

Operations update



International Federation
of Red Cross and Red Crescent Societies

Middle East & North Africa: Civil Unrest

Emergency appeal n° MDR82001
GLIDE n° OT-2011-000025-TUN/LBY/EGY
Operations update n° 5
12 April 2011

Period covered by this Ops Update: 3 - 11 April 2011

Revised Emergency Appeal target: CHF 12,269,102; the multilateral element of the appeal is for CHF 11,591,972. **Appeal coverage:** 29% **Note:** This is a provisional figure; contributions are being recorded.

The cash support for this operation has been limited and donors are encouraged to increase cash contribution.

Appeal history:

- The Emergency Appeal was initially launched on a preliminary basis on 1 March 2011 for CHF 4,400,000 for six months to assist 100,000 beneficiaries.
- The total of CHF 59,374 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support this operation.
- On 24 March, IFRC issued a Revised Emergency Appeal for CHF 12,269,102 (CHF 11,591,972 multilateral) to assist 150,000 beneficiaries in the region until December 2011.

Summary and key messages:

- Conflict between government and opposition forces persists in Libya. Demonstrations and protests also continue in the region.
- As of 11 April, the International Organization of Migration (IOM) states that more than 489,000 individuals have fled Libya to Egypt, Tunisia, Niger, Algeria, Chad and Sudan. Of these, over 239,000 individuals (49%) have arrived in Tunisia. To assist with this influx, the majority of International Federation of Red Cross and Red Crescent Societies' (IFRC) activities continue to take place in Tunisia.
- On 6 April, the Tunisian Red Crescent Society (TRCS) and IFRC opened a Transit Camp to help an initial 2,000 individuals and families in transit, and more if needed. This camp is also helping to alleviate pressure on the U.N. High Commissioner for Refugees (UNHCR) and government of Tunisia's Shousha Camp that has sheltered the majority of new arrivals.
- As of 11 April, 1,589 individuals are staying in the TRCS/IFRC Transit Camp and being provided with shelter, water, sanitation services, three meals per day and other essential items such as blankets, sleeping mats, buckets, soap, health care and the ability to contact their families.
- The TRCS and IFRC also continue activities near the Tunisia-Libya border to provide a variety of important basic and supplementary services to those in need of assistance. TRCS volunteers are delivering an average of 4,000 hot meals each day at the Shousha Camp and distributing critical items such as blankets, soap and in-kind donation items to an average 200 people each day. The TRCS continues to offer basic first aid in Shousha camp and at the border.
- The current appeal is extremely underfunded and if additional contributions are not made, the TRCS and IFRC will be unable to keep up with the levels of service and assistance currently being provided for the families and individuals in transit from Libya to their home countries.



A woman, her daughter and other family members have a place to stay, hot meals and have received essential items, like blankets, buckets and soap, at the Tunisian Red Crescent and International Federation of Red Cross and Red Crescent Societies Transit Camp. Gina Guinta/IFRC

The situation

Intense fighting between government and opposition forces continues in Libya. Coalition forces' air strikes on strategic and other locations with the aim of protecting civilian populations are also continuing with reportedly 34 states now involved in operations in Libya. Humanitarian intervention by non-military actors remains inhibited by hostilities across the country. Media reports are highlighting shortages of fuel, food, medical supplies, money and other essential items.

