production and distribution of advocacy documents such as brochures and leaflets, and workshops and events like the commemoration event in September.

Additionally, to ensure good external coordination, an informal *CVA* coordination cluster was established and led by the *IFRC/MRC CVA* teams. This cluster, which meets monthly, helps refine the language elements of our advocacy strategy based on the information collected. It is important to note that only one organization outside the *MRC* was able to carry out a *CVA* pilot as part of the earthquake response, which affected the cluster's dynamics.

(B) *CVA* SYSTEMS & CAPACITY BUILDING

(B.1) Establish operational data management system for registration, de-duplication and distribution to be scaled up.

As previously mentioned, *RedRose* was selected as the data management platform to register beneficiaries of the *CVA* program. This platform is already utilized by the *MRC* to pay volunteers' allowances, making its use for the *CVA* programs both relevant and sustainable. *RedRose* ensures the security of important data and provides a direct link with *MoneyGram*, facilitating operations.

Currently, *RedRose* and *MoneyGram* are employed for the earthquake operation through the *IFRC*'s framework contracts. To ensure the continuity of these systems and enable the *MRC* to achieve full autonomy and ownership, a transition process has been initiated. This gradual transition includes specific training and support for the relevant departments. The *IFRC* is assisting the *MRC* in identifying and contracting directly with a financial service provider to maintain autonomy and control over agreements. This approach is recommended to ensure the sustainability of the cash assistance modality.

(B.2) Build the capacity of *MRC* volunteers and staff on *CVA*

In May, a five-day CALP Level II CVA training was conducted for 12 participants from the three *MRC* branches. Further CALP training is scheduled for November 2024 to strengthen *MRC* staff capacity in delivering cash assistance. Additionally, three training courses on the management of the *RedRose* platform were conducted (one per branch), with *CVA Officers* among the participants.

To complement these key training sessions, a coaching system has been established. A *CVA Delegate* was based in *Taroudant*, providing daily support to the *CVA Officer* there. To maximize the benefits of this experience, the *CVA Officer* in *Chichaoua* participated in all activities of the *Taroudant* branch, contributing to the work and adopting a learning-by-doing approach. The *CVA Officer* for the El Haouz branch is still under recruitment.

In addition to training courses, close coaching, and the learning-by-doing system, the *IFRC* offers a comprehensive catalogue of online and face-to-face training opportunities. The *MRC*'s *CVA* teams have shown great commitment to these programs and have had the opportunity to apply for additional training courses organized by the *IFRC* in other countries.

(B.3) Implement a cash preparedness programme to support *MRC* in becoming "cash ready"

The *CVA* intervention, through activities (B.1) and (B.2), notably supporting *MRC* in obtaining a framework contract with a financial services provider is facilitating the *Moroccan Red Crescent (MRC)* in achieving "cash-ready" status³⁰. The specifics of this support will be further defined and decided as discussions progress regarding the development of the *National Society Development (NSD)* plan, which has been endorsed by *MRC* leadership. The development of this detailed program is set for early 2025.

³⁰ *IFRC Guidance for Mainstreaming Cash and Voucher Assistance, Cash Preparedness for Effective Response, 2021, URL: [CVAPreparedness-Guidance_-Chapter-1_CVAP-Areas_v1-Feb21.pdf](#)*



HEALTH & CARE

(Mental Health and psychosocial support / Community-Based Health / *First Aid* / Medical Services)

People reached: 183 individuals

Objectives:

First Aid: MRC provides quality *First Aid* training, recognized nationally and regionally, and will fully implement the IFAA Improvement Plan, increase profits from EQ area branches, and expand FA trainers and public trainings by the end of the project.

MHPSS: MRC offers targeted, evidence-based MHPSS programs to reduce psychological and psychosocial difficulties in earthquake-affected populations, improving well-being and reducing suffering.

CB-HFA: Target population are provided with integrated and appropriate support in health, shelter and *Disaster Risk Reduction*, with MRC enhancing its response capacities.

Health Care Centers: Communities have access to rehabilitated and equipped health care centers

Key indicators

Indicator	Actual	Target
# Number of MHPSS training sessions delivered to MRC staff and volunteers	Not started	9
# Number of group or individual psychosocial care sessions provided	Not started	TBC
# Number of national <i>First Aid</i> policy designed and approved	Not started	1
# Number of branches equipped with the necessary <i>First Aid</i> materials (<i>i.e.</i> : FA Kits and FA Training Kits)	1	4
# Number of communities reached with community-based health activities (CBHFA)	4	105
# Number of MRC staff/volunteers trained on implementation Disease Prevention and Health Promotion activities	183	300
# Number of awareness raising campaigns (door-to-door sensitization)	Not started	TBC
# Number of health care centres rehabilitated	Not started	TBC

(A) MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

As mentioned in the previous report, *Psychological First Aid (PFA)* had been identified as a priority by MRC to support target communities and volunteers. A one-day PFA training for 20 volunteers from Marrakesh and El-Haouz was organized in September 2023, followed by a one-day *Training of Trainers (ToT)* in October with 10 volunteers to

support the emergency response teams during the surge and rescue activities organized during the first phase of the response.

As planned, PFA topics have been integrated within the *Mental Health and Psychosocial Support Services (MHPSS)* intervention led by the *French Red Cross*. Its approach will align with the *MRC-GRC* collaboration and seeks to strengthen *MRC*'s ability to respond to the urgent needs of the disaster-stricken population, as well as its capacity to care for its teams and volunteers.

The design of the *MHPSS* intervention began in June 2024 with the arrival of an *MHPSS Delegate* recruited by the *French Red Cross (FRC)* to support the *Moroccan Red Crescent (MRC)* in this field. A national *MHPSS Coordinator* is set to join the *MRC* team in October, and *MHPSS Officers* are currently being recruited at the branch level.

The *MHPSS* field activities are set to begin in October with a pilot project in the province of *Taroudant*, with plans to expand these efforts to other provinces. During this pilot phase, an integrated approach is being prioritized, allowing the incorporation of *MHPSS-PGI* components into training modules and *eVCA* tools for the affected communities.

The main interventions within the pilot project include awareness-raising sessions that address common and frequent reactions to adversity and coping strategies, group psychosocial support for adults, adolescents, and children, and training for *MRC* staff and volunteers on this approach and the programs involved, including *Psychological First Aid*.

To better understand the needs of the affected populations and develop appropriate psychosocial support responses, thematic discussions were held in two villages in the province of *Taroudant* with separate groups of men and women of varying ages. In these communities, both men and women have been very open to discussions and have expressed a strong need for emotional support for themselves and their loved ones.

(A.1) Strengthen the capacities of *MRC* in the field of mental health and psychosocial support

As part of the pilot *MHPSS* intervention in *Taroudant* following scoping visits, initial trainings for *MRC* staff and volunteers were designed in August and September. The first training is scheduled for October 2024.

The recruitment of the national *MRC MHPSS Coordinator* is also underway and is expected to be finalized in October.

(A.2) Raise awareness of mental health and psychosocial support issues among people in the affected regions.

Activities not started yet.

(A.3) Provide individuals, families and communities affected by the earthquake with psychological/psychosocial support tailored to their situation and needs.

Activities not started yet.

(A.4) Support *MRC* volunteers with measures to prevent PsychoSocial Risks (PSR) associated with their work

Activities not started yet.

(A.5) Support and develop mental health/psychosocial support on a more global level

Activities not started yet.

(A.6) Support and advocate for the sustainability of *MRC's MHPSS* activities

Activities not started yet.

(B) *MRC FIRST AID* CAPACITY STRENGTHENING

The *French Red Cross* is also supporting *MRC* in developing and expanding its *First Aid* programme. This was initiated in May 2024, led by the *French Red Cross's First Aid Delegate*, who collaborated with *MRC's* national pedagogical team to update the training curricula. Building on this foundation, a workshop to define a national *Moroccan Red Crescent First Aid* action plan is scheduled for the last week of October 2024.

To assess the needs of the affected populations and determine appropriate responses, in-depth focus group discussions were conducted in six villages: two in *Chichaoua*, two in *El-Haouz*, and two in *Taroudant*. These discussions, involving community representatives of various ages, provided valuable insights to help structure the project. Following this assessment, a *First Aid* pilot project was implemented in the *Chichaoua* branch.

This pilot project focuses on improving the methodological, technical and logistical resources of the *MRC* branches to deliver quality *First Aid* training to communities affected by the earthquake. An integrated approach is being adopted, enabling elements of *First Aid* training to be incorporated into the community resilience activities already underway in the affected communities.

The main interventions include awareness-raising sessions tailored to the specific needs of each community, focusing on common injuries. These usually cover topics such as protection, warning, external bleeding, shock, loss of consciousness, fractures and burns. *MRC* staff and volunteers will also be trained in this approach. To complement these initial trainings, *First Aid* kits are distributed to the trained community leaders. To date, 5 douars have been reached (out of 17 planned in *Chichaoua* Province), with a total of 89 people benefiting from these *First Aid* activities. The replication of this pilot project is planned in other provinces affected by the earthquake, starting from November 2024. With the support of trained volunteers, a series of *First Aid* training sessions in schools are considered, as part of a broader engagement with schools, including *School-Based DRR* (SB-DRR). The roll-out of *First Aid* training in schools is under discussion with the provincial authorities.

(B.1) Provide materials, innovative resources and a comprehensive framework to ensure *First Aid* is supported and well-integrated within *MRC's* system

Activities not started yet.

(B.2) Review and improve the technical and educational aspects of the *MRC First Aid* training methodology

Activities not started yet.

(B.3) Conduct *First Aid* trainings for the general public, schools and communities with a specific focus on affected zones

Activities not started yet.

(B.4) Support *MRC* to sustainably strengthen its *First Aid* capacities at national and local level.

Activities not started yet.

(B.5) Support *MRC* in having its *First Aid* training engaged by the private sector for commercial services and recognized by the public.

Activities not started yet.

(C) COMMUNITY-BASED HEALTH

In January 2024, a scoping mission by the *German Red Cross (GRC)* Regional Health Advisor was conducted to define, with *MRC* and different partners, which topics of *CB-HFA* will be adapted and rolled out in the Moroccan context. A work plan with clear next steps has been developed. A *GRC Health Delegate* started in May 2024 to support *MRC's* Health Department with the implementation of these specific activities (*see dedicated sections below*).

In September, the *Moroccan Red Crescent (MRC)* presented and officially shared its community-based health strategy for 2024-25. Additionally, the *German Red Cross (GRC)* supported the participation of *MRC's Health Director* in an *Epidemic and Pandemic Preparedness* training in Senegal, aimed at strengthening the capacities of the *National Society*.

(C.1) Implement awareness raising campaigns on Health and *DRR*, outreach activities in targeted schools and communities

As the first step, a *Training of Trainers (ToT)* took place in July 2024 to build capacities in *CB-DRR* and *eCB-HFA*. Following this, a cascade training approach has begun to train more volunteers in each branch, who will then train the targeted communities to implement the agreed activities based on the local context. After the training, the roll-out and conducting of *enhanced Vulnerability and Capacity Assessments (eVCAs)* in the communities will follow, along with the implementation of awareness-raising campaigns on *health* and *DRR*, outreach activities. Volunteers will organize tailored awareness sessions on prioritized risk topics.

In early September, the first *Community-Based Health* training was conducted in *Taroudant*, where 22 volunteers were trained. Shortly after the training, *Community-Based Health* activities kicked off, reaching four communities, approximately 35 households, and 200 beneficiaries in *Taroudant* with health awareness messages, primarily focused on the prevention of communicable diseases. Further *Community-Based Health* trainings are planned in the branch of *Chichaoua* in October and in *El-Haouz/Marrakech* in November 2024.

Key health messages aimed at raising awareness and promoting household and community-level practices that can help mitigate, prepare for, and respond to the key hazards identified in the community risk assessments will also be shared during these sessions. Two additional cascade trainings are scheduled for *Chichaoua* and *El-Haouz* in October and November 2024.

(C.2) Train staff and volunteers on approaches and/or topics for implementation of Disease Prevention and Health Promotion activities

Training of staff and volunteers on approaches and topics for implementing disease prevention and health promotion activities will be conducted by *MRC* with technical support.

CB-HFA trainings will be implemented as a comprehensive approach to build the capacities of *MRC* volunteers and raise awareness in the targeted communities on health issues. This approach is driven by community-based volunteers to empower the people with whom they work, live, and play.

(C.3) Form Community Committees to foster CB-Health interventions

Activity not started – still in design and planning phase.

Community committees are intended to function as local structures comprising individuals capable of continuing to disseminate *Community-Based Disaster Risk Reduction (CB-DRR)* and *Community-Based Health and First Aid (CB-HFA)* messages after volunteers cease their visits. The strategy involves volunteers, who visit these communities, identifying and gradually building the capacities of local individuals willing to undertake this responsibility. Typically, a community committee is led by the community leader and includes members with expertise in various areas such as *Disaster Risk Reduction (DRR)*, health, and *Water, Sanitation, and Hygiene (WASH)*.

(D) HEALTH CARE CENTRES REHABILITATION

As mentioned in the previous report, the *Qatari Red Crescent (QRC)* has expressed interest in supporting the *MRC* in rehabilitating 10 primary health centers, repairing buildings, and providing medical and non-medical equipment in the *Chichaoua* and *El Haouz* provinces.

An in-depth assessment of the health system and needs in the earthquake-affected areas is expected to be planned with the support of the *French Red Cross*. This assessment aims to develop a long-term program building on *MRC's* experience to date and will focus on understanding the health system, referrals, and guidance system.

(D.1) Conduct a needs assessment to identify the 20 Health Centres and assess their needs in terms of equipment and rehabilitation

In August 2024, a meeting was held in *El Haouz* with the Representative for the Ministry of Health (MoH) delegation to offer support for the rehabilitation of health centers across the province. The MoH welcomed this initiative and will provide the *MRC* with a list of health centers and the required equipment. A similar meeting is anticipated to take place in *Chichaoua* shortly.

(D.2) Rehabilitate and provide medical supplies and equipment for 20 health care centres

Activity not started – still in preparatory discussions.



WATER, SANITATION AND HYGIENE

People reached: 26,680 individuals

Objectives:

Contribute to enhancing sustainable water, sanitation, and hygiene infrastructures and resilient behaviours in communities and institutions to promote well-being and dignity.

Key indicators

Indicator (number)	Actual	Target
# Number of water points installed/rehabilitated	176	TBC
# Number of latrines installed	165	TBC
% Percentage of beneficiaries that are satisfied with the implemented <i>WASH</i> infrastructure works	-	80%
# Number of health and hygiene kits (hygiene kits, dignity kits, packs of sanitary pads) distributed	32,468	43,414
# Number of water storage items distributed (jerry cans, buckets) distributed	14,105	20,196
# Number of <i>MRC</i> staff/volunteers trained in the implementation/operation of <i>WASH</i> activities	287	300

(A) INCREASED ACCESS TO HEALTH AND HYGIENE ITEMS

(A.1) Distribute health, hygiene and dignity kits

Since December 2023, the distribution of *hygiene kits* (consisting of soap, shampoo, toothpaste, detergent, shaving cream, towels, comb, scissors and nail clippers) is carried out in conjunction with *Hygiene Promotion* activities, where the contents of the kits are explained and key messages about the *water-sanitation-hygiene-health* relationship are conveyed to the community. A total of 13,698 *hygiene kits* have been distributed so far in communities: additionally, 2,847 *hygiene kits* have also been distributed in schools in *El-Haouz*, of which 1,269 were for girls and 1,578 for boys.

To address the needs of girls and women for proper and dignified menstrual hygiene, 7,001 *dignity kits* (consisting of sanitary pads, panties, intimate hygiene products and cleaning items) donated to *MRC* by the *German Red Cross* and *French Red Cross*, and a total of 8,922 disposable *sanitary pads packs* have been distributed:

	Hygiene & Dignity Kits				
	Hygiene Kits for households ³¹	Hygiene Kits for schools		Dignity Kits	Packs of Sanitary Pads
<i>Chichaoua</i>	3,242			1,412	4,645
<i>Taroudant</i>	3,179			1,572	1,623
<i>El-Haouz / Marrakesh</i>	7,277	Girls: 1,269	Boys: 1,578	4,017	2,654
TOTAL	13,698	2,847		7,001	8,922

Table 4 - Health and hygiene kits (hygiene kits, dignity kits, packs of sanitary pads) distributed

The continued distribution of health, hygiene, and dignity kits remains a crucial component of the recovery strategy. One year on, many affected individuals still struggle to meet their fundamental needs, with hygiene products remaining a critical gap. Household heads often prioritize expenses related to food and reconstruction, leaving hygiene needs unattended. Gender biases in household roles and spending decisions further impact access to essential hygiene items, highlighting the importance of targeted support for these communities, particularly for children, young girls, and women.

