

Azraq Camp Standard Operating Procedures on CRI distributions and the use of the CRI Distribution/Replenishment Centre¹

General principles on CRI distributions

1. All new distributions of core relief items (CRI)² in Azraq camp must be pre-approved by the camp management authorities (UNHCR and SRAD) and endorsed by the Committee for CRI Distribution
2. As of April 2014, Azraq camp has one distribution/replenishment centre, located north of Village 6. All General distributions of CRI in the camp must be done through the distribution/replenishment centre.
3. The CRI distribution facility is headed by the Committee for CRI Distribution (CCD). The CCD is chaired by the UNHCR Camp Manager or his/her representative and comprises one representative from UNICEF (WFP retains a standing invitation to the group) and one from NRC as members. Guidelines for the CCD can be found as an annex to this SOP.
4. The objective of the CCD is to coordinate CRI distributions, ensure procedural transparency including vis-à-vis refugees, and, address any conflict of interest, should these arise.
5. NRC will manage, schedule, and operate the distribution centre. It will maintain a schedule of distributions and share it with the CCD on a regular basis.
6. In principle, distributions of CRI will be authorized by camp management if planned quantities are sufficient to cover the entire camp population or if specific beneficiary selection criteria have been clearly established to address identified needs in the camp.

Use of the distribution/replenishment centre

If an agency would like to request distributions by NRC, they should submit a request to the Distribution Project Officer of NRC, via email.

This request should include:

- How much available stock exists, including as much detail as possible about number of different items, sizes, packaging specifics;
- When the materials can be placed in the warehouse of the distribution site;
- The number of target beneficiaries for the distribution
- Any specific beneficiary selection criteria;
- Visibility required during the distribution;
- Staff (if any) that can be on-site during the distribution for monitoring.

The CCD will then evaluate the request based on the following criteria, in order of importance:

- Security of the distribution/replenishment centre and of the distribution process;
- Identified humanitarian need;
- Quality and conformance to international standards of the items to be distributed;
- Current distribution schedule.

NRC will inform agencies on CCD decision, copying the CCD Chair. If the agency would like to contest this decision, the appeal will be referred directly to the CCD, with UNHCR having the casting vote.

If the distribution is confirmed, the agency is then responsible for:

- Delivering materials to the distribution site, between one and three days prior and during the distribution, at a time convenient for operations at the distribution site. This would need to be in discussion with the Project Officer for the distribution site. (NRC will have daily labour staff to be able to unload the trucks, but the agency is responsible for trucking to the site)

¹ Based on similar Standard Operating Procedures developed in Zaatari camp in March 2013.

² In this document, all non-food items (NFI) are referred to as core relief items (CRI).

- Coordinating with UNHCR for the RAIS bar codes
- Informing targeted beneficiaries of the distribution, and told when and where to turn up (see note below, about community mobilisation)
- Providing key messages to NRC staff to be written on the sign board 48 hours in advance (UNHCR must approve any messages and visibility prior to distributions, and under no circumstances should the messaging be used to pass on political slogans or anything else which can compromise the impartiality of UNHCR and NRC)
- Providing key messages to CARE staff in community centres to inform refugees 1 week in advance (UNHCR must approve any messages and visibility prior to distributions, and under no circumstances should the messaging be used to pass on political slogans or anything else which can compromise the impartiality of UNHCR and NRC)
- Providing criteria which NRC staff can evaluate the eligibility of beneficiaries, i.e. data available through RAIS or providing an example of a token that has been distributed
- Maintaining the stock levels during distribution, and delivering materials to restock the distribution Rubb Halls for larger distribution
- Providing staff during the distribution to respond to questions and complaints, particularly around beneficiary selection
- Providing staff during the distribution to undertake required monitoring of distribution and visibility requirements, press visits etc.
- Ensuring the security of its own staff during the distribution.

During the distribution, NRC will be responsible to provide:

- Sufficient staff to facilitate movement of beneficiaries through the distribution site and to undertake the distribution, including data entry staff to insert information into RAIS
- Overall security of the distribution site. Where security becomes a problem, the PO (or designated alternative) will have ultimate responsibility for the safety of NRC staff, and his / her decision to suspend or halt the distribution is final. (If/when this happens, all reasonable efforts will be made to resume the distribution at the earliest possible time.)

Note about Community mobilization: prior to starting community mobilization, the agency will be in contact with the NRC Community Relations Team and CARE community centre in the concerned villages, with the specific aim of coordinating and ensuring adequate community mobilization takes place. The NRC Community Relations Team will set minimum standards on what information needs to be shared with beneficiaries, including content of the items to be distributed (including pictures where possible), and what eligibility criteria exist for the distribution. The NRC Community Relations Team will liaise with CARE and check that sufficient information has been disseminated, prior to approving the start of the distribution.

During distributions for other agencies, NRC staff will standard NRC uniforms. NRC staff will not wear visibility items for other agencies.

During distributions, agencies can have access to toilet facilities within the NRC office compound.

Following the distribution, NRC will provide the agency with a report on the number of each item distributed, and to how many beneficiaries in total. NRC will also provide a stock count of items remaining in the distribution site. The agency is responsible for collecting all other information necessary for its donor reporting. The agency is responsible for clearing any remaining items out of the warehouse within 48 hours, again at a time negotiated with the PO in accordance with the schedule of the site.

NRC reserves the right to cancel or postpone distributions without prior notice, in liaison with the CCD, but will make reasonable attempts to prevent this happening.

NRC will provide guards at the distribution site. NRC will maintain its global Minimum Operating Safety Standards (MOSS) at this site, and will make these guidelines available to all other partner agencies on request. Beyond this, NRC is not responsible for the loss or damage of items in the distribution compound, unless gross misconduct is reasonably proven.

Annex 1

Guidelines for the CCD

- 1) The Committee for CRI Distribution (CCD) will be composed of a representative from the following organisations:
 - UNHCR
 - UNICEF
 - NRC
 - WFP (Standing invitation)
- 2) The above organisations must be present for the CCD to sit.
- 3) The above agencies cannot delegate the responsibility of attendance to partner agencies, except for in exceptional circumstances and when approved by UNHCR.
- 4) The CCD will evaluate distribution requests based on the criteria outlined in the SOP only.
- 5) Any disagreements regarding distributions arising in the CCD should be solved through a majority vote, with each participant having one vote.
- 6) In cases where the votes are split, UNHCR will have the casting vote.
- 7) The CCD will work in the spirit of coordination and impartiality. In the interests of accountability and transparency, the CCD meeting minutes will be minuted, and decisions taken by the CCD will be communicated to partners through CCCM meetings.

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