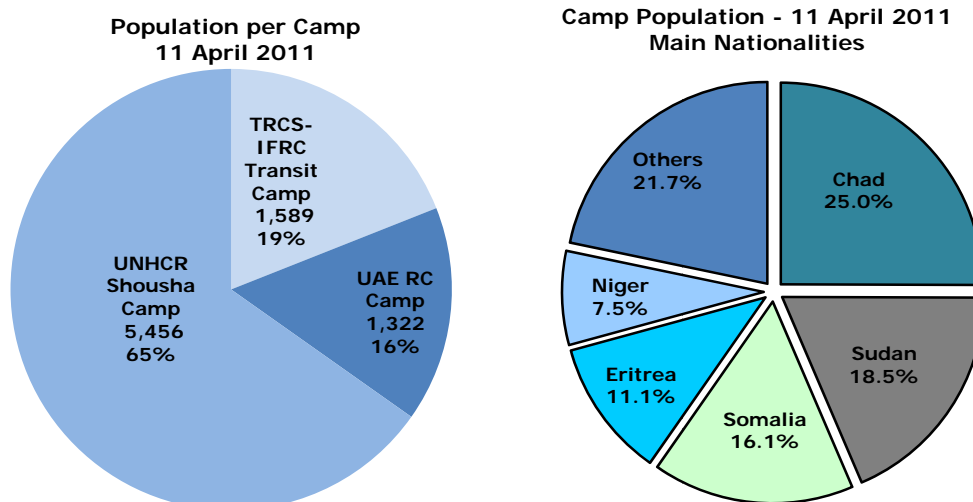
According to IOM, more than 489,000 people have now crossed into neighbouring countries including 239,078 people into Tunisia since late February. While the number of daily arrivals of third country nationals (TCN) needing assistance continues to drop, the number of Libyans crossing the border is significantly increasing. The majority of Libyans that cross the border are still not demanding assistance, but a very small amount have started to request shelter and related forms of support. The decrease in daily arrivals of TCNs and increase of Libyan arrivals could be attributed to a worsening humanitarian situation and inaccessibility to the western Libyan border.



A group of men from Niger arrive at the Tunisian Red Crescent and International Federation of Red Cross and Red Crescent Societies Transit Camp on 10 April after fleeing Libya. Gina Guinta/IFRC

IOM has contributed to assist third country nationals in need of travel assistance to return to their home countries. As of 11 April, IOM and other parties have assisted 157,429 people in transit to travel from Tunisia to their home countries. IOM recently received additional funds to resume covering the costs of repatriation flights and, as a result, the average number of daily departures is around 900. Consequently, the population of the camps in the border region has dropped to around 8,300.

On 6 April, the TRCS and IFRC opened a Transit Camp to serve up to an initial 2,000 individuals and families until they receive transport assistance to get home. The camp opened with 123 people initially arriving and allowing volunteers and staff to test all systems and procedures for service provision and conclude that a prompt scale-up to a caseload of 2,000 was possible if needed. The Transit Camp is equipped with a safe water supply, sanitation services, kitchens with the capacity to serve three meals each day, family linking services and a health clinic equipped for 24/7 emergency care, consultation services and a pharmacy. All individuals receive essential non-food items such as soap and blankets within 24 hours of their arrival.



As of 11 April, 8,367 individuals are being accommodated at the TRCS/IFRC Transit Camp, the Shousha Camp and UAE Red Crescent Camp. Approximately 6,000 individuals (71.8%) at the border—mainly from Chad, Sudan, Niger and Mali—are in transit and await assistance home while 2,357 people (28.2%) from Somalia, Eritrea, Iraq, Palestine and Libya are considered persons of concern according to UNHCR. The

number of women and children has increased but these groups have been placed in family areas in all three camps where they receive separate care and remain safer. UNHCR continues to improve their camp as well as restructure it to host families including extended-stay families and persons of concern.

The TRCS continues to assist the population in Shousha Camp and in collaboration with ICRC serves up to 4,000 hot meals per day. The TRCS is also distributing items such as blankets, soap, buckets, toothbrushes, toothpaste and in-kind donations; to date, the Red Cross and Red Crescent Movement has reached more than 35,000 people in transit at Shousha Camp with these essential goods. The TRCS has also worked with the ICRC at the Shousha Camp to facilitate more than 38,000 calls between migrants and their families around the world. The TRCS continues to provide basic health care to the sick and injured in Shousha Camp and at the border and has worked with both the IFRC and ICRC to improve sanitation facilities and deliver safe water.

