



Complex Emergency 1

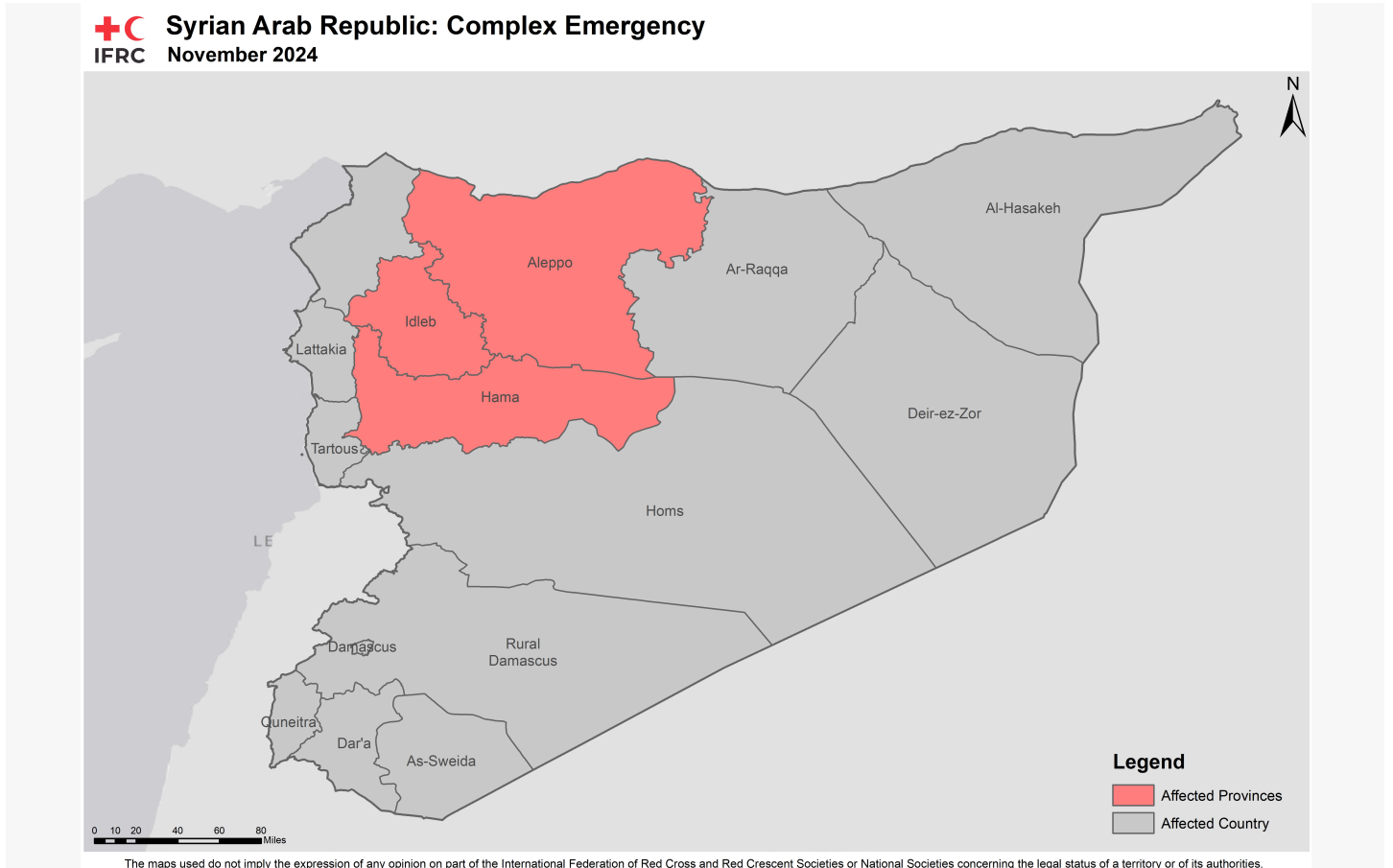
Appeal: <b>MDRSY014</b>	Country: <b>Syrian Arab Republic</b>	Hazard: <b>Complex Emergency</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Orange</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 1,000,000</b>	
Glide Number: <b>CE-2024-000220-SYR</b>	People Affected: <b>3,170,000 people</b>	People Targeted: <b>61,500 people</b>	
Operation Start Date: <b>06-12-2024</b>	Operation Timeframe: <b>9 months</b>	Operation End Date: <b>30-09-2025</b>	DREF Published: <b>07-12-2024</b>
Targeted Areas: <b>Aleppo, Hama, Idleb</b>			

