

## MISSION REPORT LIBYA



# IDP PROTECTION WORKSHOP AND PROTECTION SECTOR COORDINATION WORKSHOP FOR THE LIBYA OPERATION

### A INTRODUCTION AND CONTEXT

Following the GPC mission to Tunisia in October 2016 and at the request of the Libya Protection Sector, the need for a Protection Sector Strategy document to guide the work of the Protection Sector was identified as a priority action for the early quarter of 2017. The strategy would respond to the changing reality on the ground and will aim to focus on the protection of the affected population in a complex, ever-changing environment; bring greater clarity and focus on key concerns and priority actions; and prioritises a number of areas requiring urgent protection interventions.

At the request of the Libya Operation, the GPC Protection Cluster Coordination (PCC) training was held in Tunisia from 24 -27 January, to support the strategy development process.

The overall objectives of the training were to:

- Engage local and national actors and enhance understanding of the language, processes and the architecture of the humanitarian system;
- Contribute to strengthening and building stronger relationships with local partners and actors to enhance engagement and response inside Libya;
- Strengthen planning and implementation of remote management tools, coordination mechanisms and partnerships, including sharing lessons learnt and approaches from other operations;
- Provide the fora for the planning and development of the Libya Protection Sector Strategy (2017).

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### Day 1 (24 January)

The first day of the training was provided in Arabic to local partners and members of the Libya Protection Sector. The training focused on introducing the Inter-Agency Standing Committee (IASC) definition of protection and what it means in practice, the normative legal framework underpinning the protection of internally displaced persons (IDPs), the meaning of the centrality of protection throughout the humanitarian response, humanitarian reform and the cluster approach.

Coordination mechanisms, remote management and support was discussed in plenary at the final session of the day. Participants were engaged and provided valuable inputs that resulted in the following observations and recommendations:

- Members of the Protection Sector and local partners requested to participate in regular discussions around protection issues and dilemmas in Libya as well as have a role in decision and policy making;
- Local partners placed emphasis, on the pivotal role of the Libya Protection Sector in building their capacity to respond to protection issues on the ground;
- Members of the Protection Sector and local partners requested to participate in regular discussions around protection issues and dilemmas in Libya as well as have a role in decision and policy making;
- Other ideas discussed during the first day was having a dedicated focal point within the protection sector in Tunis who could serve as a resource person to local partners, and who could also ensure the regular flow of information and follow/up.

### Day 2 (25 January)

On Wednesday 25 January, a large and representative number of protection actors was welcomed to the 4-day workshop. Facilitation was held in English but simultaneous interpretation services were provided, given the opportunity to all participants to follow and actively participate in the in the sessions regardless of their language preference.

The day started with a session on the legal framework for the protection of IDPs and an exercise on the contextualization of the Guiding Principles to the Libyan operation. While several participants were already familiar with the rights-based approach, only a few knew the Guiding Principles and the idea of protection as activities aimed at ensuring the respect of IDPs rights. Participants were split in groups based on the geographical scope of their activities (Tripoli; Sirte; Benghazi; South) and were asked to analyse the main protection problems in that specific geographical area through the lens of the Guiding Principles.

The exercise on the Guiding Principles highlighted that protection sector members have different understandings of protection. The debriefing following the exercise also showed that protection actors have less information about specific areas (Benghazi and Sirte) in which access by a considerable number of actors is limited in comparison to the rest of the country. A Libya-based coordination mechanism that further engages protection and other actors who have access to these areas would facilitate effective response to the protection concerns arising in these areas.

In the afternoon, participants were introduced to protection analysis tools, namely the tree or causal analysis, the risk equation, and the egg model. Each group was asked to select one protection issue out of those identified through the exercise on the Guiding Principles. The selected protection issue was analysed through the lens of each analysis tool. Participants appreciated being given analytical tools that can be used to translate collected data into qualitative analysis and, subsequently, inform operational decisions.

### Day 3 (26 January)

The third day aimed at equipping participants and the protection sector as a whole a better understanding of the actors engaged in protection activities within Libya, existing protection capacity, and gaps in knowledge and coordination.

Accordingly, in the morning participants were divided in the same four geographical areas of operation as the previous day and asked to conduct a **protection stakeholder mapping exercise**. Colleagues working in Benghazi, South, Sirte, and Tripoli mapped all actors who have an influence (negative or positive) on internally displaced persons and their ability to enjoy their rights. Participants were also asked to assess whether this influence was direct or indirect and to establish the relation between and impact on each other, if any.