Coordination and partnerships

The IFRC Zone Office in Amman and Regional Representative in Tunis responded to the current humanitarian situation by deploying staff, assets and participating in regular coordination meetings with the TRCS and ICRC. Along with interaction at the Tunisian border with Libya, the overall result has been effective cooperation and relations. TRCS and IFRC staff and volunteers are actively participating in the humanitarian coordination mechanisms with agencies working in the border region. Excellent coordination has occurred between the Red Cross and Red Crescent Movement, the UN system, NGOs, community representatives, local and military authorities. As part of its close cooperation, the ICRC is also providing family linking services in the TRCS/IFRC Transit Camp and collaborating on non-food item stock provision as needed.



Red Cross and Red Crescent volunteers organize games with the children staying in the family area of the transit camp. Reda Sadki /IFRC

An IFRC-managed Base Camp is currently housing and feeding 118 TRCS volunteers and 10 international delegates. The Base Camp serves as the hub for servicing the adjacent Transit Camp and includes operational office space.

To date, international delegates have been members of the Field Assessment and Coordination Team (FACT), four Emergency Response Units (ERU) and Regional Disaster Response Teams (RDRT) from more than 20 National Societies. A second rotation of team members has been deployed for the FACT, RDRT, Logistics and Base Camp ERUs. The

Relief ERU will be rotating its staff during the next week. The deployment of personnel and resources from Jordan, Lebanon, Morocco, Palestine and Syria through the RDRT system has enabled use of regional language and expertise in the operational response and as support to the TRCS. In addition, the Italian Red Cross has deployed a kitchen and staff to join with the Algerian Red Crescent to deliver meals in the TRCS/IFRC Transit Camp.

The following National Societies are supporting the Red Cross/Red Crescent response through financial, in-kind and/or human resources: Algerian Red Crescent, American Red Cross, Austrian Red Cross, Belgian Red Cross, British Red Cross, Bulgarian Red Cross, Canadian Red Cross, Chinese Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Iranian Red Crescent, Italian Red Cross, Japanese Red Cross, Jordan National Red Crescent Society, Kuwait Red Crescent Society, Lebanese Red Cross, Luxemburg Red Cross, Moroccan Red Crescent, New Zealand Red Cross, Netherlands Red Cross, Norwegian Red Cross, Palestinian Red Crescent, Qatar Red Crescent Society, Spanish Red Cross, Swedish Red Cross, Swiss Red Cross, Syrian Red Crescent, and the United Arab Emirates Red Crescent.

Red Cross and Red Crescent action

Progress towards outcomes

The activities under the appeal aim to provide sustained support for the current level of arrivals and departures of people in transit as well as augment services if the need arises. The bulk of the operation is presently focused on providing support to the vulnerable population leaving Libya through borders with Tunisia and Egypt while other areas of activity are being considered.

In Tunisia, the TRCS and IFRC are focusing on running and improving services in the TRCS/IFRC Transit Camp, ongoing activities at other established camps and at the border with Libya.

Considerable efforts of the FACT, ERU and RDRTs are also centring on building TRCS capacities in volunteer management, operations, relief, logistics, health, water and sanitation to help the TRCS meet its humanitarian service obligations. The IFRC has been training TRCS staff and volunteers on camp management, relief processes and procedures to effectively carry out relief activities at the Transit Camp such as beneficiary registration, distribution of food and non-food items and deregistration if people can depart for their home country. Volunteers are already running food and non-food item distributions at Shousha Camp.

The tables below summarises action taken to date by sector.



Wafa, a relief volunteer, plans with her team members about meal distributions in the Tunisian Red Crescent and International Federation of Red Cross and Red Crescent Societies Transit Camp. Gina Guinta/IFRC

Emergency health

Outcome: Up to 100,000 people in transit, including vulnerable groups, have access to the provision of basic health care, preventative health measures, and psychosocial support to meet their immediate needs.