# Description of the Event

## [Crisis Category Supporting Document](#)

### Date of event

27-11-2024



### What happened, where and when?

Since November 27, the situation in the impacted areas remained fluid, with the escalation of hostilities in the western rural areas of Aleppo Governorate quickly spreading to Aleppo City and extending into the northern and eastern countryside of Syria. This escalation is also reported in Idlib and is moving towards Hama Governorate at the time of this DREF request. Since the onset, reports of civilian casualties, mass displacements, and extensive damage to civilian property and infrastructure have surfaced. Many humanitarian organizations have suspended their activities, and large numbers of people are reportedly trapped in frontline areas, trying to reach safer zones.

On November 29 and 30, curfews were enforced in Aleppo City. Markets and streets were reported to be empty, despite the availability of essential goods. In the last four days, the hostilities have intensified, with reports of offensives in multiple locations. The hostilities with significant humanitarian implications are reported in Aleppo, Hama, Idlib, and to a lesser degree in Dar'a, Rural Damascus, Homs, and As-Sweida. The impact on civilians includes displacements, deaths, and injuries, as well as restricted access to critical humanitarian assistance and essential services, including healthcare, water, sanitation and hygiene, protection, and food necessary for survival.

The situation remains fluid, and the hostilities are continuing in multiple areas. There is a high likelihood that more areas will be affected by these offensives as the situation remains unpredictable.

### Scope and Scale

It is estimated that the ongoing situation in the northern governorates of Syria, specifically Aleppo, Idlib, and Hama, has led to the displacement of approximately 500,000 individuals inside and outside these governorates in search of safety and protection.

All governorates, especially those directly affected, are currently facing a severe shortage of humanitarian assistance and necessities due

to the protracted crisis, which is considered one of the longest and most complex in the world. Already weakened communities in these areas have not fully recovered from the devastation of the earthquake that struck the region in 2023, further worsening their already dire situation. Additionally, neighboring areas previously inundated by waves of displacement are now under additional strain on their resources and services. The onset of winter has exacerbated vulnerabilities, leaving families without adequate shelter, heating, or essential non-food items.

Moreover, the recent displacement has disproportionately affected women, children, and the elderly, increasing their needs compared to other demographics and exposing them to additional risks. Despite efforts to alleviate the crisis, maintaining resilience in the most vulnerable families becomes increasingly challenging within the fragile context of limited and often absent resources.

In areas like Aleppo and Idlib, the gap between life-saving basic needs and resources accessible to the affected populations widens due to conflict and the lack of safe access to service providers and supplies, despite facilitation by many stakeholders and interest parties.

This increase in violence has exacerbated the vulnerabilities of communities already struggling with the prolonged crisis, earthquake repercussions, economic difficulties, the recent influx of displacement from Lebanon, and direct environmental pressures in densely populated areas.

The armed operations are not over as of the drafting of this request and further escalation could be expected in the coming days. The area of conflict has widened through Aleppo and rural Aleppo, Eastern and southern Idlib, and northern Hama. The population living in the currently affected areas is estimated at 3,170,000 people. Isolated incidents have also been recorded in other governorates which would increase the risk of further displacement within these governorates or in-between different governorates. As information starts to trickle in, there will be more clarity on numbers and specific needs. It is to be noted that the situation remains extremely fluid.

