



Syrian Arab Red Crescent

ANNUAL REPORT 2023

President of the Syrian Arab Red Crescent Khaled Hboubati

Syria has not come to rest for 13 years. The country's ongoing crisis is leading to new economic and humanitarian crises every day, exacerbated by the effects of climate change, which are causing disasters and jeopardizing the population's food and water security. Then came the earthquake on February 6, which wiped out efforts to rebuild the affected communities. The number of people in need of assistance now exceeds 16.7 million and it is important to remember that we are not talking about numbers, but about people who have a right to live in dignity.



The humanitarian situation is now more complicated than it has ever been due to a shortage of resources, the loss of essential infrastructure, a decrease in prospects for work and schooling, and economic sanctions. In the face of this fact, reduced funding for basic health care, food assistance, ambulance services, and other services made it harder for the Syrian Arab Red Crescent to carry out its purpose of continuing supporting the most vulnerable, and protecting their dignity.

notwithstanding the above, the Syrian Arab Red Crescent managed to reach 5.7 million people, providing them ambulatory, medical, legal, and relief services; protection; awareness; cash assistant; grants to sustain their livelihoods; and other services pertaining to infrastructure rehabilitation and water access in addition to special emergency responses such as the displacements, fires, floods, and earthquakes.

As always, the volunteers were the first to help those affected by the earthquake. They were already in the affected areas in the first minutes of the disaster and tried with all their possibilities to alleviate the human suffering. Although they were among those affected, they put their humanitarian duty first.

We therefore express our deep appreciation and gratitude to them for all they have done and for always being present with their strength, humanity, drive and commitment, no matter how great the difficulties and challenges around them, because they believe in the power of humanitarian work and its ability to make a difference.

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THE SYRIAN CONTEXT

The Syrian crisis is a complex humanitarian emergency, lasting over 13 years and impacting a significant portion of the population. In 2023, approximately **15.3 million** people were in need of humanitarian assistance as a result.

Prolonged displacement, violence exposure, and extreme stress have deteriorated mental health and well-being. Destruction of health facilities and shortage of healthcare staff hinder access to healthcare, with only **59%** of hospitals and **57%** of primary healthcare centers fully operational. This has led to an increase in communicable and non-communicable diseases. Addressing long-term health needs like mental health is crucial.

Economic difficulties, stress, and insecurity affect lives, especially for **17%** of persons with disabilities and **2 million** children unable to attend school. Sanctions worsen the economy, causing record-level price increases for essential goods. Fuel and gas shortages increase poverty and food insecurity, hindering meeting basic needs.

A current **drought** in the North and Northeast, compounded by water network issues and low Euphrates River levels, threatens **4.5 million** people reliant on it for water and agriculture.

The February 2023 **earthquakes** exacerbated Syria's challenges, uprooting hundreds of thousands, causing thousands of casualties, and damaging infrastructure. Around **8 million** people were affected, further straining an already dire economic situation.

The risk of the war in Palestine adds complexity, potentially causing additional waves of refugees and strained resources. This compounds responses to earthquakes, wildfires, drought, and hostilities. Insufficient resources and access, along with the economic crisis and devastated infrastructure, further exacerbate the challenges affected populations face.



ABOUT SARC

Syrian Arab Red Crescent



Syrian Arab Red Crescent

The Syrian Arab Red Crescent was founded in 1942 and recognized by the International Committee of the Red Cross (ICRC) in 1946. The National Society's Headquarter is located in Damascus and it has a network of 14 branches across all the governorates of Syria and **64** active sub-branches with a total of **9,788** active volunteers and **5,927** staff.

As a humanitarian auxiliary to the public authorities, SARC is Syria's national convener for humanitarian aid as mandated by the Government of Syria, SARC provides life-saving assistance to meet humanitarian needs in the areas of relief, emergency response, shelter services, first aid, primary health care, clinics services, psychosocial and mental health support, water and rehabilitation, sanitation and hygiene promotion, which aims at early recovery and livelihood security, guided by the Syrian Arab Red Crescent's strategic plan (2023-2027).

Together with the International Red Cross and Red Crescent Movement, United Nations (UN) partners, and a number of international and local Non-Governmental Organization partners, SARC provided humanitarian assistance for more than **5 million** people annually.

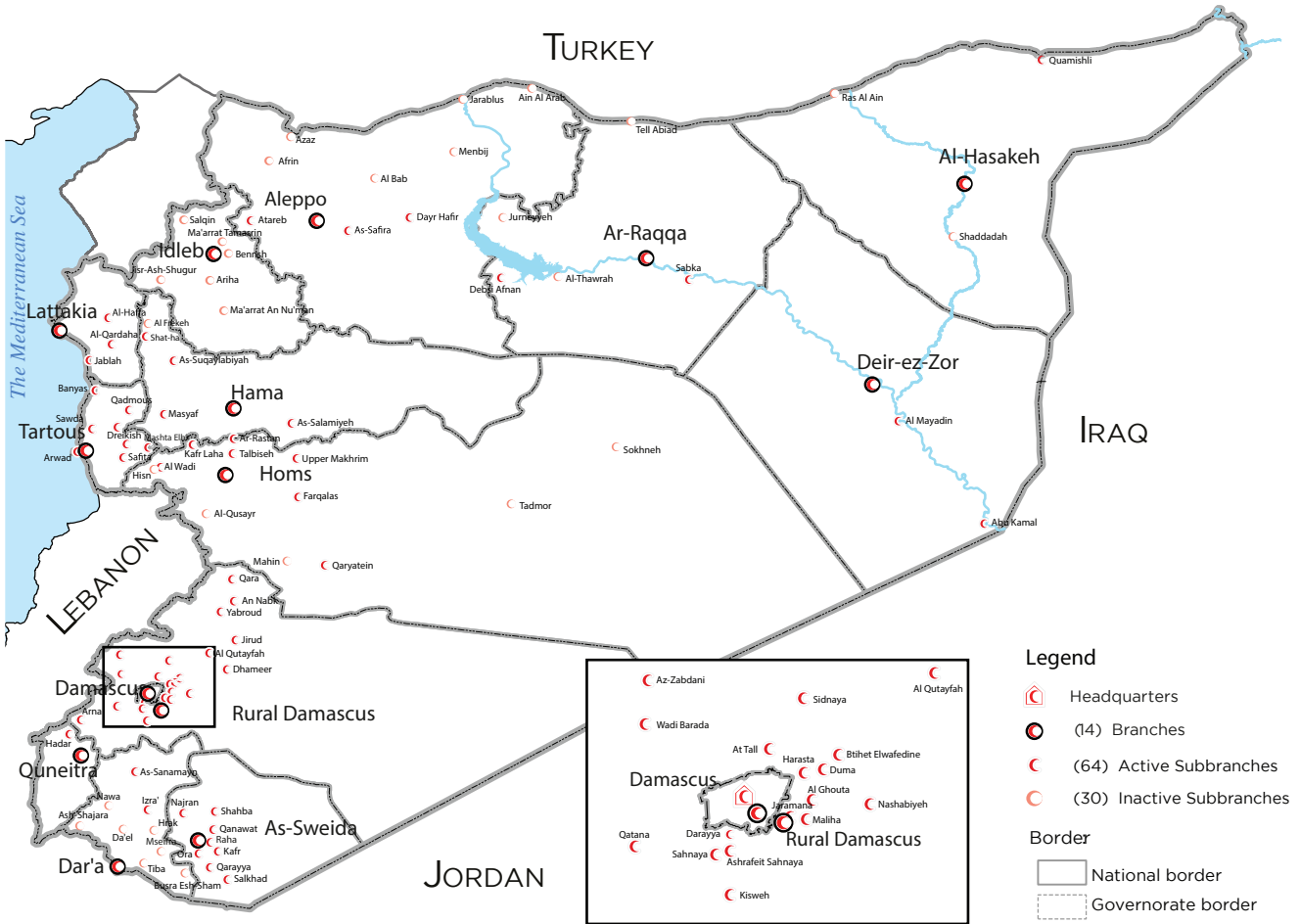
Acting in coordination with other humanitarian organizations and national authorities, SARC strives to provide a principled, humanitarian-needs-driven, and comprehensive response to meet the needs and ensure the protection of vulnerable populations: addressing both the internally displaced, returnees, and/or vulnerable local communities.



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SARC Presence



Legend

- Headquarters
- (14) Branches
- (64) Active Subbranches
- (30) Inactive Subbranches

Border

- National border
- Governorate border

SARC branches and sub-branches

14 Branches

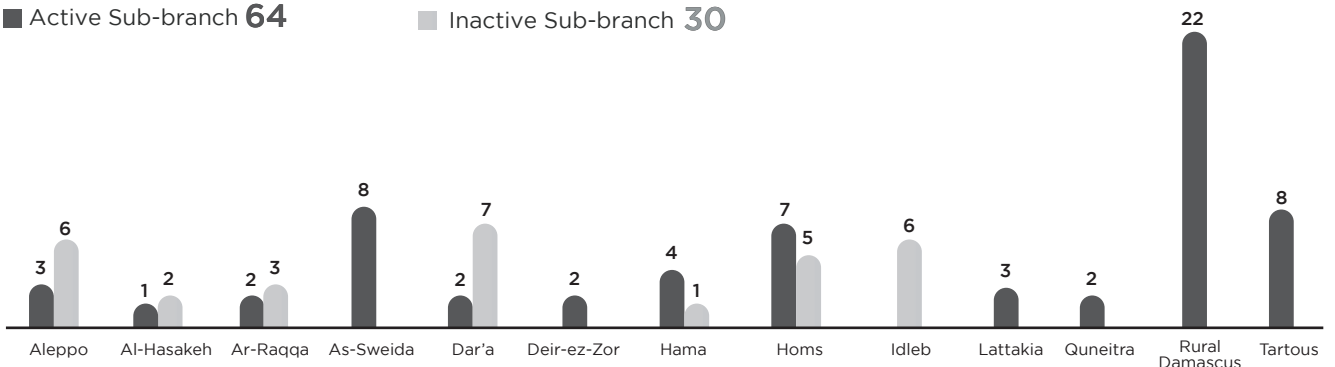
94 Sub-branches

SARC, with the support of its partners, provides key sub-branches with basic operational costs, including rent and renewals, volunteer incentives, and inputs for operations, warehouses and distribution. Due to the decrease in funding, **the number of supported sub-branches was reduced to 5 sub-branches, and 4 points.**

Points: Small units reporting to the branches.