Outputs	Activities planned
Target population in transit have access to a basic health facility.	<ul style="list-style-type: none"> Establish a health clinic with TRCS, including a basic and supplementary interagency emergency health kit (IAEHK) and first aid kits. Erect the health clinic and IAEHK identify emergency care area, consultation clinic, pharmacy and psychosocial support area. Stock the clinic with pharmaceutical items and medicine. Identify isolation site and erect tents and water and sanitation services for isolation site. Develop processes and procedures for clinic and treatments. Establish ambulatory services 24 hours/7 days per week. Develop referral system in coordination with MoH and other partners.
Target population receive rapid medical care for physical health problems.	<ul style="list-style-type: none"> Provide basic health services. Provide special care for vulnerable populations, such as nutritional care for children, pregnant women and disabled people. Coordinate with RC/RC partners and other health agencies to provide GBV support and gynaecology services in transit camp. Establish a basic epidemiological surveillance system and provide vaccinations as required at the clinic in cooperation with the WHO/MoH program. Refer patients to hospitals and other facilities when necessary. Assess TRCS health volunteers and provide trainings in emergency first aid. Monitor staff, equipment and supplies at the clinic.

Up to 10,000 people receive psychosocial support according to the needs.	<ul style="list-style-type: none"> • Assess psychosocial needs among the target population and volunteers. • Monitor patients during clinic consultations and provide PSP as appropriate. • Assess TRCS staff and volunteer capacity and provide trainings and equipment in psychosocial first aid and support. • Liaise with MoH and other partners to create a referral system for critical cases.
--	--

Progress since last report

- The Transit Camp health clinic was operational as the camp opened on 6 April. It consists of two mobile medical posts and two Interagency Emergency Health Kits (IAEHK) in five tents to provide emergency care on a 24/7 basis, consultation services, psycho-social support, a pharmacy and storage space. Between 6 and 11 April, 540 people received medical care at the Transit Camp. Cases were minor injuries or illnesses handled at the Transit Camp clinic.
- Ten international and national staff and volunteers maintain the clinic (3 doctors, 2 nurses, 1 psychosocial support, 1 pharmacy support and 1 general support staff member) while 20 more TRCS volunteers are expected soon.
- The health team has coordinated with UNFPA to come to the TRCS/IFRC Transit Camp twice a week (Thursdays and Saturdays) for gynaecology services and health promotion. UNFPA will commence activities in the Transit Camp on 14 April.
- The health team has coordinated efforts with the Ministry of Health and vaccinations for children under five years of age are scheduled today. Coordination meetings with all health actors in the border region continue to take place three times per week.
- In light of the number of children and families in the camp, the health delegate is in the process of stocking the family area tent with nutritional food, hygiene items and other necessities for children under the age of five. The stock will be a one-month supply for an estimated 100 children.
- The team has identified an isolation area and tents are being erected.
- The health team is also supporting the relief team information point to build good listening skills and equip volunteers with skills to diffuse tense situations. The health team will also give volunteers psycho-social first aid training.
- TRCS medical personnel continue to support ongoing medical consultations in Shousha Camp and at the border with thousands of consultations being carried out to date.

Operational gaps, challenges or constraints

A psychosocial support assessment mission is planned and the deployment of a consultant is in the midst of being done. Once the assessment is complete, TRCS volunteers will be trained in providing relevant psycho-social support for camp beneficiaries.

Water, sanitation, and hygiene promotion

Outcome: Up to 150,000 people in transit have access to safe water, adequate sanitation and hygiene items to minimize the risk of sanitation and water-related diseases.	
Outputs	Activities
Target population is provided with adequate sanitation which meets Sphere standards in terms of quantity and quality.	<ul style="list-style-type: none"> • Erect temporary latrines in Shousha camp and TRCS/IFRC transit camp. • Install hand-washing facilities at key locations throughout the TRCS/IFRC transit camp. • Install shower cabins in transit camp. • Provide solid waste management solutions in transit camp. • Ensure proper drainage in transit camp. • Monitor vectors and undertake vector-control activities if necessary. • Monitor sanitation facilities daily.
Target population is served by hygiene promotion activities which meet Sphere standards in terms of implementation, and	<ul style="list-style-type: none"> • Recruit and train staff/volunteers to disseminate basic hygiene messages, monitor water points, and clean latrines, shower cabins and tents. • Conduct a base survey on hygiene practices in transit camps.

the identification and use of hygiene items.	<ul style="list-style-type: none"> • Develop IEC materials and awareness campaigns around the essential hygiene promotion messages in a participatory approach with the targeted population. • Distribute additional soap as required. • Monitor hygiene practices in camps.
Target population is provided with adequate safe water that meets Sphere and WHO standards in terms of quantity and quality.	<ul style="list-style-type: none"> • Assess needs and map resources available (water availability, quality, pressure, etc). • Connect to local water infrastructure and establish alternative water sources. • Install emergency water storage and water points throughout the camp. • Continuously monitor water quality and install water purification system if needed. • Maintain water taps and tanks regularly.

