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Emergency Plan of Action Final Report

Morocco: Cold Wave

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRMA009
Date of Issue: 24/01/2018	Glide number: CW-2018-000008-MAR
Date of disaster: 19/01/2018	
Operation start date: 24/01/2018	Operation end date: 23/04/2018
Host National Society: Moroccan Red Crescent Society	Operation budget: 249,530 CHF
Number of people affected: 70,000	Number of people assisted: 17,500 (3,500 Households)
N° of National Societies involved in the operation: Moroccan Red Crescent Society	
N° of other partner organizations involved in the operation: Association Mohammed V, Local Governance, Royal Army, Ministry of Transport, Ministry of Health	

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors.

The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions.

A. SITUATION ANALYSIS

Description of the disaster

Starting from 5 January 2018, Morocco experienced generally below normal season temperatures. Heavy snowfall affected the High Atlas and the Middle Atlas mountain ranges, falling down to 900 meters above sea level. Recorded temperatures dropped as low as minus 5 ° C, compared with 18 ° C, which is the average temperature for this time of year is around (ranging between a low of 7 degrees and a high of 23 degrees).

Snowfall in the interior of the country closed roads according to the Ministry of Transport, which isolated communities. Road closures meant that farmers could not feed livestock at the foot of the Middle Atlas Mountains. The cold wave also affected, to a lesser extent, the Atlantic coast. A hailstorm caused damage in the capital city, Rabat.

The heavy rains were greeted with relief by farmers, who were worried about the prolonged drought conditions. Since November 2017, the government has taken measures to deal with the drought and a subsequent difficult agrarian year. Pastoralists and farmers received aid, however with very low temperatures the situation worsened. Economic losses have spiked, prices have risen, livelihoods disrupted and cold-related diseases such as hyperthermia and bronchitis, flu and pneumonia have increased. In response, the Government declared a state of emergency, instructing all Ministries and Civil Society,



Figure 1. MRCS volunteers distribute lifesaving assistance in Guecif Province (Photo credit: MRCS)

including the Morocco Red Crescent; to respond to the disaster.

The snowfall has affected areas known to be of the poorest areas of Morocco. Freezing conditions impacted access for extended periods, reducing the ability to reach remote communities. The Ministry of Equipment, Transport and Logistics mobilized resources to facilitate access to affected areas and issued updated road condition reports and weather alerts.

As auxiliary to Government, the Moroccan Red Crescent (MRCS) was requested to assist affected population government authorities, as part of a "Monitoring and Coordination" unit composed of local governances, Government Line Ministries, the Royal Army, Mohammed V Foundation as well as local NGOs. As part of the coordination with the Ministry of the Interior, Moroccan Red Crescent was commissioned to intervene in seven provinces to assist 3,500 families (17,500 beneficiaries) with food and non-food items. These provinces are: Chefchaouen, Midelt, Agadir, Ouarzazate, Guercif, Zagora and Taroudant.

The table below illustrates the distance the target provinces are from the MRCS HQ in Rabat.

Localities	Distance from MRCS HQ	Travel time by car in normal weather conditions (approximately)
Chefchaouen	350 km	5 hours
Guercif	450 km	7 hours
Midelt	450 km	6 hours
Agadir	650 km	7 hours
Ouarzazate	750 km	10 hours
Zagora	850 km	11 hours
Taroudant	700 km	7 hours

Summary of response

Overview of Host National Society:

The Moroccan Red Crescent Society is part of the national disaster plan and, as per its auxiliary role, collaborates with local authorities such as health services, civil protection, and armed forces in assessment, relief, delivery of food and non-food items and the provision of first aid, transport and psychosocial support.

MRCS were active since the initial meteorological alert, when MRCS put its staff and volunteers on high alert in anticipation of cold weather. MRCS mobilized intervention teams in the branches who provided regular reports to the headquarters on the changing situation and assessment of needs. MRCS also revised inventories and readied preposition stock based in central and regional warehouses.