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	-
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

-

### Lessons learned:

Due to the inflation of food and basic needs prices in the country and the instability of access to some areas, it was decided for previous interventions that the Cash modality of assistance is the best in this case. However, for this specific intervention, the hostilities impacted the availability of items in the markets and the access to markets altogether. Additionally, the operations of financial services providers are also affected due to multiple factors such as safety and security, internet availability, and access to funds in impacted areas. Since cash is not feasible at this stage, SARC has decided to distribute food parcels and coordinate with the different parties and actors to deliver to the affected areas.

## Current National Society Actions

### Start date of National Society actions

27-11-2024



<b>Shelter, Housing And Settlements</b>	<p>Since the onset, SARC teams have been actively supporting people affected with shelter support. The affected families are being hosted in public and private shelters such as schools, hotels, monasteries, and other safe places in Tartous and Lattakia. The host communities in the areas that are not affected directly are also hosting some of the families in their houses.</p> <p>With support from partners, SARC has distributed some 300 NFI kits to families. The distribution of items such as jerry cans, hygiene kits, winter kits, and other items is being distributed with the support of Movement, UN, and INGOs support.</p>
<b>Livelihoods And Basic Needs</b>	<p>Provision of essential items remains ongoing, including food and non-food items, promptly distributed to the families affected by the escalations, specifically for those displaced as well as to the host communities. These were mobilized from existing stocks planned under other programs. At the time of submission of this DREF request, SARC has distributed some 5,000 canned food parcels with the support of Movement and non-Movement Partners.</p>
<b>Health</b>	<p>With the support of Movement Partners, health teams of SARC are actively responding to essential life-saving needs among internally displaced people from Aleppo, particularly those residing in shelters in Tartous and Latakia. Emergency Medical Teams (EMTs) are providing ambulances and medical referral services to ensure timely access to specialized care for critical cases. Additionally, Community-Based Health and First Aid (CBHFA) volunteers play a vital role in promoting health, preventing disease, and providing first aid within these shelters. Together, these efforts ensure comprehensive and timely healthcare for displaced populations.</p>
<b>National Society Readiness</b>	<p>From the beginning of the events, SARC activated its EOC looking at its preparedness measures for the different scenarios, ensuring proper mobilization of existing stocks are made available for direct response, adapted to potential scales and emerging needs, based on their previous response experiences to internal displacement responses throughout the years. Continuous monitoring of the situation is critical to understand how the situation evolves and to identify any new needs that may arise.</p>
<b>Assessment</b>	<p>Currently, SARC teams in the different branches are carrying out rapid needs assessments to get the relevant data on the displacement trail and locations, looking at the affected population needs. The initial findings have supported the request for this DREF and its eligibility, while continuous assessments will define the potential gaps for the coming period and will accordingly feed relevant response plans.</p>

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The IFRC has been present in Syria supporting SARC in the implementation of its humanitarian work across the country since the mid-1990s and established a permanent representation office in 2007. Over the last two decades, the IFRC has provided technical support to SARC in implementing its programs through its unified planning and supported SARC with its emergency response through Disaster Response Emergency Funds (DREF) and Emergency Appeals. The IFRC country office has a sound workforce that continues to support SARC in the different thematic areas and support services, ensuring an integrated approach with the PNSs that have a presence and representation in-country. Due to the sensitivity of the current operation, the IFRC is supporting SARC in scenario planning, monitoring the situation, and coordination with the national societies in neighboring countries. The IFRC country office with the support of the regional IFRC office for MENA is maintaining coordination with the IFRC regional office in Europe and the HQ in Geneva.</p>
<b>Participating National Societies</b>	<p>British, Canadian, Danish, French, German, Norwegian, Swedish, and Swiss Red Cross societies are present in the country providing support to SARC in regular programmes or ongoing responses. These RCRC actors are going through their internal discussions and planning process to extend their support to SARC and to scale up as per needs and available resources.</p>

# ICRC Actions Related To The Current Event

The ICRC has a long significant presence in the country, with offices in different areas, including those that have been directly affected. ICRC supports technically and financially SARC's programs and operations across Syria including health, water and habitat, economic security, International Humanitarian Law, weapon contamination, Dead body management, Safety & Security, and restoring family links.