Progress since last report

Sanitation

- The water and sanitation team installed eight chemical toilets in the family area of the Transit Camp while finalising construction of 10 latrines near the beneficiary registration area. A total of 68 latrines, 10 chemical toilets and 2 defecation fields are positioned in the TRCS/IFRC Transit Camp, comfortably reaching Sphere standards for a population of up to 5,000 people.
- A total of 56 washing cabins have been installed throughout the camp for bathing and washing clothes. The Transit Camp team has also completed the soakaway pits under all water points and next to showers to ensure proper drainage. Soakaway pits will continue to be dug as required.
- Staff have been hired and dedicated to maintaining a clean and hygienic camp through tent, latrines and shower cabin cleaning. The IFRC has also signed a contract with a solid waste management (SWM) company for daily waste removal; SWM removal began on 6 April.
- The 260 latrines built by the IFRC have been decommissioned in the Shousha Camp due to camp restructuring/reorganising process. Further IFRC sanitation support is not needed in Shousha Camp.
- The water and sanitation team purchased 100 80-litre waste bins for the Transit Camp that have been placed at various locations to facilitate a clean camp.

Water

- In the TRCS/IFRC Transit Camp, the IFRC has installed two 11,000L water storage tanks and connected them to the local water pipeline. Seven tap stands (42 water points) are also in place throughout the camp and new water points are being added daily.
- One 5,000L and one 10,000L bladder tank have been installed near the family area for increased pressure and to ensure water availability.
- The Italian Red Cross is managing the water supply for the kitchens serving Transit Camp beneficiaries through use of two 5,000L tanks and a water treatment plant.
- Three water monitors have been hired to ensure the main water tanks are always full, check water points for no water waste, and ensure proper use.

Hygiene Promotion

- The MSM kit arrived at the Transit Camp on Monday 5 April.
- The 10 TRCS/IFRC hired and trained hygiene promoters reached more than 5,500 people with safe water and hand washing messaging; they also distributed 3,500 bars of soap in the Shousha Camp. The team recently transferred their actions in Shousha Camp to Action against Hunger (ACF)–Spain so they could more readily focus on Transit Camp hygiene activities.
- One hygiene promotion board was erected near the latrines in the Transit Camp and an additional one will be installed near kitchen area. Six hygiene promoters started disseminating safe water and hand washing messages in the Transit Camp on 6 April.

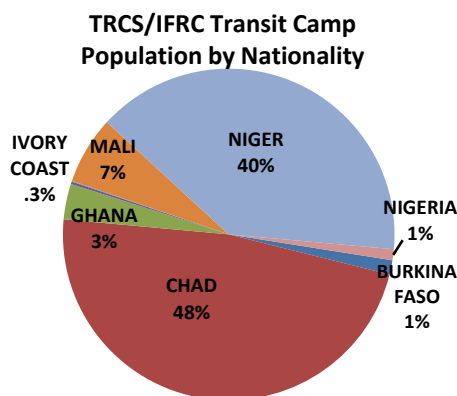
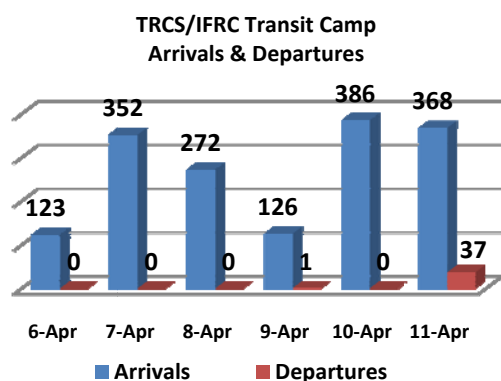
Operational gaps, challenges or constraints

Water pressure continues to be weak in the border area while the RC/RC Movement and other organisations continue to look at solutions. To address this ongoing issue, the water and sanitation team installed two water bladders near the family area to ensure water availability. In addition, the TRCS/IFRC has begun to truck in water daily to guarantee adequate supply. Should there be other water constraints, the TRCS/IFRC will truck in more water as needed.

