IFRC Secretariat
Standard Operating Procedures for Disaster Response and Early Recovery in Asia Pacific

Zone Office / Asia Pacific / version 2.0
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## Glossary

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<thead>
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<th>Term</th>
<th>Description</th>
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<tbody>
<tr>
<td>AP DR&amp;ER SoPs</td>
<td>Asia Pacific Standard Operating Procedures for Disaster Response and Early Recovery</td>
</tr>
<tr>
<td>BAU</td>
<td>Budget Analysis Unit, Governance and Management Services Division</td>
</tr>
<tr>
<td>BAU SFODREF</td>
<td>Budget Analysis Unit Senior Finance Officer DREF</td>
</tr>
<tr>
<td>CO</td>
<td>Country Office</td>
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<tr>
<td>CT</td>
<td>Country Team</td>
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<tr>
<td>CT Rep</td>
<td>Country Team Representative</td>
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<tr>
<td>DMU</td>
<td>Asia Pacific Disaster Management Unit</td>
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<tr>
<td>DMU OpsCo</td>
<td>DMU Operations Coordinator</td>
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<td>DMIS</td>
<td>Disaster Management Information System</td>
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<tr>
<td>DoZ</td>
<td>Director of Asia Pacific zone</td>
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<td>DREF</td>
<td>Disaster Relief Emergency Fund</td>
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<td>DSD</td>
<td>Disaster Services Department, Programme Services Division</td>
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<tr>
<td>DSD SODREF</td>
<td>DSD Senior Officer DREF</td>
</tr>
<tr>
<td>DSD SOSurge</td>
<td>DSD Senior Officer Surge</td>
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<tr>
<td>DSD SOQA</td>
<td>DSD Senior Officer Quality Assurance</td>
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<tr>
<td>EA</td>
<td>Emergency Appeal</td>
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<tr>
<td>Endorse</td>
<td>To support the proposed action presented</td>
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<tr>
<td>ERU</td>
<td>Emergency Response Unit</td>
</tr>
<tr>
<td>FACT</td>
<td>Field Assessment Coordination Team</td>
</tr>
<tr>
<td>Global DM Team</td>
<td>Global Disaster Management Team, comprises of the IFRC Secretariat Geneva and Zone based disaster management representatives</td>
</tr>
<tr>
<td>HoCO</td>
<td>Head of Country Office – also used to represent Country Representative, Head of Delegation, nominal Appeal Manager</td>
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<tr>
<td>HoDMU</td>
<td>Head of Disaster Management Unit</td>
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<tr>
<td>HoO</td>
<td>Head of Operations, Asia Pacific Zone</td>
</tr>
<tr>
<td>HoRO</td>
<td>Head of Regional Office</td>
</tr>
<tr>
<td>ICRC</td>
<td>International Committee of the Red Cross</td>
</tr>
<tr>
<td>ICRC Coop Delg</td>
<td>ICRC Cooperation Delegate</td>
</tr>
<tr>
<td>IFRC</td>
<td>Used to represent the Secretariat and National Society membership</td>
</tr>
</tbody>
</table>
**International Federation of Red Cross and Red Crescent Societies**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>IFRC Operational Manager</td>
<td>Position engaged to support a National Society implement a disaster response and recovery operation – nominal Project Manager</td>
</tr>
<tr>
<td>IFRC Secretariat</td>
<td>Represents the Secretariat offices and representatives engaged to support the IFRC.</td>
</tr>
<tr>
<td>International Assistance</td>
<td>Any material, financial or human assistance mobilised from outside of the affected country is considered international assistance.</td>
</tr>
<tr>
<td></td>
<td>If a Partner National Society has a physical presence in the affected country through a bilateral representative, any assistance provided from their programming i.e. CBDP/DRR programme, contingency allowances, pre-procured relief stock etc, that is reallocated will not be considered international assistance.</td>
</tr>
<tr>
<td></td>
<td>Specifically for the Pacific, country level partners include those who may not have a physical presence in the country. However they must communicate frequently with a National Society and be engaged on a long-term basis.</td>
</tr>
<tr>
<td>Operational Strategy</td>
<td>The high level plan or series of actions for providing humanitarian assistance.</td>
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<tr>
<td>PEAR</td>
<td>Project Expenditure Approval Request</td>
</tr>
<tr>
<td>PMER</td>
<td>Project Monitoring Evaluation and Reporting</td>
</tr>
<tr>
<td>PNS</td>
<td>Partner National Society</td>
</tr>
<tr>
<td>PoA</td>
<td>Plan of Action – detailing how the Operational Strategy will be achieved</td>
</tr>
<tr>
<td>RDRT</td>
<td>Regional Disaster Response Team</td>
</tr>
<tr>
<td>RLU</td>
<td>Regional Logistics Unit</td>
</tr>
<tr>
<td>RM</td>
<td>Resource Mobilisation</td>
</tr>
<tr>
<td>RO</td>
<td>Regional Office</td>
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<tr>
<td>SG</td>
<td>Secretary General</td>
</tr>
<tr>
<td>SoP</td>
<td>Standard Operating Procedures</td>
</tr>
<tr>
<td>UN</td>
<td>United Nations</td>
</tr>
<tr>
<td>USG</td>
<td>Under Secretary General</td>
</tr>
<tr>
<td>ZFU</td>
<td>Zone Finance unit</td>
</tr>
<tr>
<td>ZPMER</td>
<td>Zone Project Management Evaluation and Reporting unit</td>
</tr>
<tr>
<td>🌟</td>
<td>Represents decision making point</td>
</tr>
<tr>
<td>←↑↓</td>
<td>Critical path</td>
</tr>
<tr>
<td>←</td>
<td>Formal action or communication</td>
</tr>
<tr>
<td>←-----</td>
<td>Informal action or communication</td>
</tr>
<tr>
<td>·······</td>
<td>Action undertaken in parallel</td>
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</tbody>
</table>
1. **Introduction**

1.1. This paper defines the standard operating procedures (SoPs) for disaster response and early recovery for the IFRC Secretariat within Asia Pacific zone.

1.2. The purpose of this document is to present the work processes and clarify the roles and responsibilities of IFRC Secretariat representation with regard to the operational management of disaster response and early recovery operations, and the coordination of international assistance in support of a National Society.