With the support of ICRC, SARC is also supporting the affected families in RFL and dead body management in response to this event. In affected areas, the food parcels are also being distributed with the support of ICRC.

## Other Actors Actions Related To The Current Event

Government has requested international assistance	No
UN or other actors	Coordination with all stakeholders through the Ministry of Foreign Affairs (MOFA) and High Relief Committee (HRC) is ongoing to prepare, dispatch, and distribute in-kind materials. This is taking place in parallel with the coordination with field teams to support shelters and upcoming needs for displaced families. SARC is using the available resources and in-kind support from actors in the country including UN agencies and ICRC to cover the urgent needs and prepare the expected areas to respond through mapping out the upcoming needs and resources.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

Immediate needs include emergency shelter, winterization support, and access to essential items, particularly for vulnerable groups. Host communities require enhanced support to sustain essential services and address the growing demand for basic needs. A holistic and coordinated approach is critical to addressing the immediate and long-term challenges faced by displaced populations and the communities supporting them.



### Livelihoods And Basic Needs

Historically, the protracted conflict has severely eroded community resilience. Access to food remains critical in light of the current displacement and the scope of the geographical area affected. Events such as the February 2023 earthquake, which displaced an additional 40,000 people, highlight how recurring shocks exacerbate existing vulnerabilities. The growing pressure on host communities —already burdened by the influx of IDPs from the earthquake and the Lebanon crisis —has disrupted local economies and created tensions over scarce resources such as shelter and food. Host communities require enhanced support to sustain essential services and address the growing demand for basic needs.



### Health

Overcrowding, inadequate sanitary facilities, and cold temperatures in the temporary displacement centers are resulting in respiratory and other infections amongst residents and complications caused by stress on pregnant women. There is a need to restore normalcy through psychosocial support for children and adults alike traumatized by insecurity and displacement. Prior to the events, host communities and displaced families were already facing various anxieties such as increasingly concerned over not having sufficient income to feed their family members in the near future, fearing conflict and hostilities, risk of new displacement, injury or death of family members, factors that all have a significant impact on the mental well-being of all family members while at the same time access to socio-psychological assistance is severely limited. The displacement has also disrupted access to medical care in particular for the elderly and those living with chronic diseases.





## Water, Sanitation And Hygiene

Access to safe water and adequate sanitation facilities continue to be a gap both at the temporary displacement centers that are open and also in the host communities. There is a shortage of hygiene items among the displaced families and the hosting families. These needs come on top of the pre-existing severe shortage of drinking water combined with damaged electricity networks.



## Protection, Gender And Inclusion

Most of the displaced are women and children and a significant number have special needs (the elderly and people with disabilities) requiring specific in-kind assistance such as wheelchairs. Different modalities are also required for these groups to access basic assistance, such as food, water, and WASH facilities. IDPs reported some protection concerns at the centers, including the lack of privacy, lack of gender-segregated bathrooms, poor conditions of WASH facilities, lack of electricity, lighting, and overcrowding not to mention the risk around the families to reach the sources of the basic needs and their livelihoods means.

## Any identified gaps/limitations in the assessment

The crisis in Syria remains one of the most severe humanitarian emergencies globally, driven by prolonged conflict, economic collapse, and environmental challenges. The latest escalation in hostilities, particularly in northwest Syria's Idleb and northern Aleppo, has further intensified humanitarian needs. Since November 2024, the surge in violence has compounded an already dire situation marked by widespread displacement, poverty, and hunger. Vulnerable populations in these areas face significant barriers to accessing basic services and resources, with host communities also straining under the weight of supporting displaced individuals. This recent crisis builds on years of conflict and recurring disasters, such as the February 2023 earthquake, and recent events in Lebanon, further eroding coping mechanisms and exacerbating vulnerabilities across affected communities.

