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# Operational Plan 2018






## Iran: Earthquake Recovery

 International Federation  
of Red Cross and Red Crescent Societies

This Operational Plan seeks 23,438,675 Swiss francs (CHF) through cash, in-kind, or services to support the Iranian Red Crescent Society (IRCS) to assist 200,000 people affected by the 12 November 2017 earthquake over a period of 12 months, from December 2017 to December 2018.

The operation will focus on shelter and settlements; cash for livelihoods and basic needs; restoring family links (RFL); health and care; water, sanitation and hygiene promotion; communication and community engagement and accountability. It also supports the strengthening of the IRCS's preparedness and response capacities.

The operation outlined in this Operational Plan reflects the current situation and information available as of 28 November 2017. It will be adjusted to reflect new developments or as more detailed assessments become available.

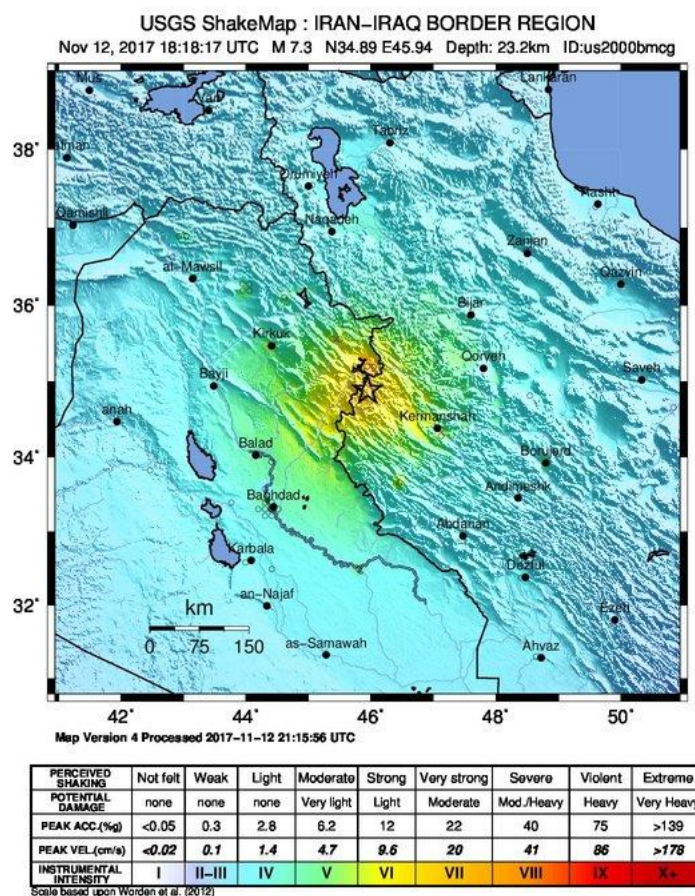
AREAS OF FOCUS	<b>Disaster Risk Reduction</b>  People targeted in 8 affected cities 8 training courses; trainees: Male: 50% Female: 50%  Requirements (CHF) 106,500	<b>Shelter</b>  Replenishment of 50,000 tents in the IRCS warehouses  Requirements (CHF) 10,650,000	<b>Livelihoods and basic needs</b>  People targeted: 100,000 households  Early recovery livelihoods support through cash / Food assistance  Requirements: (CHF) 9,398,625	<b>Health</b>  People targeted for medical services in 3 districts for 3 months – 20,000 households (100,000 people)  People targeted for community-based services for 12 months – 13,000 households (65,000 people)  People targeted for PSP for 12 months 70 % of affected population  Requirements (CHF) 1,677,375	<b>Water, Sanitation and Hygiene</b>  Hygiene kits: People targeted 50,000 households  Requirements (CHF) 825,375
STRATEGIES FOR IMPLEMENTATION	<b>Strengthen National Societies</b> Requirements (CHF) 106,500  <b>Ensure effective international disaster management</b> Requirements (CHF) 79,875  <b>Influence others as a leading strategic partner</b> Requirements (CHF) 79,875  <b>Ensure a strong IFRC</b> Requirements (CHF) 514,550				

## 1 Introduction

This operational plan outlines the results that the IFRC wants to achieve in collaboration with the Iranian Red Crescent Society in response to the earthquake that affected the Islamic Republic of Iran on 12 November 2017 (7.3M earthquake that affected the Kermanshah province, western part of Iran, at 21:48 local time).