Emergency Shelter and Camp Management	
Outcome 1: A transit population of up to 150,000 individuals has access to a safe, secure and hygienic settlement that upholds basic human rights and meets their needs.	
Output	Activities
Target transit population has adequate and safe shelter according to Sphere standards.	<ul style="list-style-type: none"> • Select and secure land with enough space for target population and space to expand if needed. • Plan sufficient temporary shelter and necessary infrastructure on land (electricity, fencing, water, sanitation facilities, food area and family area). • Set up shelters and infrastructure on land. • Plan and set-up hygiene and security measures and systems to ensure beneficiary and volunteer/staff safety and health. • Monitor, maintain, repair and/or rebuild temporary shelters, infrastructure and other areas as required. • Register and deregister camp population to track people assisted and fill unoccupied shelters.
Target population have access to safe water, food, sanitation facilities and services, health care and meeting points through integrated camp activities.	<ul style="list-style-type: none"> • Coordinate with team sector leads on water and sanitation, health and relief systems and activities. • Hold regular coordination meetings with all sector leads to ensure camp services are integrated and maintained. • Plan and set up an information point for the transit population to know all services available at camp. • Coordinate with external parties to offer specialized services and ensure all beneficiary needs are met.
The material sourcing, construction techniques and settling of the population minimize the adverse impact on the environment.	<ul style="list-style-type: none"> • Engage and coordinate with environmental agency to assess the impact of camp activities on the environment. • Coordinate with environmental agency and other external partners to alter camp activities as needed to ensure minimum negative on environment. • Coordinate with environmental agency and other external partners to ensure camp land is restored to its original state.

Progress since last report

- The TRCS/IFRC Transit Camp opened on 6 April with an initial capacity to assist up to 2,000 people in transit. The camp capacity will increase over the coming weeks if needed. As of 11 April, 1,589 people were staying in the camp. Below states the camp population per arrivals and departures since opening day and the camp population by nationality as of 11 April.



- The TRCS and IFRC coordinate on a daily basis with IOM, UNHCR, local authorities, the UAE RC and other actors working in the local area regarding the number of people crossing the border into Tunisia, population needs, people departing and the ongoing activities and situation in each camp to better support those in need of support.
- All systems in the Transit Camp are running smoothly in particular registration, tent allocation, information dissemination and coordination. Services among sectors are expanding for beneficiaries as needed. Internal and external coordination meetings continue to regularly take place to address any new issues that arise and to continue to improve the camp.
- Monitoring the tents, latrines, water supply/usage, bathing cabins, use of soap, registration system began as soon as the camp opened and continues daily.

Operational gaps, challenges or constraints

- The camp management/relief team continues to ensure the TRCS/IFRC Transit Camp is safe for its population, volunteers and staff. The team continues working to install fencing around the family and health clinic area but due to the rocky terrain and slow arrival of fencing materials, it is taking longer than expected. Emergency lighting has been installed in the accommodation sections near the latrines and at the registration area but installation of a longer-term electrical system has only recently begun.
- The camp population currently does not have access to a local market but the TRCS is liaising with the local community to set-up a few small market stands near the Transit Camp for beneficiaries to purchase personal items such as biscuits, tea, soft drinks, lotion and other items requested.
- The team has yet to contact an environmental agency to support the operation to minimise a negative impact on the environment. The team recently assigned a focal point for this matter that will take it forward.

Relief	
Outcome: A transit population of up to 150,000 individuals receive essential items and food to meet their needs.	
Output	Activities
Target population receive essential goods in transit camps after registration and within 24 hours of arrival.	<ul style="list-style-type: none"> • Develop a standard NFI kit composition with specific items in coordination with partners. • Distribute NFIs to target population following arrival and registration in camps.
Target population has access to three meals a day.	<ul style="list-style-type: none"> • Coordinate with HNS, PNS and external partners on meal production and service. • Provide meals to camp residents each day.