MRCS is a member of the provincial crisis cell chaired by the Wali and governors and participated in the structure once the crisis cells were activated for this cold wave. The crisis cell was responsible for reviewing and analyzing assessments of damage and needs and identifying target areas for intervention. Based on this analysis, a response plan was developed, and beneficiary selection criteria were identified. The cell also sets standards for aid distribution in order to prevent disparities between the beneficiaries (i.e. avoid creating what could be considered as 5-star support as opposed to a 1-star support).

As part of the coordination, MRCS was assigned to take in charge 3,500 families in the central areas of the mountainous terrain of Azilal and Taza, Guercif, Chefchaouen and Taroudant Provinces, collaborating with the authorities in the distribution of food and non-food items (mattresses, blankets and warm clothes) as well as providing psychosocial support, medical services and transport assistance to the affected people, along with the ongoing coordinated needs assessment.

Overview of Red Cross Red Crescent Movement in country

The ICRC is supporting the MRCS to strengthen the first aid and disaster management divisions through the provision of equipment, training, specifically in RFL, and the management of dead bodies in disaster situations, as well as support for the national disaster response team (training, intervention and communication material).

Since 2012, the German Red Cross office has been embedded in the MRCS headquarters. It supports the same division, regional and provincial disaster response teams on training and equipment to effectively address the MRCS mandate in the ORSEC Plan.

Needs analysis and scenario planning

The MRCS acted immediately following to the weather alerts and warnings of road cuts. Since the activation of the Ministry of Interior's "Monitoring and Coordination" unit, MRCS was asked to support in the response drawing on their contingency stocks at the central warehouse based in Skhirat City (40km from the HQs) and regional warehouse based in Agadir City (600km south of the HQs).

MRCS was engaged in the needs assessment along with multidisciplinary teams drawn from external departments of the ministerial delegations. In coordination with the authorities and other stakeholders and according to the first rapid assessment, MRCS have been requested to cover seven provinces and meet needs have been identified for food and non-food items.

The selection of targeted families is made by the Crisis Cell led by the Governor at the Provincial level. Selection takes into account vulnerability criteria, which prioritizes families with a large number of children and the elderly.

Risk Analysis

The continuity of weather warnings assumed that the situation may get worse. This was the case and snow continued to fall into February, which hampered the response. The response was further hampered by delays in signing the project agreement and transfer of funds to continue the response to affected communities.

B. OPERATIONAL STRATEGY

Proposed strategy

This DREF allocation proposed to procure and distribute, and replenish, food and non-food items for 3,500 families and providing essential services (such as first aid) in seven provinces.

C. DETAILED OPERATIONAL PLAN

The good reputation and physical presence of MRCS in communities across Morocco enabled MRCS to reach the most vulnerable people, particularly those living in remote areas. The Government initiatives have targeted mountainous areas in the Middle and High Atlas, yet there were some areas not reached. In close coordination with the provincial authorities, MRCS helped the populations of the provinces of Chefchaouen, Midelt, Agadir, Ouarzazate, Guercif, Zagora and Taroudant.

 Shelter People reached: 3,500 families Male:50% Female:50%		
Indicators:	Target	Actual
3,500 families receive 1 blanket and 1 mattress	3,500	3,500
Narrative description of achievements		
MRCS used its national stock prepositioned in the warehouse in Skhirat to reach Chefchaouen, Midelt, Guercif, Zagora and Ouarzazate. The regional stock positioned in Agadir served to supply the provinces of Taroudant and Agadir.		
Localities	Number of families	Number of packages (1 blanket, 1 food parcel, 1 mattress)
Chefchaouen	600	600
Guercif	400	400
Midelt	600	600
Agadir	500	500
Ouarzazate	400	400
Zagora	400	400
Taroudant	600	600

Restocking mattresses and blankets activity began in March and ended on 15 April 2018. The restocking took longer than anticipated because of issues related to identifying factories and suppliers that could provide the required amount of stock and to the appropriate standard.

Challenges

- Needs were enormous, and the quota of prepositioned stock was insufficient to adequately meet the needs, however coordination with the government has addressed these challenges. This was coordinated through the governor-led Crisis Cells which allocated target areas and set standards for aid.
- Restocking mattresses and blankets activity took a long time because of issues related to identifying factories and suppliers that could provide the required amount of stock and to the appropriate standard.
- The distance from the branches and the disaster areas necessitates traveling days, which were not adequately budgeted for in the operational plan.