(A.2) Conduct hygiene/health promotion sessions

In line with the overall dynamics of the *MRC* operation, the *HP* intervention strategy adopts a community-centered approach. The *CEA* approach is integral to *HP*'s activities, ensuring that communities, local authorities, and *Ministry of Education (MoE)* officials are involved at every stage. One of the key moments for consulting these stakeholders is during evaluations and assessments.

Three types of *HP* needs assessments were conducted to gather essential information from communities and authorities, enabling the design of *Hygiene Promotion* sessions tailored to the needs of the earthquake-affected communities. During the emergency phase, multi-sector assessments were carried out in each of the three intervention areas, including a module on *HP*. When scoping studies preceding these assessments identified specific or significant *HP* needs, *HP* experts participated in the multi-sector assessments.

During the transition period between the emergency and recovery phases, specific *WASH/HP* assessments were conducted in 10 intervention douars in *Chichaoua*, 21 in *Al Haouz*, and 20 in *Taroudant* to identify needs and consult communities. These assessments combined semi-structured interviews with local authorities (mainly *Muqaddams*), focus groups with communities (mostly non-mixed), and on-site observations. Additionally, as part of the partnership with the *Ministry of Education (MoE)*, particularly in *Chichaoua* and *El Haouz* provinces, assessments were also conducted in schools in close collaboration with the shelter teams. Initially, the partnership with the *MoE* focused solely on the installation of *TSUs*. However, given the needs (e.g., 100% of the schools where *TSUs* were installed in *Chichaoua* lacked functional latrines) and discussions with teachers and pupils regarding *HP* needs, the agreement with the *MoE* was expanded to include an *HP* response. In parallel with these evaluations and assessments, the feedback system, coupled with *HP* training for volunteers involved in shelter activities, also helped collect *HP* needs from communities and authorities.

In April 2024, several evaluations and assessments were conducted in *El-Haouz* and *Chichaoua*. In *El-Haouz*, ongoing *WASH* and *CEA* activities included evaluations in two communes³², with the *WASH Delegate* participating in visits to several douars. Multisectoral evaluations were also carried out in various douars in *Talat N'Yaacoub* commune, involving the *HP Delegate*. Additionally, a *Satisfaction Survey* was planned in two communes³³. In *Chichaoua*, the *HP Delegate* participated in the multisectoral evaluation of two douars³⁴.

By June 2024, in *Taroudant*, reports on needs assessments were compiled for four communities. An inventory of available versus needed materials and tools was conducted, and coordination with *CVA* included *WASH* in the cash pilot. A matrix was created to determine the *WASH* prioritization of villages based on the assessments.

Between July and August in *Taroudant*, additional *WASH* and *Hygiene Promotion (HP)* evaluations were conducted simultaneously in 10 different villages, ensuring community engagement throughout the processes in preparation for the implementation of *WASH* infrastructures. These evaluations were used to determine the current needs of the beneficiaries in terms of *WASH* infrastructures and *HP* activities, as well as to identify the future locations of such infrastructures within the village, in accordance with the beneficiaries' preferences. Additionally, in July, evaluations regarding waste management and the efficient use of incinerators were undertaken in five douars, followed later by *Hygiene Promotion* activities based on the findings.

- *Conduct hygiene/health promotion sessions*

Hygiene Promotion activities have been carried out in remote communities and reached 1,957 individuals, in *Taroudant* (1,080) and *El-Haouz* (877) up until February 2024 included. including women, men, children, and people with disabilities. These activities aim to promote safe practices, prevent waterborne diseases, encourage good menstrual hygiene, maintain community water points and latrines, and manage solid waste effectively using containers and incinerators.

Since March 2024, the *Hygiene Promotion team* with the support of the *MRC* volunteers were accompanying the relief distribution teams while supporting the communities with the *in-kind NFI* assistance, reaching communities with effective messages on the contents of the *hygiene kits* and the best practices of using them, in addition to the

³¹ *Families with more than five members received two hygiene kits.*

³² *Talat N'Yaacoub and Azgour*

³³ *Aghbar, Azgour*

³⁴ *Tourare and Tikessite*

messages of safe water storage during the distribution of the jerry cans. In June, 300 female participants were briefed on *Hygiene Promotion* during distributions in *El-Haouz*, explaining the content and use of *hygiene* and *dignity kits*, while similar activities were also conducted during distributions in *Taroudant*. In July, *Hygiene Promotion (HP)* sessions were conducted in targeted villages within *Chichaoua*, focusing on essential hygiene practices to improve community health.

In *Taroudant*, the team carried out *Hygiene Promotion* activities for waste management and the use of incinerators in four villages³⁵. Additionally, during the distribution of hygiene and dignity kits, further *Hygiene Promotion* was conducted in six villages³⁶. *Hygiene Promotion* sensitization activities for the distribution of hygiene and dignity kits continued throughout July and August, covering five villages in *Taroudant* and involving a total of 111 women, 60 men, 34 girls, and 22 boys.

In July, through community engagement and the participation of 18 women and 2 men, a cleaning system for maintaining the hygiene of *WASH* infrastructures, such as communal latrines and showers, was established in four villages of *Chafarni*. Following these activities, cleaning items, including buckets, brushes, bleach, and toilet brushes, were distributed for use on communal infrastructures. Additionally, sensitization training on the cleaning and repair of communal water tanks, including the actual cleaning of the tanks, was conducted in three villages.

In *El-Haouz*, sensibilization sessions on using hygiene and dignity kits were held for 205 females across six villages in *Oukaimden* in July. In September, awareness sessions on using these kits were conducted in three villages³⁷, reaching a total of 191 females.

In total, 7,420 individuals have been reached by *Hygiene Promotion* activities over the reporting period³⁸:

	# Number of individuals reached by <i>Hygiene Promotion</i> activities
<i>Chichaoua</i>	1,360
<i>Taroudant</i>	2,567
<i>El-Haouz / Marrakesh</i>	3,493
TOTAL	7,420

In the past months, discussions have been underway regarding a *Hygiene Promotion* in Schools project. Based on consultations with *Ministry of Education (MoE)* authorities, teachers, and focus groups with pupils, the following *HP* themes have been identified as priorities: body hygiene, waste management in schools, and prevention of waterborne diseases. A core curriculum will be included in all *HP* sessions for the supported schools, with additional modules added as necessary to meet specific needs. Once the sanitary modules are installed, *HP* sessions based on the *CHAST* approach will commence in schools in November 2024. In parallel, coordination with other international NGOs and UN agencies is being discussed to harmonize *HP* materials in schools.

³⁵ *Achbarou, Ait Youssef, Ait Youga, and Ait Yahya.*

³⁶ *Abedji, Tizirt, Amssirat, Tirkint, Ait Merhouch, and Talbadant*

³⁷ *in Siti Fatma (Amazer and Laabassene) and Oukaimden (Agus)*

³⁸ *These figures are tentatively consolidated, discrepancies may come from different tracking of activities and beneficiaries across branches.*

(A.3) Scale up menstrual health project

In the beginning of 2024, a pilot project in Ait-Youssef (*Taroudant*) focused on *menstrual hygiene management* by manufacturing *reusable sanitary pads* through community workshops with 17 women. The women sewed their own pads, and two women and a volunteer tested them, providing positive feedback.

Due to the positive reception, the *MRC Hygiene Promotion* team in *Taroudant* replicated the activity in six other villages³⁹ with 116 participants. So far, 133 women have participated in this activity. Workshops are complemented by *Focus Group Discussions (FGDs)* to emphasize the importance of menstrual hygiene and explain how to clean and maintain sanitary pads correctly. In *Chichaoua* branch in April 2024, 17 volunteers (14 female, 3 male) were trained on reusable menstrual pad confection by the *Hygiene Promotion Officer* and a volunteer from *Taroudant*.

Further activities will be carried out in all three regions to provide women with sustainable and adapted solutions for dignified menstrual hygiene.

(B) INCREASED ACCESS TO SAFE WATER

Over the summer months, routine activities on *Hygiene Promotion* related to water quality and water borne diseases continued. In the upcoming phase of the response, Efforts will persist to ensure safe water access in affected communities, notably through with continuous monitoring of household water quality and implementing suitable treatment solutions, such as chlorination with chlorine tablets and proper household water storage.

This will be complemented by activities notably including repairing or installing chlorination systems, repairing water sources, installing or repairing pumping equipment, and improving household-level piping. *Hygiene Promotion* activities will support these efforts to emphasize the importance of chlorination for water quality, alongside training and capacity building for Local Water Management Associations to ensure the project's long-term sustainability.

Additionally, efforts will focus on providing water and sanitation facilities in schools, coupled with *Hygiene Promotion* activities for pupils, who will act as conduits for key messages to their families.

(B.1) Distribute water storage items

	Storage	
	Jerry cans	Buckets
<i>Chichaoua</i>	2,010	1,009
<i>Taroudant</i>	3,492	1,625
<i>El-Haouz /Marrakesh</i>	2,343	3,626
TOTAL	7,845	6,260

³⁹ *Takouchte, Chafarni-Tamsoulte, Chafarni-Akhfis, Ida Ougmad, Tiznirine, and Ait Yahya*

Table 5 - Jerrycans and buckets distributed

For safe water storage, 7,845 jerrycans (2,010 in *Chichaoua*, 2,343 in *El-Haouz* and 3,492 in *Taroudant*) and 6,260 buckets (1,009 in *Chichaoua*, 3,626 in *El-Haouz* and 1,625 in *Taroudant*) were distributed. All distributions were complemented by awareness-raising sessions on how to properly clean jerrycans.

(B.2) Rehabilitate water sources and facilities

During April 2024, progress was made in *Chichaoua* with the cleaning and disinfection of a water tank and installing a new tank in *Tighoula*, increasing the village's drinking water storage capacity. Water points and a washing station were also installed in *Tighoula*, and two water points were set up in *Anamaran*.

In May, visits to two communities in *Chichaoua* highlighted significant challenges in managing WASH facilities. In one community, the community association required households who had moved into containers and private temporary *Shelters* to pay for the water. As the connections to the water network had been made from the community network, the community association closed the access to half of the water points to control water usage and limit wastage. It is to note that before the earthquake, in that village, households had access to water inside their houses and were paying for the water based on their consumption. The community association tried to control the usage of free water and limit the access to free water to the households still living in tents. Furthermore, this community faced challenges with connecting containers installed by a national association to water and sanitation systems due to a lack of resources and expertise. In June, follow-up visits were made to further investigate the community's request for support in connecting containers established by the national association to water and sewage systems, resulting in the development of a design for the sewage system to aid decision-making⁴⁰.

	Water Points	Cleaning Points
<i>Chichaoua</i>	73	3
<i>Taroudant</i>	61	2
<i>El-Haouz /Marrakesh</i>	42	0
TOTAL	176	5

Table 6 - Water and cleaning points rehabilitated

Additionally, in *Taroudant* in July, a water point and its evacuation pipelines in *Tamsoult* were rehabilitated to address issues caused by blockages. Another water point near the school in *Ait Yahya* was also rehabilitated.

In July, a two-day visit was conducted in four douars within *Chichaoua* to assess water quantity issues. The team identified poor water management at the community level as a significant problem, which required immediate attention.

⁴⁰ In parallel, considering the complexity of the work required and the time it would take to coordinate with the authorities and get all the necessary approvals, MRC/IFRC contacted the back donor organisation to advocate in favour of enabling the households to move into the containers while a solution could be identified to the connection of these *Shelters* to the water and waste/sewage systems.

In August, the *Chichaoua* team carried out an assessment and subsequent repair of the water pump in Zoualile, ensuring the community had access to a reliable water source. Additionally, repair and maintenance work on the same water pump were performed to address ongoing issues.

In September, the team responded to a request from a secondary school, transmitted through the Department of Education, to repair the water pump and address latrine issues. Although the school was outside the 16 villages where the branch had authorization to operate, it was decided to assist due to the school's importance to pupils from the targeted villages. In *Taroudant*, the construction of a water point at Ait Hamid was completed in September, further enhancing the community's access to clean water.

(B.3) Ensure water quality through frequent monitoring

Water quality monitoring has primarily been conducted reactively, based on community reports. In July, a water quality analysis was performed for a village where several cases of diarrhoea had been reported. The analysis indicated that the water was safe to drink. It was later discovered that a breakdown had occurred, causing the population to rely on river water, which was the source of the reported cases.

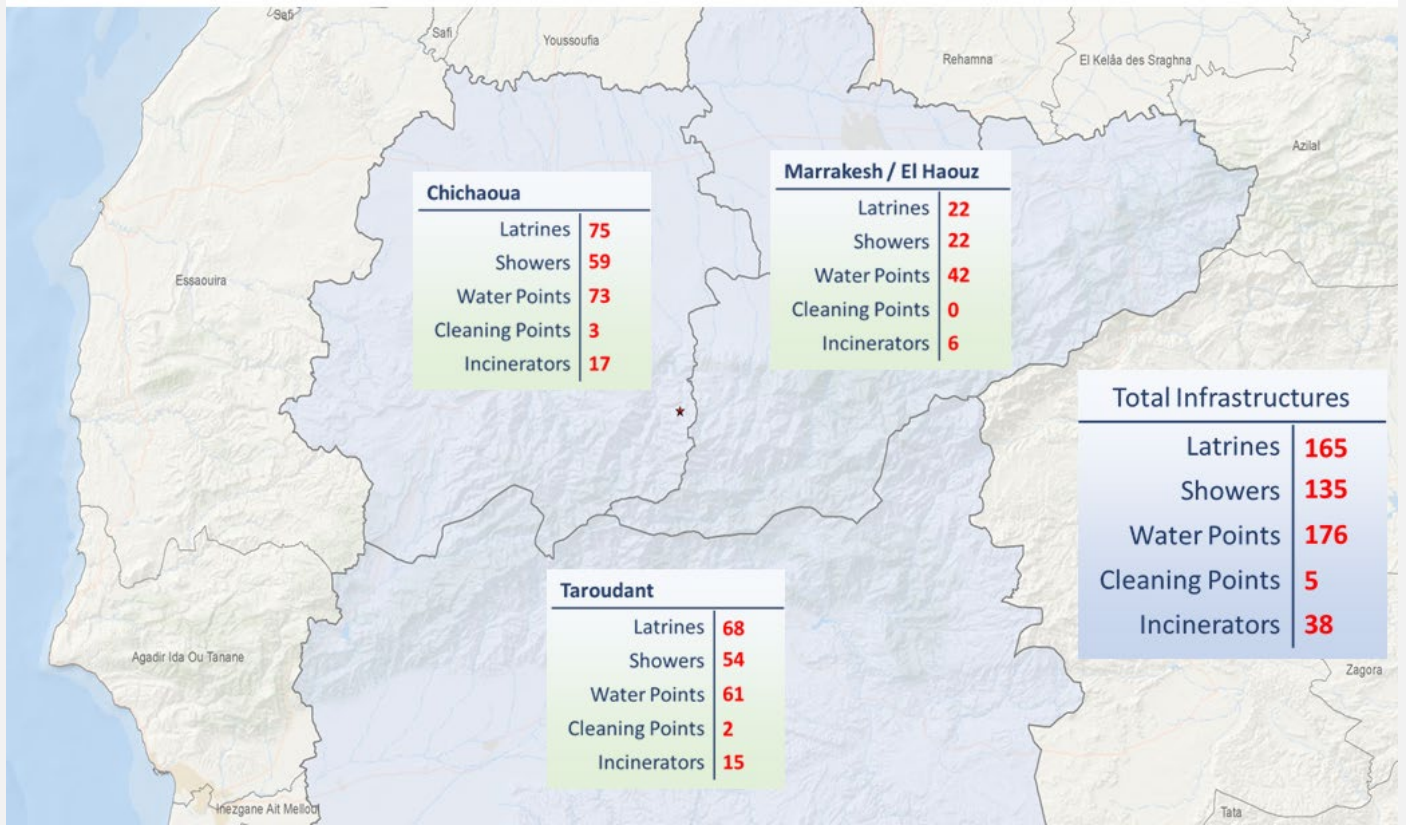
Also in July, following a report to the *CEA* team of yellowed water in Tiznirin (*Taroudant*), a water quality analysis was conducted. The change in water colour was attributed to the cleaning of water pipes and the mixing of tank water with river water, which is transported by truck due to limited water supply. However, the analysis confirmed that the water was safe to drink. In August, water samples were collected in Ighzer, *Chichaoua*, for analysis to ensure the safety and quality of the water supply. Three water samples were tested, and the results were shared with the *WASH* Team.

No water testing has taken place in *El-Haouz* as no concerns have been raised by the communities. For future interventions, it is recommended to establish agreements with specialized laboratories in Marrakech and *Agadir* to ensure timely sample analysis. The laboratory in Marrakech will cover *El-Haouz* and *Chichaoua*, while the laboratory in *Agadir* will cover *Taroudant*.