The earthquake left 444 people dead and injured more than 9,000 people in Iran. It is estimated that 50,000 households were affected across 8 cities of Kermanshah province. 11,000 residential units in rural areas and 4,500 houses in urban centres were seriously damaged (more than 50% damaged).<sup>1</sup> Another 15,000 houses have sustained various degrees of damages which need to be repaired for being ready for settlement. So far, 835 aftershocks in Kermanshah has been registered, the biggest of which is 5.1 on the Richter scale, according to the Iranian Seismological Centre.

According to the Iranian Welfare Organization, the number of disabled people caused by the quake reached to 118. In the following two weeks, 664 aftershocks in Kermanshah were registered, reaching up to 5 on the Richter scale, according to the Iranian Seismological Centre.



## 2 Background

### 2.1 Context

As part of its response, the Iranian Red Crescent deployed 38 rapid response teams, 52 search and rescue teams, 31 sniffing dog teams, 87 emergency sheltering teams, 27 emergency health and treatment teams, 1,859 relief and rescue workers together with 81 ambulances, 101, 4WD vehicles, 23 rescue vehicles, 297 trucks and 90 trailers.

#### Relief assistance:

The Iranian Red Crescent provided 130 tons of humanitarian relief items, including:

- 84,000 tents,
- 240,000 relief blankets,
- 665,000 canned food,
- 72 tons of rice,
- 1,200,000 water bottles,
- 4,000,000 loaves of bread,
- 146,000 kg date,
- 10,400 kg sugar,
- 24,000 bottles of oil,
- 8,236 hygiene kits
- 40,500 heaters and 5,500 electronic heaters,

<sup>1</sup> IRCS Operations Update, 23 November 2017.

- 32,237 kitchen sets,
- 180,000 kg of nylons,
- 58,000 jerry cans,
- Sleeping mats Ground sheet 56,000 pcs,
- Powder milk 2,600 box and
- Clothes 86,600 pcs

**Health services:**

The Iranian Red Crescent also deployed a Rapid Deployment Hospital and 5 Basic Health Care Units. These units provided medical services to over 12,000 people.

**Restoring Family Links:**

Iranian Red Crescent's tracing unit is providing RFL services to households looking for family members. The households can refer to Red Crescent operational centres in Qasre-Shirin, Sare-Pule-Zahab and Thalath-i-Babajani to receive the services.

**2.2 Assessment and analysis**

Based on initial rapid assessments conducted by the Iranian Red Crescent and considering the evolving nature of the situation, this operation seeks to provide transitional relief recovery interventions to the most affected communities. The strategy is to support the activities conducted by the Iranian Red Crescent in line with its contingency plan for this type of event and its humanitarian mandate in Iran.

The Iranian Red Crescent (IRCS) has carried out a series of initial, rapid assessments, in parallel to its rescue & relief operations conducted as of 12 November. Information from these assessments has been complemented with reviews of secondary data and situation reports of other humanitarian and governmental agencies. In line with preliminary indications from IRCS, access to markets and availability of goods is operating as normal, as well as

analysis of the rental market to identify interim housing solutions. Assessments indicate needs in the following sectors:

- *Shelter*

In view of the widespread damage to people's homes and buildings, particularly in hard-to-reach rural villages, the scale of shelter needs is extensive. Some affected households are currently living outside their collapsed homes in open spaces, on roadsides, gardens and public spaces – often benefitting from one of the 84,000 tents distributed by IRCS. Basic living items like kitchen sets, heaters and so on, were distributed among the affected people as well. However, due to using those items from the IRCS's warehouses, the IRCS needs to replenish the items to be ready for other possible quake as the country is very prone to disasters. This will be done with a binding agreement whereby the IRCS agrees to comply with the new IFRC standards and quality specifications of the tents for replenishment.

For the recovery phase, the Government and its local municipal authorities will be in charge of providing long-term housing solutions for affected population. Thereby, the IRCS will keep to its mandate to provide technical advice, guidance on sustainable reconstruction to the government as well as raising the awareness on safe EQ-resistant construction to affected households. Temporary shelter assistance, in the form of cash for rental or host family support, will be explored for vulnerable households that lack government assistance. Rehabilitation of damaged community buildings (schools, public infrastructure, as area of previous expertise of IRCS) may be envisaged if needs arise and matching funding is made available.