■ Active Sub-branch **64**

■ Inactive Sub-branch **30**

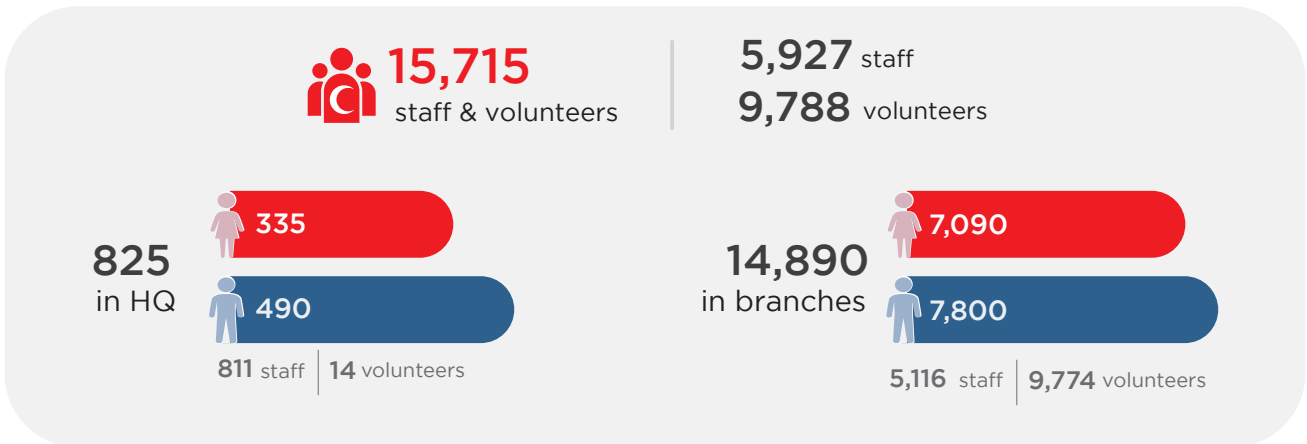


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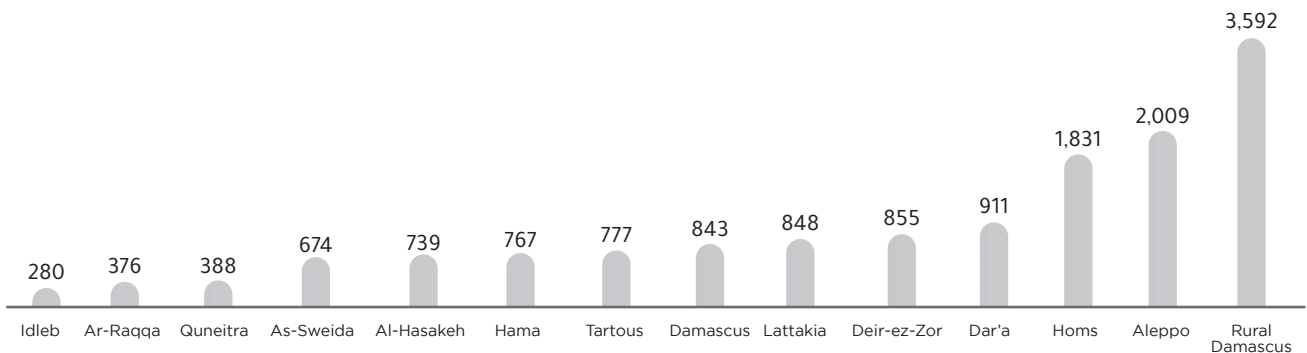


Human Resources

The Syrian Arab Red Crescent continues to play a pivotal role in providing humanitarian assistance, despite huge operational and security constraints. Since 2011, 65 martyrs of SARC staff gave their lives while performing their humanitarian duty and many more have been injured. SARC staff and volunteers work in communities across Syria through a network of 14 branches and 64 active sub-branches.

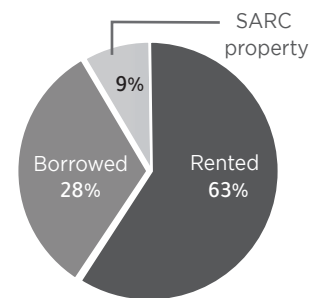


No. staff & active volunteers by governorates:



Logistic Capacity

The Syrian Arab Red Crescent has a wide network of warehouses distributed in all governorates with various storage areas, which provide space for storing items that are distributed to the beneficiaries. The number of warehouses reached 195, of which 184 are active with 134 distribution points. The total storage area is estimated at 93,259 m².



Warehouses by Ownership

Syrian Arab Red Crescent

SARC's Registration Profile

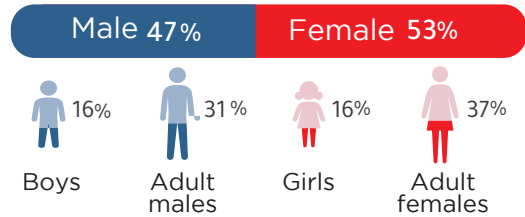
In 2023, SARC registered **6 million beneficiaries** (approximately 1.2 million families).



The highest number of people registered is in **Dar'a** at **%22** of total registrations, followed by **Aleppo, Rural Damascus** and **Homs** with a total of **%42** of the registrations.

Gender and age breakdown

Age and gender disaggregation of data shows the percentage of male and female beneficiaries and that about 32% are children.



The registration criteria prioritised two especially vulnerable groups:

951,271 Female-headed families.

277,372 People with special needs.



Syrian Arab Red Crescent



National Society Development

According to the strategic priorities, the need to move on from the urgent response phase to early recovery, and the necessity to have a work methodology based on developing SARC staff capacities and working mechanism, SARC went through the NSD & SP Unit (National Society Development & Strategic Planning Unit) to implement the following development initiatives:

STRATEGIC PLANNING DEVELOPMENT

Strategic planning has become a prominent priority for SARC, where the National Society has redefined its **vision**, along with **strategic directions** and **goals** to be realized based on informed decisions in the changing environment of Syria.

Key lessons learned from the implementation of the Strategic Plan 2020-2022 have led SARC to drive changes in strengthening the **participatory approach** in strategy development to ensure inclusiveness, shared responsibilities, and equal partnership; capacity building in change management, branch leadership, and management competencies, and financial sustainability,

including resource mobilization, establishing a strategy control system to measure and maintain the strategy performance through collaborative action, and enhanced strategic partnerships to ensure the transformation to long-term interventions, thus increasing the resilience of not only the communities but also the organization.

SARC has developed the new **Strategy for 2023-2027** based on eight-month extensive consultations across the NS with the active participation of HQ and branch leadership, staff, and volunteers, and with technical and financial support from the Movement partners.

COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

SARC has made significant efforts to adopt a more systematic, consistent, and high-quality approach to community engagement and accountability that the organization seeks to integrate into all its programs and services. The National Society Development and Strategic Planning Unit implemented the following:

CEA Strategy, feedback mechanism SOPs, and roles and responsibilities for all the support units have been developed and endorsed to **integrate CEA activities** into all programs and services.

A work plan for **institutionalizing CEA** was developed and presented to the Movement partners for further support, both technical and financial.

Feedback Mechanism Pilots have been launched in health clinics in Homs, Hama, and in the Aleppo Hospital to test the SOPs of the Feedback Mechanism, including the roles and responsibilities.

SARC conducted **CEA assessments** in Aleppo, Hama, Lattakia, Homs, Rural Damascus, Sweida, and Deir Ez-Zor branches, and CEA training for HQ and branches; as a result, over **175** staff and volunteers in branches gained knowledge and skills in CEA.

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BRANCH DEVELOPMENT

The branch development process is based on the Preparedness for Effective Response (PER) approach, reinforced by branch assessments conducted by PER facilitators and the branch work plans to move forward to strengthen the branch capacities to respond effectively to natural disasters, and crises while improving systems, procedures, and internal protocols, for this purpose, the following activities were implemented:

PER Approach-based assessments have been conducted in nine branches: Homs, Hama, Latakia, Tartous, Aleppo, Quneitra, Rural Damascus, Sweida, and Deir Ez-Zor; and some activities from branch action plans have been implemented in Latakia and Homs based on the branch priorities.

Raised awareness about the PER Approach and its tools for 16 staff and volunteers from targeted branches, for better active engagement from branches.

Conducted PER facilitators' ToT training to expand the SARC pool of 10 facilitators, thus supporting the branch development process.

Enhanced Vulnerability and Capacity Assessment conducted at the branches.

SARC branch development using the PER approach was documented as the best practice to be shared with other National Societies.

DIGITAL TRANSFORMATION (DT)

The DT approach aims to develop a technical supporter and a technical means to secure the quality numbers and the collected data that reflect the achievements of the SARC programs in an easier and more integrated way.

Digital Transformation Approach has been developed and finalized.

NS digital-maturity self-assessment tool (Quick Scan) and DT Approach have been introduced to the SARC programs and support units from HQ and branches.

DT training was provided to SARC HQ and branch staff to equip them with the necessary skills for digital transformation and digital maturity self-assessment tool.

SARC has 25 trained DT facilitators to facilitate digital-maturity self-assessments across all 14 branches and support them in assessing capabilities for DT.

IT Health Check was conducted, and the report produced.

DT assessments have been conducted in Sweida, Rural Damascus, Homs, Damascus, Quneitra, and Aleppo branches; it is planned to cover all 14 branches.

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SARC NSD SUPPORT AND FINANCIAL SUSTAINABILITY

The draft Financial Sustainability Plan with a specific emphasis on core costing and local resource mobilization is under development to support SARC in defining and sustaining the core structures and services in case the external funds end.

In addition to, secured fund from the National Society Investment Alliance Fund (NSIA AF; IFRC & ICRC), the Capacity Building

Fund (CBF; IFRC), and the Empress Shöken Fund (ESF; IFRC & ICRC) for the following projects:

- Branch Development Project.
- Digital Transformation Project.
- Launching the SARC E-Learning Platform.
- Digitizing SARC's Policies to disseminate among staff and volunteers.

NATIONAL SOCIETY STRENGTHENING UNDER SARC EQ RESPONSE PLAN

Currently, the NSD&SP unit, with the technical and financial support of its partners, is contributing to the implementation of the SARC EQ Response Plan, particularly to strengthening the National Society through:

Draft **Volunteering Development Approach**, which includes Volunteer Management and Volunteering in Emergencies-related actions, has been developed.

The development of the **SARC Resilience Approach** and Strategy is in progress.

Welcome to SARC and **Code of Conduct** briefing sessions for approximately **150**

participants from the four affected branches have been conducted.

Feedback mechanism pilot with the Disaster Management for the four affected branches.

Feedback mechanism pilot with the CASH team in Aleppo and Hama.

Psychosocial First Aid briefing sessions in coordination with the Community Services and Protection Unit in the four Earthquake affected branches for approximately **150 participants** in each branch.



ACTIVITIES OVERVIEW

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Key Figures of SARC Interventions:



5.3M people benefited from SARC services.



3.7M

people benefited from medical services provided by SARC health facilities



5.3M

people received food assistance



1.7M

people were provided with household essentials



5.8K

families benefited from livelihoods projects



80% of population

approximate number of beneficiaries from water & rehabilitation services



652.6K

people received protection services through PS teams & community centers



273.8K

people benefiting from Risk Education services



639K

people benefited from cash & voucher assistance program



1.9M

people benefited from Humanitarian Support Project



Convoys: The convoys delivered to Dar'a and Aleppo.



444

convoys



771

trucks



1.3M

people reached



168

volunteers carried out 4,125 shifts



Emergency Response: **3.6M** People benefited from the provided services.



Evacuations: **1.3K** Humanitarian and medical cases evacuated.



EMERGENCY RESPONSE

Syrian Arab Red Crescent

The Syrian Arab Red Crescent with its branches carried out many emergency responses during 2023, benefiting **3,614,862** people, as follows:

Earthquake Response

 **3,500,000** Beneficiaries


A magnitude **7.8 earthquake** struck central Turkey and northwest Syria on **February 6th, 2023**, causing widespread death and destruction. It was one of the most powerful earthquakes in the region in a century and was followed by powerful aftershocks as well as another high-magnitude earthquake on February 20th. After 13 years of conflict and displacement, the earthquake has severely compounded the dire situation in Syria.

Situation:

8M people affected / at risk


5 governorates affected

 **5,670** people killed

 **11,774** people injured

 **1 SARC** facility destroyed

 **9 SARC** facilities damaged

 **123,226 buildings** destroyed or damaged

The Syrian Arab Red Crescent (SARC) began responding to the needs of the affected population immediately after the earthquake; SARC teams in the affected governorates went to the affected areas to work on **first aiding** the wounded and recovering those trapped under the rubble. During the immediate response, lifesaving assistance was the first priority; where SARC mobilized all operating teams from all its departments within the sectors concerned with the response.

Key figurers:

 **15.8M** services provided by the disaster management team

 **5.7K** cases responded to by the emergency medical services team.

 **6.7M** medical services provided by health department


 **390K** services provided by the water and rehabilitation team


 **76.6K** legal services provided by the legal services team.

 **517.6K** services provided by the protection and community services team.

 **33.4K** families received cash assistance.

 **1.5K** families benefited from livelihood projects.

 **4,000** Volunteers and staff participated in the response.

 Close to **300** vehicles used, including almost **53** ambulances.

As part of **SARC CEA's approach**, SARC actively engage the community during the response by adopting a participatory approach. This involves listening to their needs and using this valuable information to guide and adapt our response activities.

Standardized community feedback channels were adopted to collect complaints, questions and requests in the affected governorates related to response interventions, where **2,940** complaints received through feedback channels, and **87%** of them received a response through established community communication.

In order to enhance the role of volunteers and its importance in communicating with the community effectively and reliably, briefing sessions were provided to **579** volunteers about the activities provided by the programs within the organization based on the Welcome to SARC guidance, and briefing sessions on the Code of Conduct.

In addition to trained **89** volunteers about the CEA procedures, and feedback channels.