To date, there have been no chlorination activities in the villages. These activities will be discussed for upcoming operations along with overall discussions on the *WASH* strategy.

(C) IMPROVED ACCESS TO SECURE SANITATION FACILITIES

Morocco Earthquake 2023
WASH Activities
 Sept. 2023 to Sept. 2024



Map 3 - WASH total infrastructures

MRC and IFRC WASH teams have now installed 165 latrines, 131 showers, 176 water points, 5 cleaning points and 38 incinerators across the three provinces, along with training of the population in their use and maintenance:

	Infrastructures				
	Latrines	Showers	Water Points	Cleaning Points	Incinerators
Chichaoua	75	59	73	3	17
Taroudant	68	54	61	2	15
El-Haouz / Marrakesh	22	22	42	0	6
TOTAL	165	135	176	5	38

Table 7- Summary of WASH infrastructures installed/rehabilitated

Community participation is an essential component of WASH activities, as demonstrated by mapping exercises guiding the selection of sites for sanitation facilities, fostering a sense of ownership; or by the creation and training

of Hygiene Clubs, which will ensure the proper maintenance of facilities and the spread of key messages in the community.

In July, cleaning materials were distributed, hygiene awareness activities were conducted, and a maintenance system for the cleanliness of *WASH* infrastructures was organized in four villages⁴¹ in *Taroudant*.

(C.1) Install/rehabilitate latrines and showers

	Latrines	Showers
<i>Chichaoua</i>	75	59
<i>Taroudant</i>	68 ⁴²	54
<i>El-Haouz/Marrakesh</i>	22	22
TOTAL	165	135

Table 8 - Latrines and showers modules installed

With the installation of latrines and shower modules, *Chichaoua* teams faced some issues related to the supplier's payment, which delayed the installation in three communities from March to May. Once the latrines were installed, some procurement issues delayed the closure of the pits. While in June, the *Taroudant* teams rehabilitated infrastructures and pipelines, including six latrines and five showers in Tamsout, along with the installation of metal stairs to improve access. Still in June, the teams in *Taroudant* also installed a latrine and shower module and a water point in Achbarou, while a shower module and water point were rehabilitated in Algou. Work has also been done to convert a European latrine into a Turkish latrine to better accommodate the community's needs in Tiznirn.

In *Taroudant*, several significant activities were undertaken in July. A privacy screen was implemented in a latrine and shower module in *Ikhfiss* to ensure the privacy of women. Furthermore, a PRM⁴³-adapted module latrine and shower in *Ait Yahya* were disassembled, moved, and reconstructed to enhance accessibility for two women with reduced mobility. This module was previously installed near them, but due to their relocation to a different sector of the village, they no longer had access to *WASH* infrastructure. Consequently, the module was relocated to accommodate their movement. In *Chichaoua*, in another community where families decided to return to their homes due to the rising temperatures and difficult living conditions in the tents, parts of community latrine/shower modules were dismantled for personal use.

In July, the installation of 13 latrines with pit coverage was completed in *Chichaoua*. Additionally, in *Taroudant*, the rehabilitation of a water point and its evacuation pipelines in Tamsout, as well as the canalization of a water point in Ait Youssef, were carried out. The rehabilitation of a water point for the school in Ait Yahya and the reconstruction of a double-use module were also completed. In September, a shower was constructed at Ait Hamid, and the demand for dismantling two latrine modules in Ait Youssef was verified (*Taroudant*).

⁴¹ *Ait Hamid, Algou, Achbarou, and Ait Yahya*

⁴² *Interventions included the deconstruction, relocation, and re-implementation of latrines and showers to accommodate community movements, such as households relocating to join family members or moving to other cities or villages.*

⁴³ *Person with Reduced Mobility*

(C.2) Ensure safe access to *WASH* facilities for women, girls and vulnerable beneficiaries

The decision-making processes are supported through gender-segregated consultations, which help to identify specific hygiene needs and priorities. For instance, some communities expressed a preference for having separate latrine and shower modules for males and females, while others felt it was safer to have these facilities located close to each other.

In July, solar lamps in *WASH* modules were rehabilitated in Algou and Achbarou, *Taroudant*. Additionally, a privacy screen was provided for women using *WASH* infrastructures in Ikhfiss. In September, a latrine was relocated and adapted for accessibility for two persons with reduced mobility (PRM) in Ait Yahya, *Taroudant*.

(C.3) Distribute facility cleaning kits

Following *Hygiene Promotion* activities in July in *Taroudant*, cleaning items, including buckets, brushes, bleach, and toilet brushes, were distributed for use on communal infrastructures. Additionally, sensitization training on the cleaning and repair of communal water tanks, including the actual cleaning of the tanks, was conducted in three villages.

(D) IMPROVED MANAGEMENT OF SOLID WASTE

(D.1) Install/rehabilitate Solid Waste Management (SWM) storage/facilities

Efforts will also involve working with communities to develop collective solutions for improving waste management, in collaboration with Local Associations and authorities. During the recovery phase, the focus will be on finding innovative and adapted solutions for wastewater treatment, in cooperation with local authorities through pilot projects that can be replicated as communities recover their households. The goal is to enhance traditional sewage management practices (such as ground filtration without prior treatment) to make them more sustainable and environmentally friendly.

Over the past months, in *Chichaoua*, local volunteers were selected and trained on best practices for solid waste management, including methods of incineration. This training enabled participants to understand the importance of waste management in preventing the spread of diseases and promoting a healthy environment. Following the training, staff and volunteers mobilized to install 17 incinerators in 14 villages. These incinerators, designed for the safe disposal of waste, are essential tools for improving the cleanliness of public spaces and reducing health risks. Awareness sessions were organized to inform communities about the proper use of incinerators and solid waste management practices. In total, 230 men and 324 women were sensitised on these critical issues. These sessions helped community members understand the importance of sorting waste, reducing its production, and properly incinerating what cannot be recycled.

In *Taroudant*, several sensitization activities about waste management and the efficient use of incinerators were undertaken in five different douars in July, with the participation of 28 women, 12 men, 9 girls, and 9 boys.

Over the reporting period, 38 incinerators were installed, supported by *Waste Collection* and *Hygiene Promotion* campaigns.

	Incinerators	Clean-up campaigns
<i>Chichaoua</i>	17	0
<i>Taroudant</i>	15	1
<i>El-Haouz/Marrakesh</i>	6	0
TOTAL	38	1

Table 9 - Solid Waste Management facilities installed/rehabilitated, and clean-up campaigns

(D.2) Organise clean-up campaign and raising awareness on waste management

Solid waste collection campaigns were launched, actively involving community leaders, women, youth, and children, particularly school children. This intergenerational and community engagement has been vital in ensuring better involvement and collective awareness of waste management issues.

During July, in Ait Youssef (*Taroudant*), a community cleanup campaign followed waste management awareness-raising sessions. These sessions, engaging 18 women and 3 children through focus groups and 9 men individually, highlighted the dangers of improper disposal and promoted environmental preservation, garnering community support for the cleanup. The campaign, organized by the *Hygiene Promotion Officer* and the association's vice-president, involved five community volunteers and three *Moroccan Red Crescent (MRC)* volunteers. Approximately 100kg of waste were collected from an illegal dumping area, sorted, and combustible materials were incinerated. The remaining waste was bagged for later removal.



Photo 2 - Waste Management Awareness and Cleanup Campaign in Ait Youssef, Taroudant (July 2024, Photo: IFRC/MRC)

(E) WASH CAPACITY BUILDING

Training	Branch	Date	Participants	# Men	# Women	# Total
Basic Hygiene Promotion	Chichaoua	Oct. 2023	Volunteers	3	2	5
Hardware SHERE Standards	Chichaoua	Nov. 2023	Volunteers	7	3	10
Hygiene Promotion	Chichaoua	Dec. 2023	Volunteers	5	6	11
Hygiene Promotion refresher	Chichaoua	Jan. 2024	Volunteers	6	5	11

<i>Hygiene Promotion</i> updated second level	<i>Chichaoua</i>	Jan. 2024	Volunteers	2	6	8
Module installation and water supplier training	<i>Chichaoua</i>	Feb. 2024	Volunteers	9	4	13
<i>Hygiene Promotion</i> training of trainers	<i>Chichaoua</i>	Feb. 2024	Volunteers	2	3	5
Basic <i>Hygiene Promotion</i> training	<i>Taroudant</i>	Mar. 2024	Volunteers	17	28	45
CTED training	<i>Taroudant</i>	Apr. 2024	Volunteers	2	9	11
Training on the making of re-usable sanitary pads	<i>Taroudant</i>	Apr. 2024	Volunteers	3	15	18
Global and HH Water treatment training	<i>Chichaoua</i>	Apr. 2024	Volunteers	6	6	12
Production of reusable sanitary pads	<i>Chichaoua</i>	Apr. 2024	Volunteers	3	14	17
Fields Activities reporting	<i>Chichaoua</i>	May 2024	Staff and Volunteers	4	6	10
<i>Hygiene Promotion</i>	<i>El-Haouz</i>	May 2024	Volunteers	9	7	16
WASH in Emergency training	<i>El-Haouz</i>	May 2024	Volunteers	15	15	30
<i>Hygiene Promotion</i> during distribution training	<i>Taroudant</i>	June 2024	Volunteers	3	13	16
SPHERE minimum WASH standards	<i>Taroudant</i>	June 2024	WASH and HP Officers	2	1	3
<i>Hygiene Promotion</i> basic training	<i>Taroudant</i>	July 2024	HPI WASH Officers and volunteers	4	11	15
Regional Emergency WASH Training in Syria	<i>Chichaoua /Taroudant</i>	Aug. 2024	WASH Officers MRC	2	0	2
WASH and HP needs assessments and reporting training	<i>Taroudant</i>	Aug. 2024	HPI/WASH Officers and volunteers	3	14	17

Table 10 - WASH trainings and capacity building

In April 2024, several training and capacity-building activities were conducted across the provinces. In *Taroudant*, the arrival of new WASH staff-initiated planning for the next steps, including basic WASH trainings. The WASH Coordinator and Hygiene Promotion Delegate held an online meeting with the Women's Voices NGO to discuss collaboration. In *El-Haouz*, volunteers received training on household water treatment, while in *Chichaoua*, a workshop on menstrual hygiene management was conducted.

By May, further training initiatives took place. In *Chichaoua*, key staff and volunteers attended *Better Shelter* training, and a *WASH* training session focused on reporting and field activities. In *El-Haouz*, *Hygiene Promotion* training on hand washing and water storage was conducted and a *WASH in Emergency training* prepared 30 participants for emergencies. The head of the *Health Department* and the *GRC Health Delegate* visited all three branches to discuss *Community-Based Health*.

In June, *Taroudant's WASH Officers* received *SPHERE Minimum Standards* training, and 16 participants were trained in *Hygiene Promotion* during distributions. Field training aimed to create a self-sufficient *WASH* volunteer team. *Waste management training* was provided in two communities, and a *Focal Points* list was created to improve communication. A *WASH Delegate* position is being secured in all branches until the end of 2024 to enhance technical capacity.

In July in *Taroudant*, the *Hygiene Promotion (HP) Officer*, with the participation of two *WASH Officers*, provided basic *Hygiene Promotion* training to 16 new volunteers, thereby increasing the volunteer pool for *HP* field activities. Additionally, volunteers continued to receive field training on various matters related to *HP*. In August, members of the *WASH/HP* team participated in several different trainings. These included an online training on measles prevention led by the Head of the Health and Social Affairs Division Administration at the *Moroccan Red Crescent* centre, an online training on the use and design of Kobo Toolbox questionnaires led by the *German Red Cross*, and two *IFRC* online trainings on *First Aid* for seniors and *First Aid* for newborns and children.

Also in July, the *Chichaoua WASH Officer* attended the regional “*WASH in emergency*” training organized by the *IFRC-MENA* office and the *Syrian Arab Red Crescent National Society (SaRC)*.

All three *Officers*, along with five *WASH/HP* volunteers, participated in a three-day in-person *Community Engagement and Accountability (CEA)* training held in August in *Taroudant*. This training aimed to equip participants with the skills necessary to effectively engage in community activities and contribute to the well-being of communities. Additionally, the *Officers* in *Taroudant* provided training to 17 volunteers on conducting *WASH* and *HP* needs assessments. This training emphasized the importance of coordination with *CEA* for community engagement, as well as data and information collection tools and methods, and the creation of maps.

Overall, *WASH* capacity building training sessions have reached 286 participants (114 men, 172 women) across the three targeted regions⁴⁴. These staff and volunteers will support the *MRC* and the *IFRC* in facilitating the *WASH* activities in their communities, and they will be the technical references for any *Hygiene* questions or feedback from the community and will help in monitoring the quality of water and report and cases of water and vector borne diseases.

⁴⁴ *These are not unique beneficiaries' figures (the same beneficiary may have attended multiple training sessions)*



RISK REDUCTION, CLIMATE ADAPTATION AND RECOVERY (DRR)

People reached: 4'365 individuals

Objectives:

Strengthen resilience and capacities of disaster and crisis-affected communities through climate-smart community-based risk reduction actions informed by enhanced Vulnerability Capacity Assessments and advanced planning

Support *MRC* to improve its *Disaster Risk Management* and Disaster Preparedness capacity

Key indicators

Indicator	Actual	Target
# Number of national Trainings of Trainers (ToT) is conducted on R2CR via eVCA	1	1
# Number of participants to cascade trainings R2CR via eVCA	21	60
# Number of communities with eVCA-Plan of Action finalised	0 (initiated) ⁴⁵	130 (TBC)
# Number of individuals (communities) reached by CB-DRR activities	4,365 ⁴⁶	35,000 (TBC)

As mentioned in the previous report, following the draft *Early Recovery* program framework discussed with the *Moroccan Red Crescent (MRC)* in late 2023, medium- and long-term plans for *community-based Disaster Risk Reduction (CB-DRR)*, *Community-Based Health and First Aid (CB-HFA)*, and broader resilience activities were defined and refined.

On 7 and 8 March 2024, *MRC*, with the support of the *IFRC*, coordinated a workshop to take stock six months post-earthquake. This workshop aimed to review the delivery of relief and plan the transition into the recovery phase of the operation. It brought together *MRC*, *IFRC*, and *PNS (FRC, GRC, SpRC)* to share their technical and strategic plans.

A scoping mission by the *Regional DRR Advisor* was conducted to explore how previous projects supported by the *German Red Cross* (e.g. *Anticipatory Action* and *Forecast-Based Financing* projects), could be connected to the earthquake project.

The *German Red Cross* is co-leading technical efforts on *CB-DRR*, coordinating strategic discussions, and supporting *MRC* in developing its risk and disaster reduction approach. The agreed upon approach employs an *enhanced Vulnerability and Capacity Assessment (eVCA)* process to address disaster, climate, and other risks, focusing on

⁴⁵ eVCA process is ongoing. Activities have not yet reached the final step of having a Plan of Action finalised.

⁴⁶ This figure represents the residents of the 16 targeted communities (villages) in the province of Chichaoua. See section (B) for more details on the activities.

enhancing community resilience. Training for the *eVCA* will be conducted across all provinces, involving volunteers and national staff to coordinate *Disaster Risk Reduction* actions and promote consistent standards across affected areas, with support from *IFRC* and other partners.

(A) ROADMAP TO COMMUNITY RESILIENCE (R2CR) VIA ENHANCED VULNERABILITY CAPACITY ASSESSMENT (*eVCA*)

A *GRC DRR Delegate*, who is the Federation-wide technical co-lead for this matter, started in February 2024. Since then, several initial steps have been implemented before properly starting the activities:

- The technical working group for community-based approaches to *DRR* has been set up.
- Revisions of the *eVCA* package based on recommendations for contextualization and adaptation (including *R2CR* stages/steps, process, *eVCA* tools, and reporting formats) have been completed.
- Training of Trainers for *MRC* staff and volunteers has been conducted.
- 2-day *eVCA* contextualization workshop (mid-April).
- Preparatory work for the *R2CR* via *eVCA* and the *Training of Trainers (ToT)* for *Community-Based Health* (June).
- *eVCA* ToT one-week training (July)
- *eVCA* cascade training in *Chichaoua* (August)
- *eVCA* pilot (September)
- Planning for the other *eVCA* cascade trainings and *eVCA* roll out in the other branches

In July, three *Community Resilience Officers (CROs)* were recruited and started their contracts, with one assigned to each of the three branches. While activities are yet to begin in all provinces, the *CROs* are currently mobilized to support the ongoing activities in areas where they have already started. Details on each activity can be found in the below sections.