- *Health*

Public health services are working at maximum capacity and need support. Vulnerable groups such as pregnant women, children under five years of age, people with disabilities, and senior citizens need special attention to maintain or restore access to health services and medicines. Due to the damage to buildings, water and sanitation systems, and displacement, intense health and hygiene promotion efforts and other preventive public health measures will be needed.

The IRCS continues its health response through 5 BHCUs in the areas for another 3 months to cover medical services in the areas. There is also the need to provide psychosocial support for adults and play therapy for children in affected communities. Responders, some of whom are themselves directly affected by the quake, will also need support. Stress and grief must be met with age-appropriate, culturally sensitive and inclusive psychological first aid and psychosocial support.

- *Water, sanitation and hygiene*

Due to the loss of electrical power, water treatment and distribution systems may have been affected in remote communities, potentially cutting off water supply to households and collective centres. Assessments are underway to determine the level of damage to distribution networks. Water bottles are among the items that the IRCS is distributing together with other hygiene non-food items (NFI), and cleaning capacity at household and community levels. Distribution of hygiene kits at the household level is required.

- *Livelihoods and basic needs*

IRCS will provide food and related assistance to vulnerable households in the affected areas to cover basic needs including, but not limited to, food. To help people transition to early recovery, IRCS will also provide cash to support asset replacement and restarting agricultural and livestock related livelihoods. The affected area consists of households who depend upon agriculture and livestock for their livelihoods – either by providing labour to the large-scale businesses or owning smaller scale businesses. Initial assessments suggest that fifty seven traditional centres for animal husbandry and eight industrial animal husbandry businesses were damaged totally, not counting the countless with slight to severe damage.

- *Restoring family links (RFL)*

RFL needs in the aftermath of the quake are significant. A web-page has been set up where people can search for missing people and register themselves so that family members can find them.

- *National Society capacity building*

IRCS will need to urgently scale-up staffing and other organizational components to respond to the needs of earthquake survivors and to implement the planned operation. In addition, IRCS branches that have been damaged

require retrofitting and repairs, in addition to essential equipment and administrative material. Given the scale of the operation, IRCS processes and systems will need to be strengthened ensure efficiency and effectiveness.

- *Disaster Risk Reduction*

IRCS capacity in preparedness and disaster risk reduction require strengthening in the aftermath of the earthquake. Number of IRCS National Intervention Team (NIT) need to be expanded and its members further specialized. In addition, community-based preparedness and resilience strengthening are needed to ensure sustainable changes.

### **2.3 Programme approach**

#### **Operational objective:**

A total of 200,000 earthquake-affected people (across 50,000 households) in urban and rural areas have their immediate humanitarian needs met, and are supported to take steps towards recovering their livelihoods.

#### **Community engagement and accountability**

IRCS is committed to listening to the needs and concerns of communities. Affected communities will be supported to speak out and influence decisions that affect them. The IRCS has prioritized remote communities with minimal access to adequate food, water and sanitation and those not attended by other humanitarian programmes. IRCS is committed to prioritizing attention for:

- People whose homes have been destroyed;
- Households that include several young children and/or a member with a disability, chronic illness or elderly people; and
- Households led by single-parents and/or with diverse family structures.

In addition to this Operational Plan, the Iranian Red Crescent will complement actions with its own resource mobilization strategies and capacities. In the coming weeks, a more comprehensive operational plan will be developed, including recovery and overall long-term operational strategies.

### **2.4 Partnership**

The IRCS actively participates in the technical task forces at the provincial and national level.

Additionally, the IRCS is an active member of the Humanitarian Country Team, which holds weekly meetings for information sharing and coordination among non-government organizations (NGOs) and international institutions. A national EOC has been established. The deployment of IRCS volunteers and staff to the most affected regions has been coordinated and assisted by firefighters, police and armed forces. The IRCS establishes 15 task forces in the cities and villages to continue its operation for longer term relief operation phase.

### 3 The plan

#### 3.1 Areas of Focus

##### 1. Disaster risk reduction

Outcome **AOF 1.01**: Communities in high risk areas are prepared for and able to respond to disasters

1.01.a # of countries that have multi-hazard early warning systems **Target: 1**

Output A1.1.1 Communities take active steps to strengthen their preparedness for timely and effective response to disasters.