There is limited data available about the number of casualties and injuries at the time of submission of this DREF request. There are no official figures surfaced until now also. SARC field teams are continuing assessments and collecting more information including this data.

# Operational Strategy

## Overall objective of the operation

This DREF will enable SARC to provide essential life-saving food assistance to people affected by the hostilities primarily in three governorates. The operation will target both displaced and host communities affected by the emergency. The operation will also support operational costs for SARC's emergency response.

## Operation strategy rationale

The recent hostilities have affected overall population of Aleppo, Hama and Idleb. Some 3.17 million people are directly affected with some 500,000 people are in dire need of humanitarian assistance. Since day one, SARC teams are on the ground providing live saving support to the people affected. The scale of the event and impact on local population including communities living in Lattakia and Homs, has exerted further pressure and financial burden on SARC resources to assist people who are either staying in the areas under hostilities or the neighboring areas where they fled.

SARC has already mobilized staff and volunteers to provide life-saving support. SARC has mobilized different items from its stocks and has started distributing those to affected population. The IFRC network, ICRC and non-Movement Partners are also supporting SARC in fulfilling its auxiliary role and in providing assistance to the people in need. Some partners are already assisting SARC by providing financial and material support while other partners are in discussions and planning phases.

Noting that SARC is feeding in other response components through other local and international partners. On this note, SARC is supporting the rehabilitation of shelter centers and NFI (blankets, mattresses, kitchen sets, jerry cans, solar lamps) and food (canned food and RTEs) distribution with UN agencies and INGOs in the country. Additionally, SARC is supporting dead body management activities, restoring family links, and emergency health services through ICRC and INGOs. The medical and health services are also supported by IFRC, Danish and German Red Cross regular programmes.



As of now, the food assistance remains the main underfunded component and is most pressing need in affected areas. Considering the emergency situation and ongoing hostilities, this need may further increase in coming period.

This DREF operation aims to complement SARC's efforts and support to the population affected by the hostilities. The DREF will primarily focus on provision of food to affected population and mobilization of volunteers and logistics support to SARC efforts to assist people in need.

The operation will be implemented in two phases:-

The first phase of the DREF operation focuses on supporting SARC with the mobilization of staff and volunteers to carry out assessments and provide logistical support for the delivery of humanitarian services and assistance to the affected population from internal stocks of SARC and support from Movement Partners.

The second phase of the DREF operation dedicated to the provision of food assistance to 12,300 families directly affected. The food assistance will be provided in form of food parcels for a period of one month and is expected to assist 61,500 people.

## Targeting Strategy

### Who will be targeted through this operation?

This DREF will enable SARC to support 61,500 people affected. The target group will mainly be people who are residents of affected governorates, displaced due to current hostilities or still residing in affected areas. Provided access is ensured, the geographical area covers the affected governorates as well as the outskirts of Aleppo, Hama, and Idlib, where the majority of the displacement has occurred.

In case of further escalation, the geographical coverage may be extended to include the areas affected.

The DREF will also target families which are hosting affected families in neighboring areas of the affected governorates.

This DREF will also enrich the skills and expertise of staff and volunteers of SARC through a lesson learnt workshop. The workshop aims to enhance the capacities of the NS in similar emergencies and to enhance the capacities in responding to similar or other operations.

### Explain the selection criteria for the targeted population

SARC has developed initial targeting criteria to provide food assistance to the most vulnerable families among affected population.

The preliminary selection criteria is combination of multiple factors such as family size and composition, living arrangements and other existing vulnerabilities of the affected population.

The targeting will be carried out as under

For displaced population:-

Any family affected by the current hostilities for affected governorates will be eligible for food assistance. However, the vulnerability criteria will be applied to select families for food assistance.