(A.1) Roll out *R2CR* via *eVCA* ToT for *MRC* staff and volunteers

Activities kicked off during July with the one-week *eVCA Training of Trainers*, which took place at the *MRC Training Center* in *Mehdia* and involved 21 staff and volunteers from over ten branches, as well as five participants from the *Ministry of Interior*.

This training, organized by the *German Red Cross* and led by the *MRC* National Training Team with input from *IFRC*, covered both *eVCA* and *Community-Based Health* training.

(A.2) Train *MRC* staff and volunteers as facilitators of *eVCA*

In August 2024, the first *eVCA* cascade training was conducted at the *Chichaoua* branch, with 21 participants in attendance. Following this training, further planning for the roll-out of subsequent *eVCA* steps within the communities started.

The second *eVCA* cascade training is scheduled to take place at the *El-Haouz/Marrakesh* branch in October 2024, and *Taroudant* will be scheduled for November. Consequently, each of the three branches involved in the operation will host an *eVCA* training.

(A.3) Conduct eVCA in targeted communities to evaluate hazards, risks, and vulnerabilities

In September, the eVCA pilot started in three communities in *Chichaoua*⁴⁷. Two sessions were organised in each of the villages (one session per week). In the first week session, the activity aimed to engage communities where the eVCA will take place by introducing them to the new participatory process, marking a shift from previous response-focused interventions. Key objectives included explaining the eVCA process and its phases, discussing transfer methods and gathering community preferences, introducing concepts of resilience, risk, and hazards, and managing expectations.

Following this first engagement session, the second week was dedicated to the assessment, with the aim of identifying hazards, capacities, and vulnerabilities. This process involved the three *Community Resilience Officers* who led the assessment using the designated eVCA tools and the *CEA Officer*. The focus was on collecting detailed community-level data to improve the understanding of local risks and strengths. Volunteers played a key role, supporting the data collection process and ensuring participation from community members. The involvement of the community is maintained with continuity and consistency across the activities, reinforcing the collaborative nature of the eVCA.

(B) STRENGTHENING COMMUNITY RESILIENCE THROUGH COMMUNITY-BASED *DISASTER RISK REDUCTION (CB-DRR)* ACTIVITIES

(B.1) Provide CB-DRR equipment and trainings to local communities and schools

In July, a one-day fire management training was organized in *Chichaoua* for 20 volunteers, facilitated by the Civil Protection, to support *Disaster Risk Reduction (DRR)* activities.

Additionally, in August, 15 volunteers (10 males and 4 females) received fire management training before the training was rolled out to the communities.

In September, emergency safety boxes were distributed in *Chichaoua*, reaching 16 douars (villages). These boxes included fire extinguishers, with some items still under procurement to be distributed in October and November. A total of 40 emergency boxes were distributed, and 643 community members (313 males and 330 females) attended the fire management training, marking the activity as a significant success. These same boxes will subsequently be distributed to other provinces, ensuring that each douar supported by the operation receives the same equipment.

(B.2) Support communities in implementing (Risk Reduction) micro-projects [post eVCA]

Activity not started yet – conditioned to the completion of eVCA.

This is anticipated to start in November in *Chichaoua* with the pilot communities.

(B.3) Support schools in implementing Risk Reduction measures

Activity not started yet – conditioned to the completion of eVCA.

⁴⁷ *Anzefi, Argue and TAGadirte*

(C) IMPROVE *MRC'S DISASTER RISK MANAGEMENT AND DISASTER PREPAREDNESS CAPACITY*

MRC, with the support of its partners, is committing to disaster preparedness as a priority for the recovery phase of the operation. *MRC* has scheduled for early October a review of the *Preparedness for Effective Response (PER)* and an update of the plan of action to strengthen its preparedness capacity to respond to future disasters.

(C.1) Support *MRC* to implement its *Preparedness for Effective Response (PER)* Plan of Action

A *Preparedness for Effective Response (PER)* review workshop is scheduled for early October. The outcomes of this workshop will guide efforts over the coming year or more to enhance *MRC's* readiness for potential future disasters. All in-country partners have committed to supporting *MRC's* plans, with *IFRC* providing co-leading coordination support.

(C.2) *MRC's* staff and volunteers' capacity strengthening on support services (FIN, IM, and LOGS) for Disaster Management

Activity not started yet.

(C.3) Work on *MRC's* scenario planning, contingency planning and simulation exercises

The *German Red Cross* and *IFRC* support *MRC's* contingency planning to ensure that relevant in-kind items are available in *MRC's* warehouse, enhancing preparedness for future disasters. *MRC* has a national contingency plan that requires revision and updating, a task scheduled for 2025.

(C.4) Procure and preposition relief items in 4 provinces affected by the earthquake

As the relief phase concludes, a stock inventory exercise will be conducted to assess potential ad hoc distributions during the winter months. This will include a prepositioning strategy to prepare for any winter-related small-scale disasters, such as floods or cold waves, ensuring that these stocks can be effectively used to support individuals affected by the earthquake in such events.

(C.5) Support the development of *MRC's* branch level preparedness capacity

MRC is considering initiating branch-level preparedness assessments based on the *PER* methodology around the second quarter of 2025. This will lead to follow-up activities aimed at strengthening the preparedness capacity of branches, including potential training for Branch Response Teams and provision of equipment.

(C.6) Collaborate with local public authorities to strengthen their Disaster Response plans

MRC collaborates closely with the *Wilaya*⁴⁸ on risk management and preparedness, and with the civil protection department of the *Ministry of Interior* on the response component of its *Disaster Risk Management* work. In *El-Haouz*, with support from the *Spanish Red Cross*, *MRC* will initiate a pilot project to assist one commune in revising its response plans and clarifying *MRC's* role within the *PCD (Plan Communal de Developpement)*. Initial discussions with provincial authorities have identified the most suitable commune for this pilot. If successful, this pilot will be replicated in *Chichaoua* and *Taroudant*.

(C.7) Support *MRC* in their *Disaster Law* advocacy to authorities

Following on initial exchanges with the *Regional Office* specialist have occurred, a *visit* is being organized to initiate this work by early 2025.



COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

Objectives:	<p>Improve community trust and program and operation quality and sustainability by institutionalizing <i>CEA</i> in the <i>National Society</i>.</p> <p>Integrate meaningful community participation, open and honest communication, and mechanisms to listen to and act on feedback throughout all stages of the programme cycle.</p> <p>Ensure that selection criteria and targeting are discussed, agreed, and explained to communities, including how questions, complaints and issues will be managed</p>
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Key indicators

Indicator (number)	Actual	Target
# Total number <i>MRC</i> staff, volunteers and leadership trained/briefed on <i>CEA</i>	383	400
# Number of <i>CEA</i> trainings delivered	17	30
# Number of consultations/participatory planning sessions made with authorities and community leaders	51	80
# Number of functional feedback mechanisms established ⁴⁹	3	4
# Number of community feedback comments collected	458	2'400
# Number of community feedback reports produced	1	18
# Number of feedback mechanism <i>SOP (Standard Operating Procedures)</i> document produced	1	1

⁴⁸ *Administrative public authority.*

⁴⁹ *Mechanisms: hotline, Focus Group Discussion, Help desk, Face to face with volunteers. Hotline still to be implemented (see dedicated section (B)).*

% Percentage of individuals (community members, including marginalized and at-risk groups) who report knowing how to provide feedback or make a complaint about the operation	60,5%	80%
# Number of information dissemination channels established by the <i>National Society</i>	4	6

At the heart of the *IFRC/MRC* response to complex humanitarian situations are the communities, families, and people in need of targeted support. Over the past year, the *MRC* has integrated *Community Engagement and Accountability (CEA)* into its response and programming, seeking to ensure that the diverse needs of people affected by the ongoing earthquake response influence the planning and implementation of activities carried out by *MRC*. *CEA* principles have been incorporated into Relief, Shelter, *WASH*, *DRR*, health and *CVA* programming. Additionally, the *MRC CEA* team has expanded, and resources have been allocated for *CEA* capacity building.

Three *CEA Officers* have been appointed by the *MRC*, one per branch, in December 2023, along with the recruitment of the *MRC* national *CEA Coordinator*, appointed to lead the elaboration of a national strategy, conduct staff training and set-up the feedback systems in collaboration with the *IFRC CEA Delegate* in-country since December 2023. Before that, *IFRC* had deployed a *CEA Focal Point* in September 2023 to ensure community engagement was well understood and effectively implemented.

During the reporting period, the *CEA* team engaged with *MRC's* management team to mainstream *CEA* approaches in the organization, train community volunteers and identify training gaps, and enhance stakeholder mapping. Further institutionalization of *CEA* within *MRC* and additional training for branch staff and volunteers are still needed. The feedback system has been piloted in *Chichaoua* and *Taroudant* and later implemented in *El-Haouz/Marrakesh*. Efforts are being made to provide affected communities with more diverse and robust feedback channels.

(A) TRAINING AND CAPACITY BUILDING

(A.1) Train *MRC* staff and volunteers on *CEA* approach and feedback mechanism

To improve the knowledge and capacity of staff and volunteers for effective engagement with affected people, the *CEA* team dispensed multiple training in the branches since the beginning of the response. Topics covered included general introduction to *CEA* and its principles, *CEA* in emergency, feedback mechanisms and data collection methods (e.g. *Focus Group Discussions*, *Kobo Collect*), and *Protection, Gender and Inclusion*-related topics such as the *Code of Conduct* for staff and volunteers along with some *Prevention against Sexual Exploitation and Abuse (PSEA)*:

Type of training	Branches	Dates	Men	Women	Total
<i>CEA</i> in Emergency Responses Training	<i>Chichaoua</i>	15 - 17 Oct & 25-26 Nov 23	22	24	46
	<i>Marrakesh</i>	4-5 Nov 23 & 13 - 14 Jan 24	27	26	53

	<i>Taroudant</i>	2 - 3 Nov & 15-16 Nov 23	32	31	63
One day <i>CEA</i> training	<i>Chichaoua</i>	29-Oct-23	5	5	10
	<i>Taroudant</i>	17 Nov. 23 & 1 June 24	12	17	29
2 days <i>CEA</i> training	<i>Chichaoua</i>	18 - 19 Jan. 24	5	5	10
	<i>Marrakesh</i>	27 - 28 Jan. 24	6	12	18
3 days <i>CEA</i> and Code of Conduct training	<i>Chichaoua</i>	2-4 May 24	21	12	33
	<i>Marrakesh</i>	8-10 May 24	8	16	24
	<i>Taroudant</i>	31 July - 2 August 24	11	21	32
	<i>Chichaoua</i>	25 - 27 Sept. 24	15	9	24
	<i>Taroudant</i>	18 - 20 Sept .24	11	21	32
2 days <i>CEA</i> workshop for Local committee Leaders	<i>Taroudant</i>	21 - 22 Sept. 24	7	2	9
<i>TOTAL PARTICIPANTS</i>			<i>182</i>	<i>201</i>	<i>383</i>

(A.2) Roll-out *CEA* briefings to senior leadership, including the Board and Governance

To further institutionalize the *CEA* approach within the *Moroccan Red Crescent (MRC)*, particularly in the *Taroudant* branch, a two-day leadership workshop on *CEA* was conducted in the commune of Ouled Berhil.

This session was attended by nine local committee and branch leaders (2 women and 7 men) from Oulad Tima, *Taroudant*, Ouled Berhil, and Talioum. The workshop included modules and practical exercises on the concept of community engagement, its benefits for the reputation of *MRC* local committees, and strategies for integrating *CEA* into their action plans and budgets.

Individual *CEA* briefing sessions were organized for a member of the senior leadership team and two branch presidents. The *CEA* action plan was shared during an operational coordination meeting between the *MRC*, the *IFRC* and the *PNS* in June 2024. According to the *CEA* working plan, *CEA* briefings and a capitalization workshop will be organized for senior leadership, including the Board and Governance, in January 2025. The final decision will align with the priorities of *MRC's* action plan. The updated version of the *CEA* working plan has been submitted to the relevant stakeholders for their review and feedback.

(A.3) Integrate *CEA* into all other relevant *National Society* trainings

Incorporating *Community Engagement and Accountability (CEA)* principles into sector-specific trainings, such as those for Emergency Response, has been a key focus (*as listed under activity A.1*). *CEA* sessions were integrated into over five *WASH* training programs in *Chichaoua*, El Haouz, and Marrakech. This approach ensured that

participants not only received essential *WASH* knowledge but also understood the importance of community engagement and feedback in the implementation of these initiatives.

(A.4) Carry out regular field visits to support and mentor branches and programmes

Field visits are conducted by the *MRC-CEA National Coordinator* and/or the *IFRC CEA Coordinator* based on the *CEA* plan of action and expressed needs of the branches.

(B) COMMUNITY FEEDBACK MECHANISM

(B.1) Establish feedback mechanisms for the response operation⁵⁰

Following a discussion with *MRC* in November 2023, it was agreed that a pilot feedback mechanism will be implemented in the *Taroudant* and *Chichaoua* branches. Therefore, a Kobo form, designed collaboratively with *CEA* volunteers from both *Taroudant* and *Chichaoua* branches, has since been used to collect feedback received from communities during distributions, recorded through face-to-face channel (e.g., interview, community meeting).

The next steps for the feedback mechanism involve working closely with *CEA Officers* to close the feedback loop and implement a reactive system in *Chichaoua*, *El Haouz/Marrakech* and *Taroudant*, and a proactive system in *Azilal*. *CEA* is a regular agenda item in operational meetings and workshops, focusing on responding to community feedback, concerns, requests, and changes in needs and context

The *distribution FAQs list*, designed to help volunteers answer community questions during distributions, has been finalized and is now in use by the branches. Additionally, the feedback collection tool has been revised and translated in collaboration with the *CEA* and *Information Management (IM)* teams, and a decentralized logbook for feedback is being implemented in each branch.

Positive steps have been taken over the past couple of months to enhance the feedback mechanism. *MRC* intends to launch a national-wide feedback hotline and *CEA* efforts will focus on strengthening the national feedback system by establishing an anonymous and confidential feedback channel through a *hotline*. The recruitment of a short-term hotline implementation specialist is currently underway to support the set up phase.

In *Taroudant*, a pilot help desk was established, offering a direct point of contact for community members to voice their concerns and receive assistance. Concurrently, a helpline was piloted during the *Cash and Voucher Assistance (CVA) pilot*, further expanding the channels for community engagement and support.

Efforts to develop a comprehensive feedback dashboard are ongoing, aiming to provide a centralized platform for tracking and analysing feedback data. Furthermore, the implementation of a feedback form has been initiated, standardizing the process of collecting and addressing community input.

(B.2) Advertise the feedback mechanism to communities through preferred channels

⁵⁰ *In consultation with affected people, branch staff and volunteer leaders.*

During the emergency response, information about the operation's progress, including multi-purpose cash distribution, was regularly shared with the community. A feedback mechanism was provided, utilizing multiple communication channels such as focus group discussions, community meetings, house-to-house outreach, and help desks. *MRC* volunteers were kept informed to relay more information to the community. The helpline was actively used during the *Cash Pilot* activities to gather feedback from the communities. This allowed us to capture their insights and concerns, ensuring that their voices were heard and considered in *MRC*'s ongoing efforts to implement *multi-purpose cash assistance* in the operation.

Information about the emergency response was regularly shared with the community, including updates on the progress of the operation during multi-purpose cash distribution. A feedback mechanism was provided, utilizing multiple communication channels such as focus group discussions, community meetings, house-to-house outreach, and help desks. *MRC* volunteers were kept informed to relay additional information to the community. The helpline was actively used during the *CVA* pilot activities to gather feedback from the communities. This allowed us to capture their insights and concerns, ensuring that their voices were heard and considered in *MRC*'s ongoing efforts to implement the cash assistance modality in the operation.

(B.3) Hold FGDs/PDMs/Surveys to check people are aware of and feel comfortable using the feedback mechanism

Data from the satisfaction survey conducted in April and May 2024 revealed that 50% of respondents in *Chichaoua* and 71% in *Taroudant* indicated they were aware of the process for submitting complaints, suggestions, or claims to the *Moroccan Red Crescent*.

(B.4) Analyse, respond to, and act on feedback, to adjust and improve operations.

In the reporting period, a total of 458 feedback from 197 men (43 %), 210 women (46 %) and 51 mix group (11%) were collected.

57 % of support requests were primarily related to *WASH*, *food assistance*, and *income-generating activities* such as agricultural and livestock support to sustain daily livelihoods. 24 % of the feedback consisted of encouragement and thanks for the assistance provided. Complaints, which made up 13% of the feedback, included issues such as odours from latrines or uncovered pits, broken items from distributions, heat in the tents, beneficiary selection criteria, and other elements related to the earthquake response. The remaining 6% comprised questions (4%), highlighting information gaps identified by the communities, and observations and beliefs (2%), reflecting the communities' understanding of the situation. No serious incidents or inappropriate behaviour from the field staff and volunteers were reported. It is to be noted that 97,5% of people who received assistance from *MRC* reported it to be relevant to their needs (source: *Satisfaction Surveys in Chichaoua and Taroudant*).