1.1.1.c. # people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks **Target: 5,000**

In Disaster Risk Reduction, the Iranian Red Crescent will focus on training both their branches in the affected areas and train community members on risk mitigation assessments.

- At branch level, the focus will be on training staff and volunteers on DRR curriculum, including training on conducting assessments of vulnerability and capacity.
- At community level, the Iranian Red Crescent will conduct Vulnerability and Capacity Assessments (VCA), support the development of community action plans and support the implementation of community-led risk reduction measures.
- Within targeted schools in the affected areas, school-based DRR activities will be provided to the teachers and students, and specific measures will be taken to reduce the potential hazards within the school grounds.

##### 2. Shelter

2.01. Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.

2.01a. 200,000 of people targeted / reached with safe and adequate shelter and settlement.

2.01c. 200,000 of people provided with safe, adequate and durable recovery shelter and settlement assistance.

2.1.1. Short, medium and long-term shelter and settlement assistance is provided to affected households

2.1.1. 50,000 households provided with emergency shelter and settlement assistance.

Reports state that 11,000 residential units in rural areas and 4,500 houses in the cities have been seriously damaged between 50% to 100%. In view of the widespread and severe damage to people's homes and official buildings, particularly multi-story buildings such as apartments and public buildings in urban and rural settings the scale of shelter and settlements needs is extensive. Emergency Shelter materials, such as IRCS tents, NFIs, as well as cash for rents or host families, as well as legal/ technical assistance, are required for people to cover their immediate and medium-term needs for safe and dignified shelter.

An integrated neighbourhood approach will be the backbone to articulate multi-sectoral responses: area-based solutions address issues such as land and property rights, leasing, renting, ownership challenges, access to utilities, social economic opportunities as well as technical support to building safer housing. For recovery planning, in line with Government reconstruction strategy and if interest and ad hoc funding are available, the IRCS, within its own mandate, can support longer term solutions, for instance in schools, starting by the most populated and severely affected areas.

Therefore, coordination with multiple stakeholders (central and Municipal governments, civil protection, other humanitarian and development actors) contributing to shelter and recovery needs is highly important to optimize resources and ensure effective assistance.

**Outcome 2.1.1. (a) The immediate shelter and settlement needs of 20,000 HH are met (Emergency Phase)***Activities planned:*

- *Assessment of beneficiary households that have received shelter assistance (tents) - beneficiary mapping, satisfaction and longer-term needs.*
- *Replenish 50,000 tents in IRCS Warehouses (of the 84,000 tents distributed over the first two weeks of the earthquake response).*
- *Alignment of IRCS tent production to meet IFRC tent specifications for humanitarian operations along agreed quality standards – signature of agreement between IFRC and IRCS.*
- *Prepare and disseminate beneficiary and stakeholder communication (including Feedback and Response Mechanism) to evaluate shelter assistance.*

**Outcome 2.1.1. (b) Households provided with longer-term shelter and settlement assistance (Recovery Phase)***Activities planned:*

- *Conduct a rapid market research to establish prices of essential shelter materials, identify and map suppliers of shelter materials, and recommend potential suppliers to beneficiaries. Likewise, an assessment of the rental market in affected neighbourhoods carried out.*
- *Provide households with conditional cash grants or vouchers (for them to exchange with shelter materials and tools and repair their homes), or to support hosting and renting arrangements in urban neighbourhoods.*
- *Conduct training for IRCS volunteers and staff so that they can better support and monitor implementation of shelter activities in communities.*
- *Develop and use information materials for CEA on issues such as land availability, tenants' right and rental agreement, housing grants/loans (if government schemes are in place), security aspects etc.*
- *Plan model school repairs and reconstruction of other public infrastructure as per agreement with Government stakeholders and IRCS capacity/mandate.*