2. **Governing framework**

2.1. The SoPs will be implemented in consideration of clauses 2.2 through 2.4.

2.2. The IFRC Constitution (revised and adopted in 2007) defines the role of the IFRC Secretariat in article 5.B.b) to ‘organise, co-ordinate and direct international relief actions in accordance with the "Principles and Rules for Red Cross and Red Crescent Disaster Relief" adopted by the International Conference.

2.3. The Principles and Rules for Disaster Relief, adopted at the 26th International Conference of the Red Cross and Red Crescent apply to disasters resulting from natural or other calamities and guide the interaction between IFRC components in support of the affected National Society.

2.4. When components of the Red Cross and Red Crescent Movement are called upon to support a National Society internationally on a bilateral or multilateral basis, where there is a war, civil war, or internal disturbance, the Seville Agreement and Supplementary Measures guide the interaction between the individual components in support of a National Society.

3. **Preparedness Actions**

3.1. To ensure effective response in times of a disaster or crises situations, the IFRC promotes preparedness activities which ensure appropriate management structures, institutional procedures and response strategies are in place and aligned with the auxiliary role of a National Society. Preparedness measures will take into account the available human, material and financial resources of a National Society and IFRC.

3.2. Supporting disaster response preparedness programming, the IFRC Secretariat will hold pre-disaster meetings with National Societies to define response strategies, contingency plans, and confirming RCRC coordination mechanisms and the capacities of the National Society and IFRC to respond to a disaster or crises situations. These actions will be supported through IFRC annual plans.
4. **Operations Management and Coordination**

4.1. The majority of responses to disasters and crises situations are within the capabilities of National Societies or require a minimal support from in-country IFRC partners. In situations where additional support is required, the National Society supported by the IFRC Secretariat act as the *operational lead* and will be responsible for managing the implementation of the response to a disaster or crisis situation.

4.2. A National Society can ask the IFRC Secretariat to implement components of the agreed operational strategy in sectors where they do not have core capacity thereby allowing them to focus on their core strengths.

4.3. In accordance with the Seville Agreement and Supplementary Measures, the IFRC Secretariat can assume the Lead Agency status and will then act as the *operational lead* engaging the National Society.

4.4. The DMU acts as the *international lead* and is tasked with the coordination of international assistance in accordance with the Principles and Rules for Disaster (Relief 2.3) in support of the National Society, providing oversight, coherence, flow of information, linkage to global processes and quality control of the IFRC services provided to a National Society.

5. **The Country Team**

5.1. The Country Team is made up of representation from a National Society and the IFRC Secretariat. The representatives in the Country Team will vary depending on the country and size of operation.

5.2. Typically for a National Society the Country Team representative will be the Secretary General and/or the senior Disaster Management representative.

5.3. From the IFRC Secretariat the Country Team representative can vary and could be:

5.3.1. Where there is a country office, the Country Team representative is typically the Head of Country Office. However a disaster management or another technical delegate or national staff can take on this role.

5.3.2. Where there is no country office a representative from the IFRC regional office can act from afar. Alternatively another IFRC representative can be deployed to act as the IFRC Secretariat’s Country Team representative as per the following:

   - a representative from the DMU, this is typically the nominated Operations Coordinator for the country;
   - a representative from the Regional Office, this is typically the Programme Coordinator or Disaster Management technical delegate;
– a representative from another IFRC Secretariat office within Asia Pacific;
– a representative from the RDRT, FACT or ERU rosters; and
– a PNS representative, based in the country of concern or from another location within
Asia Pacific.

5.3.3. The Country Team representative shall be normally considered the IFRC Operational
Manager and all other IFRC operational personnel shall report directly to him/her,
including those deployed under IFRC disaster response tools. The terms of reference of
the IFRC Secretariat Country Team representative are outlined in Annex 6.

5.3.4. The current agreed IFRC Secretariat Offices who will nominate representatives for each
Country Team are listed in Annex 2.

6. **IFRC Disaster Response principles, policies, standards and tools**

6.1. The IFRC has a variety of disaster response codes, policies, principles and standards which
have been established to ensure humanitarian assistance is delivered in a timely and efficient
manner. Annex 3 provides a reference list for further information.

6.2. The IFRC has a variety of disaster response tools that offer financial, human and material
assistance. An outline of these tools and SoP or procedures for deploying the individual tools
are referenced in Annex 4.

6.3. The reporting lines for disaster response tools (i.e. RDRT, FACT, ERU) will be in accordance
with their respective SoP and detailed in the deployment Terms of Reference.

7. **IFRC Supporting functions**

7.1. All IFRC systems and procedures will be maintained at all times and are not affected by these

8. **Involved Parties**

8.1. National Society

8.1.1. The National Society supported by the IFRC Secretariat act as the operational lead and
will be responsible for managing the implementation of the response to a disaster or
process situation.

8.1.2. Upon the onset of a disaster, a National Society shall closely monitor the situation and
share timely and comprehensive information through the Country Team as well as
through DMIS.
8.1.3. If required the Secretary General of a National Society will request international assistance through the Country Team.

8.1.4. The Secretary General together with the IFRC Head of Country Office approves all operational strategies and plans of action involving international assistance through the Country Team.

8.1.5. The Secretary General will ensure the National Society is prepared to receive and facilitate the smooth arrival of all requested international assistance.

8.1.6. The National Society through the Country Team will maintain regular contact in accordance with the agreed frequencies established with the DMU at the onset of a disaster or crises event. This contact will focus on the implementation of the disaster response and early recovery operation until its completion.

8.1.7. The Secretary General will ensure implementation of the agreed operational strategy in line with IFRC policy and international commitments.

8.1.8. In their capacity as auxiliary to their government, the National Society shall liaise closely with their government, and participate where capacity exists or request IFRC Secretariat to represent the National Society in any inter-agency coordination and the cluster system at the national level.

8.2. IFRC Secretariat representation

8.2.1. Country Office

8.2.1.1. The Head of Country Office endorses all requests for international assistance from the National Society including all IFRC disaster response tools.

8.2.1.2. The Head of Country Office together with the National Society Secretary General approves all operational strategies and plans of action involving international assistance through the Country Team.

8.2.1.3. The Head of Country Office will approve financial transfers and payments and human resource requests and appointments.

8.2.1.4. The Head of Country Office can request management and technical assistance for the implementation of an operation from the IFRC Secretariat (including region, zone, Geneva offices outlined in sections 8.2.2, 8.2.3, 8.2.4), IFRC Partners (8.3) in line with the requirements during the phases of the operation implementation. All requests will be made through the DMU.