Women primarily requested access to aid services, including food supplies, health, clothing, kitchen kits, education, and washing machines. Men mainly inquired about accessing aid services and items such as better shelter, house construction, and income-generating resources like livestock and agriculture. In April 2024, in *Taroudant*, residents notably expressed concerns about scorpions near their tents and highlighted needs for food, clothing, cash assistance, and *TSUs*. In another village, children traumatized by the earthquake required psychological support. In June, key feedback from *El-Haouz* indicated that the most recurrent needs were food

baskets and clothing, followed by toilets, cleaning products, kitchen utensils, cooperatives, school buses, water and water storage solutions, furniture, and literacy courses.

At the community level, some feedback is directly addressed by *MRC* volunteers and staff during field and follow-up visits. When further action is required, it is communicated to the relevant sectors within each branch through bilateral meetings, internal coordination, or emails. The loop is closed through follow-up calls, on-site visits, or engagement with community representatives, including *Muqaddams* and community association presidents.

(B.5) Update Standard Operational Procedures (*SOPs*) for community feedback and management to guide *CEA* integration in operations.

A *Standard Operating Procedures (SOP)* document for the Community Feedback Mechanism has been developed and was submitted to the *MRC*, providing a structured approach to managing community feedback.

(C) INFORMATION PROVISION AND COMMUNITY PARTICIPATION

(C.1) Ensure a constant flow of information towards earthquake-affected people about the operations

To ensure a constant flow of information to earthquake-affected people about the operations, *the MRC* has established four communication channels: Focus Group Discussions, Community Meetings, house-to-house outreach, and information help desks. Additionally, *the CEA teams plan* to incorporate other communication methods such as radio broadcasts and leaflets to further enhance our outreach efforts. These tools will help ensure that vital information reaches as many people as possible in the affected areas.

MRC recognizes that communities are experts of their own locale and are knowledgeable about their specific needs for prompt recovery. Accordingly, *MRC* ensured that the selection of individuals receiving assistance was conducted in a consultative, transparent, and equitable manner. These *CEA* efforts were crucial in securing community acceptance of *MRC* activities.

Community leaders and women representatives were actively involved in the registration and distribution processes across most villages. The *CEA Officer* informed communities about the quantities and weights of distributed items, and community members assisted the *MRC* team in transporting items to the elderly and vulnerable. Over the reporting period, 61 community meetings were held, involving 616 men and 558 women, to discuss and agree on selection criteria, distribution plans, and processes.

The *CEA* team has been actively collaborating with the Shelter team to harmonize household selection criteria and support the *TSU* program. They participated in the registration of *CVA* pilot beneficiaries, ensuring fair support distribution through community-based targeting and vulnerability criteria. In April and May 2024, they conducted field visits to aid in the dissemination and family selection for the *TSU* program, as well as supporting Relief's beneficiary registration and distribution.

In June 2024, the *CEA* team continued their involvement in the distribution of Relief items and Food Parcels in *Chichaoua*, identifying 46 households in two villages to benefit from *TSUs*. In *Taroudant*, they assisted in the

registration and distribution of Relief items and CVA pilot beneficiaries, explaining selection criteria and distribution processes in 11 locations. In *El-Haouz*, they collected data for future beneficiary registrations in collaboration with local authorities and village associations.

Additionally, over the past few months, the *CEA* team conducted community meetings for *eVCA* activities in three communities, facilitated participatory sessions for *TSU* selection criteria, and issued donation certificates for *TSU* and *WASH* infrastructures. They also participated in informing the communities about the cash-program pilot in *Taroudant*. Their activities included conducting participatory meetings with stakeholders and authorities, holding information sessions with targeted communities, explaining the *MoneyGram* process, and validating the list of beneficiaries with authorities and community members.

(C.2) Hold regular community meetings to check if the programme is using the most effective channels, approaches, and languages to reach different groups and that information is received and useful

The integration of the *CEA* approach within other sectors or programs has been crucial, particularly with the Relief assistance, *WASH*, Shelter, and *CVA* teams. Coordination with the Shelter (*TSU*) and *CVA* interventions enabled targeted approaches that not only address needs but also consider the specificities of each group, facilitating access to a reliable helpline for expressing doubts and complaints related to the *CVA* pilot in *Taroudant*.

Introducing the tenets of the Red Crescent and operations to every involved stakeholder has been a standard practice in most *MRC* operations. This action has served as an effective entry point for the organization in various communities.

Additionally, the *MRC* maintains close coordination with authorities to support operations, ensuring community support without duplication and obtaining necessary authorizations. Over 51 consultations with authorities and community leaders have been conducted for better planning (21 in *Chichaoua*, 22 in *Marrakesh*, and 8 in *Taroudant*).

In addition to participating in branch-level planning workshops and other sectoral programmatic design sessions, the *CEA* team is actively present in the field with program teams during activities such as distributions and *Hygiene Promotion* or other *WASH* sensitization efforts. This presence ensures continuous information flow between the *MRC* and the affected communities. The *CEA* team has developed a work plan with strategic priorities to ensure *Community Engagement and Accountability*.

In June 2024, the *CEA* team notably supported the Relief team in *El-Haouz* during distributions, managing logistics, community participation, contact with authorities, exit surveys, and feedback collection through community meetings and FGDs. In *Chichaoua* and *Taroudant*, they held meetings with community members and leaders and conducted numerous visits to update the Shelter assessment.

Lastly, a leaflet on *MRC* has been developed to distribute to communities, containing information on the RCRC Movement, the *MRC* earthquake response activities, and the services offered.

(C.3) Involve authorities and community leaders in planning and implementation.

The *Community Engagement and Accountability (CEA)* team contributed to develop and implement assessments and evaluations tools in the response. Notably, rapid multi-sectoral needs assessments across three branches, exit surveys following distributions, and satisfaction surveys for post-distribution monitoring.

In July 2024, *MRC* conducted exit surveys where *MRC* volunteers asked several beneficiaries if they were satisfied with the timeliness, effectiveness, and process of aid provided. The result was then shared as an evaluation findings to communities' members and the operation team, so that others can benefit from lessons learned and avoid repeating mistakes.

Also, *CEA* staff have been involved in scoping new villages with sectoral evaluations, along with relevant sectoral teams (e.g. *WASH, Shelter*) meant to inform on the diagnosis of a new location where activities would then be implemented according to the needs identified. Methodologies included individual interviews, focus group discussions, community meetings, key informant interviews and direct observations.

For the cash pilot program, the *CEA* team has conducted preliminary surveys in the targeted villages, focusing on markets, assessments of Financial Service Providers (FSP), transport, and needs. Additionally, volunteers participated in the cash project' post-distribution monitoring in August.



PROTECTION, GENDER AND INCLUSION

People reached: 82 individuals

Objective:

The *MRC* is a safe and inclusive organization that ensures dignity, access, participation, and safety for people of all identities through its organizational structure, working processes and service delivery.

Key indicators

Indicator	Actual	Target
# Number of <i>MRC</i> national policies and relevant documents aligned with RCRCM <i>PGI</i> commitments	Not started	3
# Number of individuals (<i>IFRC</i> , <i>MCRCR</i> , employees, volunteers) trained on <i>PGI</i> .	82	300
# Number of employees able to mainstream <i>PGI</i> activities in their sectors	Not started	90
# Number of 'Child-Friendly spaces' and 'women safe spaces' set up	Not started	5

Between mid-March and the end of April 2024, an *IFRC* short-term *PGI Coordinator* was in place during the ongoing long-term recruitment. The *PGI Coordinator* assessed internal capacities and the need for cross-cutting support, developing a first plan of action and budget for the operation.

In June, the *Regional PGI Coordinator* visited Morocco to refine the action plan and provide recommendations. This visit led to an updated first *PGI* plan of action and recommendations for mainstreaming *PGI* across *WASH* and *Shelter* activities, aiming to enhance community safety, dignity, participation, and access.

Then, a long-term contract *PGI Delegate* join in September 2024. A *PSEA* assessment framework has been performed and a specific *MRC* safeguarding plan of action developed (steps, chronogram, norms and questions). Meanwhile, *MRC* is recruiting a national *PGI Coordinator* to lead the implementation of the action plan, focusing on three key components to facilitate the transition from emergency operation to the recovery phase:

- Building institutional capacity, including developing policies.
- Adopting a comprehensive *PGI* approach across all operations, programs, and services, including *PGI* mainstreaming and specialized protection activities.
- Advocacy, Humanitarian Diplomacy, research, and partnership.

This revised action plan is reflected under the activities presented below. It is to be noted that the plan has yet to be formally endorsed by *MRC*.

Also, the continuation of *MRC's Restoring Family Links (RFL)* project is supported as part of the *MRC* earthquake response, thanks to the technical guidance and oversight of the *ICRC*.

(A) BUILD LEADERSHIP CAPACITIES IN *PGI*

(A.1) Conduct *PGI* session with *IFRC* and *MRC* governance/leadership /senior management

As mentioned above, a proposition of *PGI Plan of Action* has been developed, which will be further reviewed and discussed with the leadership of the *MRC* for endorsement in the upcoming period.

(A.2) *PGI*/Organogram Review

The plan is to set up a *PGI* team with a focal point for each branch. These focal points could be existing staff members. These elements are currently proposals pending *MRC's* final approval on the *PGI* plan.

(B) *PGI* CONSIDERATIONS ARE EMBEDDED IN ALL PROCESSES, POLICIES, STRATEGIES AND TOOLS

(B.1) Strengthening *PGI*/Legal Framework and Internal Policies

Activities not started yet.

(B.2) Development and Endorsement of the Protection from Sexual Exploitation and Abuse (*PSEA*) Policy

Activities not started yet.

(B.3) Development and Endorsement of the Child Safeguarding Policy

Activities not started yet.

(B.4) Enhancing HR Procedures and Policies with a Focus on Protection, Gender, and Inclusion (*PGI*)

Activities not started yet.

(B.5) Communication materials on Protection Policies for Staff and Volunteers

Activities not started yet.

(C) QUALIFIED STAFF AND SOLID INTERNAL AND EXTERNAL COORDINATION MECHANISMS ARE IN PLACE TO SUPPORT *PGI* ACTIONS

Note: (C.1) and (C.2) activities are related to PGI staff recruitment and under this report, covered under (A.2)

(C.3) Identify *PGI*/focal points per sector/branch

Activities not started yet (see section A.2).

(C.4) Establishment and Coordination of the *PGI*/Working Group

Activities not started yet.

(C.5) Participation in Civil society Protection cluster

An informal *Protection Coordination Working Group*, with local and international organizations active in the affected region, meets monthly.

(D) STRENGTHEN THE CAPACITY OF STAFF AND VOLUNTEERS TO MAINSTREAM *PGI*

Protection, Gender and Inclusion training courses target employees and volunteers in various ways, as the training objectives differ. These courses will be provided on a long-term basis, with a set number of sessions each month. They will cover topics such as child protection, *gender-based violence (GBV)*, equality, and the inclusion of people with disabilities. The training curricula delivered in situ will be complemented by mentoring, which includes observing and reflecting in the field to ensure that the knowledge is applied in sector activities and competencies are developed.

(D.1) Implementation and Analysis of the *PGI* Survey

Activities not started yet.

The tentative plan includes conducting a survey focusing on staff and volunteers to assess their knowledge and competencies in *PGI*.

(D.2) Conduct *PGI*/Training for staff and volunteers

During the reporting period, two *PGI (Protection, Gender, and Inclusion)* awareness-raising sessions were conducted. The first session, held in conjunction with a planning workshop in *Chichaoua*, involved 45 *MRC, IFRC, and PNS* staff and volunteers (33 male and 12 female). This session introduced the *PGI* approach, the *Code of Conduct, PSEA (Prevention of Sexual Exploitation and Abuse)*, and safeguarding measures. The second session took place during a *WASH* training in Marrakech, with 13 *MRC* volunteers (6 male and 7 female), covering the same topics along with *PGI minimum standards* and the *DAPS (Dignity, Access, Participation, and Safety)* approach in *WASH*.

PGI considerations, particularly regarding the safeguarding component (*Code of Conduct, PSEA*), are being integrated into all *CEA (Community Engagement and Accountability)* trainings for *MRC* staff and

volunteers. Following these trainings, 145 participants (66 male, 79 female) have signed the Code of Conduct. Additionally, 82 MRC volunteers (34 men, 48 women) received an Introduction to PGI session as part of their CEA training.

Sequential capacity-strengthening efforts are planned, including awareness-raising, basic and advanced training, *Training-of-Trainers (ToT)* sessions, and specific trainings on the *Code of Conduct*, *PSEA*, and safeguarding. These initiatives aim to ensure quality programming and sustainability by integrating PGI across the operation.

A specific PGI introductory training module has been developed to offer basic training courses to teams starting in October 2024. Regular in-situ PGI training sessions will be conducted monthly, accompanied by direct field support to facilitate the smooth integration of the PGI approach.

(D.3) Conduct training on PGI guidelines and SOPs

Activities not started yet.

The tentative plan includes a two-day training to enable MRC employees to take ownership of the PGI guidelines and standard operating procedures (SOPs) that will be developed.

(E) IMPLEMENT PGI/MAINSTREAMING ACTIVITIES THAT APPLY TO ALL MARGINALIZED GROUPS

(E.1) Collect and analyse SADD data

A workshop, in collaboration with PMER and sector leads will be planned to collect and analyse disaggregated data from operations and assessments. This initiative will be supported by the establishment of monitoring and evaluation systems within the response.

(E.2) Conduct PGI minimum standards assessments of all sectors and adapt programmes accordingly

Starting in September 2024, the *enhanced Vulnerability and Capacity Assessments (eVCAs)* under the *Risk Reduction* sector have incorporated a tool specifically designed for *Protection, Gender, and Inclusion (PGI)* and *Mental Health and Psychosocial Support (MHPSS)*. This tool aims to identify specific needs, protection risks, capacities, self-determined priorities, and instances of exclusion. During the eVCAs, *protection* and *MHPSS* components are assessed within defined communities to implement preventive and mitigating protection measures, along with adequate awareness-raising sessions.

All thematic sectors will be evaluated to ensure systematic mainstreaming of PGI principles.

(F) SPECIALIZED PGI/ACTIVITIES ARE IMPLEMENTED FOR ALL MARGINALIZED GROUPS IN MRC PROGRAMMING

(F.1) Set-up safe spaces initiatives

Activities not started yet.

The tentative plan includes creating safe and friendly spaces as social areas for children and women in certain douars. These spaces will also be used for specific or mixed awareness-raising and information sessions on topics such as child participation, positive parenting, and masculinities.

(F.2) Development and Facilitation of *PGI*/Information, Education, Communication (IEC) sessions

Activities not started yet.

(F.3) Establishing and Communicating *PGI*/Referral Pathways

A service providers and stakeholders mapping exercise debuted in September, which will be further completed and detailed per branch and domain (e.g. child protection, GBV, disability) through meetings and centers visits of *the PGI Delegate*. This work is ongoing to jointly set up safe and appropriate referral systems and mechanisms.

(F.4) Cash-for-Protection

Activities not started yet.

Four douars will be identified for implementing the pilot project. We will develop access criteria for *Cash-for-Protection* support in collaboration with the targeted communities. These criteria may, for example, focus on isolated individuals, women heads of households, and households with an out-of-school child.

(G) DEVELOPING AND IMPLEMENTING A *PGI*/LEARNING AND RESEARCH STRATEGY

(G.1) Conduct qualitative research

Activities not started yet.

The tentative plan includes conducting qualitative research to gain a deeper understanding of the social changes resulting from the earthquake and the year of humanitarian aid in the affected communities. This research would examine the social, power, and aid relations that govern and organize the target communities.

(G.2) Develop structures and systems to collect, manage and disseminate data and information on *PGI*

Activities not started yet.

The tentative plan includes using the disaggregated data collected through collaborative efforts to assess the inclusion of individuals made vulnerable by various forms of discrimination. These analyses will inform recommendations for integrating the *PGI* approach into sector activities.

(G.3) Document and disseminate *PG*/best practices and case studies

Activities not started yet.

(G.4) Conduct participative and community evaluation of the safe spaces

Activities not started yet.