The vulnerability criteria will be applied to prioritize most vulnerable among affected population.

- 1- Female headed household
- 2- Families with members with special needs,
- 3- Families with elderly, children or pregnant women.

The families with multiple vulnerabilities will get higher prioritization.

For host families:-

Any family hosting affected family or members from the affected governorates will also be considered for food assistance. The families hosting large and most vulnerable families will get high prioritization.

The families which are hosting the people from affected areas before the start of this escalation will not be entitled to this assistance.

The criteria will be agreed with Govt. and local communities through community engagement before initiating the targeting process to ensure the assistance reaches most vulnerable. The final selection criteria will be refined during the rapid assessments currently underway, targeting and registration targeting predominately hosting families and the people displaced with them. Sex and age-disaggregated household data will be collected during the beneficiary registration process.



# Total Targeted Population

Women	15,000	Rural	30%
Girls (under 18)	16,500	Urban	70%
Men	14,000	People with disabilities (estimated)	10%
Boys (under 18)	16,000		
Total targeted population	61,500		

## Risk and Security Considerations

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

Risk	Mitigation action
Safety and Security risks	SARC is leading on the safety and security coordination with ICRC and Movements Partner. Contingency plans, mitigation measures, and related policies are in place and have been activated in response to ongoing escalation. SARC and IFRC are also in coordination with UNDSS and WFP, along with support from the IFRC regional office safety and security unit. Through support from IFRC, SARC has insurance for volunteers.
Escalation of the conflict	As the situation is extremely fluid, the areas affected could change and hence the scope of the implementation might increase or decrease. To this end, SARC will ensure coordination with all relevant stakeholders to ensure adaptability and pragmatism to the situation. Further fundraising beyond the DREF will be considered based on needs and available resources.
Delays in funds transfer and availability of funds in country	SARC enjoys strong relationship with its banks. SARC will advocate with banks to maintain reserve funds for SARC operations. SARC will ensure funds are available from other sources to implement life saving activities in case there are more than expected delays. SARC has framework agreement with food supplier. SARC will agree on extended payment terms in case there is any delay in payments due to funds liquidity.
Access to affected areas	SARC is in constant coordination with all stakeholders including ICRC, UN, INGOs, authorities, and other stakeholders to ensure access to affected areas. SARC has extensive experience due to its leadership role in previous conflict.

Please indicate any security and safety concerns for this operation

Given the unpredictability of the current events, SARC is making sure to maintain coordination with the different actors in country including RCRC actors, UN actors, different INGOs, local organizations and authorities to ensure relevance of the action and access to the affected communities.

The safety and security of Red Cross Red Crescent resources such as volunteers, staff, buildings and vehicles is critical especially in given context. SARC will remain in continuous coordination with all parties to ensure safe access for its teams.



Has the child safeguarding risk analysis assessment been completed?

Yes

## Planned Intervention



### Livelihoods And Basic Needs

**Budget:** CHF 947,318

**Targeted Persons:** 61,500

#### Indicators

Title	Target
# of people received food support	61,500
# of food parcels procured	12,300
% of people satisfied with assistance provided	80
# of assessments and monitoring conducted	3

#### Priority Actions

- Distribution of food items to affected people (the food parcel covers one family of 5 members for one month)
- Mobilisation of volunteers, incentives
- Transportation of volunteers, vehicle fuel
- Needs assessments and household surveys
- Visibility of SARC's operations
- Support in maintaining the communication with affected population
- Office operations and running



### Secretariat Services

**Budget:** CHF 42,600

**Targeted Persons:** -

#### Indicators

Title	Target
# of surge deployed	2

#### Priority Actions

- surge support: one operational function and one support services function for 4 months, cost shared with other existing programmes



### National Society Strengthening

**Budget:** CHF 10,082



Targeted Persons: -

## Indicators

Title	Target
# of volunteers responding	1,000

## Priority Actions

- Lessons Learned workshop

# About Support Services

## How many staff and volunteers will be involved in this operation. Briefly describe their role.

Approximately 1000 volunteers and 250 staff members are engaged in the SARC response operation. Their efforts are distributed across affected branches and headquarters, encompassing various activities such as assessments, registrations, PDM, monitoring and evaluation (M&E), risk awareness, logistics, EMS, WASH, as well as IM. This operation is coordinated and led by the disaster management sector. The volunteers of the NS deployed in this response are covered by IFRC global insurance.