8.2.1.5. The Country Team representative will establish regular contact with the DMU Operations Coordinator.
8.2.1.6. The Country Team representative shall participate in interagency coordination and cluster system meetings organized in the country by the United Nations system or National Government.

8.2.1.7. The Country Team representative shall support the National Society in coordinating offers of assistance and information exchange from Red Cross and Red Crescent Movement Components at the country level.

8.2.2. Regional Office

8.2.2.1. The Head of Regional Office or their designate will share with the DMU all information regarding the National Society operational structures and processes; secondary data received on the disaster or crises situation; and inputs into the proposed operational strategy.

8.2.2.2. The Head of Regional Office or their designate will respond to requests for technical assistance for the longer term programming components of an emergency appeal, in consultation with the DMU.

8.2.2.3. The Head of Regional Office will endorse operational strategies involving international assistance. They will approve financial exposure in line with their delegated authority, and human resource appointments for first and second line management responsibilities.

8.2.2.4. The Head of Regional Office will support the Head of Country Office with regard to strategic management guidance.

8.2.2.5. During the initial phase of an operation, the zone Head of Operations can sign on behalf of the Head of Regional Office in accordance with human resource and finance procedures.

8.2.2.6. On the request of the DMU the regional office representatives can be deployed as Surge support for the Country Team.

8.2.2.7. If required a representative from the regional office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.

8.2.2.8. The Regional Disaster Management Coordinator (or designated equivalent) manage the development and maintenance of the RDRT within their region. A Regional Disaster Management Coordinator will alert and deploy RDRT based on a request from the DMU.
8.2.3. Zone Office

8.2.3.1. The DMU acts as the international lead and is tasked with the coordination of international assistance in accordance with the Principles and Rules for Disaster Relief (ref 2.3) in support of the National Society.

8.2.3.2. The appointed DMU Operation Coordinator, supported by the Head of DMU will lead the zone office support to a Country Team in line with the Asia Pacific Office Disaster Response Protocols.

8.2.3.3. The DMU Operations Coordinator will maintain regular contact with the IFRC Secretariat Country Team representative. They will share regular updates with key IFRC stakeholders through regular communication, including with Partner National Societies as necessary.
8.2.3.4. The DMU Operation Coordinator will work closely with the Country Team to determine the most appropriate operational strategy for meeting the needs of the affected population. In defining the operational strategy, the DMU Operation Coordinator will consult with appropriate zone, regional and Geneva management and technical representatives ensuring the appropriateness of plans of action, consistency with annual programming and global IFRC policy.

8.2.3.5. The Head of Operations as delegated by the Director of Zone, will endorse the operational strategy and approve all requests for international assistance. Where necessary the HoO will consult with the HoRO to clarify strategic management issues.

8.2.3.6. The DMU Operation Coordinator will coordinate the processes for requesting international tools in line with the procedures, guidelines and SoPs for the said tool. The DMU Operation Coordinator does not deploy the tool, this is undertaken by the respective IFRC representative in line with procedure (i.e. HR), guideline (i.e. DREF, EA) or SoP (i.e. RDRT, FACT, ERU). The DMU Operation Coordinator will brief the respective tool team leader on the operation.

8.2.3.7. The Zone Resource Mobilisation and Project Monitoring and Evaluation Unit, through their respective representatives will coordinate internal and external donor contributions to the emergency appeal as well as formal reporting. They will also liaise with the Regional Logistics Unit regarding in-kind contributions.

8.2.3.8. The Regional Logistics Unit will oversee the preparation of the mobilisation table (see Annex 5) if requested by the National Society through the IFRC Secretariat Country Team representative and coordinate in-kind contributions to the emergency appeal.

8.2.3.9. The DMU Operation Coordinator will oversee quality and accountability of the operation in accordance with Principles and Rules for Disaster Relief, IFRC standards and policy.

8.2.3.10. If required a representative from the zone office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.

8.2.3.11. On the request of the DMU, zone technical units or representatives of other IFRC country offices can be deploy to the affected country as Surge support for the Country Team.

8.2.3.12. The Head of DMU will liaise with the ICRC Regional Cooperation Delegate exchanging information.
8.2.3.13. The DMU Operation Coordinator will maintain regular contacts with representatives of other humanitarian and UN agencies and participate in any inter-agency coordination and cluster system meetings at the Asia Pacific level.

8.2.4. Geneva Office

8.2.4.1. The Senior Officer Quality Assurance, Disaster Services Department, acts as focal point for the DMU and alerts the Geneva Office Emergency Support Group as required.

8.2.4.2. The Senior Officer Quality Assurance provides input into the operational strategy as required, drawing on global lessons and ensuring adherence to IFRC policy and international commitments.

8.2.4.3. The Senior Officer Quality Assurance will facilitate the endorsement of the operational strategy at the Geneva level.

8.2.4.4. The approval of international tool requests (i.e. DREF, EA, FACT, ERU) is received from the Head of Disaster Services Department, Under Secretary General of Programme Services and IFRC Secretary General as per IFRC procedures and guidelines.

8.2.4.5. The Senior Officer Quality Assurance will oversee quality and accountability in line with IFRC policy, standards and global commitments.

8.2.4.6. The Senior Officer Surge on receiving a request from the DMU for FACT or ERU(s) will mobilise and deploy the tools based on the respective SoP.

8.2.4.7. If required a representative from the Geneva office can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations.

8.2.4.8. The Senior Officer Quality Assurance will maintain regular contacts with representatives of other humanitarian and UN agencies involved in emergency response and participate in any inter-agency coordination and cluster system meetings at the global level.

8.2.4.9. The Under Secretary General of Programme Services will commission all Real Time Evaluations in consultation with the Director of Zone.

8.3. Participating National Societies

8.3.1. A PNS physically based within the affected country where a disaster has occurred can contribute programme resources to support the National Society. This support does not constitute international assistance. These contributions are to be made in coordination with the Country Team and shall be communicated to the DMU.
8.3.2. ☀ A PNS not physically based within the affected country can contribute resources to support the National Society in line with the relevant IFRC standards, policies and guidelines relating to disaster response, including but not limited to the Principles and Rules for Disaster Response. This constitutes international assistance and the PNS will offer this assistance through the respective disaster response tool.

