

ICRC IN SYRIA A YEAR IN REVIEW

2024





During 2024, the humanitarian needs of people across Syria continued to increase in scale, scope, and complexity. Almost the entire population of the country has been affected by over 14 years of crises, including armed conflicts, ever degrading economic conditions, and natural disasters. The prevailing environment in the region also detrimentally affected the country.

> - Stephan Sakalian ICRC's head of delegation for Syria

For much of the year, humanitarian access remained a challenge in some parts of the country, constraining the ability of both the International Committee of the Red Cross (ICRC) and the Syrian Arab Red Crescent (SARC) to address needs, often due to ongoing armed conflicts. Despite such challenges, the ICRC and the SARC worked on addressing major long-term needs including supporting and restoring health care services, sustaining, and restoring livelihoods, and most significantly, ensuring access to water and the provision of electricity enabling the functioning of essential infrastructure and services, such as water pumping and treatment facilities, hospitals, bakeries and schools. The ICRC, together with the SARC and other actors such as the Ministry of Health, has also addressed emergency needs - including during the escalation of conflict in Lebanon and subsequent displacement of hundreds of thousands of people to Syria, and during the hostilities across the country in November and December. We did so through support to hospitals and health centres in fragile and conflict-affected areas, emergency interventions to ensure access to clean water, and provision of food and non-food items to address the urgent basic needs of tens of thousands of families, including displaced persons. We also held bilateral and confidential dialogue with relevant authorities and parties to the conflict to call for the respect of civilians, essential civilian infrastructure or humanitarian workers at risk due to ongoing hostilities, in line with their obligations under International Humanitarian Law (IHL).

As per the ICRC mandate, people deprived of their liberty was a key priority for the ICRC. During 2024, in places of detention visited by ICRC, we helped to re-establish contact between thousands of detainees and their families, and we strove to improve conditions of detention and access to health care. Additionally, thousands of families trusted the ICRC to register details of their loved ones who are missing. We remain in touch with these families, and along with the relevant authorities and actors concerned, continuing to seek all avenues to find answers to what has happened to their missing family members.

The events of the final weeks of 2024 brought unprecedented changes in Syria. The initial days were marked with tens of thousands of families fleeing violence, seeking safety and assistance. As prisons were opened and detainees released, and as mass graves were found and at times unearthed, families also went through emotionally trying moments, going through moments of hope but also, anguish and despair. While political changes enabled many people to begin to return to their places of origin, tens of thousands of families remain unable to do so, due to concerns about security, access to essential services, limited livelihood opportunities, destroyed urban areas, and widespread contamination by explosive ordinance.

Syria remains a country with staggering humanitarian needs. An estimated 90 per cent of people live below the poverty line, over 7 million people are internally displaced, and essential services, such as water, health care and food production are operating at less than half of their capacity. While reconstruction and development are desperately needed, humanitarian action will continue to be required in the interim period, in parallel with early recovery programmes.

Now more than ever, a collective Red Cross and Red Crescent Movement response is required, in close coordination with the wider humanitarian community, as well as the Syrian civil society and concerned authorities. The ICRC has fully embraced its key role in supporting and coordinating with the Syrian Arab Red Crescent – our primary Syrian partner and convener of the Movement's response – to enable a collective approach by all Movement partners.

Stephan Sakalian ICRC's head of delegation for Syria





ADDRESSING THE NEEDS OF SEPARATED RELATIVES AND FAMILIES OF THE MISSING

Throughout 2024, the ICRC continued its protection of family links (PFL) services, maintaining contact with families, registering new cases, and providing ad hoc assistance when relevant.

The ICRC persisted in its efforts to restore family links of separated children with their families, for example successfully organizing repatriation and family reunification for several Syrian children held in Iraq, a process that required months – and in some cases years – of sustained engagement with authorities and families.

In north-east Syria, PFL teams continued visiting third country nationals detained in places of detention, youth held in juvenile centres as well as families in camps, completing the first round of distribution of "safe-and-well news" to ensure family contacts. We supported the SARC to build its PFL capacity – now expanded to an additional sixth SARC branch in Syria – providing financial support to enable their PFL activities, mainly related to migration and disasters. The ICRC also supported the SARC PFL services for the people who fled the armed conflict in Lebanon.

Throughout the year, the ICRC maintained sustained engagement with representatives of the medicolegal system, guiding approaches to enable higher operational standards and ensuring coordination mechanisms were in place. We organized several events for forensics practitioners, including the National Conference of the General Commission of Forensic Medicine, a forensic-archaeology workshop in Aleppo, two roundtables on Identifications in Emergencies, as well as several trainings delivered together with the SARC. We supported three Syrian forensic experts to attend a training course in Switzerland and a conference in Georgia. We also supported rehabilitation of the Deir Ezzor Forensics Centre, and the Damascus Identification Centre, a key institution that helps in clarifying the identity of missing persons in Syria. The ICRC continued its support to authorities in Al Hol and Al Roj camps for the proper and dignified management of the dead, including in ensuring long term traceability of remains which will maximise opportunities for any later identifications of currently unidentified human remains.