**3. Livelihoods and basic needs**

<i>3.01 Communities especially in disaster affected areas restore and strengthen their livelihoods</i>	<i>100,000 households whose livelihoods are restored to pre-disaster level.</i>
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<i>3.1.1. Productive assets to improve income sources are provided to target population</i>	<i>3.1.1a. 50,000 households supported with cash or vouchers for starting economic activities (AP007)</i>
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<i>3.1.2. Basic needs assistance for livelihoods security including food is provided to the most affected communities</i>	<i>3.1.2a. 50,000 households reached with food assistance (AP008)</i>
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*To continue supporting affected populations, IRCS will provide one round of food assistance for 50,000 households. The food assistance is in line with Iranian RCS food and hygiene parcel and will be locally procured. To ensure continued support to communities affected by the earthquake, and help them rebuild their livelihoods, IRCS will provide livelihoods support to 50,000 households through cash and vouchers. The focus will be asset replacement and livelihoods protection as the predominant livelihood sectors in the affected areas are agriculture and livestock. For many households, their livelihood strategy included providing labour to the local agriculture and livestock industry, which needs to be re-started.*

#### 4. Health

Outcome 4.1. Vulnerable people's health and dignity are improved through increased access to appropriate health services

Indicator 4.1.a: # of people reached by National Societies health and water, sanitation and hygiene programmes and services. **Target: 20,000 households (70,000 people)**

Indicator 4.1.b: # of people reached through NS emergency health management programmes. **Target: 2,400 households (10,000 people)**

Indicator 4.1.c: # of Red Cross Red Crescent volunteers mobilised by National Society for health activities. **Target: 150 volunteers**

Output 4.1.1. Communities are provided by national societies with services identify and reduce health risks.

Indicator 4.1.1.a: # of CBHFA plans developed to identify health risks. **Target: One plan per community**

Indicator 4.1.1.b: # of people reached by national society with services to reduce relevant health risk factors. **Target: 65,000 people**

Output 4.1.2. National societies develop the capacity to assess and provide relevant long-term health care support to vulnerable households.

Indicator 4.1.2 # Staff and Volunteers that are trained and implementing community health services in the earthquake affected areas (three districts) **Target: 40 staff and 150 volunteers**

Output 4.1.3. Communities are supported by national societies to effectively detect and respond to infectious disease outbreaks.

Indicator 4.1.3.a - # of communities have contingency plans to response to epidemics and pandemics **Target: One plan per community**

Indicator 4.1.3. b a # of contingency plan to respond to epidemics and pandemics developed. **Target: one NS plan**

Indicator 4.1.3.c. # of volunteers trained in epidemic control.

**Target: 150 volunteers**

Indicator 4.1.3.c # of community reached by national society with services to reduce relevant health risk factors by Epidemic control for volunteer.

**Target: 3 communities**

Output 4.1.4. Communities are supported by national societies to effectively respond to health and psychosocial needs during an emergency.

Indicator 4.1.4.a. # of people trained by national societies in first aid.

**Target: 150**

Indicator 4.1.4.b. # of people provided by clinical health care services during emergencies. **Target: TBC**

Indicator 4.1.4. C. % of people provided by clinical health care services during emergencies in the first hours of their onset **Target: 70%**

Output 4.1.5. Increased involvement of Red Crescent volunteers in immunisation activities particularly in under immunised populations.

Indicator 4.1.5. # of people reached in immunisation activities. **Target: 15,000**

The IRCS health response through 5 BHCUs would continue in the affected areas for three months due to serious damages to health infrastructure particularly in affected rural areas, addressing the primary health care needs to the population. In addition, a community health care services would be introduced in the affected areas with health and hygiene promotion, physical rehabilitation, community surveillance of communicable diseases and support to the MoH in immunization campaign.

The Community Based Health and First Aid program (CBHFA) would be designed to include community first aid and psychosocial support and referrals as well as specific health promotion messages for children, pregnant and lactating women. IRCS BHCUs and CBHFA volunteers would work in close coordination with MoH staff and facilities operating in the affected regions.



## 5. Water, sanitation and hygiene

Outcome 5.01. Vulnerable people have increases access to appropriate and sustainable water, sanitation and hygiene services.

Output 5.1.5. NS promote positive behavioural change in personal and community hygiene among targeted communities

*Indicator 5.1.5a. # households reached with key messages to promote personal and community hygiene (hygiene kits at the household level)*

**Target 50,000**

*IRCS will continue to provide access to hygiene kits to the displaced communities. IRCS will conduct Cash distribution to target households for purchase of hygiene goods. Simultaneously, hygiene promotion will be addressed by specific messages within the CBHFA program targeting 50,000 households (see health).*

## 3.2 Strategies for Implementation

### 1. Strengthen National Society capacities and ensure sustained and relevant Red Cross and Red Crescent presence in communities.