II. Enabling approaches



NATIONAL SOCIETY STRENGTHENING

Objectives:	<p><i>MRC</i> can provide quick, effective and inclusive response to people in emergencies through quality service delivery by trained staff and volunteers.</p> <p>The Auxiliary Role of <i>MRC</i> in <i>Disaster Risk Management</i> is clearly defined and widely recognized, supported by the <i>International Disaster Response Law (IDRL)</i></p> <p><i>MRC</i> can respond effectively to a wide spectrum of evolving crises through enhanced Preparedness and Response Capacity</p>
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Key indicators

Indicator	Actual	Target
# Number of volunteers insured or equipped	525 ⁵¹	-
# Number of Volunteer Policy developed	0 (initiated)	1
# Total number of trainings for <i>MRC</i> volunteers and staff	78	-
# Number of <i>MRC</i> branches or warehouses supported with infrastructure repair or equipment	3	4

⁵¹ Active volunteers registered on RedRose. (Chichaoua: 166; El-Haouz/Marrakesh: 75; Taroudant: 289).

(A) SUPPORT AND PROVIDE TRAINING FOR *MRC* STAFFS-VOLUNTEERS IN THE 4 PROVINCES AFFECTED BY THE EARTHQUAKE

From the onset of the response, the *IFRC* and its partners have provided staff and volunteers with a series of training and capacity-building sessions. These sessions have covered sectoral-technical topics such as Shelter and *WASH* initially, and more recently *CVA* and *DRR*. Additionally, cross-cutting approaches and support services, including *CEA*, *IM*, *Finance*, and *Logistics*, have been addressed.

The construction of the *National Society* Strengthening plan, supported by the *NSD Delegate* and in direct communication with the *MRC*, will incorporate a more structured capacity-building plan. This plan will assess the branches and sectors where the *National Society* aims to enhance its capacities. Sectoral planning of activities will also enable the branches to evaluate their existing staffing capacities and identify gaps, ensuring that the training plan addresses future capacity-building needs.

Chichaoua

From the start of the response, the branch, with the support of the *Marrakesh* branch and *IFRC* and *MRC* teams, several trainings were organized for volunteers and the staff to support their development and capacity to implement activities with the necessary technical knowledge and in respect of the humanitarian standards.

Sector	Training Type	Duration	Date
Crosscutting	Emergency Response	3 days	Oct-23
CEA	CEA	1 day	Oct-23
WASH	WASH - Hygiene Promotion	1 day	Oct-23
Shelter	Shelter	1 day	Nov-23
Crosscutting	Emergency Response	3 days	Nov-23
WASH	WASH - Hardware, SHERE standards	1 day	Nov-23
WASH	WASH - Hygiene Promotion	1 day	Dec-23
IM-PMER	Multisectoral Assessment - Satisfaction survey	1 day	Jan-24
CEA	CEA - Feedback mechanism	2 days	Jan-24
WASH	WASH - Hygiene Promotion refresher	1 day	Jan-24
WASH	WASH - Hygiene Promotion	1 day	Jan-24
WASH	WASH - Hardware, SHERE standards	2 days	Jan-24
IM-PMER	Information Management - Exit survey	1 day	Jan-24
Shelter	Shelter - TSU construction	2 days	Feb-24
Supply Chain	Logistics	5 days	Mar-24

WASH	WASH - Water treatment	1 day	Apr-24
WASH	WASH - Reusable sanitary pad confection	1 day	Apr-24
CEA	CEA - CEA and CoC	3 days	May-24
Shelter	Shelter - TSU construction & insulation	3 days	May-24
CVA	CVA – Cash intervention	4 days	May-24
WASH	WASH - Reporting mechanisms	1 day	May-24
IM-PMER	IM/PMER (in Marrakesh)	3 days	Jun-24
Shelter	Shelter - TSU isolation	2 days	Jul-24
CEA	CEA - Feedback mechanism (in Marrakesh)	2 days	Jul-24
Finance	Finance training (in Rabat)	3 days	Jul-24
DRR	eVCA Training of Trainers (ToT) - (in Mehdiya)	1 week	Jul-24
DRR - Health	CBH training (in Mehdiya)	1 week	Jul-24
DRR	DRR – Fire Management with Civil Protection	1 day	Jul-24
Security	Walkie-talkie training	2h	Aug-24
DRR	Fire management training	Half day	Aug-24
DRR	Kobo collect online training	Half day	Aug-24
DRR	eVCA cascade training	4 days	Aug-24
Supply Chain	Drivers training (in Marrakech)	2 days	Aug-24
Supply Chain	Drivers training (in Marrakech)	2 days	Sep-24
CEA	CEA - CEA and CoC	3 days	Sep-24
IM-CVA	IM & Cash and Voucher Assistance training (RedRose)	5 days	Sep-24

Table 11 - Capacity building trainings in Chichaoua branch

Taroudant

During this period, the *Taroudant* branch successfully completed the recruitment of its entire operational team, gradually enhancing their capacities. From the start of the response and with support from the *Marrakesh* branch and *IFRC* and *MRC* teams, they provided numerous trainings to volunteers and staff. These trainings aimed to develop their skills and ensure they have the necessary technical knowledge to implement activities in accordance with humanitarian standard:

Sector	Training Type	Date
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WASH	Hygiene Handbook	Jan-24
DRR	Firefighting Training	Jan-24
Multi	CVA, MEI, Relief and Shelter	Apr-24
Multi	First Aid and other induction trainings	Apr-24
Shelter	Better Shelter Training (in El-Haouz)	May-24
CVA	CVA Training (3 days)	May-24
IT	ICT training (1 day)	May-24
Finance	Finance training (5 days)	May-24
Shelter	Shelter training in Chichaoua	May-24
Finance	Finance training (3 days)	Jun-24
CVA	Conducting Market assessments for service providers	Jun-24
Supply Chain	Monitoring visit to the warehouses and storage areas (1 day)	Jun-24
WASH	SPHERE Minimum WASH Standards	Jun-24
WASH	Hygiene Promotion during distributions - training	Jun-24
WASH	WASH capacity building	Jun-24
IM-PMER	IM/PMER (in Marrakesh)	Jun-24
WASH	Field training for WASH/HP volunteers continues.	Jul-24
WASH	Hygiene Promotion basic training for new volunteers provided	Jul-24
CEA	CEA training (3 days)	Jul-24
DRR	eVCA Training of Trainers (ToT) - (in Mehdiya)	Jul-24
DRR- Health	CBHFA	Jul-24
CEA	Feedback mechanism	Aug-24
DRR	eVCA - cascade training	Aug-24
WASH	WASH Officer training in Syria.	Aug-24
WASH	WASH internal training on sphere standards.	Aug-24
IM	IM training	Aug-24
DRR - Health	The community health/EVCA Officer participated in a training in El Haouz.	Sep-24
IM-CVA	IM & Cash and Voucher Assistance training (RedRose)	Sep-24
CEA	CEA - CEA and CoC	Sep-24

MHPSS	Dissemination session on MHPSS.	Sep-24
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Table 12 - Capacity building trainings in Taroudant branch

El-Haouz/Marrakesh

Comprehensive capacity-building endeavours were undertaken, encompassing strategic meetings, emergency response training sessions, and skill development workshops for both volunteers and staff. These initiatives underscore *MRC's* commitment to enhancing organizational capabilities and ensuring preparedness for effective humanitarian response. During the reporting period, with support from *IFRC* teams, the branch provided several training sessions to staff and volunteers, focusing on:

Sector	Training Type	Duration	Date
Crosscutting	Emergency Response	3 days	Oct-23
CEA	Community Engagement and Accountability (CEA)	2 days	Oct-23
WASH	WASH Infrastructures and Hygiene Promotion	2 days	Oct-23
Shelter	Shelter - TSU construction	3 days	Nov-23
IM-PMER	Data collection training	1 day	Jan-24
Supply Chain	Logistics	5 days	Mar-24
CVA	Cash and Voucher Assistance (CVA)	4 days	May-24
DRR	eVCA Training of Trainers (ToT) - (in Mehdia)	1 week	Jul-24
DRR - Health	A one-week training on Community-Based Health in Mehdia	1 week	Jul-24
Finance	3-day training in <i>Rabat</i>	3 days	Jul-24
Supply Chain	Drivers training	TBC	Aug-24
IM-CVA	IM & Cash and Voucher Assistance training (RedRose)	5 days	Sep-24

Table 13 - Capacity building trainings in El-Haouz/Marrakesh branch

Azila

Activities not started yet. Following the preliminary visits, kick-off training sessions for volunteers in the province are expected to begin from November 2024 onwards.

(B) REINFORCE *MRC's* AUXILIARY ROLE AND STRENGTHEN *MRC's* DISASTER MANAGEMENT STRATEGY AND RESPONSE CAPACITY

Preliminary discussions with the *Regional Office* specialist have been initiated to plan for a technical visit over the next few months to kick-start the work.

(C) VOLUNTEER MANAGEMENT AND DUTY OF CARE

(C.1) Support the development of Volunteer Management Systems (i.e. administrative processes: enrolment, onboarding & trainings, reimbursement of volunteers)

Volunteer Policy has been developed with GRC's technical support and input from other partners. This policy aims to enhance volunteer enrolment and ensure that all activities align with national legislation on Volunteering and IFRC Volunteer Policy.

In addition, recent developments included the development of a centralized *RedRose* system for the payment of volunteers' indemnities. *MRC* intends to roll out the use of *RedRose* for volunteer management to all branches at national level throughout 2025. The platform is currently being managed by *IFRC*, but 6 finance, programme and volunteer management staff of *MRC* were trained on the administration of the platform in September with the view to fully transition to an *MRC*-managed platform in early 2025. A focal point is being recruited for this and to be based in HQ.

(C.2) Enrolment and onboarding & trainings of *MRC* volunteers

An annex to the *Volunteer Policy* which is being developed concerns the onboarding and training pathways for volunteers. A draft has been proposed and is being reviewed by *MRC* management for endorsement.

(D) *MRC* INTERNAL SYSTEMS AND PROCESSES

Progress has been made in several sectors of organizational development, including human resources practices, volunteer training and financial reporting,

(D.1) Support set up of a robust financial management and reporting system for *MRC*

Activities not started yet.

(D.2) Provide support in HR management and recruitment, and an efficient standardized payroll system.

A national *HR Coordinator* is under recruitment for *MRC* and will be the focal point to lead on this work, together with the support from the HR department in the *IFRC Regional Office*.

IFRC has provided support to *MRC* for the recruitment of some of their staff.

(D.3) Draft a staff regulation policy

Activities not started yet because conditioned by (D.2).

(D.4) Map, revise and verify current *SOPs* and command chains within *MRC*

Activities not started yet.

(E) MRC GOVERNANCE AND LEADERSHIP

(E.1) Conduct governance workshops (incl. Movement induction Course) for MRC

The first *Movement Induction Courses* for MRC leadership position holders are tentatively planned in the upcoming months.

(E.2) Support development of MRC policies, procedures and business continuity plans to support continued service delivery and effective risk management.

Activities not started yet.

(E.3) Support enhancement of leadership development with a focus on governance and management, strengthening mechanisms for integrity and accountability.

Activities not started yet.

(E.4) Conduct OCA-C and support MRC towards self-development and enhanced service delivery (TBC)

The MRC plans to conduct an *Organization Capacity Assessment and Certification (OCA-C)* in 2025 / 2026. In the meantime, with the support of IFRC and *Partner National Societies (PNS)*, during the past year has identified and developed activities for strengthening the *National Society*. The *IFRC National Society Development (NSD) Delegate* joined the team in early August and will directly support the MRC in this sector, above all to establish a *NSD Country Plan* that will enable its partners to offer targeted support based on their expertise.

(F) RESOURCE MOBILISATION AND DEVELOPMENT

(F.1) Support resource mobilisation and donor engagement, including on strategizing and planning, NS systems, and core cost policy.

IFRC is providing support to MRC to engage with their donor-base in country, especially through embassies in *Rabat*. Regular donor visits are being organized by MRC and meetings frequently held with some key partners. Following the commemoration event held in September, it was agreed to organize a dedicated meeting for embassy partners in *Rabat* in the upcoming months.

(G) COORDINATION CAPACITY BUILDING

(G.1) Conduct 12-month workshop and commemorative event

MRC intends to bring together the staff, governance members and some volunteers that are actively engaged in the response every 6 months to take stock on progress of the operation, reassess the relevance of their plans and activities based on changes in the context and encourage experience sharing around good practices. An event was organised on the 6-month mark since the earthquake which aimed at looking back on this first phase of the response and initiating the thinking around recovery. On 14th and 15th September 2024, MRC convened their staff, partners (Movement partners, UN agencies and NGOs, embassy representatives), and government representatives in *Marrakesh* for a commemoration event. The event displayed different presentations on achievements so far from the 1-year operation, and the strategy and plans for the upcoming phase. In addition, this event provided the

opportunity for *MRC* to officially acknowledge the engagement of their teams and volunteers and thank them all for their incredible dedication to the work.

(G.2) Conduct 24-month workshop

Activity not started yet.

(G.3) Conduct lessons learned workshop

Activity not started yet.

(H) INFRASTRUCTURES AND EQUIPMENT UPGRADE

(H.1) Strengthen capacity for *MRC* HQ and branches on infrastructure and equipment (including repair and maintenance, management of assets, management of systems, IT and Telecom).

The *IFRC* IT *Officer* has been supporting the infrastructure upgrades for the *MRC* offices in *Rabat*, Marrakech, *Taroudant* and *Chichaoua*, notably including the set-up and roll-out of professional *MRC* emails for all staff. An initial assessment led to launching the relevant procurement and contractualization of suppliers. The plans for IT infrastructure upgrade in *Rabat* and equipment for videoconference systems in the other offices are now underway.

Currently, 65 laptops have been procured for staff use across the three branches, as well as 34 smartphones (7 in *Chichaoua*, 13 in *Taroudant* and 14 in *El-Haouz/Marrakesh*).

(H.2) Offices upgrades

The *IFRC*, and for some offices together with the *French RC*, is supporting the *MRC* is undertaking several office upgrades to enhance its operational capabilities. The rehabilitation of the headquarters office in *Rabat* is currently in progress, with the procurement process to select the technical consultancy firm (*Bureau d'Etude Technique*) underway and the *Request for Quotation (RFQ)* already submitted.

Similarly, the extension of the Marrakech *Regional Office* is also in progress, with the processes for selecting the technical consultancy firm submitted. The Marrakech logistics operational center is still in the plans however the process has not yet started.

In *Taroudant*, the architectural plans are being modified to better fit the branch's ambition, and the procurement process to identify the technical consultancy firm will be launched shortly after the final design and blueprint are available.

For the *Chichaoua* office, the procurement process has not yet started, but the branch is initiating its reflection as to what will be needed in terms of office and training space.

Lastly, the establishment of an *Operations Room* at the headquarters in *Rabat* is progressing, with the procurement processes for video conference equipment already submitted.

(H.3) Warehouses upgrades

The *Moroccan Red Crescent (MRC)* is also focusing on upgrading its warehouse facilities. In *Rabat* and *Agadir*, the rehabilitation of warehouses is underway. Specifically, three warehouses in *Agadir* are currently being rehabilitated, with the work expected to be completed by the first week of November. In *Marrakesh*, the process to build a regional warehouse operational center has not yet started.



COORDINATION AND PARTNERSHIPS

Objective: Ensure a well-coordinated emergency operation and availability of funding.

Key indicators

Indicator	Actual	Target
# Number of (Movement Coordination Agreement) MCA agreement signed between <i>IFRC</i> - <i>ICRC</i> - <i>MRC</i>	1	1
# Number of Partner National Societies in-country	4	-
# Number of partners' calls (partners not in-country) held	5	-
# Number of sectoral working groups/clusters in place	5	-

As co-convenor of the response following the mini summit in November 2023, the *IFRC* is supporting the *MRC* in establishing robust internal and external coordination mechanisms in line with the *IFRC Way of Working*. Key achievements have been reached in terms of coordination, including the signature of the Movement Coordination Agreement (MCA) for Morocco, the establishment of coordination mechanisms with a clear mapping of attendees, frequency and minute sharing, and the development of a joint Federation-wide Operational Strategy and reporting system for this response.

4

(A) MEMBERSHIP COORDINATION

(A.1) Engage the *IFRC* membership to ensure a well-coordinated response to the earthquake through the in-country coordination mechanisms: membership, strategic, operational, and technical, reflecting *IFRC's* Way of Working

In Morocco, the Federation-Wide approach materialized through this earthquake response, meaning that *MRC* with the support of *IFRC* as the co-convenor for the response, has managed to develop one operational strategy and logical framework that is the unique response management reference document under which all the operational support provided by different partners is organized.

To ensure proper coordination of this response, a coordination system has been established in country which started by the development and signature in May-June of the Movement Coordination Agreement (MCA). As per the MCA and Seville 2.0, the structure established includes strategic, operational and technical platforms.

(A.2) Conduct regular team coordination meetings with affected branches and coordination of the response

Coordination meetings are held within the operation at different levels:

- *Strategic level:*

Membership strategic coordination meetings were agreed up to take place every month with the Heads of Delegations of *IFRC* and *PNS* and *MRC* counterparts. These meetings cover strategic topics to provide general orientations to the Federation-wide work in Morocco and look after key *NSD* related matters.