Specifically for the Pacific, country level partners include those who may not have a physical presence in the country. However they must communicate frequently with a National Society and be engaged on a long-term basis.

8.3.3. A PNS representative can act as the IFRC Secretariat Country Team representative after the joint agreement of the Head of Regional Office and zone Head of Operations. The individual will report to the IFRC Head of Country Office (or Regional Office when there is no country office) and operate in accordance with the IFRC Country Team Representative Terms of Reference (see Annex 6).

9. Standard Operating Procedure Implementation

9.1. All responses to disaster and crises situations will be unique to the individual situation. However as a generic guide the key milestones for disaster response and recovery operations are presented in Annex 1.

9.2. The implementation of the SoP is presented in the following ten flow charts outlining the procedures for: the notification of a disaster or crises situation; defining the need for international assistance; when no international assistance is required; when international assistance is required and mobilisation of international assistance.

9.3. It should be noted that the SoP are generic in nature and there will be circumstances where actions are taken outside the outlined procedures. However this will only be sanctioned after the authorization from the Director of the Zone.

10. Standard Operating Procedures Maintenance

10.1. The SoP will be maintained at regular intervals based on operational learning and future modifications to the IFRC Secretariat structures within Asia Pacific. At a minimum the SoP will be reviewed by the DMU annually on their anniversary under the leadership of the zone Head of Operations and in consultation with country, regional and Geneva offices. All revision processes for the SoP will be commissioned by the zone Head of Operations and will take into consideration the development and evolution of Global IFRC policy and procedures.
1. Notification of a disaster or crises situation

- **Start**
  - NS is alerted to a disaster or crises situation and informs their CO. (If no CO the NS informs their RO and the RO acts as the CO)
  - NS posts initial report on DMIS
  - SG works with HoCO to form CT, SG confirms NS CT representative
  - HoCO works with NS SG to form CT, HoCO confirms IFRC CT representative
  - CT alert in-country PNS in accordance with the IFRC/Movement coordination platforms and the Pre-disaster agreement
  - IFRC CT Rep (nominally the Operations Manager) establishes regular contact with DMU OpCo providing updates on the evolving situation

- **HoCO informs the DMU OpCo and copies HoRO**
  - DMU OpCo receives alert, analyses the request and initiates AP Zone office disaster response protocols
  - HoRO receives notification
  - DMU OpCo provides heads up to DSD SOQA
  - In a country where ICRC is present HoDMU informs ICRC KL Coop Delg
  - DMU OpCo feeds back relevant information
  - ICRC KL Coop Delg consults with their CD and shares relevant information with DMU

- **HoDMU/OpCo**
  - DSD SOQA alerts Emergency Support Group as required
  - DSD SOQA provides inputs from global information sources and lessons
  - DMU OpCo inform zone Task Force members, RO and DSD of evolving situation
  - RO provides information regarding NS operational structures
  - HoDMU/OpCo prepares informal email update on situation for internal RGRC

- **Geneva**
  - DSD SOQA alerts Emergency Support Group as required
  - ICRC KL Coop Delg consults with their CD and shares relevant information with DMU
  - In-country PNS participate in IFRC/Movement coordination platform and in agreement with actions outlined in Pre-disaster agreement
  - In-country PNS alert their HQ
  - PNS HQ share their interest to DMU OpCo

- **Finish**
  - go to 2
2. Defining the need for assistance

National Society

Country Delegation

Regional Delegation

Zone

Geneva

Partner NS

ICRC

Start

NS responds to the situation based on its disaster response plan

Based on the situation and the NS contingency plan, the NS determines additional support requirements in consultation with the CO through the CT

NS through the CT makes official request for assistance

CT requests in-country PNS for assistance in line with Pre-disaster agreement

CT informs in-country partners and prepares for the requested assistance

HoCO engages with ICRC HoCO (if present) to discuss complementary support if relevant

CT agrees on additional needs

CT Rep (nominally the Operations Manager) alerts DMU OpCo of the request for assistance, copying HoRO

CT keeps DMU OpCo informed of discussions

DMU OpCo provides advice on additional needs

If in a country where ICRC is present HoDMU informs ICRC KL Coop Delg

DMU OpCo reviews the request for assistance, and analyses possible Operational Strategy in consultation with HoDMU and HoO

HoO consults with their CD and shares relevant information with DMU

DMU OpCo reviews Operational Strategy and confirms agreement with DoZ

HoO endorses operational strategy and provides approval in line with their finance and HR accountabilities

On approval of the Operational Strategy DMU OpCo informs CT

If NO international assistance is requested go to 3

If international assistance is requested go to 4

In-country PNS offer in-country support in line with their regular programming and the pre-disaster agreement

Finish
3. When NO international assistance is required

**National Society**
- NS assumes the Operational Lead and implements with support from the Co.
- NS posts DMIS reports

**Country Delegation**
- HoCo coordinates in-country partners and offers of assistance in support of NS

**Regional Delegation**
- CO supports in the preparation of regular updates in the form of sit-reps and information Bulletins

**Zone**

**Geneva**
- DMU OpCo monitors situation through sit-reps and information Bulletins
- DMU OpCo and PMER Focal Point work on information Bulletins; Communications support web stories etc.

**Partner NS**
- PNS in-country partners share their interest and offers of support to HoCo

Together they represent the Country Team
4. When international assistance is required

**National Society**
Together they represent the Country Team

- CT assumes the Operational Lead, the NS implements with support from the CO. Note, at the request of the NS the CO may assume the Lead Agency status

- CT prepares supporting information to mobilise international assistance

**Country Delegation**

- IFRC CT Rep (nominally the Operations Manager) establishes regular contact with DMU OpCo

- CT implements operation in line with agreed PoA

- CT updates PoA or modify implementation in line with inputs from DMU and the evolving situation

**Regional Delegation**

- RO is copied on sit-reps and major operational points; provides informal technical support to CO around longer term aspects of the operation

- RO provides formal inputs into operational implementation through DMU OpCo

- HoRO provides strategic management guidance to HoCO in line with their management responsibilities

**Zone**

- DMU assumes the role of international lead on behalf of Zone and global DM team (i.e. GVA and Zone DM functions)

- DMU OpCo actions the request for international assistance in line with the approved Operational Strategy and subsequent PoA