SFI 1.03 National Society programmatic and operation objectives are supported

SFI 1.03a % of NS confirming that the programmatic and operational support they have received from the IFRC was appropriate and timely

*To ensure that the IRCS branches are better able to address future emergencies of the nature and scale of this earthquake, the National Society will organize and support technical trainings and/or training of trainers (ToT) for volunteers and staff in volunteer in the Kermanshah province. Eight training courses will take place to support organizational management and build the capacity of the branches.*

### 2. Ensure effective international disaster management.

Outcome **SFI 2.01:** Effective and coordinated international disaster response is ensured

% of procurement spend sourced from existing Framework Agreements (FA)

**Output S2.1.4** Supply chain and fleet services meet recognized quality and accountability standards.

*IFRC in Iran will work closely with IRCS and support the NS to monitor the humanitarian situation and needs in the country. Depending on the needs and requests from IRCS, IFRC Iran will mobilize surge capacities and resources to respond to humanitarian needs, situations and emergencies. For responding to emergencies, IFRC will continue to support the NS with DREF or launch of emergency appeals when needed.*

### 3. Influence others as a leading strategic partner in humanitarian action and community resilience.

Outcome **SFI 3.02:** The programmatic reach of the National Societies and the IFRC is expanded

amount of funding mobilised by the IFRC

**Output S3.2.1.** Resource generation and related accountability models are developed and improved (output rephrased).

*As an auxiliary to the authorities in all matters humanitarian, the IRCS is in a unique position to address fundamental issues that affect the lives of its beneficiaries with the relevant bodies in government in a discrete but convincing manner.*

#### 4. Ensure a strong IFRC that is effective, credible and accountable.

**Outcome SFI 4.01:** The IFRC enhances its effectiveness, credibility and accountability

% of large-scale IFRC emergency appeals for which audits of financial statements are conducted in compliance with International Financial Reporting Standards

**Output S4.1.1** IFRC has an effective senior global leadership team

**Output S4.1.3** Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders (output rephrased).

*IFRC will ensure accountability to beneficiaries and its donors through improved planning, implementation, monitoring and evaluation of projects. It will work to enhance its operational effectiveness through strengthened internal communication and coordination, improved operational and financial management systems, and zero-tolerance policy for confirmed incidents of fraud. The IFRC will carry out a yearly audit which will be made publicly available. Where needed, and based on needs and requests, IFRC will support the national society to address issues related to integrity or fraud.*

### 3.3 Human resources requirements

The IFRC Country Delegation in Iran is currently led by a Head of Country Office integrated within Iranian Red Crescent HQ, working directly together with IRCS technical units, management and leadership to provide assistance and support to the National Society. To allow for the implementation of the Operational Plan activities for 2018, the following Human Resources structure will be established:

Position Title	Months	Roles, responsibilities, tasks
<b>Head of Country Office</b>	12 months @ 100%	Provides strategic advice to IRCS management and ensures that the IFRC support to IRCS is well targeted, efficiently organized and corresponds to the needs in country as well as the strategic priorities and needs of the National Society. Other responsibilities include facilitating a confident and close collaborative working environment amongst the Movement partners as well as security management of the IFRC team and representing the IFRC to non-Movement partners.
<b>Program Officer</b>	12 months @ 100%	Supports overall program follow up of activities in Iran.
<b>Health delegate</b>	12 months @ 100%	Supports IRCS in the development, implementation, monitoring and evaluation and capacity building of community health and first aid program (CBHFA), PSS and WASH interventions
<b>Cash Transfer Programme delegate</b>	12 months @ 50%	Supports IRCS in the development, implementation, monitoring and evaluation, and capacity building of cash transfer programming to support a range of potential outcomes – cash for shelter, cash for livelihoods support, cash for food security, and any other sectors.
<b>PMER delegate</b>	12 months @ 50%	Supports IFRC planning and reports on IFRC-supported IRCS activities and achievements to partners/donors, supports project proposal writing and builds IRCS capacity in data collection and analysis as well as the management of professional information products with impactful visual content. Cross checks and analyses reports
<b>Finance delegate</b>	12 months @ 50%	Consolidates project budgets and coordinates the financial section of the operations updates, provides support to IRCS in the development of financial management, processes a monthly reconciliation of funds and establishes a reporting discipline to minimize the level of dormant working advance balances.
<b>Procurement delegate</b>	12 months @ 50%	Provides technical support to IRCS in local procurement - primarily in livelihoods and rehabilitation programs.