- *Operational level:*

Weekly joint meetings with all partners and teams are held to share weekly planning highlights and address key challenges. Additionally, joint planning meetings occur weekly at the branch level.

Operational coordination meetings are held with the different operations and programme managers of *MRC*, *PNS* and *IFRC* on a fortnightly basis to discuss key operational priorities, challenges and directions for the operation.

- *Technical level:*

Several technical working group meetings were established to discuss programmatic priorities in sectors where different partners are involved. These include Community-based *DRR*, health, HR, and soon more working groups will be established by *MRC* with the support of the partner who plays the role of technical co-lead.

(A.3) Schedule regular coordination meetings with partners supporting the operation but not present in the country through partners' calls

Over the past year, several partners' calls have been conducted to keep partners who are not in the country informed about the progress of the response at various milestones. The first call took place in October 2023, followed by a second in November 2023, another in March 2024, and the most recent one in July 2024. A partners' call will be scheduled by the end of 2024.

(A.4) Maintain a Federation-wide approach through harmonized planning, implementation, monitoring, reporting and evaluation among *IFRC* members

As part of the revision of the *Operational Strategy*, significant efforts have been made to develop a Federation-wide logical framework for the entire operation. This initiative aims to support a comprehensive and harmonized approach to planning, implementation, monitoring, and reporting among *IFRC* members involved in the earthquake response. All partners present in country have committed to reporting against this logical framework and contribute to all reporting efforts.

(A.5) Ensure funding and implementation of the *IFRC* appeal and regularly produce information material, in close collaboration with *IFRC Regional Office* as well as the Geneva Secretariat SPRM department.

In preparation for the one-year commemoration event, several communication support and IM products were developed with the assistance of the *IFRC Regional Office*. These included external brochures to be shared with partners and authorities, highlighting the achievements of the *MRC* to date, the strategy for the recovery phase, and general information about the *MRC* as an organization. Additionally, key maps and products were updated and regularly published on the Go Platform. Communication efforts were significantly intensified around the one-year mark, featuring various social media posts, press releases, articles, and media interviews

(B) MOVEMENT COORDINATION

(B.1) Further to signing the Movement Coordination Agreement, collect *PNS* endorsement as signatories of the annexes

As mentioned above, the MCA was signed between May and June by all 3 parties *IFRC* - ICRC - *MRC*, and the *PNS* maintaining presence in country to support *MRC* (the French Red Cross, German Red Cross, French Red Cross, and Qatari Red Crescent) have signed the annex.

IFRC also coordinates with ICRC via its Senegal *Regional Office* (now covering Morocco) in support of the management of the dead, and continued delivery of *Restoring Family Links (RFL)*.

(C) INTERAGENCY COORDINATION

(C.1) Support *MRC's* existing engagement with country-level coordination structures, to identify gaps and facilitate collaboration at the national level.

External coordination with authorities is managed by the *MRC*, with regular meetings held both in the field and at *MRC* headquarters. Branches receive guidance and authorization from local authorities on which communities to support and specific activities to carry out.

The *IFRC* supports the *MRC's* humanitarian diplomacy efforts, facilitating smoother importation of goods. The collaboration with the *Mohammed V Foundation* is strong, aiding *MRC* with imports, supply chain, and access.

IFRC and *MRC* participate in informal coordination groups established by national and international NGOs working on the response. A general cluster coordination meeting, as well as technical working groups for shelter, *WASH*, protection, *DRR*, and health, have been set up. An informal *CVA* coordination cluster has also been launched with

national and international NGOs and UN agencies. Additionally, bilateral meetings have been organized regularly with development and UN agencies such as GIZ and UNICEF in the *WASH* sector to strengthen coordination. The actions of the *MRC/IFRC* benefit from excellent visibility among national and international NGOs through activities on the ground and events such as the commemoration event, where many NGOs and UN agencies responded to the invitation, as well as other communication activities.

MRC also coordinates closely with local authorities at all levels, as well as the Mohammed V Foundation. *MRC* has strong relationships with the *Ministry of Education* through a general MoU that predated the earthquake, as well as with the *Ministry of Interior* and Ministry of Health and their various levels of delegation at regional, provincial, and local levels.

MRC liaises closely with different administrative levels of the *Ministry of Interior*, including the *Governors, Chefs de cercle, Caid, and Muqaddams*, for the implementation of field activities. An official letter informing the *Governors* of each planned activity is sent in advance to ensure they are kept informed. Regular coordination meetings are held by the branches with the "*Chefs de cercle*" and other focal points appointed by the *Governors* to work with *MRC*.

(C.2) Engage with coordination structures to inform assessments, gap analysis and response.

In August 2024, a consortium of three international NGOs launched a capitalization initiative on the Earthquake Response. The *MRC/IFRC* contributes to it particularly on *PGI, WASH* and Shelter sectors. The consultant recruited by the consortium is expected to publish her report by the end of 2024.

(D) HUMANITARIAN DIPLOMACY AND INFLUENCING

(D.1) Support *MRC* to carry out humanitarian diplomacy, including support to influence, negotiate, communicate and advocate as an integral part of daily actions both inside and outside Morocco.

MRC, with support from *IFRC* and *GRC*, is engaging in several bilateral relationships with donors and embassies at the *Rabat*-level. A coordinated group of donors from embassies in *Rabat* meets regularly with *IFRC* to provide operational updates on response implementation. The *MRC*, with support from *IFRC*, hosts regular meetings and visits from *RC National Societies*, embassies, and other donors.

(D.2) Work with *MRC* and partners to advocate for the establishment of a robust governance structure within *MRC*

Activities not started.

(D.3) Ensure quality assurance and accountability including *Planning, Monitoring, Evaluating and Reporting (PMER), Information Management (IM), Risk Management (RM), and Community Engagement and Accountability (CEA)*.

Since the beginning of the operation, the cross-cutting departments of *Community Engagement and Accountability (CEA), Information Management (IM), and Planning, Monitoring, Evaluation, and Reporting (PMER)* have been accounted for and mostly staffed. The *CEA Coordinator* has been involved in the response since December 2023. For *IM* and *PMER*, successive *Delegates* have taken on their respective duties. The emergency nature of the response and the

short-term deployment of successive staff have enabled the operation to meet its donor-related reporting obligations while attempting to build *IM* and *PMER* systems that were previously non-existent within the *Moroccan Red Crescent (MRC)* before the earthquake response. With the recent hires of long-term *PMER* staff and the upcoming long-term *IM Delegate*, there will be a greater focus on establishing reliable data management and monitoring systems and tools. This will be accompanied by capacity building for *MRC* staff to ensure they can autonomously maintain and further use these systems after the Emergency Appeal. These systems will contribute to strengthening *MRC's* capacity to secure funding from donors, particularly institutional donors with rigorous requirements.

(F) GRANTS MANAGEMENT

The *Strategic Partnership and Resource Mobilisation (SPRM)* team from the *IFRC MENA Regional Office* has been assisting the operational team with pledge registration, donor management, proposal submission, meeting support, and communication of operational progress with partners and donors.

Out of the 75 million CHF funding requested for *IFRC* Secretariat, approximately CHF 37.7 million has been raised, with CHF 37 million as hard pledges and in-kind contributions, CHF 0.7 million as bilateral contributions. The *IFRC* Secretariat funding coverage stands at 50% with a funding gap of 50%. There is an increasing number of unearmarked pledges from RC National Societies and Governments, supporting a flexible and adaptive response. An additional CHF 21 million has been raised by the *IFRC* membership⁵² which increases the Federation-wide funding to a total of approximately CHF 58 million.

(F.1) Ensure adherence to donor requirements and conditions.

Many donors have contributed generous pledges to the Emergency Appeal launched in September 2023, with over 140 donors contributing hard (cash) pledges.

(F.2) Responding to donor queries and requests for clarification.

IFRC in Morocco works with the *Strategic Partnerships and Resource Mobilisation (SPRM)* department in its *Regional Office* in Beirut to manage relationships and exchanges with donors.

(F.3) Ensure quality and timely reporting to donors.

Throughout the reporting period, successive *PMER Delegates* ensured timely completion of all reporting duties, including donor and pledge reports. In the past year, over 25 reports have been produced, including 2 Operation Updates (one after 6 months and one after 9 months of operation) and 3 internal *Branch Monitoring Reports*. The remaining 20 reports are pledge-based, thus reporting to donors having contributed to the *Emergency Appeal*.

⁵² *Contributions from the Partner National Societies.*



SECRETARIAT SERVICES

Objective:

MRC continues to improve its service delivery, organizational capacity and accountability for large-scale programming with the support of *IFRC* and *PNS* in country.

Key indicators

Indicator	Actual	Target
<p><i>SUPPLY CHAIN</i> # Number of vehicles in the fleet</p>	35	-
<p><i>INFORMATION MANAGEMENT</i> #Number of <i>RedRose</i> trainings with <i>MRC</i> staff and volunteers</p>	5	-
<p><i>PLANNING, MONITORING, EVALUATION AND REPORTING</i> # Number of joint M&E framework established</p>	0 (initiated)	1
<p><i>HUMAN RESOURCES</i> # Number of staff currently in function with <i>IFRC</i> (international, staff on loan, seconded national)</p>	37	-

(A) SUPPLY CHAIN MANAGEMENT

During the past year of operation, significant changes have occurred within the *IFRC* logistics team. The team has transitioned from the initial deployment of the logistics *Emergency Response Unit (ERU)* and *Rapid Response (RR)* teams to a permanent structure.

(A.1) In coordination with *MRC*, support the overall coordination and management of country and regional supply chain in line with the Federation's *GLS Strategy*.

The communication and support channel between the department and the *Regional Office* in Beirut has been effectively established. Additionally, all communication channels with the *MRC* have been set up to ensure effective coordination.

(A.2) Support *MRC* with the replenishment of stocks that were delivered to affected populations.

Over 200 national and international procurement processes were initiated and managed during this period. Additionally, 22 import processes were successfully handled, resulting in the receipt of over 42 trucks and containers.

All field distributions requested by deployed teams have been successfully supported. The mobilisation table has been finalized and closed, ensuring effective coordination and utilization of resources. A summary of stock movements, including national and international shipments, and deliveries to distribution points (as of end of September 2024) is provided in the table below:

Item group	WH - Branch <i>Agadir MRC</i>	WH - Branch <i>Chichaoua MRC</i>	WH - Branch <i>Marrakech MRC</i>	WH - Branch <i>Taroudant MRC</i>	WH - HQ <i>Rabat MRC</i>	TOTAL
Blankets	/	/	4510	/	/	4,510
Buckets	391	/	105	2	/	498
Dignity Kits	/	/	2897	2	/	2,899
Extincter	/	95	80	105	/	280
First Aid	/	/	/	/	252	252
Hygiene kits	/	/	1014	/	/	1,014
Jerrycan	/	/	91	/	/	91
Kitchen sets	/	/	788	1	/	789
Mosquito net	2415	/	/	/	/	2,415
Nails	/	/	11	/	/	11
Personal safety	/	200	1140	761	/	2,101
Sanitary pads	/	/	235	/	/	235
Shelter	1806	125	9023	80	148	11,182
Shelter tool kit	/	10	488	/	/	498
Tarpaulin	/	38	5470	/	/	5,508

At the onset of the emergency, the Supply Chain Management teams focused on procuring essential emergency items. These included 16,000 blankets, 400,000 water purification tablets, 2,415 mosquito nets, 2,500 kitchen sets, 9,000 tarpaulins, 6,780 dignity kits for women, 1,500 kitchen sets. However, due to delays in the approval of entry permits by the country's authorities, the following items have yet to be received: 6,800 hygiene parcels and 2,000 dignity kits from the *Spanish Red Cross*, 6,000 jerrycans from the *IFRC*, 300 *First Aid* kits from the French Red Cross.

Throughout April and May, 960 doors were procured as part of the *TSU*. Recently, 400 fans for *TSU* purposes have been acquired, with an additional 400 fans and 400 heaters still in the process of local procurement. To facilitate the distribution of food parcels in the final phase of relief distributions, the procurement and delivery of 6,600 food parcels were completed in early July. As of the end of September, 500 volunteer uniforms are being purchased both locally and internationally.

(A.3) Ensure procurement objectives are met to optimize service quality and cost-effectiveness, while adhering to *National Society* procedures and *IFRC* standards.

Throughout the past year, efforts have been made to streamline procurement processes by establishing framework agreements for materials and services, setting agreed prices or quantities. In April, the process for a framework agreement for sanitation modules began and will be finalized with the signing in October, set to last for one year.

A framework agreement for wood and insulation was initiated in June and will reach the final signing stage in October, with a duration of six months. By July, sourcing of utility vehicles, trucks, and other materials was ongoing, alongside the rehabilitation of the *Rabat* office, *Agadir* warehouse, and *Marrakesh* extension. Additionally, five framework agreements were in progress, pending due diligence.

In August, the procurement team launched a consultation request for a framework agreement for plumbing materials at the local level across all three branches. September saw the development of a *Supply Chain Management* and *Logistics Strategic Plan* and *Standard Operating Procedures (SOP)*, which were prepared for submission and approval. Market assessments for plumbing materials were conducted in *Chichaoua*, *Taroudant*, and *Agadir*, while the rehabilitation of the *Agadir* warehouse continued. Efforts were also made to consolidate ongoing operational procurement and prepare a framework agreement for fleet maintenance and vehicle rentals. Needs assessments for the installation of sanitary modules were also underway.

Looking ahead to the upcoming months, preparations are being made for the terms of reference for the *Cash and Voucher Assistance* framework agreement in collaboration with the *CVA* department. The acquisition of shelter materials, including insulation, is planned to use the framework agreement. There is also a focus on consolidating needs for plumbing materials in *Chichaoua*, *El-Haouz*, and *Taroudant*, and implementing sanitary module installations in these areas. Technical validation for the acquisition of vehicles and trucks is nearing completion, and the procurement of IT materials, such as printers and laptops, is in progress. Network infrastructure upgrades in *Rabat* are ongoing, and documentation for the office extension in *Marrakesh* and the construction of the *Taroudant* office is being prepared. A framework agreement with a fuel company is in place, awaiting signature from the *Regional Office*. The acquisition of *MRC* uniforms and visibility materials is ongoing, as is the procurement of heaters, pending technical validation from the Shelter team. The acquisition of fans has been completed, with electrical extension delivery pending, and the printing of *MRC* and *IFRC* logos is ongoing.

Several agreements are currently in the making, including a framework agreement for *Cash and Voucher Assistance Financial Service Providers* tender for the *MRC*, construction office contracts for *Rabat, Marrakesh, and Taroudant*, and a framework agreement for interpreters and translators, with the process set to launch in October for a one-year term.

(A.4) Support rapid light fleet deployment for the operation

In June, significant progress was made in harmonizing *MRC's* fleet management through the holistic integration of GRC-procured vehicles. By the end of September, 26 drivers were deployed for the earthquake response, with 6 assigned to *Chichaoua*, 7 to *Taroudant*, and 13 to *El-Haouz/Marrakesh*. The operation utilized a total of 35 vehicles, distributed across branches and vehicle types as follows:

Branch	Car - City	Car - Defender	Minibus	Pick-up / 4x4	Truck / Van	Grand Total
<i>Chichaoua</i>	4	1	-	1	-	6
Marrakech	8	3	2	3	3	19
<i>Rabat</i>	3	-	-	-	-	3
<i>Taroudant</i>	2	3	1	1	-	7
Grand Total	17	7	3	5	3	35

Additionally, the recently concluded procurement processes will result in the reception of three utility vehicles, three vans, and two trucks. A procurement process has also been initiated for ten pickup trucks to support the increasing volume of activities.

(A.5) Provide personal protection equipment for warehouse staff and other employees

Personal protective equipment, including helmets, goggles, gloves, high-visibility vests, and boots, has been provided to warehouse personnel.

(B) COMMUNICATIONS

Since the beginning of the emergency, several items have been received, such as: Since day one, the *IFRC* has been highlighting the *MRC* response, supported by the *IFRC* Secretariat and membership. *IFRC MENA* was the first to provide updates on the situation on the ground and the *MRC's* response, serving as a key information source for UN agencies and the media. The *MENA* Communications unit, in collaboration with the Global Communication team in Geneva and the *IFRC* Head of Delegation to Morocco, drafted key messages and conducted several media interviews with international and regional outlets such as CNN, BBC, France 24, and Aljazeera.

These efforts highlighted the needs and response of the *MRC* at the one-month, three-month, and six-month marks of the earthquake. Key messages were updated, press releases disseminated, social media content posted, articles published on *IFRC.org*, and media interviews conducted. For the upcoming one-year commemoration of the earthquake, the *MENA* communications team is working closely with the *MRC* communications team to ensure that audiovisual materials and updated key messages are available for use by Partner National Societies in their fundraising campaigns. This collaboration aims to amplify the voice of the *MRC* and continually remind people of the impact achieved.