- DMU OpCo coordinates IFRC actions in line with the Principles and Rules for Disaster Relief and the AP Zone office disaster response protocols

- DMU OpCo maintains contact with CT, RO, DSD, PNS through various communication platforms including: conference facilities, informal emails, sit-reps, Operation Updates

**Geneva**

- DSD SOQA shares information from technical departments and the global humanitarian system

- PNS HQ provide information on available resources and offer assistance through IFRC systems (cash pledge, HR, mobilisation table) or share information on bi-lateral assistance provided to the NS

**Partner NS**

- ICRC KL Coop Delg shares information to assist in consolidating all RCRC action

- DSD SOQA inputs in line with meeting global policy and commitments

---

**Start**

- IFRC CT Rep (nominally the Operations Manager) establishes regular contact with DMU OpCo

- CT prepares supporting information to mobilise international assistance

**Finish**
5. Mobilisation of human resources – general

Start

National Society
- CT agree on necessary additional national and international HR
- NS recruits staff based on available funding and agreed job descriptions
- NS manages additional staff in line with their HR procedures

Country Delegation
- CO recruits agreed national staff as extra capacity based on job descriptions
- CO manages additional staff in line with IFRC HR procedures

Regional Delegation
- HoRO provides approval in line with their HR accountabilities
- HR receive request and take action for IFRC delegate or consult with DMU OpCo for IFRC Surge

Zone
- HoO informed of request(s)
- DMU OpCo informed of request(s)

Geneva
- for IFRC Delegate go to 6a
- for IFRC Surge go to 6b

Partner NS
- ICRC

Together they represent the Country Team
6a. IFRC delegate recruitment

Start

HoCO prepares staff request

HoR0 approves staff request only if they are the 1st or 2nd line manager

HoR0 approves staff request if they are the 1st or 2nd line manager

CO hiring manager receives shortlisted candidates and confirms interviews

Hiring manager selects candidate

HR receives signed staff request

HoR0 approves staff request if they are the 1st or 2nd line manager

HR post on JobNet and recruit according to IFRC HR procedures

HR sends shortlisted candidates to relevant zone technical unit for validation, copying in CO and DMU OpCo

HR sends validated short-list to CO

HR organises interviews

HR contracts successful delegate or works with PNS regarding seconded delegates

Finish
go to 4b
6b. IFRC Surge mobilisation

DMU OpCo together with HR identify suitable IFRC country, regional, AP zone, Geneva, other zone, AP NS or PNS candidate(s)

HR makes formal request to manager of the identified candidate(s)

DMU OpCo and HR inform CT of outcome and timing of deployment

CT confirms ToR for IFRC surge support

CT prepares to receive IFRC surge support

Finish

go to 4b
7a. Mobilisation of RDRT

From 4a
Start

CT confirms ToR for RDRT support

RO alerts the Partner NS to mobilise RDRT

DMU OpCo prepares ToR and team member specifications based on information from CT and previous lessons

DMU OpCo requests RO to alert their RDRT roster

If candidates are suitable DMU OpCo informs CT and requests approval

If candidates are NOT suitable DMU OpCo requests other RO and possibly DSD to alert their rosters

DMU OpCo requests RO to deploy RDRT based on ToR which includes reporting lines and details briefing

DMU OpCo participates in debrief

RO informs DMU OpCo of outcome of alert

Non-affected RO(s) alert their RDRT rosters in line with SoPs

RO deploys RDRT in line with deployment procedures

RO debriefs RDRT

RO informs DMU OpCo of outcome of alert

RO alerts roster in line with RDRT SoP’s

DMU OpCo reviews candidates and determines if suitable

CT confirms ToR for RDRT support

CT facilitates approval of RDRT team from NS

RDRT support CT in line with ToR

Final
7b. Mobilisation of FACT

DMU OpCo prepares ToR and team member specifications based on information from CT.

DMU OpCo requests FACT.

DMU OpCo confirms FACT.

DMU OpCo informs DSD SOSurge of approval from NS.

DSD SOSurge deploys FACT based on SoPs.

DSD SOSurge prepares FACT team based on offers from PNS.

DSD SOSurge finalises FACT based on SoPs and ToR which includes reporting lines and details briefing.

CT confirms ToR for FACT support.

CT facilitates approval of FACT team from NS.

FACT support CT in line with ToR.

FACT support CT in line with ToR.

CT facilitates approval of FACT team from NS.

FACT support CT in line with ToR.

DMU OpCo informs DSD SOSurge of approval from NS.

DSD SOSurge finalises FACT based on SoPs and ToR which includes reporting lines and details briefing.

FACT debrief with DMU and DSD SOSurge.

go to 4b

PNS deploy FACT staff.

PNS offer FACT trained staff.

Fact debrief with DMU and DSD SOSurge.

go to 4b

Finish
7c. Mobilisation of ERU

Start

CT confirms ToR for ERU support

DMU OpCo prepares ToR and ERU request based on information from CT and previous

DMU OpCo requests ERU(s)

DSD SOSurge alerts ERUs based on SoPs

DSD SOSurge finalises ToRs including reporting lines and details briefing

ERU supports CT in line with ToR

ERU debrief with DMU and DSD SOSurge

Finish

go to 4b
8b. Emergency Appeal request

National Society | Country Delegation | Regional Delegation | Zone | Geneva | Partner NS
---|---|---|---|---|---
Together they represent the Country Team

Start

- CT prepares draft EA narrative and budget based on the agreed Operational Strategy
- RO provide technical and management inputs to DMU OpCo
- DMU OpCo receives EA request and analyses this against agreed Operational Strategy and coordinates technical review and financial validation
- HoDMU requests approval from HoO
- HoDMU signs and forwards EA checklist along with narrative and validated budget for approval
- DSD Head and SQQA review request and facilitate approval in line with EA guidelines i.e. the IFRC SG
- If approved
- DMU OpCo supported by zone units: mobilise resources, support monitoring, evaluation and reporting, communications and provide technical guidance
- DSD SPQA input in line with meeting global policy and commitments
- PNS offer multi-lateral resources or inform DMU of bi-lateral contributions within the ‘one’ operation approach

Finish

go to 4b
9. Facilitating in-kind assistance

CT determine possible in-kind items

DMU OpCo with CT determine if Mobilisation Table is suitable

RLU works with CT to confirm items

RLU prepare and post Mobilisation Table on DMIS

RLU informs CT when a contribution has been made and updates the mobilisation

RLU informs PNS of acceptance of offer

RLU coordinate and communicate shipping details to CT (i.e. pipeline)