In addition to the IFRC staff above, the Operational Plan provides structural and technical support to IRCS staff and volunteers who are leading the response to the complex emergency.

### 3.4 Information management

Data gathering, reporting and presentation of the information on operations are a regional priority for the IFRC in the MENA region. IRCS has a strong existing capacity and the IFRC-supported operations will build on existing data and capacity. Internal processes on IM have been developed and are followed. Quarterly, 6 months and yearly reports are shared with partners and published on the IFRC pages.

### 3.5 Logistics and supply chain

The IRCS relies on a solid emergency logistics capacity, which will be used as the basis for logistics mobilization and pipeline management for the procurements of all goods required for the operation. The IFRC logistics team, in close coordination with IFRC Global Logistics Service both Dubai Office and Geneva, will provide guidance and oversight to the IFRC.

#### Quick links

- [Emergency Items Catalogue 2009](#)
- [Logistics Standards Online](#)
- [Procurement Portal](#)

### 3.6 Communication

Public communications and advocacy play a crucial role in protecting the human dignity of vulnerable people. Disseminating information on risk reduction helps individuals to take the proper actions to save their lives and their loved ones. In order to increase the visibility of the Iranian Red Crescent Society – especially in crisis situation – and reaffirm its status as the primary humanitarian responder, two digital media communications workshops will be organized about:

- Production of videos and photos from the field using smart phones.
- Social media engagement during the first hours of a crisis.
- Social media listening technics and managing rumours and anxiety on electronic platforms.

### 3.7 Security

The IFRC team coordinates all security related matters with IRCS. The IFRC Head of Country Office is responsible for the safety of IFRC delegates and visitors to the Federation and to ensure Minimum Security Requirements in close cooperation with the MENA Director, the MENA Security Advisor and the Security Unit in Geneva. IFRC has security rules in place and meets bi-weekly with IRCS, ICRC and PNS partners for security briefings.

### 3.8 PMER, accountability, learning and information management

The IFRC delegates in Iran are responsible to plan, monitor and report on programs supported by IFRC under each sector and ensure accountability and transparency, with support from the PMER Delegate. Planning is conducted with IRCS and is based on reports and assessments from the field. When possible, and depending on challenges, the delegates are present in the field to conduct monitoring and support visits.

The IFRC PMER delegate will be responsible for analyzing the data that is received from the field in close coordination with IRCS information management department to ensure accurate and timely donor reports. The delegate is also responsible to ensure that all grants are implemented according to donors' requirements and earmarking with quality and timely reports. Budgeting, accounting, financial monitoring and reporting is supported by the IFRC MENA office, Beirut.

### 3.9 Administration and Finance

The financial monitoring of the operation will be supported by the MENA IFRC finance controller and the finance delegate based in Tehran, working closely together with the IFRC Iran team and the relevant IRCS staff. The IFRC Regional Finance Unit together with the field finance is responsible for the necessary management, control and accountability of all financial related issues of the operation, including overall budgeting, accounting, treasury, assets, financial reporting and financial services of the IFRC support in Iran. Its main functions include managing internal controls to mitigate risk; creating and presenting financial reports to internal and external stakeholders; ensuring that the official accounting records of the IFRC are up-to-date and accurate; safeguarding financial resources through an appropriate internal control environment with an emphasis on:

- ensuring that the IFRC finance and accounting policies and procedures are followed;
- effective budgetary control;
- effective asset and liability management.