Progress since last report

- The relief team worked hard to master their registration, distribution and reporting processes and systems for the opening TRCS/IFRC Transit Camp. All relief processes went smoothly on opening day but the team is focusing on any residual adjustments required.
- The camp population has received the individual or family NFI kit within 24 hours of arrival.

- The relief team coordinated with ICRC to install a Restoring Family Links (RFL) tent and provide family linking services in the Transit Camp. RFL activities began on 8 April.
- In the Shousha Camp, the Relief ERU provided support to the TRCS with their joint non-food item and food distributions with the ICRC. More recently, the relief team formally handed over their support role to the ICRC in Shousha Camp.
- The joint Algerian Red Crescent and Italian Red Cross kitchen is serving three meals a day for the camp population. From 6 – 11 April, they have served nearly 9,000 meals in total.
- TRCS/ICRC kitchen in Shousha Camp continues to serve approximately 4,000 meals/day.

Operational gaps, challenges or constraints

The TRCS/IFRC camp management/relief team continues to improve the relief systems and processes related to food and non-food item distributions as well as the registration system. The team is now focusing on capturing more detailed demographic data of the Transit Camp population for future planning and analysis.

Contingency planning and preparedness	
Outcome: By advancing the process of regional contingency planning, capacity of the National Societies in MENA zone to respond to civil unrest and population movements is further strengthened through effective and appropriate interventions.	
Output	Activities planned
Regional, country and scenarios specific contingency plans are developed.	<ul style="list-style-type: none"> • Develop and agree on a regional approach towards a strategic and multi-sectoral contingency plan. • Map existing resources and capacities of the National Societies, Federation and other key stakeholders in the region by using WPNS and other tools. • Conduct rapid trainings/workshops for staff and volunteers on how to develop a contingency plan. • Develop practical contingency plan taking into account the evolving risk patterns in the region, various scenarios, capacity and mandate of the National Societies in the region. • Develop an EW/EA model for civil unrest scenarios based on clearly identified triggers. • Integrate contingency planning concept with OD and other on going capacity building activities at national and regional level.
Preparedness gaps are identified and implemented.	<ul style="list-style-type: none"> • Identify and map the overall and essential preparedness gaps in capacities and resources. • Develop work plans for implementing preparedness activities enabling effective and efficient response by the National Societies and IFRC. • Position and procure necessary human resource material and financial capacities to support the preparedness work plan. • Develop the Standard Operating Procedures and response protocols as appropriate and agreed. • Conduct joint simulation exercises as appropriate and required.

Progress to date:

The zone deployed a regional disaster management (DM) specialist to Yemen to support the Yemen Red Crescent Society (YRCS) in their operations. The mission aims to assess the capacity of the YRCS DM capacity at their headquarters and at the branch level. The DM specialist will develop a clear plan with proposed changes with the YRCS for a new set up within their DM department at headquarters and overall DM structure at the branch level. The specialist will also support the IFRC team to develop a joint response plan with the YRCS, partner national societies and the ICRC, as well to support the YRCS headquarters DM unit to establish local intervention teams at the branches.

A regional psychosocial support specialist was also deployed to Yemen to facilitate a rapid training around psychosocial support provision and plan for possible activities in the field. Technical support was provided to another national society in contingency planning as well as mapping out rapid needs for another regional national society.

Operational gaps, challenges or constraints

The lack of financial resources continues to affect the implementation of the above mentioned activities. Some positive feedback was received from one PNS to support these efforts. In addition, a disaster response database meeting is being organized for the 17 and 18 April for six national societies in the region, representing the three sub-regions. The aim of the meeting is to agree on developing a standardized mechanism for mapping all resources in the three sub-regions. The selected six national societies are also participating in the current repose operation and will reflect positively on filling the gaps in future operations.