Lessons Learned

- National and regional stocks enabled a swift response by MRCS, as a result it is recommended to increase prepositioning of stocks in vulnerable areas. The lessons learned workshop identified that this stock could come from Government or local NGOs or Movement Partners. MRCS will follow up on this recommendation in advance of the next winter.
- MRCS will follow up on the possibility of having agreements with preapproved NFI providers including factories and suppliers in order to ensure a quicker turn around for replenishment.
- MRCS will ensure that the future operational plans and budgets adequately include the costs related to travel and distribution of food and non-food items.



Livelihoods and basic needs

People reached: 3,500 families

Male: 50%

Female: 50%

Indicators:

3,500 food parcels are distributed to 3,500 families

Target

3,500

Actual

3,500

Narrative description of achievements

The composition of food parcel for one family (average 5 members) for two weeks is as per the below table. The composition of the food parcels is based on the agreement within the in coordination of the Governorate's Crisis Cell and Monitoring and Coordination Unit, to ensure consistency of aid support throughout the regions:

Item	Quantity
Flour	20 kg
Sugar	5kg
Cooking oil	5L
Tea	500g
Rice	3 kg
Chickpeas	2 kg
Coffee	250g
Peas	3kg

All food purchases took place according to specifications and with close consultation with the IFRC Cluster Head in Tunis.

MRCS had intended to undertake a post distribution beneficiary satisfaction survey, unfortunately this was not undertaken as funds were not sufficient. MRCS understands the value of this survey and will ensure that sufficient funds are available in future operations.

Challenges

- Needs were enormous and prepositioned stock was insufficient. The coordination with the government helped to address this challenge.
- The distance from the branches and the disaster areas necessitates traveling days.
- During the collection of quotes some prices fluctuate from one province to another depending on the quality and distance of supply to shopping centers (e.g. Casablanca). Before proceeding with the purchase orders, it was necessary to ensure the same quality for all the branches. This required more time, which hampered the response.
- The delay in signing the agreement between the IFRC and the MRCS caused delay of the reception of the operating advance which negatively impacted the emergency response.

Lessons Learned

- The National Society should have a local emergency fund that must be mobilized in these emergencies. MRCS is keen to develop a forecast based financing mechanism which will allow for early action based early warning system.
- MRCS will ensure that the future operational plans and budgets adequately include the costs related to travel and distribution of food and non-food items.
- MRCS will follow up on the possibility of having agreements with preapproved food providers including factories and suppliers in order to ensure a quicker turn around for distribution and replenishment.
- The mission of the IFRC delegation in Tunis (specifically the Head of CCST and the Accountant) to the operation was of great help in setting out the procedures for purchasing emergency items and introducing a procedure for document validation and anticipating any errors that might occur during the operation. Ongoing support from the IFRC helped implement the action plan strategy.

Strengthen National Society

Indicators:	Target	Actual
Volunteers' safety and wellbeing is ensured, through provision of insurance, training and psychosocial support	100	100
Narrative description of achievements		
<p>100 volunteers were insured for this operation and the list of volunteers was shared with IFRC.</p> <p>100 volunteers received PSS as part of this operation.</p> <p>All volunteers were aware of their rights, safety and wellbeing.</p>		
Challenges		
No challenges encountered related to volunteer safety and wellbeing.		
Lessons Learned		
The lessons learned workshop identified that volunteers would also benefit from knowledge of SPHERE standards		

The Lessons learned workshop was held on 20 – 22 April 2018 at the MRCS national training center in Mahdia. The workshop brought together MRCS governance, staff and volunteers from 5 branches as well as 1 representative from IFRC. The workshop examined the operation, identified challenges and best practices. The report of the lessons learned workshop is available and will be used as the basis for preparedness for future operations.