The ICRC supported families of migrants who died abroad, in carrying out DNA testing to confirm the identity of the remains of their family members. Acting as an intermediary between the families and authorities in Greece, Libya, and Syria, we were able to end uncertainty of these families about the fate of their loved ones.

- Over 30,000 active cases of missing people register
- 3,700 messages from detainees were collected and along with a further 1,800 replies.
- 8 separated children from four different families h were reunited with their family members in Syria.
- 16 families received positive identification result o
 ones gone missing along migration routes.

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ACTING FOR PEOPLE DEPRIVED OF THEIR FREEDOM

As per its mandate, the ICRC has been visiting places of detention in Syria – including Central Prisons under the Ministry of Interior, Juvenile Centres under the Ministry of Social Affairs, and detention facilities in Northeast Syria – to help ensure humane and dignified treatment of the detainees.

Where ICRC visits took place, we facilitated the exchange of family news between thousands of detainees and their families through Red Cross Messages and Salamat (oral greetings). ICRC teams visiting places of detention also brought material assistance to the detainees we were able to access, including hygiene items, winter clothes, mattresses, and blankets.

We also assisted through infrastructure projects, including to improve access to water and sanitation facilities. Medicines were provided on a regular basis wherever needed and possible, as well as medical equipment. In the northeast of Syria, we provided nutritional support to accompany medical programmes in some places of detention. Capacity building activities for the prison's health staff contributed to improved management and handling of non-communicable and communicable diseases and mental health. Technical staff were trained to better maintain essential services.

In December, the ICRC opened hotlines for former detainees to help them contact their families. We also offered medical assistance and psychosocial support, in addition to physical rehabilitation, economic and shelter security as part of our multi-disciplinary support programme for them.

KEY FIGURES

- 55 ICRC visits to places of detention.
- **10,890 detainees** benefitted from ICRC interventions in water, sanitation, and shelter in five places of detention (Aleppo, Tartous, Latakia, Deir Ezzor, Hassakeh).
- 26,000 detainees received material assistance, including mattresses, winter clothes, hygienic items, blankets and food.
- 32,000 hygienic kits provided for individual detainees.
- 17,700 mattresses delivered for detainees.
- 24,400 blankets provided for detainees.
- **22,661 sets of winter clothes** for women, men, and children provided in places of detention.
- 200 metric tonnes of food delivered to support detainees in a place of detention in north-east Syria.
- **52,500 sachets of specialized nutritious foods** to prevent or treat malnutrition provided in a place of detention in northeast Syria.
- 21,185 detainees benefitted from our donation of essential medicines and medical equipment.

SUPPORTING ESSENTIAL SERVICES AND CRITICAL INFRASTRUCTURE, AND CONTRIBUTING TO EARLY RECOVERY

ENSURING PROVISION OF ELECTRICITY AND ACCESS TO CLEAN WATER

After over a decade of conflict and crisis, reliable access to electricity and clean water is extremely challenging for communities across much of Syria, requiring long-term commitment and investment. The ICRC – together with the SARC and in coordination with the Ministry of Water Resources and the Ministry of Electricity – enables restoration and maintenance of these essential services through direct action, engagement with authorities, and coordination with other humanitarian actors.

Launched in 2022, our multi-year programme, which aimed at preventing a collapse of critical infrastructure and ensuring service delivery, continued to focus on stabilizing water service delivery from the seven largest water facilities in Syria. These facilities provide safe water to 12 million people in eight major cities and governorates: Daraa, Damascus, Homs, Hama, Tartous, Lattakia, Aleppo, and Hassakeh. From rehabilitating water facilities and water purification systems in Aleppo, to ensuring sustained access to water through trucking in Hassakeh, our activities help ensure that millions of people have reliable access to water. Installation of solar power systems at hospitals, physical rehabilitation centres and health centres in Damascus, Aleppo, Sweida, Homs and Deir Ezzor helped to ensure that people in need of health services were able to continue to access them. The ICRC also rehabilitated water, sanitation, and hygiene facilities in Tartous and Lattakia and exam centres in Hassakeh.

Additionally, a joint ICRC/UNICEF crossline mission to Allouk water pumping station was carried out in September, which resulted in the submission of a proposal for a 3-phase rehabilitation and re-operation plan allowing the progressive resumption of its operational capacity. Three cross line missions were also carried out in December to Tishreen dam, Al Khafseh and Baberi water pumping stations to assist the authorities in keeping the water and power infrastructure functional.