PNS offer contributions in line with the Mobilisation Table

PNS deploy goods

ICRC

Geneva

Partner NS

Zone

Regional Delegation

National Society | Country Delegation

Together they represent the Country Team

Start

go to 4a

CT accept or delay non standard contributions

Finish

go to 4b
10. Facilitating a cash pledge

**National Society**
Together they represent the Country Team

**Country Delegation**

**Regional Delegation**

**Zone**

**Geneva**

**Partner NS**

**ICRC**

- **Start**
- **RM contact PNS with regard to needs in line with EA**
- **RM reviews cash pledge details in line with needs and discusses with DMU OpCo and CT as necessary**
- **RM registers cash pledge**
- **CT confirms acceptance or requests modification**
- **CT implements operation with funding**
- **Finish**

- **PNS offer assistance through preparation of cash pledge**
- **RM and Legal departments input in line with global policy and commitments**
- **PNS transfer funds**

Critical path
Formal action or communication
Informal action or communication
Action undertaken in parallel

Represents decision making point
ANNEX 1: Milestone chart
## ANNEX 2: IFRC Offices responsible for nominating representatives in Country Teams

<table>
<thead>
<tr>
<th>COUNTRY</th>
<th>IFRC OFFICE</th>
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ANNEX 3: Red Cross and Red Crescent codes, policies, principles and standards

The Principles and Rules for Disaster Relief
The Principles and Rules for disaster Relief were adopted by the International Conference in 1995 and describe the basic principles and role of National Societies in disaster relief operations. They can be found on FedNET at;

IFRC Policies
Policies provide detailed direction for the IFRC’s humanitarian action in specific areas. They serve as a point of reference to ensure consistency in decision-making worldwide. Policies define the boundaries for the conduct of the IFRC and the people working within it. IFRC policies related to emergency response and programme services can be found on the IFRC website at;

Seville Agreement and Supplementary Measures
Seville Agreement: is an agreement on cooperation which applies to all those international activities which, under the Movement’s Statutes, the components of the Red Cross and Red Crescent are called upon to carry out in close collaboration. It establishes clear guidelines for the performance of tasks by Movement members, using the specific areas of competence and the complementary capacities of each to best effect. The Agreement can on the IFRC website at;

Supplementary Measures: to enhance the implementation of the Seville Agreement: aims at improving the implementation and understanding of the Seville Agreement. It addresses parts of the Seville Agreement that may not be sufficiently explicit and may thus give room to various interpretations. It aims to guide users of the Seville Agreement in areas where there is a need for improvement: roles and responsibilities and understanding the Lead Agency concept, coordination, problem solving and enhancing knowledge about the Agreement. It supplements the Seville Agreement without modifying its conditions of application and contents. The supplementary measures can be found on the IFRC website at;
Sphere Standards
The Sphere Project is an initiative to define and uphold the standards by which the global community responds to the plight of people affected by disasters, principally through a set of guidelines that are set out in the Humanitarian Charter and Minimum Standards in Disaster Response – commonly referred to as the Sphere Handbook which can be found on FedNeT at; https://fednet.ifrc.org/en/our-federation/working-together/partnerships--alliances/the-sphere-project/.

Code of Good Partnership
This Code for Good Partnership sets out commitments and minimum standards of behaviour in partnerships. By adhering to this Code, components of the International Red Cross and Red Crescent Movement commit to strengthen their partnerships, and work together more efficiently and effectively. The Code can be found on FedNet at; https://fednet.ifrc.org/PageFiles/83691/Code%20Good%20Partnership_EN.pdf.

Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief
The Code was prepared jointly by the IFRC and ICRC and seeks to maintain the high standards of independence, effectiveness and impact to which disaster response NGOs and the International Red Cross and Red Crescent Movement aspires. The code can be found on the IFRC website at; http://www.ifrc.org/Global/Publications/disasters/code-english.pdf.
ANNEX 4: IFRC disaster response tools

Disaster Relief Emergency Fund (DREF):
Is a fund of un-earmarked money created by IFRC to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. Requests for DREF allocations are reviewed case by case and can be authorized by the Geneva Office and released within 24 hours. Allocations may be made as start-up funds or to cover the costs of response to small-scale emergency operations and preparedness activities in case of imminent disaster. The DREF guidelines can be found on DMIS at; https://www-secure.ifrc.org/DMISII/Pages/03_Response/0303_dref.aspx.

Within Asia Pacific the process for preparing a DREF request is outlined in Annex 6.

Emergency Appeals:
An emergency appeal can be issued within hours after a major emergency or disaster at the request of a host National Society and based on the needs assessment. It articulates how IFRC plans to respond to an emergency situation, where there are significant needs for which international assistance is required.

The Emergency Appeal management and reporting procedures and guidelines lines can be found on DMIS at; https://www-secure.ifrc.org/DMISII/Pages/04_toolbox/0409_templates.aspx.

Regional Disaster Response Teams (RDRT):
Are a cost-effective regional support tool which help build regional capacities in disaster management. An RDRT is composed of national Red Cross or Red Crescent society volunteers or staff, usually members of their own national response teams, trained to work as a team and bring assistance to national societies in neighbouring countries. The SoP used for RDRT across Asia Pacific can be obtained from the Asia Pacific DMU.

Field Assessment and Coordination Teams (FACT):
Are composed of experienced disaster managers of IFRC and national societies who are deployed to support national societies during the emergency phase of a response operation, allowing operations to begin while longer-term human resource support is mobilized.

Further information on FACT and the FACT SoP can be accessed on DMIS at; https://www-secure.ifrc.org/DMISII/Pages/03_Response/0305_fact/0305_fact.aspx.
Emergency Response Units (ERU):
Are standardized package of highly qualified and trained personnel and modules of equipment, ready to be deployed in a disaster at short notice. The units are self-sufficient for one month and can be deployed for up to four months.