Details of the emergency response undertaken by SARC:

Emergency Medical Services:

The Emergency Medical Services (EMS) teams received the first calls to report the disaster, and immediately deployed ambulances to provide prehospital medical service and general assessment. The EMS teams transferred bodies and treated injured people in all the affected governorates, the team treated the people not just in the affected buildings by the earthquake but also in shelters as they transferred cases from shelters to hospitals, or referred them to specialized hospitals. **5,760** cases responded to by the EMS team, as follows:

 **254**

bodies transferred





 **3,113**

injuries transferred

 **2,393**

cases treated at the place

Disaster Management Services:


-  Organizing the movement of **4,338** families (21,690 people) from their places of residence to other places.
-  More than 200 shelters have been served by SARC teams since the beginning of the response, and currently, **9** shelters hosting **4,340** people, are designated for response by the SARC, as services are being provided to them.
-  Deliver a convoy with relief and medical items to Sheikh Maqsoud in Aleppo consisting of **31** trucks, and a convoy with relief items to Fafien neighborhood in Aleppo consisting of **12** trucks.
-  Meeting the shelter needs and urban resilience in line with principles of dignity, protection and integrated approach with relevant initiatives to strengthen their coping mechanisms and provision of needed relief and services, relief items were distributed as **8,390,814** items were distributed (including convoys' items):

Non-Food Items & shelters: **1,165,825** items

WASH: **2,779,094** items

Food & Agriculture: **3,632,888** items

Nutrition: **813,007** items

-  Received **71** cases for facilitated **restoring family links** by the body management and restoring family links team, **44** of them closed successfully, and the others are still in the process.

Medical Services:

Since the onset of the emergency, SARC medical services department has been providing primary and secondary healthcare services through its various programs, where a total of **6,757,635** services provided reached **4,416,321** people in the affected governorates, as follows:

Program	Beneficiaries	Services
Mobile Health Units	258,130	516,260 consultations and medicines
Community-Based Health and First Aid	2,321,326	2,375,997 including distributing 54,955 items, and 10,321 referrals.
Physical Rehabilitation Program	94,380	284,301 including 1,267 mobility aids, distributing 29,528 hygiene items.
Mental Health	6,374	8,275 including psychological support sessions for 460 volunteers.
Medical MobileTeam	139,401	274,974
Clinics	1,556,910	3,235,340
Nutrition	28,030	37,886 including distributing food supplements and vitamins
Maternal, Newborn and Child Health	11,770	24,602 including the following services:
1,120 hospitalizations	4 intensive care unit.	704 normal deliveries
3,169 emergency cases	424 incubator care.	288 cesarean sections.
9,075 diagnostic services (lab test, Echo, X-Ray, medicine, bandages, and others).		



🧑🏻‍🦺 Protection and Community Services:

Protection and Community Services provided 517,603 services, as follows:

- Provide **awareness sessions** and distribute posters for **251,132** beneficiaries about safety and security measures in earthquakes, panic, dealing with children, grief & loss, and sessions about sex and gender-based violence, and others, in addition, to distribute **in-kind assistance** for **160** beneficiaries to running **189 focus group discussion** sessions.
- Provide **psychological first aid** services for **34,157** beneficiaries especially for **children**, in addition to providing services in shelters such as recreational activities for **45,937** kids.
- **Case management** services and referral to medical, legal, and mental health services for all age groups to **14,572** beneficiaries.
- In addition to **144,355 structured activities** for all ages, **26,994 education** services, and **107 peer support** activities.

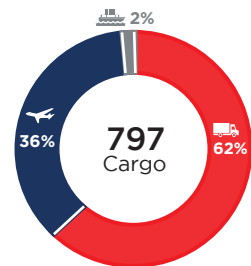
🚚 Logistics:

The logistics department operates 24 hours a day receiving the humanitarian aid support from various components of the international community, and has provided more than **5,000 logistical services** and implemented **4,823 logistical missions**.

22 warehouses were used for the response.

The humanitarian aid was received through:

- 459 Trucks**
- 322 Planes**
- 7 Ships**
- 9 Sea shipments**



⚖️ Legal Services:

The provided legal services includes:

- 41,612** legal needs assessments.
- 11,536** legal visits and monitoring.
- 13,035** legal awareness sessions.
- 9,158** legal consultations.
- 1,016** interventions before administrative bodies.
- 300** legal communication & cooperation services.
- 34** interventions before courts.

Water and Rehabilitation:

Water and Rehabilitation Team provided different services, as follows:

- Implement **rapid assessment for water & sanitation infrastructure**, and electricity networks across all affected governorates, **310** houses were also assessed, in addition to assessment for **32** SARC facilities, and assessment of the damages of **55** central water tanks.
- Assessment of **215 shelters** including **schools**, and **43** shelters rehabilitation, in addition to provide **46** shelter kit services, including maintenance of windows, doors, water tanks, electrical panels, and cables, with all the necessary supplies for installation.
- Installing **48** water tanks with different capacities, providing **46** metal barrels and **6** water pumps in addition to **29** water heaters, and supplying (**15,025 m³**) of water through cisterns.
- Distribute **119,347** water bottles and **11,472** jerry-cans and **246** bread portions in shelters, in addition to distributing **45,944** hygiene kits and **212,422** other items.
- Following up and supervising the rubble removal work resulting from the earthquakes and demolishing cracked buildings, in cooperation with the Aleppo City Council and the ICRC.
- Provide **5** electricity generating sets for bakeries in Lattakia, in addition to **14** electricity generators, **29** battery (200A), **41** solar light (100W), and **14** electrical transformers in Aleppo, and Hama, in addition to maintenance of **two collective kitchens** in Aleppo.
- Installation of **2** electrical transformers for the shelters in Idlib, providing **6** batteries, **10** electric chargers with different capacities, and **4** solar lights, in addition to installing **17** water taps and **4** showers within the shelters in Idlib.
- Rehabilitation of one of the SARC clinics in Aleppo.
- The health awareness promotion team provided awareness sessions about several topics including cholera and its prevention, in addition to the promotion of hygiene behaviors.



Cash and Voucher Assistance:

In coordination with the operations department, a quick registration form was developed, that includes basic information to register potential beneficiaries in each of the directly and indirectly affected governorates. The intervention strategy is bifurcated into two principal levels:

Primary level: Provision of Multi-Purpose Cash Assistance (MPCA), by using a scoring matrix based on the vulnerability criteria described in the Syrian Arab Red Crescent's operational plan.

Second Level: Recovery phase, this phase is marked by a comprehensive approach, prioritizing the provision of financial assistance to the most vulnerable groups previously unaddressed. The sustained collaboration with the Livelihoods Unit is aimed at fortifying their capacities. This strategy ensures a seamless transition from immediate response mechanisms to sustainable recovery pathways for all targeted beneficiaries.

Cash assistance was distributed in Hama, Aleppo, Latakia, and Idlib to **33,498 families**, worth **3,150,000** per family.

Livelihood

With a participatory approach, livelihood needs assessment has been conducted in Aleppo, Hama, and Latakia for the affected people from EQ for different Livelihood groups and different wealthy groups. The assessment included interviews with **Key Informants Interview, Focus Group Discussions, and Household levels**, to understand and analyse the impact of the disaster on livelihood assets, coping strategies, market functioning, and seasonal factors.

The project was published, applicants were received, and the initial list of potential beneficiaries was prepared, entrepreneurship training was conducted, and the final lists of beneficiaries were prepared.

The relevant intervention was identified, which aims to contribute to the recovery of small businesses affected by the earthquake by providing and restoring the equipment and tools necessary for livelihood activities. Accordingly, projects for those affected by the earthquake were modernization, which included:

687 small project was supported by cash, in the targeted governorates:
Aleppo **250** projects. Latakia **248** projects. Hama **189** projects.

Project to protect and enhance the livelihoods of 897 farmers affected by the earthquake in Latakia, through the distribution of fertilizers, and irrigation networks, work is also underway to distribute appropriate inputs.

At the same time, the livelihood needs assessment is still ongoing for different affected areas to identify interventions according to the needs.


Response to high school and middle school students


 **9,512** Beneficiaries


The Syrian Arab Red Crescent teams provided several services to students in each of the following governorates (Aleppo, Rural Damascus, Idlib (in Hama), Ar-Raqqa, Idleb, and Deir-Ez-Ezor). The provided services included:

- Maintenance services for the centers dedicated for the accommodation of the students, their companions and supervisors.
- Transporting services.
- Distributing relief materials.
- Legal services.

The number of accommodation centers was **65** centers in various governorates, **180** buses were put into service to transport students from border crossings to accommodation centers and between accommodation centers and examination centers, where approximately **8,961** students have been transported daily. The accommodation centers were also equipped with basic relief materials, which reached **152,940** distributed items.

 **9,512** Benefited People

 **4,906** Male student

 **4,055** Female student

 **361** Companion

 **190** Supervisors

Convoys crossing to Idlib:

 **81,750** Beneficiaries

The Syrian Arab Red Crescent teams in Aleppo branch secured and facilitated the crossing of **two** convoys, which included **30** trucks from UN warehouses in Aleppo governorate to Idlib governorate through Saraqib crossing, where **81,750** people benefited from these convoys.

Deir ez-Zor Conflict Response

 **14,000** Beneficiaries

At the beginning of September 2023, tensions escalated in the northern countryside of Deir-Ez-Zor, leading to a significant displacement of families seeking safety in nearby areas.

The SARC teams responded immediately and worked in registering the affected families to respond

Situation:

8,000

displaced families

5,208

registered families



116 volunteers participated in the response.

6 temporary shelters



16 vehicles used in the response.

The provided services by SARC teams in Deir-Ez-Zor included:



The disaster management team conducted an initial assessment, leading to the distribution of 69,248 relief items to 49,890 beneficiaries based on the assessment results

Food parcel: **2,412** parcels

Non-Food Items: **64,000** items

Canned food parcel: **2,836** parcels

Additionally, an initial assessment was conducted on **50** destroyed houses in four different areas.



The Mobile Health Unit (MHU) team addressed the medical needs of displaced families in the eastern countryside of Deir ez-Zor, providing services to a total of 1,614 cases.

Men: **419**

Women: **636**

Children: **559**



The Community-Based Health and First Aid (CBHFA) team, consisting of health educators and volunteers, conducted group and individual awareness sessions in 9 villages. These sessions reached a total of 22,528 beneficiaries.



The legal team provided legal services to displaced people, offering **842** legal consultations, **546** interventions before courts, and assistance in extracting **1,092** legal documents.



The community services and protection team conducted psychosocial first aid sessions for a total of 2,624 beneficiaries.

Men: **112**

Women: **653**

Children: **1,859**



The water and rehabilitation team assessed shelters and identified 6 temporary locations to accommodate the 8,000 displaced families. Due to the armed conflict, the Mahkan water station was rendered out of service, exacerbating the situation for these families. To alleviate their suffering, the hygiene promotion team conducted awareness sessions and distributed hygiene items, including cholera kits, hygiene kits, water sterilization tablets, and more.

Daraa Flood Response

 **590** Beneficiaries

At the end of March 2023, heavy rainfall occurred in Daraa and As-Sweida, resulting in flooding in some areas of the eastern countryside in Daraa. The primary cause of the flooding was the release of water from dams in As-Sweida due to immense pressure, leading to a surge of water into Daraa.

The SARC teams in Daraa promptly responded to assist families residing in flood-affected areas. They facilitated the evacuation of these families to safer locations with the support of the local community.

Following the evacuation, rapid assessments were conducted to evaluate the extent of needs and damages. Based on the assessment results, a total of 2,124 relief items, including food and non-food items (NFIs), were distributed to those affected by the flooding.

Daraa Conflict Response

 **8,810** Beneficiaries

At the end of June 2023, tensions escalated in the western countryside of Daraa, leading to a significant displacement of families seeking safety in nearby areas.

The SARC teams in Daraa conducted rapid assessments to evaluate the extent of needs, based on the assessment results, a total of 9,952 relief items, including food, NFIs, and hygiene items were distributed to the affected families.

Response of the Military College in Homs

 **200** Beneficiaries

The Syrian Arab Red Crescent teams in the Homs branch responded to the victims of the attack on the Military College in Homs during a graduation ceremony attended by graduating students and their families, as well as to the explosion in Al-Ghota neighborhood in Homs.