Logistics	
Outcome: Ensure an effective and efficient supply chain, suitable storage of goods and appropriate transport to carry out all activities within the operation.	
Output	Activities planned
Establish relevant procedures and processes to enable all sectors to access goods and materials they require for their activities.	<ul style="list-style-type: none"> • Conduct logistics assessments. • Negotiate handling, storage and handling facilities and carry out customs procedures at the airport, borders and ports. • Process requisitions according to IFRC procedures. • Update stock report daily and send goods received notes appropriately. • Secure warehouses for IFRC and TRCS pipeline. • Liaise with program and adjust supply chain to meet demand. • Prepare exit strategy and relocation of fix assets.
Ensure suitable vehicles available required by IFRC delegates and TRCS volunteers and staff for their activities.	<ul style="list-style-type: none"> • Provide sufficient transport resources. • Manage and maintain vehicles. • Monitor fuel and maintenance costs.

Progress to date

- To date, 10 flights have arrived carrying 265 metric tons and four vehicles. All have cleared customs.
- The logistics team is currently getting quotes for roughly 5,000 non-food items for the month of April. The ICRC has also provided 6,000 razors, 2,000 buckets and 2,000 individual hygiene kits to the current operation and logistics is meeting with the ICRC regarding additional non-food items contributions.
- Two more field warehouses were erected in the past week leading to a total of five at the TRCS/IFRC Transit Camp. One of the new warehouses will store TRCS in-kind donations of dry food items. Stocks presently occupy 40% of the field warehouses' capacity.
- The logistics team is working closely with the relief team to adapt individual and family NFI kits according to camp population needs.

Operational gaps, challenges or constraints

The main challenge for the logistics team is the general budgetary constraint in reflection of a lack of donor response to the current Appeal. Funding gaps adversely impact procurement processes because the team cannot tender items on multi-month contracts with suppliers.

Communications – Advocacy and Public Information

A communications delegate was deployed in the days before the opening of the Transit Camp to publicise and document the event and increase visibility for TRCS and IFRC efforts. A story and press release were subsequently written and published and many photos of the first days of the camp were taken. Since the launch of the Appeal, dozens of interviews have taken place with English, French and Arabic language networks including Al-Jazeera, BBC and CNN.

The health, relief and information management/reporting teams opened an information tent to provide the Transit Camp population with information about services offered and act as the focal point for any questions

they might have. Approximately six TRCS volunteers work at the information tent and walk around the camp to answer questions by beneficiaries. During the first two days of its operation Caritas, having run the information tent at Shousha Camp, provided technical support and shared their experiences about working with the transiting population with volunteers and staff. In the near future, volunteers will be trained in basic psychological first aid and hygiene promotion. A large bulletin board was also erected next to the tent with key information relevant to families and individuals in transit such as meal times, health clinic information, distribution times, family linking services, a map of the Transit Camp and other important items.

How we work

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

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

Contact information

For further information specifically related to this operation please contact:

- In Tunisia: Dr. Tahar Cheniti, Secretary General, Tunisian Red Crescent; phone: + 216 71 320 630 fax: +216 71 320 151; email: hilal.ahmar@planet.tn
- In Egypt: Pr. Mamdouh Gabr, Secretary General, Egyptian Red Crescent; phone: + 20226703979; fax: +20226703967; email: erc@egyptianrc.org
- In Tunisia : Gerard Lautredou, Regional Representative, Regional Representation for North Africa; phone: + 216 71 862 485; fax: + 216 71 862 971; email: gerard.lautredou@ifrc.org
- In Jordan : Dr. Manhal Annaz, Acting head of programme services/operation, MENA Zone office ; phone: +962 6 5694911 4113 ; Fax: +962 6 5694556; email: Manhal.Annaz@ifrc.org
- In Jordan : Dr.Hosam Faysal , disaster management coordinator , MENA Zone office ; phone: +962 65694911 4113 ; Fax: +962 6 5694556; email: hosam.faysal@ifrc.org
- In Geneva: Pablo Medina, Operation Coordinator Disaster Services Department ; phone :+41 22 730 4381; fax: +41 22 730 0395; email: pablo.medina@ifrc.org

[< click here to access the donor contributions >](#)