Further Information on ERUs including the ERU SoP can be found on DMIS at; https://www-secure.ifrc.org/DMISII/Pages/03_Response/0306_era/0306_era.aspx.
ANNEX 5: IFRC supporting procedures

Cooperation
The Handbook for coordination: Working together in international disaster response (draft), provides Red Cross and Red Crescent personnel with the information required to establish and maintain coordination mechanisms between components of the Movement in order to mount an effective international response to a large-scale natural disaster partner support. The handbook can be found on DMIS at;

Finance
Details on the IFRC financial system, procedures and guidelines, including information on cash pledges, working advances, financial expenditure levels, budget guidelines, donor reporting and accounting codes can be found on Fed Net at;

Human Resources
Recruitment: information on the IFRC recruitment procedures, templates and standard job descriptions can be found on DMIS at;
https://www-secure.ifrc.org/DMISII/Pages/03_response/0314_hr.aspx.

Code of Conduct: the IFRC Staff Code of conduct, Anti-harassment guidelines and Information Communication and Technologies Acceptable Use Policy can be found on DMIS at;
https://www-secure.ifrc.org/DMISII/Pages/03_response/0314_hr.aspx.

Legal
Information related to legal risk management, advice on agreements, contracts and how to access legal advice and legal support can be found on FedNet at;

Logistics
Mobilisation Table: is a tool which allows IFRC Logistics to monitor the response to an emergency appeal and to see in one look what are the outstanding needs. Further information on the Mobilisation table can be found on DMIS at;
https://www-secure.ifrc.org/DMISII/Pages/03_Response/0307_logistics.aspx.
IFRC Logistics Standards online: have designed as an auxiliary tool to increase the operational efficiency and provide a general know-how to Red Cross/Red Crescent logisticians. Standard job descriptions for logistics functions, manuals and guidelines, training material and case studies are some of the materials included. An offline version is available at; https://oldfednet.ifrc.org/logisticsstandards/home.asp#.

Emergency Items Catalogue: is a compilation of descriptions and specifications for standard relief items delivered to relief operations. It is an effort to harmonize the emergency relief and medical items provided by donors and major operational players in response to humanitarian needs. The IFRC and the ICRC supported by National Societies have coordinated their joint efforts towards this tool. The catalogue can be found at; http://procurement.ifrc.org/catalogue/.

Procurement Manual: This manual provides guidance on procurement policies and procedures. The procedures are issued to ensure that the IFRC receives the best product or service for the price paid, and that those seeking IFRC business are confident that their proposals and bids are being fairly considered and assessed. This manual can be found on IFRC Logistics standards online; https://oldfednet.ifrc.org/logisticsstandards/home.asp#

**Security**

Information, resources and how to access the IFRC Security services can be found on FedNET at; https://fednet.ifrc.org/en/resources-and-services/support/security/. 
ANNEX 6: IFRC Country Team Terms of Reference

Title: IFRC Country Team Representative

Unit/dept/delegation: [insert location] Regional Office

Reports to: Head of Regional Office

Responsible for: Acting on behalf of the IFRC in supporting [insert NS name] implement their disaster response and early recovery operation

Purpose

This position will only be required in situations where the IFRC does not have a country presence. It can be filled by a representative from the IFRC (zone, regional, or another country), Partner National Society working within the country or region or via a disaster response tool such as RDRT and FACT.

To represent the IFRC on behalf of the Asia Pacific Zone in the Country Team, comprised of representatives from the host National Society and the IFRC.

In doing so, provide technical and managerial support the host National Society undertake assessment, analysis of needs and identify possible interventions, planning for and implementing their disaster response and early recovery operation in line with:

- the auxiliary role and mandate of the host National Society
- the host National Society's disaster response and contingency plans, disaster management strategies and policies
- Strategy 2020
- the Principles and Rules for Disaster Relief
- the Standard Operating Procedures for disaster response and early recovery in Asia Pacific,
- IFRC financial, human resource and reporting procedures
- Standard Operating Procedures for RDRT, FACT and ERU

The IFRC Country Team representative is normally considered the IFRC’s Operational Manager and all other operational personnel shall be directly responsible to him/her. He/she will managerially
report to the Head of Regional Office and technically report to the Head of the Asia Pacific Disaster Management Unit – or nominated Operations Coordinator based in the Asia Pacific Zone Office in Kuala Lumpur.

**Key tasks and responsibilities**

- Work closely with the National Society and Movement partners in the identification of gaps and the analysis of assessments to identify targeted response and early recovery efforts under a single operational strategy and plan of action;

- Maintain regular contact with the Regional Office regarding managerial and representation issues through telephone and email communication;

- Maintain regular contact with the DMU regarding the disaster response situation, through daily written situation updates, telephone and email communication;

- Provide regular updates on the disaster situation through DMIS, management information and public reports (Information Bulletins, Appeals, Operation Updates and media/web stories);

- Support the National Society in developing the a single operational strategy and plan of action (PoA) giving consideration to areas such as bi-lateral and multi-lateral inputs; stakeholder coordination; operation timeframe; capacity development; monitoring and evaluation;

- Work closely with the National Society to review its operational capacity and assist in the identification of appropriate resourcing to maximize the success of the operation;

- Support the National Society to identify the costs of proposed response and early recovery activities and the development of a budget in line with the detailed PoA;

- Assist in the development of the IFRC, DREF or Emergency Appeal operation, if appropriate and advise on other funding mechanisms;

- Assist in the development of an appropriate system for monitoring and evaluating the response and early recovery efforts;

- Assist in the development of an appropriate system for two way beneficiary communication;

- Will make requests directly to the DMU for the coordination and facilitation of all international assistance in support of a disaster response and early recovery operation;

- Will follow agreed zone procedures for finance, human resources and reporting;

- Participate in any interagency coordination and cluster system meetings organized in the country by the UN system.
**Duration**

The IFRC Country Team representative will be deployed for up to a maximum of 1 month from the date of the mobilisation request from the Asia Pacific Human Resource Unit.

**Briefing and Debriefing**

The IFRC Country Team representative will be briefed by a representative of the Regional Office (normally the Head of Regional Office) and the AP DMU (normally the relevant Operations Coordinator). Briefing will be undertaken in person at a location to be determined, or by video or telephone conference facilities.

The IFRC Country Team representative is required to complete an end of mission report in-line with the IFRC’s short mission format and submit this to the Head of Regional office and Head of DMU. In addition a face to face debriefing will be organised at a location to be determined with relevant management and technical departments.