The provided services included:

The Emergency Medical Services teams responded to 27 cases and transferred them to the hospital.

Two War Wounded Kits were provided to the hospitals in coordination with the ICRC. These kits include items and consumables for emergency treatment and have the capacity to treat 50 to 100 wounded individuals.

The SARC Homs Hospital admitted and treated 9 injuries.

1,000 Emergency relief items were immediately provided to the wounded and their families, in addition to 910 hot meals.



EVACUATION AND CONVOYS

Syrian Arab Red Crescent



EVACUATION

In 2023, SARC continued the evacuation from the Al-Rukban camp, in addition to different interventions in Aleppo, where the total number of humanitarian and medical cases evacuated was **1,359** cases.

Al-Rukban Evacuation:



32 Evacuations.



151 People evacuated.



200 Volunteers and staff were involved in the evacuations at a rate of 45 shifts daily.



19 Vehicles used in the evacuations.

- Medical services were provided to **506** people by the Mobile Health Units.
- Medical Mobile Teams provided medical services to **821** cases.
- **15** cases were responded to by the emergency medical services team at the crossing point.
- **1,785** Relief items were distributed to the evacuated people, in addition to the daily distribution of hot meals and bread.



EVACUATION AND CONVOYS

Aleppo Evacuation:



1,208 Evacuations.



Facilitating the crossing:

910 medical cases from Manbij, and Idleb to Aleppo city for treatment.

29 medical cases from Manbij to Damascus and 21 cases to Hama.

14 medical cases to have prosthetic limbs installed



In coordination with the Body Management team, 234 human remains were transferred in response to various situations, as follows: 222 human remains were transferred from gardens to the cemetery in Aleppo, one body was transferred from Turkey to Hama following the earthquake, and an additional 11 human remains of drowned individuals in Aljzaer were transferred to Ar-Raqqa.



CONVOYS

Under its mandate to alleviate human suffering in hard-to-reach areas, SARC delivered **444** convoys with life-saving multi-sectoral humanitarian assistance. The convoys were delivered to Dar'a and Aleppo which covered needs in multiple sectors.



Convoys
444



Trucks
771



Volunteers **168**
who carried out
4,125 shifts



People reached
1,304,805

Distributed items

2,429,700 Nutrition

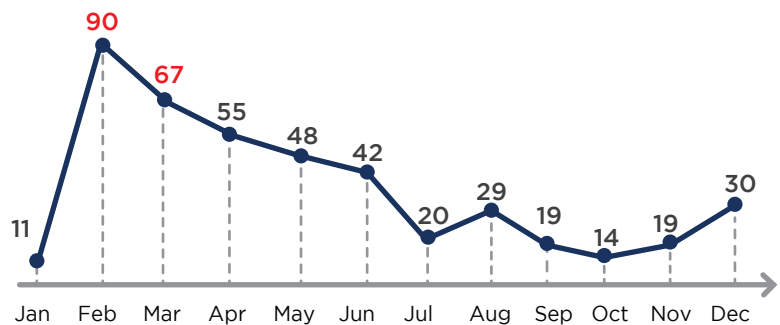
1,522,840 Food & Agriculture

132,678 Non-Food-Items

11,883 Health

6,000 WASH

No. convoys by months





RELIEF

Syrian Arab Red Crescent

As part of SARC's response plan, SARC provides periodic relief assistance to the most vulnerable people within communities and shelters equipped by SARC, where items are distributed periodically to the registered families, in addition to services provided by the collective kitchens.

Shelters

102 shelters in 8 governorates served by SARC, hosting **4,646** families, who benefited from SARC services.

No. shelters based on Governorates:


61 Al-Hasakeh	10 Lattakia	9 Hama
8 Homs	5 Rural Damascus	5 Aleppo
3 Idlib	1 Dier-Ez-zor	

Food Items

Total number of food parcels & ready to eat parcels distributed: **5M**

Total number of beneficiaries **5.3M**

Distributed Items:

 **51K** Ready to eat parcels

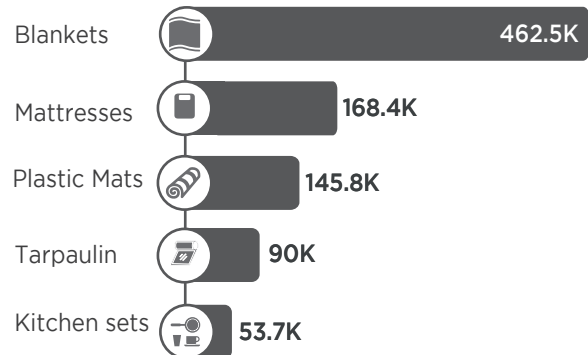
 **5M** Food parcels

Non-Food Items

Total number of distributed NFIs **1.3M**

Total number of beneficiaries **1.7M**

The most important items distributed:



Collective Kitchens

3 Collective kitchens providing hot meals on a daily basis for **84.5K** families.

one kitchen in Aleppo, one in Homs, and one kitchen in Al-Hasakah.



MEDICAL SERVICES

Syrian Arab Red Crescent

SARC Medical Services Department is working to provide health services through its health facilities and health programs, in all Syrian governorates. The services are provided for free to the most vulnerable people including **returnees, displaced, and the host community.**



3.7M

Health beneficiaries



173

Health facilities

Health clinics

Health clinics are distributed in different governorates including the hard-to-reach areas, providing primary health care services including internal, gynecologist, pediatric, pharmacy, and some additional services according to the need, in addition to providing free medicines.

 **30** Clinics

 **375,847** Beneficiaries

 **732,125** Consultations

Emergency health points

Emergency health points include:

Primary health care clinic: provides a minimum package of services (Internal, pediatrics, gynecology) and other medical specialties as per community needs and extra services such as (dentistry, X-ray, Laboratory, ophthalmic, dermatology, ENT, orthopedic, Kidney dialysis, and free medicine).

Minor surgery room: operating 24/7 days, treating minor cases like bandages, fractures, burns, and suturing wounds, while hot cases were transferred to the hospital by the first aid team.

 **16** EHPs

 **239,048** Beneficiaries

 **500,665** Consultations

Mobile Health Units

MHUs provide primary health care services to the most vulnerable people in remote areas, where is no access to health care facilities.

The medical staff of the MHUs consists of a doctor and a nurse, where medical consultations and examinations are provided, in addition, to provide medicines. MHUs are the first line of health response in case of emergency.

 **34** MHUs

 **170,440** Beneficiaries

 **276,456** Consultations

 **7** MMTs

 **10,435** Beneficiaries

 **14,677** Consultations



Nutrition

The nutrition program includes the implementation of the CMAM program (community management of acute malnutrition) and the IYCF program (infant and young child feeding) according to the standards of the Ministry of Health and UNICEF. The program services are provided in 13 SARC nutrition clinics in 8 governorates in addition to the nutrition mobile team.

The nutrition program has an **integrated and gender-responsive approach**, and it closely coordinates with other departments, Recently, the nutrition team cooperated with the cash team by providing the assessment data of the nutrition clinic in Hama of vulnerable families who have children, pregnant, or lactating women with malnutrition, to target them in the cash program.

The services provided by the program include:

- Provision of nutrition supplements to vulnerable children.
- Screening and referral to health facilities and stabilizing center at Aleppo Child Hospital.
- Community outreach and awareness on nutrition.



13 Nutrition clinics




120,607 Beneficiaries

Nutrition beneficiaries:




76,401 Children under 59 months.



7,302 Children above 59 months.



33,485 Pregnant & Lactating Women.



3,419 Children with special needs.





Community based health and first aid (CBHFA)


The program aims at contributing to reducing morbidity and mortality related to unhealthy lifestyles in the communities in general, and the most vulnerable groups in particular. So to achieve this goal, the program enhances the capacity of SARC volunteers and provides high-quality community health services to vulnerable people.

Also, the CBHFA program aims to improve health in local communities by raising awareness and encouraging behavioral change on different health issues.


 **562** Health promoters

 **1,884,049** Beneficiaries

 **229** Volunteers


 **539** Reached local community

Services provided includes:

 **900,922** Health awareness sessions.

 **39,134** Referral cases

 **2,074** Trained SARC staff and volunteers.

 **622** First Aid services

Reproductive Health Project

The project consists of three sections: reproductive health, women empowerment & psychosocial support, and youth services, It aims at:

- Increasing availability, quality, and access to primary health care and reproductive health for all people, especially the most vulnerable, through reproductive health clinics and mobile teams in the cities and rural areas.
- Empowering women, psychosocial support programs, and vocational training.
- Building the capacity of health workers and volunteers.
- Increasing health awareness.

 **16** Clinics

 **28** Medical mobile teams

97,127 Clinics' beneficiaries

71,971 MMTs' beneficiaries

233,926 Clinics' consultations

132,332 MMTs' consultations



Mental health clinics

The team provides psychosocial services aimed at improving the mental state and functioning of the person with a special focus on the prevention of mental disorders.

Mental health services include drug treatment, psychological treatment, rehabilitation of language and speech disorders, and psychological and social counseling.



10 Clinics



6,787 Beneficiaries



12,276 Consultations



Physical Rehabilitation project

Through Shabaa physical rehabilitation center (PRC) the project provides physical rehabilitation services for persons with disabilities such as prostheses, orthoses, physiotherapy, and assistive devices distribution.

To increase accessibility to the services, the project secure shuttle services, CASH for transportation and hotel accommodation for selected beneficiaries.



2,555 Beneficiaries



49 Sessions



39 wheelchair distributed



19 crutches distributed



Disability Inclusion and Physiotherapy Project

Through 3 physiotherapy centers and 21 physiotherapy mobile teams in (Damascus, Rural Damascus, As-Swaida, Daraa, Hama, Idlib, Aleppo, Deir-Ez-Zor, Lattakia and Tartous), the project is providing physiotherapy, nursing, and consultation services, in addition to peer-peer support activities, disability awareness raising (sessions and events), and assistive devices distribution.

In addition to 2 maintenance workshops in Aleppo, and Tartous for adjusting and repairing assistive devices.



3 Physiotherapy centers

23,597 Physiotherapy sessions

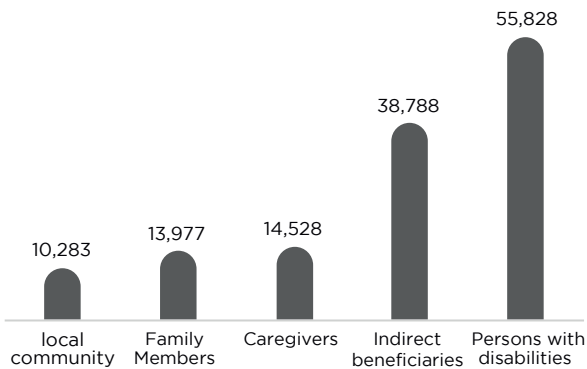
133,404 Disability inclusion sessions

21 Physiotherapy mobile teams

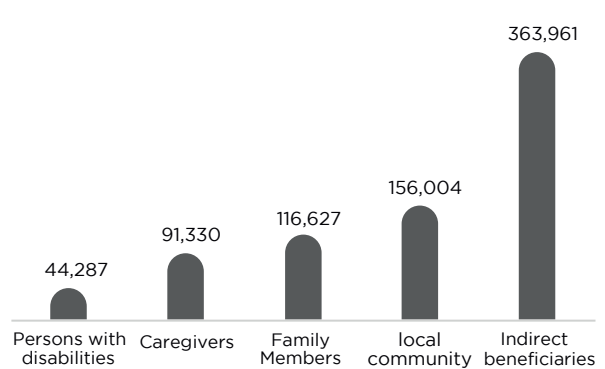
9,101 Physiotherapy beneficiaries

772,209 Disability inclusion beneficiaries

Disability inclusion sessions



Disability inclusion beneficiaries



Maternal, new-born and child health project (MNCH)

The Maternal, Newborn, and Child Health Project supports SARC's health facilities especially Aleppo, Homs, and Al-zahera hospitals to provide reproductive, children, and newborn health services at a high-quality level and it targets the most vulnerable groups to be able to obtain medical and emergency care services.