Additionally, UN press briefings and X (Twitter) spaces were tailored to address the needs of earthquake-affected populations and the progress of the operation. Two surge Communications *Delegates* were deployed to Morocco to gather content and support the *MRC* and *IFRC* communication teams in showcasing the *National Society's* response.

(B.1) Support visibility, advocacy and positioning of both *MRC* and the *IFRC*-wide support to humanitarian activities in Morocco.

To commemorate the one-year anniversary of the earthquake, the *IFRC* global and regional communications teams developed a comprehensive plan. This plan included updating key messages, media pitching, and disseminating a press release to highlight the achievements of the *Moroccan Red Crescent (MRC)* with the support of the *IFRC* and donations from Partner National Societies. Examples of these efforts included various posts⁵³, an interview with the *IFRC* Head of Delegation in Morocco⁵⁴, and a web story titled "New Ground: She Helps Her Country."⁵⁵ The *MRC* communications team received support with video editing, repurposing existing audio-visual materials, and finalizing the design of graphics and the general template for *CVA* advocacy materials. Additionally, two brochures were developed and distributed during the commemoration event⁵⁶. *MRC* volunteers also produced a high-quality video report that was broadcast during the event.

An interview with the *IFRC MENA* Regional Director was filmed following his visit to Morocco and is scheduled to be broadcast soon. Throughout July and August, the *IFRC* Regional Communications department provided technical support, including joint meetings, content revision, and planning. This support was part of a broader communications plan developed for the one-month, three-month, six-month, and one-year marks of the event. Looking ahead, plans are in place to organize capacity-building training for the *MRC* communications team and to support them in identifying strategic objectives to strengthen *MRC's* position as first responders.

(C) PLANNING, MONITORING, EVALUATION AND REPORTING (*PMER*)

Since the operation began, the Planning, Monitoring, Evaluation, and Reporting (*PMER*) and Information Management (*IM*) departments have been staffed primarily by short-term *Delegates* whose effort were prioritized towards supporting the field activities targeting emergency assistance towards the affected communities. This means that the focus was on fulfilling donor reporting obligations as a priority, while setting up some early *IM* and *PMER* systems that were not pre-existent within the *Moroccan Red Crescent (MRC)*.

Monitoring & Evaluation

(C.1) Establish a M&E framework in collaboration with *MRC* and in-country *PNS*

With the recent recruitment of long-term *PMER* staff and the anticipated arrival of a long-term *IM Delegate*, the focus will shift towards developing stronger data management and monitoring systems. This will be complemented by capacity-building initiatives for *MRC* staff to ensure they can independently maintain and utilize these systems post-Emergency Appeal. These efforts will bolster *MRC's* ability to abide to donors' requirements and secure funding in the future.

⁵³ [X post, One year on since the earthquake, the Moroccan Red Crescent, IFRC, September 2024.](#)

⁵⁴ [IFRC Middle East and North Africa on X: ""The earthquake was dramatic and devastating, impacting many lives. ""](#)

⁵⁵ [Morocco Earthquake: One year later, a local volunteer breaks new ground as she helps her country rebuild | IFRC](#)

⁵⁶ [1 "MRC Earthquake Recovery Strategy Presentation" and 1 "A Year On - Facts & Figures on MRC Action".](#)

In revising the Operational Strategy, significant efforts have been made to create a Federation-wide logical framework for the entire operation. This framework aims to support a unified approach to planning, implementation, monitoring, and reporting among *IFRC* members involved in the earthquake response. All partners in the country have committed to reporting against this framework and contributing to the overall reporting efforts.

(C.2) Conduct multi-sectoral baseline and endline surveys for the recovery phase of the operation

The *IFRC* plans to support the *MRC* in developing and rolling out a multi-sectoral survey at the beginning of the recovery phase, marked by the revision of the Operational Strategy, and again at the end of the operation in December 2025. The aim is to provide a baseline snapshot and subsequently assess whether the activities implemented through the Emergency Appeal operation have achieved their objectives or the extent of progress made towards them.

The terms of reference, timeline, and methodologies will be further defined with the expected addition of *PMER* capacity to the team.

(C.3) Conduct sectoral assessments

In the first half of 2024, *PMER* and *IM* staff supported data analysis and reporting for multi-sector assessments, primarily for *El-Haouz*, prior to distributions. In collaboration with *CEA*, *PMER* prepared the methodology and question guide for the Satisfaction Survey (post-distribution monitoring), which was implemented in the three regions approximately one month after the distributions, in accordance with *IFRC* guidelines for in-kind distributions. This will enable *IFRC* and *MRC* to assess whether beneficiaries perceive the assistance as relevant to their needs and delivered in a dignified and safe manner. Volunteer training on conducting the Satisfaction Survey was carried out in the three branches.

(C.4) Commission external evaluations

A Real-Time Evaluation was conducted in May 2024, with two consultants visiting all branches and *Rabat* before continuing their data collection at *IFRC's Regional Office* in Beirut. Preliminary findings were shared with the *IFRC* team and *MRC* management, with the final report expected in October.

A mid-term "forward-looking" consultancy is planned for the end of the year to provide guidance to the *MRC* and *IFRC* on potential adjustments to operational plans, review of ambitions, and advice on the way forward. A team is being identified to lead this work.

Reporting

See section (F) *Grants management under "Coordination and Partnerships"*.

MRC capacity building

(C.5) Conduct on-the-job training with *PMER/IM* branch staff

As mentioned in section (C.1), *PMER* capacity building will then primarily focus on collaborating with, supporting, and training *MRC* and *IFRC* staff on the monitoring and evaluation framework currently under development. The initial

step in system building involved the creation of an operation-wide logical framework. The M&E framework and the implementation of M&E systems and responsibilities will follow.

In June 2024, Capacity building included a three-day training session for three IM *Officers* and the national *MRC PMER* Manager on responsible data management. The *RedRose* platform was utilized for the payment of volunteer allowances.

(D) INFORMATION MANAGEMENT (IM)

RedRose

During the reporting period, the *IFRC* assisted the *MRC* in rolling out the *RedRose* platform for volunteer indemnity payments, enabling cashless payments to volunteers and daily workers. The platform was fully deployed in the *Chichaoua* and *Taroudant* branches in December 2023. Feedback on the platform's performance was collected throughout to improve its setup.

In May 2024, the volunteer indemnity payments module in the *RedRose* system was implemented, including overnight stays in *Chichaoua* and *Taroudant*. Starting in September, El Haouz also began using the *RedRose* system for volunteer indemnities. A total of 359 volunteers (196 women and 163 men) were paid via *RedRose* in *Taroudant* (249) and *Chichaoua* (110), with a total amount of MAD 670'710 disbursed.

In July and August 2024, the cash pilot was conducted using the *RedRose/MoneyGram* delivery mechanism, thanks to support from the IM team.

The *MRC* intends to start using *RedRose* across its operations to manage volunteers (database, payment of indemnities) across all its activities and programs at the national level starting in 2025.

(D.1) Conduct *RedRose* training with *MRC* staff and volunteers

In September 2024, the *IFRC Information Management Delegate* conducted three training courses on managing the *RedRose* platform for the *Cash and Voucher Assistance* program, with one course held per branch. *CVA Officers* participated in these sessions.

Additionally, the *IM Delegate* provided specific *RedRose* training for the *IM Officer* of the *El-Haouz/Marrakesh* branch and the *Rabat* team, aiming to build the autonomy and capacity of *MRC* in using *RedRose* for volunteer management purposes.

(D.2) Review and renew *RedRose* contract and service fees

The *IFRC* global *RedRose* contract has been extended until the end of 2024 to allow additional time for the tendering process to be finalized. In the interim, *IFRC* and *MRC* have discussed a transition plan for *MRC* to become the contract holder and official administrator of the *RedRose* platform starting in early 2025. Agreed-upon steps include recruiting a focal point with an *IM* background to administer the platform, as well as providing training and on-the-job coaching.

Data Management and Data Protection

(D.3) Develop/enforce data management and data protection policies

During the emergency response period, initial data management solutions were limited. As the response progressed and the *IFRC* supported the implementation of *ICT* solutions, *SharePoint* platforms were established to enhance collaborative work at both the *MRC* and *IFRC* levels. As noted further in the dedicated *IT* section, the *MRC* has been supported in the process of developing organizational data management and *IT* systems, including professional servers and email addresses. The primary focus during the emergency period was the delivery of emergency aid. Consequently, *IM Delegates* prioritized the use of *RedRose* for volunteer management and supported *IM Officers* in the branches by developing tracking tools to monitor activities and beneficiaries, such as the *Relief* distributions' tracker, in collaboration with the *Relief Delegate*.

At the branch level, three *IM Officers*, one per branch, are tasked with centralizing and maintaining records of activities and beneficiaries. Efforts are currently underway to streamline workflows on activities monitoring across the operations. With the appointment of a long-term *IM Delegate* starting in late October, there will be a stronger emphasis on enhancing data management and data protection processes and policies across the operations.

(D.4) Support *IFRC-PMS-MRC* staff in developing their data storage / activities' trackers / databases

As previously mentioned, the *IM Delegates* supported the technical development of various activity tracking tools to enhance their *IT* functionalities. Notable contributions include assisting *CEA* in developing its community feedback management tool and logbook, supporting the *Relief Distributions* activity tracker, and more recently, aiding the *Shelter* team in refining their *TSU* tracker.

With recent advancements in monitoring and evaluation systems, sectors will ensure their implementation methods include stronger tracking of activities. This will facilitate harmonization and easier follow-up on achievements across the entire operation, encompassing *IFRC*, *PNS*, and *MRC*.

Data Visualisation

(D.5) Develop data visualisation products (maps, dashboards, etc).

The *IFRC* supported the *MRC* with data visualisation by producing maps and infographics on *Relief* activities, *WASH*, and the general response. Products are made available on the [IFRC Go platform](#) for *RC Movement* partners and the general public. Additionally, *IFRC* will be assisting *MRC* in generating a dashboard linked to indicators information for enhanced visualisation.

MRC Capacity Building

(D.6) Conduct in-person training for *MRC IM* staff

In addition to the trainings on *RedRose* already mentioned in the dedicated section, it is to be noted that in June 2024, there was a capacity building included a three-day training session for three *IM Officers* and the national *MRC PMER Manager* on responsible data management, covering advanced *MS- Excel*, dynamic dashboards, *MS- Power BI*, and the design of data collection tools via *Excel*.

(E) HUMAN RESOURCES

During the reporting period, human resources support was provided at national, regional, and *IFRC*-HQ levels, as well as remotely, ensuring that specialized surge personnel were available to meet the evolving needs of the operation and initiate long-term workforce planning.

Although the surge window closed in January 2024, *surge Delegates* were extended until March to cover key positions in Shelter, Administration, *WASH*, Logistics, *PMER*, IM, *CEA*, and other areas. This ensured that the *IFRC* maintained staff capacity during the transition period until long-term positions were filled. Short-term positions were covered through staff on loan and fast-track recruitment, while long-term positions were being recruited to replace *surge Delegates* and avoid discontinuity in support to *MRC*. Recruitment for long-term *Delegate* positions is ongoing, but the team is beginning to stabilize according to the approved organogram.

With *IFRC*'s assistance, the *MRC* completed the planned recruitment of over 50 national staff in *Rabat*, *Taroudant*, *Chichaoua*, and Marrakech, with further recruitment still underway.

In April, the *IFRC* Human Resources (HR) *Delegate* joined the team, working remotely until her visa is processed. Her primary focus is on capacity-building support for *MRC*. Since May, *MRC*, with support from its partners, has been working to establish a clear organogram for the response and clarify the funding sources for each position. *MRC* is also recruiting a national HR *Officer* and has begun drafting staff regulations with *IFRC*'s support.

In July, several new starters joined the team, including the *El-Haouz MRC Program Coordinator*, drivers, and technical assistants for *TSUs*. Recruitment efforts continued for *HP Officers*, additional drivers, a Finance & Admin *Coordinator*, and more technical assistants for *TSUs*. The team also supported preparations for the *IFRC* staff team-building event. Additionally, a draft of the Staff Regulations for *MRC* was prepared and sent for initial approval. In September, the *IFRC* organogram was reviewed, and a visit of the HR *MENA Coordinator* to Morocco was planned.

(E.1) Ensure that staffing needs are met through timely and fast-tracked recruitment, immediate surge support, contract management and HR support to the delegation and operation.

Type of <i>IFRC</i> staff	# Number of Staff
International	24
Staff on Loan	4
Seconded National	9
Total	37

(F) ADMINISTRATION AND CORPORATE SERVICES

The long-term *Finance and Administration Delegate* completed her mission in mid-July 2024. While the recruitment process for a permanent replacement is ongoing, several interim staff have stepped in to cover the role. Notably, successive roving financial advisors from the *Regional MENA IFRC Office* have been filling the gap.

(F.1) Together with *MRC*, ensure the effective and efficient provision of administrative and welcome services (transport, accommodation, visas, IT and office facilities).

Despite ongoing challenges related to housing, visas, and residency, significant progress has been made, including the development of a housing policy for *Delegates'* apartments and documentation for visa and residency processes. The obtention of visas and visas extension remain a challenge in securing a physical presence of staff in country.

The *IFRC* has assisted the *MRC* in obtaining MS 365 licenses, ensuring that all *MRC* staff now have professional email addresses. The *Regional IT Officer* conducted two visits to train the teams, support the transition, and upgrade the IT facilities and equipment of the *MRC* office and teams. In May, a national *IT Officer* joined the team. Equipment for *MRC* branches is scheduled for purchase, and the upgrade of network infrastructure in *Rabat* is being finalized, with implementation set to commence soon.

(F.2) Oversee business continuity at *IFRC* Cluster delegation and facilitate advice to *MRC*, as needed, including support from the *Regional Office* when required.

Ensuring access to cash and banking facilities remains a priority to facilitate operational work. In June 2024, the *IFRC* opened a bank account in euros, followed by the establishment of another account in convertible Moroccan Dirhams in July to support in-country payments and procurement efforts. This has facilitated easier in-country payments and reduced negotiation burdens with suppliers. A petty cash policy was established for the Morocco delegation, with its use commencing in June. The cash disbursement memo and segregation of duties for Morocco were approved. In August, the *IFRC* began processing payments using checks.

The *IFRC* began migrating to a new ERP system in early June, which has presented challenges in booking expenditures and running financial reports. The Finance team is prioritizing training on the new system to support the transition. However, the ERP system has not supported donor reports from June onwards. As a coping mechanism, the Finance team has developed manual parallel systems for tracking expenditures to ensure minimum budget follow-up, along with maintaining close communication with donors.

(G) SAFETY AND SECURITY

(G.1) Based on *MRC* and *IFRC* security arrangements, update and ensure compliance with Minimum Security Requirements and Duty of Care, including specific security guidelines for select regions as needed.

Following the visit of the *Regional Security Delegate* in May, the Minimum-Security Requirements were revised, approved, and shared with the team. These *MSR* are being shared with visitors and short-term *Delegates* as well.

(G.2) Using *MRC* security guidance, provide adequate security for all personnel, assets and operations under *IFRC* responsibility by ensuring that safety and security risks are identified and treated.

The Security visit led to recommendations for each of the field locations and departments which are currently being followed upon closely. Security incidents are being reported and handled as per the protocol, and lead to an analysis of what could be improved to reduce risks.

Communication devices such as VHF, phones and satellite phones were procured and distributed to staff in different locations to be used for field visits. Training was also provided.

Key recommendations were put into place for vehicle movement policy and fleet management which the logistics department is closely monitoring.

In August, training sessions on walkie-talkie use and management were conducted for staff and volunteers, reaching a total of 21 participants, including 10 females and 11 males.

FUNDING

To date, **50 percent** of the *IFRC* Emergency Appeal's funding needs (*IFRC* Secretariat) have been covered (see [Donor Response](#)). The *IFRC* and the *Moroccan Red Crescent Society* express their gratitude to all partners and donors and encourage continued support for this Emergency Appeal to enable the *Moroccan Red Crescent* to continue meeting the immediate, medium, and long-term needs of the people affected by the earthquake.

Notice: 2023/2024 Donor Response Reports Temporarily Unavailable

Please note that the 2023/2024 donor response reports are currently unavailable due to an ongoing *IFRC* system and data migration adopting a new ERP system.

We apologize for any inconvenience this may cause and appreciate your patience during this time.

For further assistance or inquiries, please contact your respective focal points in *IFRC* or [Contact us through the *IFRC.org* contact form](#).

Contact information

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

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Reference documents



Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

How we work

All *IFRC* assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.