Building on the outcome of the stakeholder mapping exercise, colleagues were asked to connect the protection analysis work conducted the previous day with the mapping outcomes. More specifically, participants were asked to look back at the priority protection issues identified with the help of the Guiding Principles; indicate if and which of the mapped actors are currently working on those protection issues; as well as share information about existing **referral mechanisms**.

In the afternoon, colleagues from the protection sector had the opportunity to present their work and opportunities for engagement of the organizations directly implementing protection programmes inside Libya. The CashCap deployee explained the results accomplished so far and what including cash for protection activities in the Libyan context could entail. Two colleagues from IOM explain an ongoing initiative to improve the availability of up to date information to displaced persons about humanitarian organizations, the services they provide, and how they can be contacted.

Lastly, the protection sector coordinator detailed the work of the protection sector, modalities of engagement, and the benefits of coordination. This session was conceived specifically to fill the gap in knowledge and understanding of the existing protection coordination mechanism expressed by a number of national partners. The gaps are motivated by the fact that coordination mechanisms are currently present only in Tunis (from where the majority of UN agencies and international NGOs operate remotely.

### Day 4 (27 January)

The objective of the fourth day was to make participants reflect on the specific challenges that the operational setting poses to effective protection response and to suggest ways in which protection response and outcomes can be improved.

A session on remote management helped contextualize the degrees of "remoteness" which organizations are experiencing. A mapping of the various operational modalities allowed for an exchange on what are the challenges in terms of decision-making, management of partnerships, and monitoring, as perceived by the international organizations and the national organizations who were there mostly as partners of larger organizations. The discussion that ensured and the points raised formed the basis for part of the suggestions that were elaborated further during the day.

The difficult access conditions and the choice to adopt remote management solutions have had on protection monitoring activities, which, at the time of the workshop, were conducted by only one of the organizations present in the training (the Danish Refugee Council).

The second half of the day included a session on **protection monitoring** which made reference to information management (data collection, analysis, storage, dissemination and use) and the importance of having a mechanism in place to manage sensitive information. The session also introduced participants to the Protection Information Management Initiative(PIM), led by DRC and UNHCR, which is a good source for the various definitions shared and discussed during the training (protection needs assessment and protection monitoring definitions).

Experience from protection monitoring activities in other operations (Iraq, Syria and Yemen) was shared, as well as the protection monitoring form (in English and Arabic) used for the development of the protection monitoring tool in Iraq. An elaboration on these forms is also available on the GPC Community of Practice: <a href="https://gpccommunity.unhcrideas.org/Page/Home">https://gpccommunity.unhcrideas.org/Page/Home</a>.

Exercise debriefings and plenary discussions during the day highlighted the need for the protection sector to further engage in the following aspects:

- Training and translation of the 5W guidance note and Kobo forms in Arabic for the use of local partners, to enhance protection assessment and monitoring efforts;
- Develop standardized questionnaires to conduct monitoring and referrals;
- Refer individuals to the appropriate response mechanism, based on a comprehensive stakeholder mapping exercise.

### **B** OUTCOMES

The fourth day concluded with group work and plenary discussion to draft a series of suggestions and action points to concretely address gaps and obstacles undermining the protection response in Libya. The groups focused on four main areas:

### 1 ACTORS MAPPING AND INFORMATION MANAGEMENT

Participants agreed that knowledge and usage of "Kobo" must be improved and that it should serve as a mapping and reporting tool. In participants underlined that:

- Information must be shared between the actors in Libya and the ones working in Tunisia.
- The protection sector must play a pivotal role in sharing information with the rest of the members inside and outside of Libya;
- Sector members should inform the sector lead not only about completed activities but also about planned activities to make sure there are no overlaps in the response.

### 2 COMMUNICATION AND COORDINATION -

It was recommended that a **protection coordination structure is established within Libya**, with a view of improving the current response as well as preparing the ground for when international protection actors will return to Libya.

It was discussed who could be the focal point in Libya to host coordination meetings. The organization in charge needs to be recognized by all other partners and the organization must be able to keep that role not just temporary but for a few years to keep consistency.