Beneficiaries based on provided services in the hospitals:

28,324 Beneficiaries

3,847 Children supported for surgical operations.

1,787 New-born supported for incubator care.

3,183 Children supported for hospitalization of Acute/chronic diseases.

4,908 Normal deliveries, and **1,934** cesarean sections.

10,793 Women benefited from reproductive health education sessions.

1,872 Different services were provided in Al-zahera hospital, including Cardiac Catheterization, lab tests, ECHO and others.



Al-Hol Field Hospital

The field hospital opened in May 2019 in partnership with the International Committee of the Red Cross. The hospital provides various medical services.

Provided services in the field hospital:



7,201 Medical consultations



37 Admissions



4,475 Medical test in the laboratory



1,322 Beneficiaries from physiotherapy



668 Surgical operations



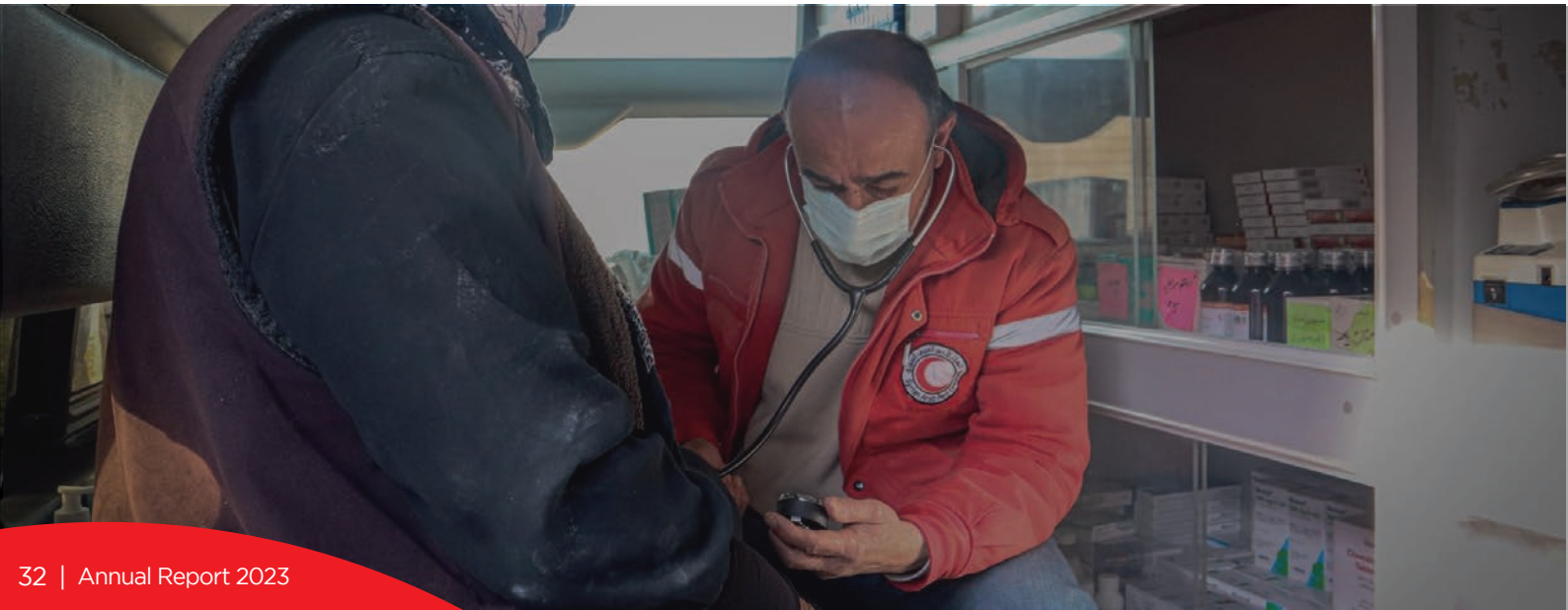
499 Beneficiaries from radiography services



668 Mental health and psychosocial support



499 Beneficiaries from dental services





EMERGENCY MEDICAL SERVICES

Syrian Arab Red Crescent

The EMS department is responsible for ambulance service across Syria, emergency calls are being diverted to number 133 in FA operation rooms in each governorate where ambulances respond to all cases (emergency and medical cases).

It is also responsible for first aid training in all forms, workshops and courses, as well as advanced first aid training.



110 Ambulances



63,656 Total responses (missions transporting)



42 FA centers



60,230 Patients

EMS services during the **emergency responses**:

The EMS team also plays a primary role in SARC responses, as the team participated in many emergency responses during the first half of 2023, and provided an enormous effort during the earthquake response, where **6,102** cases were responded to by the EMS team during the emergency responses.



3,576 Cases were transferred



2,526 Cases were treated at the place

First Aid Training:



1,720 Volunteers and staff trained in different levels of First Aid.



674 Beneficiaries of FA courses in the local community.

48 FA courses for volunteers and staff.

31 FA training and workshops in the local community.



COMMUNITY SERVICES AND PROTECTION

Syrian Arab Red Crescent



The Community Services and Protection Unit adopts a holistic approach that aims to create strong, resilient, and self-sufficient individuals who can contribute positively to their families and communities. Services are provided through community centers and mobile teams in all governorates, which target the most vulnerable groups, including children, adolescents, and caregivers, in an effort to meet their needs, defend their rights, and enhance their psychosocial well-being, guided by the value of dignity and respect for every human being.

Priority Gender Inclusion (PGI) is central to the SARC Strategy 2023-2027, integrated into operational plans and services to ensure accountability and integrity. Complementing the NSD approach, the CSP unit plays a pivotal role in PGI mainstreaming by strengthening capacities in PGI processes. This involves build the capabilities of all workers in the Syrian Arab Red Crescent so that they have the ability and skills in:

- Identifying and analyzing the needs, risks, and capacities of targeted groups to inform program plans.
- Conducting PGI-sensitive needs assessments and analyses.
- Implementing tailored programs or measures to address specific PGI needs.
- Identifying potential risks or violations of safety and dignity and taking appropriate action, including reporting and referrals for survivors.



No. staff & volunteers 1,207

173 staff, and 1,034 volunteers



No. beneficiaries 652,676



No. services provided

888,068



Community Centers: 16

128,385 Beneficiaries

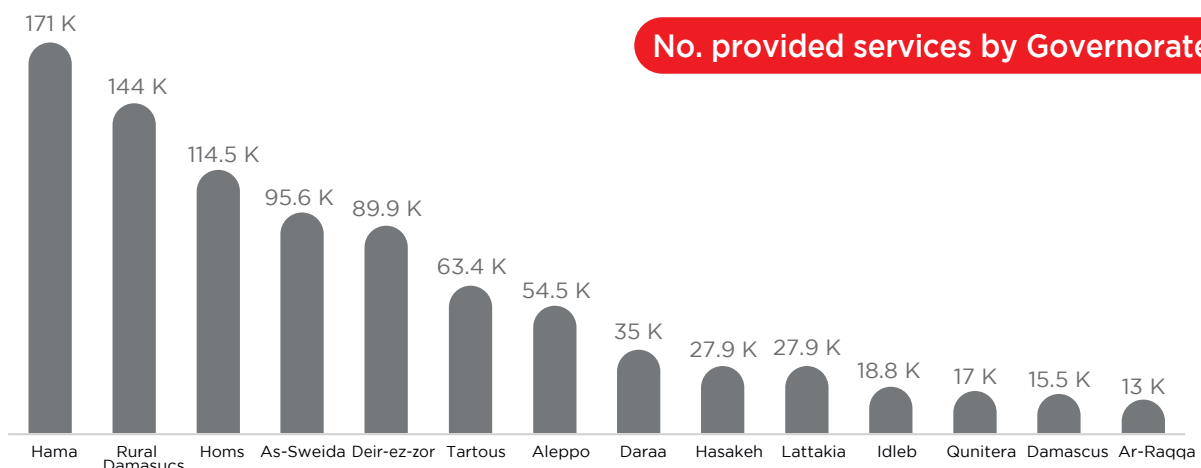
193,033 Services



Mobile Teams: 72

524,291 Beneficiaries

695,035 Services



No. provided services by Governorates



The provided services include:

Structured activities: It includes resilience sessions for children, life skills for adolescents and youth, community and youth initiatives, as well as special sessions for caregivers.

48,085 Structured activities.

Semi structured activities: it includes recreational activities to provide a safe space for children to play and helping them to establish links with others and contributing to their self-confidence and sense of safety.

61,252 Semi structured activities.

Awareness sessions: these include awareness about covid-19 pandemic, child protection sessions, and psychosocial support, in addition to sessions about risk education, PSEA and other topics.

531,564 Awareness activities.

Remedial classes activities: Activities vary between literacy classes, strengthening classes, homework-solving cafés, curriculum classes, and self-education sessions.

4,113 Remedial classes activities.

Capacity building activities: through vocational training for adolescents and caregivers to assist them in their future work and enhance its sustainability.

160 Capacity building activities.

Peer support activities: provide to SARC volunteers, the sessions include different topics varying between stress management and adaptation, self-esteem, loss and grief, job burnout, and problem-solving.

95 Peer support activities.

Case management: where the case manager assesses, assigns referrals, and follows up, in addition to developing an intervention plan by mapping social services and assisting the beneficiaries to receive the appropriate services; whether through an internal referral within SARC projects, or an external referral to other organizations.

5,307 Case Management (Referrals)

success story

"I never thought I would work one day"

Rolla, a young woman with muscle atrophy who uses a wheelchair, has been living with her family in tough circumstances. These challenges led to her social isolation.

"Since I began following up with my case manager, my life has changed. I started attending semi-structured activities, which positively impacted my self-acceptance and helped me overcome feelings of powerlessness. Subsequently, I received entrepreneurship training, which I recently completed. I am eagerly awaiting a financial grant to start my new business. This opportunity is something I never imagined possible before, I never thought I would work one day"



WATER AND REHABILITATION

Syrian Arab Red Crescent



The Water and Rehabilitation Department works closely with local partners, which intervenes to provide safe water through ensure the readiness of all technical and mechanical equipment in the water stations and networks, responding to emergencies related to water outages, and implementing projects related to residential communities to secure adequate conditions for living in shelters, in addition to supporting other vital sectors, such as hospitals and bakeries. The department also includes the Health Awareness Promotion Program, which focuses on empowering individuals to reduce and prevent the spread of water-related diseases.



80% of the Population benefited from the water and rehabilitation services.



No. staff & volunteers
600

Water Management



Supporting water and wastewater facilities and infrastructure:

1. Rehabilitation and maintenance work in all types of damaged water stations.
2. Transportation of materials needed for water treatment.
3. Water and rehabilitation department teams respond to water shortages in the affected areas and emergency waves of displacement by:

- a. Deliver water through water trucking
- b. Provision and installation of temporary tanks equipped with manholes
- c. Distribution of water bottles



Rehabilitation and drilling of wells: along with the provision of mechanical and electrical equipment for water wells, additionally to periodically monitor the functioning of wells and water treatment equipment, particularly regarding the quality and safety of the extracted water in terms of health and procedural standards. All required maintenance is conducted on the equipment installed on these wells to ensure their continued operation.



Rehabilitation of shelter, by:

1. Construction works
2. Installing water tanks
3. Providing and equipping sanitary facilities
4. Equipping Public Kitchens



Community projects and public service facilities:

1. Support hospitals and health facilities by providing electrical generating sets, providing or maintaining water treatment stations for hemodialysis units, and establishing refrigerators to preserve the bodies.
2. Support bakeries and mills by providing electrical generating sets.
3. Solid waste collection and transfer.
4. distribution of pesticides and conducting spraying campaigns



Key Areas of Interventions:

Water Emergency Response

- 128,003** ton water treatment materials provided
- 5,985** beneficiaries from the returnees' projects
- 64,714 m³** solid waste transported
- 850** trash container provided
- 5,200 m³** rubble removal
- 533,572 m³** of water transported
- 1,126** watertanks installed
- 152,340** water bottles

Maintenance of damaged water stations

- 11** boreholes prepared.
- 42** pumping stations rehabilitated.
- 8** purification stations rehabilitated.
- 5,487 m** sewage pipelines rehabilitated.
- 27,456 m** water network pipelines maintained

Constructure & Infrastructure

- 24** health facilities rehabilitated.
- 28** bakeries supplied.
- 107** schools rehabilitated.
- 982** rehabilitated apartment for the returnees.
- 26** renewable energies projects.
- 75** electrical transformers provided.
- 25** electrical generator provided.
- 3** rehabilitation of electrical installations
- 11** rehabilitation of collective tanks
- 550** street lightning provided
- 8,501** tent and shelter and tarpaulin distributed
- 18,450m** rehabilitation of electrical networks

Health Promotion Awareness Program

The program aims to empower individuals to take necessary measures to prevent and mitigate the spread of water, sanitation, and hygiene-related diseases. Additionally, the unit conducts awareness campaigns to promote responsible water use and hygiene practices.