## 4 Risks

#	RISK	IMPACT (High / Medium / Low)	PROBABILITY (High / Medium / Low)	CONTROL / MITIGATION ACTIVITIES
1	Availability of international funds	H	M	Intensify resource mobilization efforts
2	Transfer of funds to Iran	H	L	Establish financial SOPs
3	Timely hiring of IFRC support staff	H	M	Job descriptions prepared in advance for publication upon mobilization of sufficient resources
4	Another natural disaster (or pandemic) shifts IRCS capacity elsewhere	M	L	Establish contingency plan for such a scenario
5	Delay in completion of full assessment	M	L	Support to continued assessments of affected areas

## 5 Budget\*

Row Labels	OTHER RESOURCES	REGULAR RES**	SUPPLEMENTARY SERVICES	Grand Total
AOF1	106,500	0		106,500
AOF2	10,650,000	0		10,650,000
AOF3	9,398,625	0		9,398,625
AOF4	1,677,375	0		1,677,375
AOF5	825,375	0		825,375
AOF6		0		0
AOF7		0		0
SFI1	106,500	0		106,500
SFI2	79,875	0	0	79,875
SFI3	79,875	0		79,875
SFI4	479,250	35,300		514,550
<b>Grand Total</b>	<b>23,403,375</b>	<b>35,300</b>	<b>0</b>	<b>23,438,675</b>

\* Appeal budget

\*\* RR as submitted

**Activity plan (GANTT chart)**

Objectives and activities	J	F	M	A	M	J	J	A	S	O	N	D	Responsibility	Budget
<b>Areas of Focus</b>														
<b>AOF 1 – Disaster Risk Reduction</b>														
<b>Outcome AOF 1.01:</b> Communities in high risk areas are prepared for and able to respond to disasters														
Output A1.1.1: Community contingency plans and Standard operating procedures are developed or updated consistent with the national and local plans and procedures														
Training branches on DRR in communities														CHF 106,500
VCA in selected /targeted branches														
DRR community action plans /activates set in areas that conducted VCA														
Training in school based DRR activities														
<b>AOF 2 – Shelter</b>														
<b>Outcome AOF 2.01:</b> Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions														
<b>Output 2.1.1.</b> Target population (20,000 HH) is provided with emergency shelter assistance														
Assessment of beneficiary households that have received shelter assistance (tents) - <i>for record, activity taken place Nov. 2017</i>														CHF 10,650,000
Prepare and disseminate beneficiary and stakeholder communication (including Feedback and Response Mechanism) to evaluate tent assistance.														
Replenish 50,000 tents in IRCS Warehouses (of the 84,000 tents distributed over the first two weeks of the earthquake response).														
Alignment of IRCS tent production to meet IFRC tent specifications for humanitarian operations along agreed quality standards – signature of agreement between IFRC and IRCS.														
<b>Outcome 2.1.1.b # households provided with longer-term shelter and settlement assistance (Recovery Phase)</b>														
Conduct a rapid market research to establish prices and quality of essential shelter construction materials and rental market in affected neighbourhoods.														
Conduct training for IRCS volunteers and staff so that they can better support														



<b>Output 4.1.3</b> Community are supported by national societies to effectively detect and response to infectious disease outbreaks.													
NS develop Contingency plan for epidemics and pandemics													
Communities are supported with Epidemic control including training for volunteers													
<b>Output 4.1.5</b> Communities are supported by NS to effectively respond to health and psychosocial needs during and emergency													
Psychosocial Support in Emergency													
<b>AOF 5 – Water, sanitation and Hygiene</b>													
<b>Outcome AOF 5.01: Vulnerable people have increased access to appropriate and sustainable water, sanitation and hygiene services.</b>													
<b>Output 5.1.5 NS promote positive behavioural change in personal and community hygiene among targeted communities.</b>													
Distribution of hygiene kits and Cash distribution to target households for purchase of hygiene goods.													CHF 825,375
<b>Strategies for implementation</b>													
<b>SFI 1 – Strong National Society</b>													
Outcome SFI 1.03 National Society programmatic and operation objectives are supported													
Training DM for the IRCS volunteer and staff													CHF 106,500
<b>SFI 2 – Ensure effective international disaster management</b>													
Outcome SFI 2.01: Effective and coordinated international disaster response is ensured													CHF 79, 875
<b>SFI 3 – Influence others as a leading strategic partner in humanitarian action and community resilience</b>													
Outcome SFI 3.02: The programmatic reach of the National Societies and the IFRC is expanded													CHF 79, 875
<b>SFI 4 – Ensure effective management</b>													
Outcome SFI 4.01: The IFRC enhances its effectiveness, credibility and accountability													CHF 514,550

## 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 (NGOs) 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.

[www.ifrc.org](http://www.ifrc.org)

Saving lives, changing minds.



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.