It was also suggested that it could be beneficial to explore the possibility of assigning regional focal points for the protection sector in each geographical area (Tripoli/Benghazi/the South/Sirt). The regional focal point can be responsible for collecting the information of each actor (the information that should be updated in kobo) as well as for coordinating between the actors in the respective region.

### **PROTECTION MONITORING -**

The protection sector members agreed that there is a **gap in protection monitoring** in Libya and that the discussion of how to improve the current, limited, protection monitoring needs to take place. By introducing a proper protection monitoring tool in Libya, the protection actors will easier plan their activities and response.

### PROTECTION CLUSTER STRATEGIES —

Good examples of protection cluster strategies and the GPC Protection Strategy Framework was shared with the UNHCR Protection Sector Coordinator to facilitate the development of the protection sector strategy. It was not possible to develop a draft protection strategy for the sector during the workshop. This was due to time constraints on the one hand, and to the fact that the workshop brought together new protection actors who recently joined the protection sector. Accordingly, facilitators, in agreement with the sector coordinators, reckoned that it was important to prioritize relationship building; fostering a common understanding of protection and protection challenges; providing information about data collection, monitoring, and analytical tools; so a to lay the foundations for the development of a protection sector strategy by the sector members.

### **C** EVALUATIONS

25 participants filled the evaluation form distributed at the end of the workshop on Friday. The vast majority of the respondents (88%) felt that the duration of the course was appropriate and a large majority (17 respondents out of 25, i.e. 68%) found that the course fulfilled their expectations or even went beyond their forecasts. Yet, 28% (7 respondents) were only partially satisfied with the course and 1 respondent felt that the course had not met his/her expectations.

69% of the respondents found that the workshop stroke the appropriate balance between lectures and discussion. A smaller percentage (58%) agreed that the workshop was allowing a balanced amount of time for theory and practice, an aspect that according to 42% of the respondents was only partially accomplished.

All respondents found that the methodology and tools used throughout the workshops were good or very good.

The majority of respondents (52%) believes that they will have the opportunity to fully apply and use what they learnt during a workshop. A more conservative view was shared by 44% of the respondents, who reckoned that they would be able to apply what they learn to a certain extent only. One person answered that the knowledge and skills acquired during the workshop are not of relevance for their work.

Lastly, the majority of respondents (88%) expressed a favourable assessment of the venue and meeting room as conducive to sharing ideas and experiences. Several participants, though, remarked that it would have been better to have a room with natural daylight.

### Comments added by the participants in the evaluation form include the following:

### First day training with local partners and members:

- **66** The workshop made me understand better the meaning of protection and its centrality to humanitarian response."
- 66 The workshop allowed me to learn about local partners working inside Libya; the role of protection, and the role of UNHCR inside Libya. The workshop will help me roll out trainings on protection and coordination to partners and NGOs."
- Li was able to better understand the normative legal framework and conventions and how they form the basis of our work."
- 66 Need more video presentations and future focus on trainings for local partners."
- To ensure better and effective response, capacity building and trainings of partners needs to continue."

### Three day training targeting local and international members:

- 66 More local actors should have been invited to attend the workshop."
- The workshop was very good for mid-level management/ mid-level staff. Senior managers were encourage to come, but the type of discussions and dynamics were more appropriate for staff at mid-level."
- It would have been good to have a session on child protection, which is very weak in Libya."
- **"The workshop was very practical and the stakeholder mapping with the identification of services providers was very useful."**
- "The workshop has helped me better understand the role of my agency in protection and how to better coordinate with others and share information."
- "The workshop generated great conversations. The facilitators were passionate and promoted discussion and gave groups time to flesh out ideas while providing guidance."
- **66** "The workshop represented an opportunity to make stronger networks with organisations inside Libya."
- **66** "The workshop helped me better understand my role in and contribution to the protection sector."



#### **Yasmine Elbehiery**

From: Yasmine Elbehiery
Sent: 06 April 2017 18:26
To: Nisreen Rubaian

Cc: Areti Sianni; Simon Russell; Caterina Luciani; Daniel Macguire;

Julien Peschmann; Filip Hilgert; Timothy Mcinerny; Mohamed Akelah; Gpc@Unhcr.Org; Dalia Rogemond; Roberto Mignone; Jacopo Giorgi; Periklis Kortsairs; Alexandra Schmitz

Subject: RE: Libya Protection Sector Strategy 2017 Lay Out Attachments: GPC PCC and IDP Libya report, January training.pdf

**Importance:** High

Dear Nisreen,

I trust this email finds you well.