**Duties applicable to all staff**

1. Actively work towards the achievement of the IFRC’s goals.

2. Abide by and work in accordance with the Red Cross/Red Crescent principles.

3. Perform any other work related duties and responsibilities that may be assigned by the line manager.

---

**PERSON SPECIFICATION**

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<th>Qualifications</th>
<th>Required</th>
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<td>Bachelors degree or equivalent qualification in a relevant area (for example, disaster management, or development studies)</td>
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<tr>
<td>Recent training course(s) in disaster management or environment</td>
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<td>Experience</td>
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<td>2 or more years work experience in a related area, in particular humanitarian assistance</td>
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<tr>
<td>Demonstrated emergency assessment, analysis, training, and planning experience</td>
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<td>Demonstrated experience in management and administration</td>
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<th>Skills/knowledge</th>
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<td>Good knowledge and understanding of disaster management</td>
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<td>Good professional communication skills, both written and verbal</td>
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<tr>
<td>Knowledge of IFRC policies and procedures</td>
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<td>Excellent computer skills including knowledge of Microsoft Office applications</td>
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<td>Ability to use own initiative and problem-solving skills</td>
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<td>Fluent spoken and written English</td>
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<td>Fluency in at least one other regional language</td>
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<th>Competencies</th>
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<td>Professional Mastery</td>
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ANNEX 7: DREF request process within Asia Pacific

DREF request processes
The following document outlines the DREF request process within the Asia Pacific Zone. In doing so this document is guided by 031_e_v300_DREF Procedures and Guidelines V2011.07, and specifically details section 6.2.2. In addition this process is to be read in conjunction with the Reporting DREF & EA development flow chart PMER - DMU roles 01 August 2011.doc, which outlines the process for processing reports within the AP Zone Office; and the AP SoPs for Disaster Response and Early Recovery, which outline in detail the roles and responsibilities of country, regional and zone offices in times of disaster response.

The AP DMU will guide the DREF request process with support from the respective units of the AP Zone Office (Health, Logistics, Communications and other units as needed) under the oversight from Head of Operations (HoO). Specifically:

- **AP DMU**: reviews request, operation details in terms of strategy and compliance with the DREF Procedures and Guidelines
- **ZPMER**: edits and quality controls DREF Bulletin, anticipating approval for posting on the IFRC web
- **ZFU**: undertakes quality control DREF budget and monitors expenditure
- **HoO**: oversees the process
- **Regional Offices** will be kept informed during the process per agreed AP DR&ER SoPs.

1. A National Society may request financial support from DREF through their IFRC Country Team representative – Country/Regional Office or DMU as identified in the AP DR&ER SoPs.

2. The IFRC Country Team representative, usually the Head of Delegation / Country Representative or DM technical delegate, will initially communicate verbally the DREF request and submit the draft DREF Bulletin with photos and the budget, to the respective DMU OpsCo.

The IFRC Country Team representative informs the HoRO that the DREF request is being made, indicating the amount being requested and the main activities i.e. non-food items, WASH activities etc.

The DMU OpsCo will review the request focusing on programme content and compliance with the DREF procedures and guidelines dated 01/07/2011. The HoDMU will inform the HoO and DoZ that a request has been made.
The AP Zone Authorised Requester, HoDMU, will forward the completed and signed DREF Request Allocation form and checklist, with supporting documents to the Senior Officer Operations Quality Assurance and to the DREF Senior Officer DSD, with copy to Zone HoO, ZPMER, ZFU. If needed HoDMU will convene the AP Zone Task Force to discuss issues and concerns and agree in principle on the way forward.

3. In Geneva, the Senior Officer Operations Quality Assurance and the DREF Senior Officer, will review the request and submit for formal approval to the DREF Appeal Manager. Depending on the amount, additional approvals will be facilitated from the USG, Programme Services Division or Secretary General.

4. Once the DREF is approved, the Senior Finance Officer DREF, BAU will establish the Appeal and Project Codes, book the DREF allocation to the operation project and record the allocation as a PEAR. Once processed the Senior Finance Officer DREF, BAU will confirm the Operation’s codes, the allocation and PEAR to HoO, HoDMU, ZFU, ZPMER and the identified Project Manager at the country level.

The DMU OpsCo will further inform the IFRC Country Team representative and the HoRO of the approval verbally or via email.

The HoO will inform the DoZ of the approval.

5. After approval, ZPMER posts the DREF Bulletin (with budget, map & Glide number) to the website, and sends lyris notification messages.

6. ZPMER after consultation with DMU OpsCo will inform the Country Team of the external reporting frequency, reference Reporting DREF & EA development flow chart PMER – DMU roles 01 August 2011 doc.

Prepared by: Asia Pacific Disaster Management Unit
Approved by: Asia Pacific Zone Director
Date: 02 August 2011
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8a. DREF Request process

Disaster

Initial operational needs discussed within the Country Team (NS & IFRC).
Taking into consideration all available in-country resources

IFRC Country Team representative communicates request to DMU Ops Co

DMU Ops Co reviews and discusses with Country Team the feasibility and comes to an agreement on operational strategy and decision to request DREF

HoDMU (APZ Authorised DREF requester) signs DREF checklist & request form
DMU Ops Co forwards to Senior Officer Operations Quality Assurance & DREF Senior Officer DSD

DREF request processed in Geneva

If approved, Senior Finance Officer DREF, confirms Operation’s codes, the allocation & PEAR to HoO, HoDMU, AFU, ZPMER and country level Project Manager

ZPMER in consultation with DMU OpsCo informs Country Team of the external reporting frequency with Country Team.

Country Team implements operation and reports as per agreed reporting schedule

IFRC Country Team representative informs HoRO

HoDMU informs HoO and DoZ that a request has been made.

DMU OpsCo copies HoO, HoDMU, ZPMER, ZFU

If necessary HoDMU will call AP Zone Task Force

If NOT approved, Senior Officer Operations Quality Assurance communicates reasons or request for further information to DMU OpsCo

HoO informs Director
DMU OpsCo ensures Country Team and HoRO are informed

How we work

Strategy 2020 voices the collective determination of the International Federation of Red Cross and Red Crescent Societies (IFRC) to move forward in tackling the major challenges that confront humanity in the next decade. Informed by the needs and vulnerabilities of the diverse communities with whom we work, as well as the basic rights and freedoms to which all are entitled, this strategy seeks to benefit all who look to Red Cross Red Crescent to help to build a more humane, dignified, and peaceful world.

Over the next ten years, the collective focus of the IFRC will be on achieving the following 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

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