## Will surge personnel be deployed? Please provide the role profile needed.

The requested profiles will be identified at a later stage based on the emerging need and how the situation would evolve.

## If there is procurement, will it be done by National Society or IFRC?

For food parcel procurements, SARC NS has an existing national framework agreement in place. The procurement process for this agreement has already been evaluated and technically approved by IFRC LPSCM Geneva. The framework agreement duration covers the period of this DREF operation.

## How will this operation be monitored?

The SARC standard operating procedures for monitoring are utilized across all SARC operations and programs. This includes post-distribution monitoring, process monitoring and community feedback mechanisms, as well as coordinated assessments conducted with implementing partners, including IFRC.

A monitoring plan will be created and put into action during this response in direct conjunction with the PMER and Quality assurance team at IFRC MENA RO. PMER, IM, and CEA capabilities are included in the PMER and Quality Assurance unit and will work directly with SARC

## Please briefly explain the National Societies communication strategy for this operation

The SARC communication teams are actively engaged in disseminating information across various media platforms to ensure the visibility of SARC's efforts and humanitarian initiatives, taking in consideration the safety and security of the SARC's personnel and mission . They also provide substantial support in reporting to partners, thereby reinforcing the organization's commitment to addressing risks and hazards.



# Budget Overview

International Federation of Red Cross and Red Crescent Societies

V2022.01

## DREF budget tool for National Societies

National Society

Syrian Arab Red Crescent SARC

Appeal Code

MDRSY014

Date

04/12/2024

Operation

Syria Complex Emergencny 2024

Currency (LC) &

CHF

Exchange Rate

1

Output Code	Description	Budget Group	Quantity	Unit	Unit Cost	Total Cost LC	Total Cost CHF
AP007	Distribution of family food parcels	520	12,300.00	pcs	65.00	799,500.00	799,500.00
AP007	Operational running costs	593	1.00	lumpsum	40,000.00	40,000.00	40,000.00
AP007	volunteer incentives	667	1.00	lumpsum	50,000.00	50,000.00	50,000.00
<b>TOT_AP007</b>	<b>Improvement of income sources</b>					<b>889,500.00</b>	<b>889,500.00</b>
<b>PO02</b>	<b>Livelihoods</b>					<b>889,500.00</b>	<b>889,500.00</b>
AP122	surge support	600	2.00	deployments	20,000.00	40,000.00	40,000.00
<b>TOT_AP122</b>	<b>Secretariat services strengthening</b>					<b>40,000.00</b>	<b>40,000.00</b>
<b>EA02</b>	<b>Secretariat Services</b>					<b>40,000.00</b>	<b>40,000.00</b>
AP124	Lessons learned workshop	680	1.00	workshops	9,467.00	9,467.00	9,467.00
<b>TOT_AP124</b>	<b>National Society Development</b>					<b>9,467.00</b>	<b>9,467.00</b>
<b>EA03</b>	<b>National Society Development</b>					<b>9,467.00</b>	<b>9,467.00</b>
	<b>DIRECT COSTS total</b>					<b>938,967.00</b>	<b>938,967.00</b>
	<b>INDIRECT COSTS</b>					<b>61,032.86</b>	<b>61,032.86</b>
	<b>TOTAL BUDGET</b>					<b>999,999.86</b>	<b>999,999.86</b>

Internal

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# Contact Information

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

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