2,436,001 Health promotion beneficiaries.

11,094 Health promotion activities.



1,111,511 people benefited from 1,893 distribution activities.



463 assessment activities.



1,323,564 people benefited from 8,069 awareness sessions.



625 other activities, including emergency responses interventions.



926 people benefited from 44 training activities.



Summary of the work:



Project Risk Communication and Community Engagement (RCCE):

In 2021, a program was launched that aims to secure the Covid-19 vaccine for about 20% of the population, in cooperation with the COVAX initiative.

Volunteers are still continuing the activities including awareness sessions, pre- and post-evaluation, distribution of brochures and posters and other

The project included:

- 1) Participation in national campaigns
- 2) Building the capacity of the risk communication and community participation team
- 3) Training community movers, doctors and sign language specialists.
- 4) Awareness campaigns



Cholera response:

With the onset of the cholera epidemic in Syria, SARC established and trained a Cholera Response Team as part of the Health Awareness Promotion Unit. The team's outreach extended to all governorates, conducting awareness sessions on cholera that included information on its symptoms, causes, methods of transmission, and prevention. Furthermore, brochures, posters, and other relevant health materials were distributed. The team expanded response efforts to mitigate this ongoing concern in light of the persistent risk of cholera spread.

In Addition to Earthquake Response: The Health Awareness Promotion program played a crucial role in the earthquake response by preparing shelters for affected individuals and providing essential materials such as water bottles, hygiene kits, baby towels, elderly towels, and menstrual hygiene management (MHM) kits. These distributed items reached a total of 363,678 beneficiaries. Additionally, during the recovery phase, the unit actively engaged in promoting health awareness through targeted awareness sessions.

Key awareness messages covered safe water practices, cholera prevention, lice prevention, menstrual health, safe waste disposal, and other topics. The outreach efforts resulted in reaching a total of 43,689 beneficiaries.

success story

"I realized that everything that happens to me is normal."

Israa lives in challenging circumstances after the loss of her mother and sister, especially as she transitions into adulthood.

"I felt ashamed to talk about puberty, and after losing my mother, I had no one to confide in," she shares.

Israa mentions that she benefited from attending health awareness sessions where she gained valuable information about adulthood. "After attending these sessions, I realized that everything I was experiencing is normal and happens to every girl," she reflects.

Israa admits that prior to the sessions, she had contemplated suicide due to her struggles with accepting her body and its changes. "I would isolate myself in my room during menstruation, feeling frustrated and filled with self-loathing, and my friend provide me with the false habits " she reveals.

"However, through the sessions, we were provided with accurate information and menstrual hygiene kits were distributed."


This transformation underscores the importance of education and support in empowering individuals to overcome challenges and embrace their journey to adulthood.





RISK EDUCATION

Syrian Arab Red Crescent

The Mine and Explosive Remnants of War Risk Education (Mine/ERW RE) project aims to increase resilience to weapon contamination of civilians residing in conflict-affected areas through promoting risk awareness and safer behavior.

 No. staff & volunteers **262**

 No. beneficiaries **273,832**

 No. RE activities **18,318**

30% Adults

70% Children



The implemented projects includes:

needs assessment in conflict affected communities:

The RE teams collected data on the type of infrastructure and premises blocked due to potential weapon contamination, type of weapon contamination present, accidents, casualties, and other problems communities are facing. They have conducted needs assessments in **794 communities** during the reporting period.

victims assistance:

The Mine/ERW Risk Education teams provided assistance to **350 injured individuals** in various governorates. The assistance was provided through the provision and maintenance of prosthetic limbs, as well as monitoring the condition of the injured after using them. Additionally, they were connected with other SARC projects such as livelihoods, physiotherapy, and relief.

safer environment for children in contaminated communities:

Two safe play areas for children were established in communities selected based on the level of pollution impact from mine/ERW on children in **Aleppo and Hama**.



mine / erw risk education:

Based on the needs assessment reports, the RE teams conducted risk education sessions and events, reaching a total of **273,832 beneficiaries**. during these activities the teams informed the population on threats related to weapon contamination, and hazardous areas, while also promoting safe behavior. additionally the teams also distributed **127,510 RE brochures** to the beneficiaries.

non-technical survey Activities (NTS):

The non-technical survey involves collecting and analyzing data without using technical interventions to identify the presence, type, distribution, and surrounding environment of explosive remnants of war. This process aims to locate such remnants better. Additionally, **24 volunteers** from mine risk education teams were trained in non-technical surveying and map drawing.

Non-technical survey operations were conducted in 166 villages. Furthermore, support was provided for various projects by the Syrian Arab Red Crescent and the International Committee of the Red Cross to promote safer behavior in 35 villages across Aleppo, Homs, Hama, Latakia, Damascus, and Idlib.

success story

"I am able to move my hand again"

Owais, a young man under the age of eighteen, suffered serious injuries from the explosion of a military remnant.

"I was playing with my friends near the house when a military remnant exploded," Owais recalls. "I lost the fingers on my right hand, and my face and body were burned."

Following the incident, the Mine and Remnants of War Risk Awareness Team visited the area where Owais lives and assessed the cases there. "After the team's visit, my treatment journey began," Owais explains. "A mobile upper prosthetic limb was installed at the SARC Shabaa Center, and now I am able to move my hand again. I am grateful for this opportunity and am now ready to prepare and apply for the secondary certificate."





CASH AND VOUCHER ASSISTANCE UNIT

Syrian Arab Red Crescent

The **CVA unit** plays a pivotal role in coordinating with SARC programs, partners, and operational entities to lead all planned Cash and Voucher assistance initiatives within SARC. Cash-based humanitarian assistance serves as a vital lifeline for an increasing number of Syrians who have few other options for survival. The CVA modality is integrated into various programs run by SARC, ensuring that it's effectively utilized as a means of support.

This Strategic roadmap outlines a framework for enhancing the effectiveness of CASH and Voucher Assistance, ensuring a more targeted and impactful response to the needs of those in crisis. The objective is to optimize the utilization of financial resources, allowing for a more flexible and tailored approach to address the unique challenges faced by the affected population.

In collaboration and coordination with the majority of SARC management team, the CASH Assistance Unit has actively contributed to implementing 24 projects across different governorates in Syria. These projects address various needs of the affected populations, encompassing provisions for food and non-food items, education, early recovery, and livelihood support.



No. benefited individual
639,215

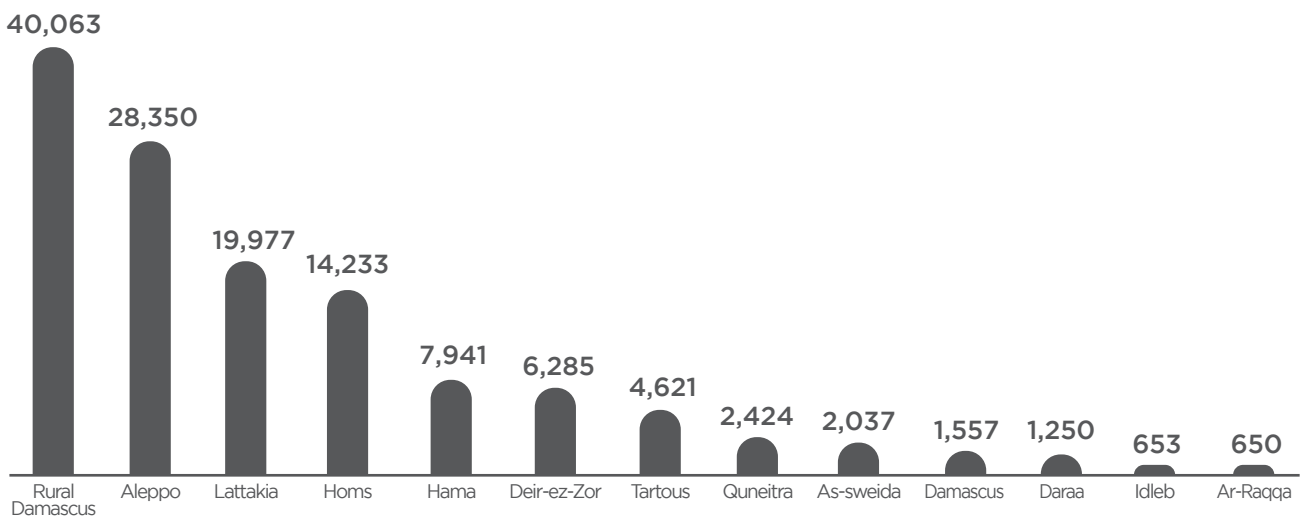


No. benefited Household
129,863



No. staff & volunteers
230









No. Benefited Household by Governorates



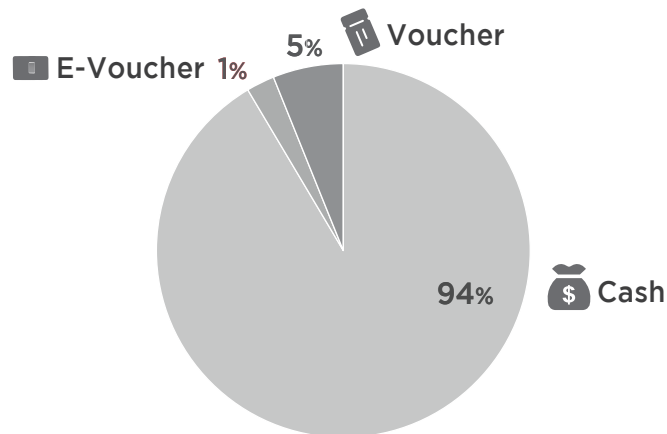


Implemented projects

The implemented projects were classified into 8 sectors, as follows:

 Multi Purpose projects 21 Implemented projects 34,083 Benefited household	 Education sector 3 Implemented project 1,810 Benefited household
 Food & Agriculture sector projects 18 Implemented projects 82,771 Benefited household	 Nutrition sector 4 Implemented projects 1,770 Benefited household
 Early recovery & livelihoods sector 24 Implemented projects 2,274 Benefited household	 Health sector 3 Implemented projects 995 Benefited household
 Non-food sector 5 Implemented projects 6,097 Benefited household	 Protection sector 2 Implemented project 63 Benefited household

Projects per modality





LIVELIHOODS

Syrian Arab Red Crescent



The livelihoods program seeks to support communities and help people affected by crises by working to improve their living conditions and secure a sustainable source of income to enable them to return to their normal lives and rely on themselves again. In this context, the livelihoods program implemented during the first half of 2023 several interventions in the following areas:

Agricultural interventions (food security and restoration of agricultural activity):

Food production (home gardening) is particularly focused on providing an initial set of inputs that can quickly contribute to improving the availability of food for the family and its income.

Protection of livelihoods, that prevents the sale of productive assets and allows families to use the time to develop productive activities and prevent further damage to the lives of affected people.

Restoring livelihoods in rural areas in Syria in order to contribute to the resumption of livelihood activities for affected families and reduce their vulnerability in the long term by supporting them with livestock, agricultural, and fishing inputs. or the rehabilitation of community infrastructures, which in turn contribute to the development of economic activities of families and improve their standard of living.

Job opportunities and income generation:

Distribution of production grants to ensure the ability of targeted people to enhance skills that contribute to their empowerment, increase their financial capacity and provide basic, and direct necessities for them and their families.

Integration of employment for vulnerable population groups through vocational training to diversify livelihood activities for individuals and families affected by the crisis and promote job creation or self-employment.