Further to the below email and on behalf of the task team on learning, I attach the Libya PCC training report rolled out in Tunis at the end of January 2017. The report was drafted by Catherina Luciani with input from myself and Daniel. Thankx to Alex as well for her formatting and editing skills.

The report reflects the training sessions delivered and recommendations that are very much in line with the discussion we had.

All the very best,

Yasmine

From: Yasmine Elbehiery Sent: 15 March 2017 10:39

To: Nisreen Rubaian < rubaian@unhcr.org >

Cc: Nina Schrepfer; Areti Sianni; Simon Russell; Caterina Luciani; Daniel Macguire; Julien Peschmann;

Filip Hilgert; Timothy Mcinerny; Mohamed Akelah; Gpc@Unhcr.Org; Dalia Rogemond

Subject: Libya Protection Sector Strategy 2017 Lay Out

Dear Nisreen,

I trust this email finds you well. I am writing to thank you for mobilising key partners and members of the protection sector including local partners to attend the PCC training. We hope that the training was successful in establishing and strengthening links with local partners and actors. Indeed, the workshop set the ground for the development of a number of mechanisms, approaches and tools as highlighted below. As a follow up to the training in Tunis and the draft protection strategy you shared with us, below are key recommendations and action points that are very much based on Karolina's below email, and echo discussions with local actors and members of the protection sector during the workshop. You will also be receiving the training report shortly from us.

Key action points and recommendations that could help inform the Libya protection sector strategy include:

#### 1) Remote management

· Local partners placed emphasis, particularly during the first day of the training, on the role of the protection sector in Tunis to build their capacity to respond to protection issues on the ground. Local partners and members of the protection sector are becoming increasingly central, where access for international actors is limited. It is clear that their strength is in operational capacity. They have the knowledge, access and experience in dealing with the affected population. Considering further support to partners including capacity building was something that was repeatedly requested by local actors.

Capacity building could be in the form of trainings, workshops, having partnership focal points and some even suggested piloting projects;

- On the first day of the training in Arabic, local partners requested for a fora to exchange, coordinate and to learn from one another. These discussions and exchanges—on what works and what doesn't, and how challenges can be overcome on the ground could be more useful than organising trainings;
- Given problems related to access in Libya, local partners play an invaluable role in providing crucial information that informs protection analysis. In order to maximize their contribution and leverage the multiplicity of local actors, systematic mapping of local capacities and presence by the Protection Sector was recommended;
- With respect to the stakeholder mapping exercise conducted, local partners flagged the need to establish links with stakeholders that are new or yet to be known to the protection sector and in general they felt that more partnerships could be established to help address protection issues flagged during the workshop.

### 2) Coordination mechanisms

In addition to requesting for a fora to discuss protection issues and dilemmas as highlighted above, local partners also expressed the wish to have a role in decision and policy making. This could be addressed by:

- Strengthening links between the Tunis level coordination and coordination mechanisms inside Libya. In this regard, local partners suggested having a dedicated focal point within the protection sector in Tunis who could serve as a resource person to local partners, and who could also ensure the regular flow of information and follow/up;
- Establishing regional focal points/coordination mechanisms inside Libya, to enhance coordination and operational response;
- Efforts should also be made to ensure that regional coordination mechanisms inside Libya coordinate their work closely together;
- · Clarify roles and responsibilities at the Tunisia hub level, and the regional levels inside Libya.

### 3) Protection monitoring and management of sensitive information:

The protection monitoring presentation made reference to information management (data collection, analysis, storage, dissemination and use) and the importance of having a mechanism in place to manage sensitive information, that must be taken with due care. The presentation also made reference to the Protection Information Management Initiative (PIM) – an initiative by DRC and UNHCR. The initiative is a good source for the various definitions shared and discussed during the training, (for example, protection needs assessment and protection monitoring definitions). The material is available on the GPC website: <a href="http://www.globalprotectioncluster.org/en/tools-and-guidance/information-and-data-management/protection-information-management-training.html">http://www.globalprotectioncluster.org/en/tools-and-guidance/information-and-data-management/protection-information-management-training.html</a>

We discussed during the presentation examples from other operation such as Iraq, Syria and Yemen. While we included in the USB keys, examples of the Yemen Protection Monitoring Forms, we can also share with you examples from the Iraq operation. An elaboration on these forms and the systems used is available on the GPC community of practice: <a href="https://gpccommunity.unhcrideas.org/Page/Home">https://gpccommunity.unhcrideas.org/Page/Home</a>

Further, the Libya Protection Sector developed draft guidance on the use of 5W members/partners (shared by Filip and attached for ease of reference). The draft guidance draws attention to a number of issues including on the use of the forms on KOBO – an online questionnaire developed by OCHA for the use of each sector.