Below are the challenges encountered during the operation and the recommendations emerging for the Lessons learned workshop:

Challenges	Recommendations
<ul style="list-style-type: none"> • Challenges in the field with mobility and logistic. • Lack of communication and adequate information about the process such as purchases and forms. • Travel and nutrition expenses of coordinators in the field were not adequately budgeted for in the EPOA. • Difficulty of access to affected area and absence of locally qualified stores. • Allocated quota is insufficient for the affected population. • Insufficient materials distributed with priority needs. • Deficiency on internal coordination. • Transport was underbudgeted in the original response plan. • Lack of trainings in disaster preparedness and response in the field of all volunteers, as well as members of the branches. • Lack of clarity of the parameters used in different stages of the process. • Absence of spare stock in order to replace the stock lost or damaged during shipment and discharge. • Multiple sources of news to local authorities. • Deficiency on preparatory meetings between the HQ and branches. • Transportation problem. • Delays of assistance by the NS. • Absence of a unified reference framework for such activities. 	<ul style="list-style-type: none"> • The operational plan should take into account, as much as possible mobility and logistics of staff, volunteers and relief items. • Good communication and configuration is required on all aspects of the process. • The operation budget should include provision for travel and nutritional expenses. • Provide qualified local stores and prepare them for response. • Focus on needs according to priorities. • Increase the level of prepositioned stock in warehouses in advance of the next winter. • Holding proactive meetings in advance of the next winter season. • Strengthen the means of mobility of volunteers and ensure that transport is adequately budgeted. • Design and appoint local coordinators for operations. • Volunteers and government counterparts need training on Sphere standards and distribution. • Branch training on procurement procedures. • Encourage partners IFRC, ICRC and GRC to continue to provide support in capacity building and training. • Establish a food basket based on the Moroccan diet, and according to the region's context. • Refresh and update all previous configurations on disaster management in coordination with IFRC. • Strengthen coordination and communication between central and local level and local authorities. • Increase methods of communicating information as quickly as possible using mobile phones, WhatsApp and email. • Preparatory meeting with the IFRC, HQ and branches to initiate the DREF operation.

D. THE BUDGET

Please see the attached final financial report.

The variation on the financial charges is mainly due to the Forex loss generated (CHF 55,238). That has created an overspent of CHF -33,543.

Contact information

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

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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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/1-2019/12	Operation	MDRMA009
Budget Timeframe	2018/1-2018/4	Budget	APPROVED

Prepared on 04/Feb/2020

All figures are in Swiss Francs (CHF)

MDRMA009 - Morocco - Cold Wave

Operating Timeframe: 23 Jan 2018 to 23 Apr 2018

I. Summary

Opening Balance	0
Funds & Other Income	249,530
DREF Allocations	249,530
Expenditure	-283,073
Closing Balance	-33,543

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	96,116	37,463	58,654
AOF3 - Livelihoods and basic needs	127,001	221,389	-94,388
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	223,118	258,852	-35,734
SFI1 - Strengthen National Societies	26,412	7,065	19,347
SFI2 - Effective international disaster management		17,156	-17,156
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	26,412	24,221	2,191
Grand Total	249,530	283,073	-33,543

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/1-2019/12	Operation	MDRMA009
Budget Timeframe	2018/1-2018/4	Budget	APPROVED

Prepared on 04/Feb/2020

All figures are in Swiss Francs (CHF)

MDRMA009 - Morocco - Cold Wave

Operating Timeframe: 23 Jan 2018 to 23 Apr 2018

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	203,000	189,030	13,970
Clothing & Textiles	85,750	76,930	8,820
Food	117,250	112,100	5,150
Logistics, Transport & Storage	6,500	5,124	1,376
Storage		307	-307
Distribution & Monitoring	2,500		2,500
Transport & Vehicles Costs	4,000	4,818	-818
Personnel	11,650	8,167	3,483
National Society Staff	3,000	3,653	-653
Volunteers	8,650	4,514	4,136
Workshops & Training	5,000	5,323	-323
Workshops & Training	5,000	5,323	-323
General Expenditure	8,150	58,152	-50,002
Travel	4,000	1,942	2,058
Office Costs	2,000		2,000
Communications	1,500	233	1,267
Financial Charges	650	55,978	-55,328
Indirect Costs	15,230	17,277	-2,047
Programme & Services Support Recover	15,230	17,277	-2,047
Grand Total	249,530	283,073	-33,543