No. projects
21



No. benefited
Household
5,893



No. staff &
volunteers
262

Implemented livelihoods projects per sectors



Livestock and agriculture restoration sector:

14 Implemented projects

4,787 Benefited household



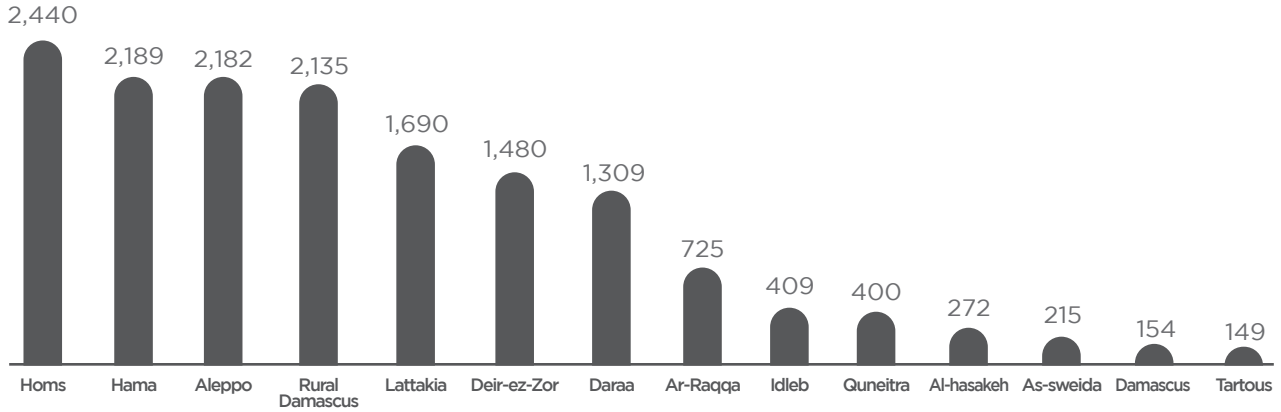
Employment & income-generating opportunities sector:

7 Implemented projects

1,106 Benefited household




No. Benefited Household by Governorates




Details of the beneficiaries

The livelihood projects targeted two groups of the community, which are the returnees and the host community, where the number of benefited families according to these categories are as follows:



Host Community:
1,736 Families



Returnees:
4,157 Families

Some projects specifically targeted specific groups of vulnerable families which included:



761
Female-Headed Families



117
Widow- Headed Families



133
Youth category from (18-45)



35
An amputee (with prosthesis)-
Headed Families



7
People with special needs-
Headed Families



59
People who has a profession

success story

"After many years, I was finally able to plant my land."

Mr. Ahmed, from AL-Qunietra, faced significant challenges after losing his agricultural tools. Unable to afford the high prices caused by the crisis, he struggled to restore his tools and cultivate his land, resulting in the loss of his only livelihood.

"After many years, I was finally able to plant my land." by this sentence, Mr. Ahmed expressed gratefully after receiving the Sesame Grant from the Syrian Arab Red Crescent in Al Quneitra. He continued, "My life changed dramatically thanks to this project. With the support provided, I was able to secure my family's material needs for an entire year. However, the cost of sesame cultivation remains a significant challenge."

Mr. Ahmed's family is among the 400 families from the Ghadir al-Bustan villages who benefited from the Sesame Farmers Support Project in Al Quneitra, which specifically targets families with limited incomes.



RESTORING FAMILY LINKS & MANAGEMENT OF THE DEAD BODIES

Syrian Arab Red Crescent

The Restoring Family Links and Management of the Dead Bodies Program in the Syrian Arab Red Crescent aims to:

- help families who have separated because of conflict or other humanitarian requirements such as natural disasters, restore contact and reunion with each other.
- preserve human dignity for persons who have lost their lives and guaranteed their right to preserve and bury their remains in a manner appropriate to their culture, environment and beliefs.
- provide support and answer inquiries of missing persons and help them learn the fate of their loved ones.



22 No. staff & volunteers



162 people benefited from 9 training activities

Activities to restore family links and manage the dead bodies have been initiated for a long time by:

Transfer of remains and dead bodies:

Cooperation with local authorities, the community and the ICRC in the recovery and transfer of remains and bodies from unearmarked places for burial to decent burials.

Childcare:

this service began following the war in Lebanon in 2006 through Development and implementation of protocols to identify and provide comprehensive care for unaccompanied children by cooperating with the relevant authorities to ensure the well-being and proper documentation of these children.

Educational assistance:

The ICRC and SARC have committed themselves to helping students from the Golan to continue their education at public universities in Syria.



Humanitarian aid and assistance:

- Carriage of goods: coordination and supervision of the smooth transport of agricultural products from Al Golan to Syria.
- Assistance in marriages: providing mandatory support in addressing marriage-related challenges. Establish a system dedicated to the treatment of marriages in the Golan.
- Facilitating communication: facilitating telephone calls between separated individuals, with a special focus on those in Guantánamo.
- Red Cross Messages: Effectively following and delivering Red Cross messages after 2003 especially between Syria and Iraq.

Details of the interventions:



Recovering and transporting dead bodies :



Delivered 11 bodies of Syrian origin from Algeria to their families in Syria.



Transported 8 bodies and handled in various areas of Dara 'a governorate



Other interventions:

In cooperation with the disaster & operation management department, the RFL & MotD team:



Followed up on a case of **reuniting five children** from Iraq with their relatives in Homs.



Securing 3 families and facilitating reunification from Jordan to Dara 'a governorate through the Nasib border crossing



The Restoration Family Links and Management of the Dead Bodies Program received a number of requests to search for **missing Syrian victims**, the applications have been collected and the required forms have been filled out through trained teams, and these requests have subsequently been shared with the ICRC where the received requests were replying to the following incidents.



Incident of the sinking of **Greece's boat** - June 2023



Greek **Fire Incident** - August 2023



Libya **flood incident** - September 2023

In Addition to Earthquake Response:



Received **44 search requests** for missing persons, and successfully **executed 27 cases**.



Received **32 requests for family reunification**, and successfully **executed 17 family reunification cases**.



HUMANITARIAN SUPPORT PROJECT

Syrian Arab Red Crescent



The Humanitarian Support Project is a partnership between SARC and The United Nations High Commissioner for Refugees (UNHCR), which provides affected Syrian families with support and humanitarian aid and works within the protection, health, and shelter sectors. The project includes **24 communities** and satellite centers located in 13 governorates, in addition to the administration in Damascus governorate and the **legal services** department which operates in **14** governorates.

The community centers provide the following services: child protection, legal services, medical services, vocational training, in-kind and medical assistance, community initiatives, mental health services, home rehabilitation for people with special needs, women’s empowerment, psychosocial support, and education.

The project also provides medical services through clinics and medical points, in addition to shelter services.



No. staff & volunteers
1,819



No. beneficiaries
1,968,039

Protection sector



1,184,507 Beneficiaries

The beneficiaries from the protection sector services:



Legal Services

232,556



Psychosocial Support

53,081



Child Protection

40,995



Women’s Empowerment

52,626



Education

17,169



In-kind Assistance

12,243



Livelihoods

979



Community mobilization

774,858



Shelter sector



657,268 Beneficiaries

The project also includes the Shelter Sector, which facilitates the distribution and installation of emergency shelter kits, partial repair, and relief materials, as the distribution department operates in **11 governorates**, and the shelter department implements its projects within **10 governorates**. The following services were provided:

400,284 Households received seasonal support

20,235 Benefiting from Shelter Maintenance Toolkits and Materials Provided

235,499 Households received core relief items

1,250 Benefiting of long-term permanent shelter provided

Medical sector



126,264 Beneficiaries

The project also supports **4 clinics** that provide medical services in **2 governorates**, in addition to 7 primary health care centers in **7 governorates**, where some of services include:

64,722 Medicines

268 Medical referrals

success story

"My only wish is to see my son play with his friends."

Abd is a child who suffers from cerebral palsy, affecting his upper and lower limbs and making it difficult for him to walk in a straight line or navigate stairs. Additionally, he struggles to perform tasks such as throwing a ball, holding a pen, and drawing simple pictures. His mother shared his situation with the ORVs and expressed, "My only wish is to see my son play with his friends."

As a result, Abd was enrolled in the Portage Program and referred to a physical therapist to improve his motor skills. "My son has made remarkable progress," his mother remarked. "He can now complete some daily tasks independently, draw simple pictures, mold shapes from putty, and walk in a straight line. I am thrilled that Abd became able to develop friendships with other children through these sessions and activities."



HUMAN RESOURCES & ADMIN DEPARTMENT

Syrian Arab Red Crescent

THE HR and Admin Department is structured into three sections: Admin, Legal, and HR.

The HR section encompasses Recruitment, Personnel, Volunteer Management, and Training & Capacity Building. The section plays a pivotal role in developing policies, tools, and services related to staff recruitment, compensation, training, and talent management. These initiatives are designed to foster the sustained growth of SARC.

These developed policies are geared towards enhancing professional standards, cultivating specific skills necessary for humanitarian work, and empowering a diverse and inclusive workforce across all organizational levels. Additionally, the HR team is involved in crafting job descriptions and analyses, establishing recruitment and selection criteria, overseeing performance appraisal processes, and conducting capacity-building initiatives for HR staff and other departments.

One notable initiative is the 'Welcome to SARC' induction course, which was piloted with feedback incorporated from branches. The NSD&SP unit collaborated closely with relevant staff to discuss modifications identified during the pilot phase.

Furthermore, SARC continues to prioritize volunteer management and development, addressing challenges and gaps identified through PESTLE and SWOT analyses. This led to the development and endorsement of the Volunteering Development Approach, along with recommendations for the

The Legal section is responsible for safeguarding the rights of the Organization and ensuring the proper functioning of all legal matters related to its work.

this includes:

- Preparation of contracts which the Organization is a party, and representation of the Organization in courts nationwide.
- Drafting legal documents for the organization's correspondence with ministries and government departments.
- Participation in formed committees to investigate violations committed by the staff of the Organization.
- Auditing all organized contracts in branches to ensure compliance with legal requirements.
- Provision legal support and advice to all departments, units, and sections of the Organization.



PERFORMANCE AND PARTNERSHIP SUPPORT DEPARTMENT

Syrian Arab Red Crescent



The **PPSD** facilitates the implementation of the SARC Strategic Plan by building the capacity of SARC programs and interdepartmental and headquarters-branches joint working modalities. Additionally, it contributes to building and nurturing strategic and operational partnerships, resource mobilization, strengthening coordination with partners and mobilization of resources, grants management, and impact-oriented reporting.

This department consists of four units:



NATIONAL SOCIETY DEVELOPMENT AND STRATEGIC PLANNING UNIT

According to the SARC's strategic priorities and the need to transition from urgent response to early recovery, the **NSD & SP unit** advocates for a methodological shift. This involves strengthening staff capacities and refining operational mechanisms to effectively implement development initiatives for sustainable support. The initiatives supported by the NSD & SP unit include:

- Strategic Planning Development
- Community Engagement and Accountability
- Branch Development
- National Society Strengthening under SARC EQ Response Plan.
- Digital Transformation.
- SARC NSD Support and Financial Sustainability.



GRANTS MANAGEMENT & PARTNERSHIP SUPPORT UNIT

GM&PS unit supported the expansion of SARC's partners network, fostering partnerships with organizations such as **the American Red Cross**, **the Hong Kong Red Cross**, and **the Italian Agency for Cooperation and Support**. These collaborations aimed at securing additional support and resources, reinforcing the commitment to effective grants management and partnership development.

Efforts were dedicated to enhancing accountability in grants, this meticulous oversight ensured optimal resource utilization and streamlined documentation handling. The unit also initiated steps to empower fundraising efforts, exploring a multi-language software platform by iRaiser for global online fundraising.

In 2023, the SARC GM&PS Unit demonstrated proactive and impactful measures in response to the **earthquake and the Middle East crisis**.



INFORMATION MANAGEMENT UNIT

IM unit serves as the data bank for all SARC programs and projects, offering technical expertise, developing and implementing IM procedures, and enhancing the skills of staff and volunteers. Its primary goal is to produce high-quality, accurate, and timely products, including information systems, advanced data collection tools, and end products.