It was discussed during the training how by populating these forms and through the regular use of KOBO, the protection sector and its partners aim to achieve comprehensive information about the protection sector and partners' activities that are critical for coordination efforts , will help identify project gaps and thus programmatic and funding needs. The KOBO system allows for mobile data collection and can therefore be used for needs assessments, monitoring and other data collection activities. Training on the guidance note developed by Filip and the use of KOBO was requested by participants. This would also help enhance protection assessment and monitoring efforts planned by the Libya protection sector.

Action points that were highlighted during this session include:

- 1. Introduce and improve the usage of Kobo as a mapping and reporting tool, for the actors to name who they are and make sure that the information is shared between the actors in Libya and the ones working in Tunisia. Need to clarify why to use Kobo and where the information goes, consolidate the information in a visual map of where actors are working and what activities they are doing. Also need to have a focal point within the sector to share information with the rest of the members inside and outside of Libya. The sector lead should be informed not only about completed activities but also about planned activities to make sure there are no overlaps in the response.
- 2. To facilitate the remote management it is important to **establish a coordination structure in Libya for all protection actors**. It is needed to build that capacity to be prepared for the return of international protection actors to Libya. It was discussed who could be the focal point in Libya to host coordination meetings. The organization in charge needs to be recognized by all other partners and the organization must be able to keep that role not just temporary but for a few years to keep consistency. It was also agreed that it could be beneficial to decide on a regional focal points for the protection sector in each geographical area (Tripoli/Benghazi/the South/Sirt). The regional focal point can be responsible for collecting the information of each actor (the information that should be updated in kobo) as well as for coordinating between the actors in the respective region.
- 3. The protection sector members agreed that there is a **gap of protection monitoring** in Libya and that the discussion of how to improve the current, limited, protection monitoring needs to take place. By introducing a proper protection monitoring tool in Libya, the protection actors will easier plan their activities and response.4) Protection Strategy Framework and good examples:

As the objective of the workshop in Tunis was to bring together international and local partners of the protection sector to develop the 2017 protection sector strategy for Libya, we have shared the GPC protection strategy framework and good examples from the field (Iraq, Ukraine, and the oPt). Please click on the hyperlinks for your ease of reference.

Many thanks and we stand ready to provide support in the development of the Libya protection sector strategy

Best regards,

Yasmine

#### Caterina Luciani

From: f.elfurjani@kafaa.ly

Sent: Thursday, February 02, 2017 6:39 AM

To: Nisreen Rubaian; Mohamed Akelah; ettorem@unops.org; mestiri@unfpa.org;

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شكر Subject: Thanks Arabic Version

Dear all,

It was my pleasure meeting all engaged parts. last week during the workshop. I would like to thank the organizer (UNCHR) and the whole organizations participated in the event. I wanted to thanks DRC

(Matthew) for bringing us to this event. My special thanks extends to Nisreen for her nice and serious talk about to be effective, Yasmin for her high cooperation as a facilitator and interpreter, also to Catrina and Danial for their ways to keep us enthusiasm.

Kafaa team has met and talked about ways to bring coordination between LNGO. We think as local NGO, more coordination between local NGOs in response to humanitarian needs in Libya need to be established and coordinated. Such initiative can see the light when we build networking and contacts between LNGO. Such networking should take place in Libya through some events/activities.

Kafaa shall send its proposal for activities that bring LNGO on one table connecting them.

We are looking forward to cooperating with you.

P.S: Please could you forward this email to any of your Colleagues I did not mention them as I did not get the updated list for the all Participants.

P.S: Please could you forward this email to any of your colleagues I did not mention them as I did not get the updated list for the all Participants.

Best Regards Fathia ElFurjani Program Coordiantor Kafaa Development Foundation

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### **ANNEX:** Participants list

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