The IMU also conducts technical **capacity-building training** to empower data users across the organization, emphasizing the importance of data-driven humanitarian project management and evidence-based reporting. The unit also **oversees technical tests** during the hiring process in coordination with the HR department.

Products:

71 surveys

48 analysis tools

20 maps

66 infographic updates and **3** Data collection Tools for the earthquake response.

12 Infographics and 18 updates

9 dashboards, presentations and collection tools

Projects:

- **Digital Transformation Project:** Collaborated with the NSD Unit.
- **Community Participation and Accountability:** Developed a customized solution to support CEA and feedback mechanisms.
- **Non-Technical Survey Project:** Supporting offline map reading to expedite ERW location.
- **Cash and Voucher Project:** Developed a customized solution using ODK forms for registration, supporting personnel ID barcode reading via camera.

Emergency Responses:

The IMU plays a crucial role in earthquake and wildfire responses, among others. From the onset of each response, the unit develops customized data collection tools and supports management and partners with daily **infographics, maps, and reports** reflecting response efforts. Additionally, a mechanism for registering beneficiaries has been developed.



MONITORING, EVALUATION, ACCOUNTABILITY, AND LEARNING UNIT

MEAL unit played an instrumental role in strengthening the MEAL component for the projects in SARC.

The unit facilitated data collection for various surveys like baseline surveys, end-line surveys, post-distribution monitoring, and satisfaction surveys in collaboration with the (IM) unit.

They facilitated a planning workshop involving staff from the Headquarter and branches to develop **the operational plan for 2024** aligned with the SARC **Strategic Plan 2023-2027** in cooperation with (NSD&SP) unit.

The unit also supported the development of logical frameworks, SMART indicators, and Indicator Tracking Tools (ITT) for projects to monitor progress effectively.



COMMUNICATION AND MEDIA UNIT

Syrian Arab Red Crescent

The **Communication and Media Unit** of the Syrian Arab Red Crescent (SARC) is dedicated to documenting the organization's activities on the ground, training staff in advanced communication strategies, organizing media campaigns, and ensuring extensive coverage of key events, with a focus on community engagement.

the unit aims to:

- Introduce SARC's services through daily social media and website posts.
- Inform local communities about social and humanitarian issues affecting the Syrian people.
- Raise awareness about appropriate behavior during catastrophes and emergencies.
- Inspire donors and partners of SARC by showcasing how their contributions make a difference in the lives of vulnerable communities.
- Engage in global and local campaigns, as well as international events.

In 2023, SARC's Social Media Platforms witnessed a significant increase in reach, impressions, interactions, and number of followers across all channels

	Total Followers/2023		Reach	Interactions
Facebook	713,839	Facebook	4.7M	1.3M
Instagram	56,192	Instagram	734.5k	52.2k
Twitter	55,729			
LinkedIn	62,714			

• **The Earthquake Response:**

During the response to the 6th February Earthquake, the Communication and Media Unit played a vital role in documenting and disseminating information. They raised awareness of the needs and challenges faced by affected communities. The teams worked tirelessly, both on the ground and online to provide accurate and timely information, while also highlighting SARC's efforts and achievements in addressing the aftermath of the earthquake.

The highlight achievements:

- Published **700+ posts** about the response across all SARC's platforms, including success stories, press conferences, the arrival of relief aircraft.
- Conducting **100 interviews** with local, Arab, and international media to answer their questions.



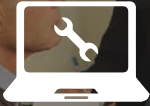
- As an immediate response to the earthquake, the team published awareness post to provide helpful and timely advice on how to stay safe during and after an earthquake. This post reached **1,246,800 people**, which is four times more than usual, and garnered thousands of interactions.



- Additionally, launched media campaigns to raise awareness of Syria's needs on the anniversary of the crisis and **3 and 6 months** marks after the earthquake. These campaigns included humanitarian **stories, visual materials, and written articles** describing SARC's services and challenges.

- The department also covered other emergencies, such as fires, floods, and new waves of displacement, while maintaining its regular activities and duties.
- Launch media campaigns on SARC's founding anniversary, International Volunteer Day, and World Humanitarian Day to highlight the Syrian Arab Red Crescent's initiatives.





INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) DEPARTMENT

Syrian Arab Red Crescent

Information and Communication Technology (ICT) Department is responsible for designing, developing, and implementing new technologies and systems aligned with the SARC strategy. Additionally, it is tasked with maintaining a secure, sustainable, and robust data center at the National Society's headquarters and supporting the establishment of unified information management systems to track humanitarian assistance and streamline responses. The department also focuses on advancing the digital transformation of the National Society.

Key areas of focus for the ICT Department include:

- Developing systems and implementing new technologies.
- Providing technology support to SARC departments, units, branches, and sub-branches.
- Conducting capacity-building trainings for telecommunications users and professionals.
- Developing branch connectivity.

The department is comprised **of two units: Communication and Information Technology.**

Information Technology (IT) Unit The Information Technology Unit's activities are grouped into **three main areas:**

- Technical Support.
- Infrastructure - Networks and Services.
- Software development and application support.

Key achievements of the unit include:

- Development of a **Ticketing System** in the HQ to streamline technical support and technical issue tracking.
- Conducting training sessions on basic informatics technologies for all organization users.
- Establishment of policies for network usage and fair internet usage control.
- Establishment of a backup server for daily and weekly server backups.
- Construction of a data center meeting Enterprise Resource Planning (**ERP**) **system standards**, automating procedures for financial, human resources, and logistical departments.
- Development of an Emergency Medical Services Platform for EMS centers and Ambulances, serving **42 centers and 110 Ambulances**, to automate workflow and monitor Ambulance movement and availability.



LOGISTICS DEPARTMENT

Syrian Arab Red Crescent

The logistics department focuses on enhancing logistic procedures, such as procurement, warehouses, and fleet management, through capacity-building trainings. These trainings cover various aspects, including procurement cycle management, fleet management, warehouses management, disaster management, and staff capacity building. It also ensures the effective delivery of assistance to affected communities by seamlessly integrating specialized units and fulfilling interrelated responsibilities and tasks.

The department includes **3 units** (Support and Supply – Procurement – Transportation and Movement).

The Transportation and Movement Unit manages the transportation of relief aid and the movement of organizational personnel. Its responsibilities include:

- Transporting relief aid from various sources (airports, ports, etc.) to warehouses and distribution points.
- Pre-planning receipt and delivery routes to ensure timely delivery of aid to the most vulnerable groups.
- Efficiently maintaining and managing the fleet to support logistics and movement operations.
- Coordinating with the Support and Supply Unit to ensure the timely transportation of aid materials.
- is responsible for managing vehicles and trucks located between HQ Damascus, Dahiat Harsta, and Tartous. This includes:



71 trucks are allocated for the delivery of all relief and medical aid.



20 light vehicles to support all the department in missions, field visits.

Implemented Activities in 2023:

Capacity building courses:

Conducted training covers various aspects, including:

- Communication devices – drivers.
- Safe driving of armored cars.
- Fleet management.



Vehicle transport missions:

During 2023 the unit implemented 13,450 missions, **as follows:**

trucks:

HQ trucks: **2,650** missions

Commercial trucks: **931** missions

light vehicles:

Travel missions: **1,575**

Field visits: **8,294**

Maintenance services:

A total of 749 vehicles, including freight cars, service cars, water tank trucks, ambulances, and others, were maintained for immediate operational readiness. These vehicles are distributed **as follows:**

HQ vehicles: **476**

branches vehicles: **174**

Ambulance: **99**





INTERNATIONAL HUMANITARIAN LAW (IHL)

Syrian Arab Red Crescent

مبادئ القانون
الدولي الإنساني

International Humanitarian Law (IHL) project was established in 2019 at the Headquarter, aiming to coordinate the dissemination of international humanitarian law across all SARC branches.

The project has made significant strides, including:

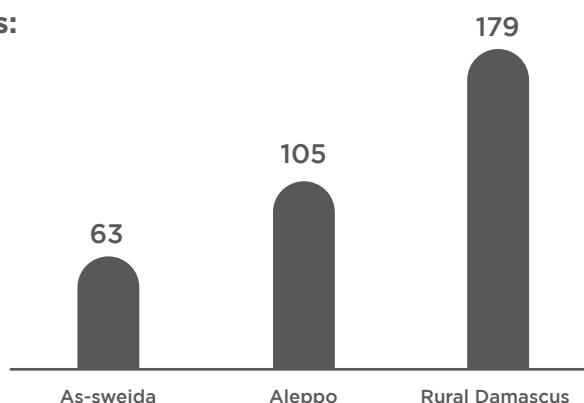
- Training and preparing over **36 trainers**, and conducting numerous training sessions and workshops, benefiting approximately **6,000 employees and volunteers**.
- Developing and distributing a manual outlining the principles of IHL to all SARC branches.
- Establishing networks with key institutions such as the Syrian Arab Republic Bar Association and the Arab Centre for International Humanitarian Law at ARCO “Arab Red Crescent and Red Cross Organization”.
- Active participation in annual meetings of legal advisers of national societies worldwide in Geneva, Switzerland.
- Initiating collaboration with **the Syrian Virtual University** to develop a master’s degree program in IHL.

Conducting five central training sessions, covering various aspects of IHL:

- 1) Training of trainers in IHL.
- 2) Principles of IHL training course.
- 3) Exchange of expertise for IHL trainers.
- 4) Advanced training course in IHL.

Implementation of 18 orientation sessions on IHL, 9 in Rural Damascus, 7 in Aleppo, and 2 in As-sweida.

Number of beneficiaries:





SARC CAPACITY BUILDING

Syrian Arab Red Crescent

To bolster the expertise of SARC staff and to enhance the role of the volunteers and its importance in communicating with the community effectively and reliably, a range of training sessions on various subjects are organized and implemented supporting the strengthening of the National Society process.



1,092
training

223
topics

Included training regarding the **earthquake response**, which amounted to:



174
training

40
topics



30,363
trainees

4,482 local community
2,420

25,881 staff & volunteers
12,681

2,062

13,200

No. implemented training by SARC's programs:



701 Medical Services.



432 Emergency Medical Services.



213 Community Services & Protection.



145 Humanitarian Support Project.



60 Disaster Management.



44 Water and Rehabilitation.



30 Health Promotion.



22 Cash and Voucher Assistance.



22 National Society Development.



21 International Humanitarian Law.



9 Risk Education.



8 Information Management.



7 MEAL (Monitoring, Evaluation, Accountability and Learning)



7 Body Management.



2 Livelihoods.



INTERNATIONAL NON-GOVERNMENTAL ORGANIZATIONS (INGOs) UNIT

Syrian Arab Red Crescent

International Non-Governmental Organizations (INGOs) Unit is dedicated to aiding international non-governmental organizations collaborating with SARC under its **umbrella**. Working closely with these organizations, the INGOs unit facilitates **their operations in Syria**.

This involves assisting in obtaining necessary visas and field visit approvals from relevant authorities. Furthermore, the unit supports project implementation by coordinating closely with relevant technical and administrative departments within SARC, as well as liaising with the pertinent ministries.

In addition to the aforementioned responsibilities, the INGOs unit extends its support to all SARC movement partners in securing required visas and travel permissions.



PARTNERS



ICRC



BritishRedCross



German Red Cross



DANISH RED CROSS



Croce Rossa Italiana



American Red Cross



Swiss Red Cross



AUSTRIAN RED CROSS



香港紅十字會

HONG KONG RED CROSS



Finnish Red Cross



SwedishRedCross



Australian Red Cross



Norwegian RedCross



الهلال الأحمر الإماراتي
Emirates Red Crescent



UNHCR
The UN Refugee Agency



WFP



OCHA



unicef



United Nation Population Fund/Syria
صندوق الأمم المتحدة للسكان / سورية



ACTION AGAINST HUNGER



ADRA



AVSI



COOPERAZIONE INTERNAZIONALE



DANISH REFUGEE COUNCIL



HEKS EPER



GVC



Finn Church Aid



ICF



SHEILD ASSOCIATION



SECOURS ISLAMIQUE FRANCE



Italian Development Cooperation
Ministry of Foreign Affairs



PREMIERE URGENCE INTERNATIONALE



Terre des hommes
Helping children worldwide.



INTERSOSS
HUMANITARIAN ORGANIZATION



triangle
GENERATION HUMANAIRE