KEY FIGURES

- 14.1 million people benefited from ICRC water and habitat interventions across the country.
- 11.5 million people benefited from safer drinking water through disinfection programme across
 9 governorates.
- 7.7 million people benefited from improved access to water through rehabilitation at 36 water facilities.
- 180,000 people received water delivered by trucks in Hassakeh.
- 24,000 displaced people and returnees benefited from renovations and upgrading of housing, water, and sanitation in Hassakeh, Homs, and Rural Damascus.
- 14 hospitals, physical rehabilitation centres and health centres supported for rehabilitation and installation of solar systems.
- 13,100 students in seven schools in Tartous and Lattakia and exam centres in Hassakeh have rehabilitated water, sanitation, and hygiene facilities.

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SUSTAINING AND RESTORING LIVELIHOODS

The ICRC – together with the SARC – helped to sustain and restore livelihoods through interventions that helped tens of thousands of households to raise income levels, building self-reliance and resilience while also increasing local food and livestock and crop production. Our main interventions – carried out in coordination with the Ministry of Agriculture, Livestock and Irrigation – focused on agro–livestock support, providing agricultural essentials such as seeds, tools, fertilizers, livestock restocking, animal feeds and veterinary services, primarily in Aleppo, Daraa, Rural Damascus, Deir Ezzor, Hama, Idlib, Lattakia, and Raqqa governorates. As the sole provider of Foot and Mouth Disease (FMD) vaccines for the Ministry of Agriculture and Agrarian Reform, ICRC's vaccines not only protect the animals but also benefit their owners and consumers alike, enhancing overall public health (One Health Approach).

We also continued to provide cash grants for small businesses in several governorates, together with the SARC. These cash grants enabled families in Daraa, Rural Damascus, Hama, Raqqa, Idleb, Aleppo and Deir Ezzor governorates to restart and strengthen their income generating activities, or to restart their trading activities.

KEY FIGURES

Over 827,000 individuals supported to restore their livelihoods.

- 3,400 small holder farmers benefited from local agricultural livelihood initiatives.
- 2,000 small holder animal breeders benefited from local livestock livelihood initiatives.
- 158,300 small holder livestock breeders benefited from a vaccination campaign in all governorates against outbreak of foot and mouth diseases.
- 685 small holder livestock breeders benefited from veterinary services support aimed at safeguarding against animal diseases.
- **1,045 people** benefited from cash grants to restart and strengthen small income generating activities, or to restore trading activities.
- 10,900 households received repeat cash assistance over several months to meet their basic needs.
- **307 returnee households** received a one-off multipurpose cash assistance.



SUPPORTING AND RESTORING HEALTH CARE SERVICES

Syria's health care system remains very fragile and in need of immediate and longer-term support. Our approach aims to ensure its operational continuity in the long term through sustained engagement with key partners including the SARC, the Ministry of Health (MoH), and other actors in the field. We have continued to deliver a range of health care related programmes, from supporting primary health care (PHC), hospitals, and prehospital emergency care, to physical rehabilitation services, with special focus on vulnerable groups such as women, elderly people, those living with chronic diseases and those deprived of freedom.

With the equipment provided by the ICRC, Syria's MoH was able to improve its capacity to manage emergency telephone calls. MoH staff were also trained in basic emergency care. The ICRC provided advanced first aid training for over five hundred SARC volunteers. The ICRC also held workshops with the representatives from the civil defence, fire brigade, police, emergency medical services and hospitals in mass casualty incident management, including a final simulation drill.

Regarding mental health and psychosocial support, the ICRC has worked with both the SARC and the MoH, supporting their facilities and strengthening capacities through training and guidance. Together with the Swedish Red Cross, training was also provided on cognitive behavioural therapy and life management system training.

Communicable and non-communicable diseases remain a growing concern in Syria, with access to longer-term health care a challenge for many. We have continued to support MoH programmes that address diabetes and Leish-maniasis from their health facilities as well as directly in communities through mobile clinics throughout the country.

Rehabilitation services for people with a physical impairment is also an important area of action by the ICRC, through ICRC-run physical rehabilitation centre in Aleppo, jointly with SARC in al-Hol camp and in Shabaa in Rural Damascus, as well as through support of the prosthetic clinic at the Qamishli National Hospital and Directorate of Health in Homs.

- 265,300 people had access to healthcare through SARC and MoH polyclinics and mobile health units.
- 876 health staff were trained on different PHC topics (SARC and MoH).
- 12 polyclinics (SARC and MoH) supported by the ICRC.
- 6 SARC mobile health units supported by the ICRC.
- 11 diabetes referral centers and mobile health units supported by ICRC.
- 12 Leishmaniasis referral centers and mobile health units supported by ICRC.
- 195,000 diabetes consultations supported (through MoH)
- 275,000 Leishmaniasis consultations supported (through MoH)
- 3,348 people benefited from physical rehabilitation services delivered directly by the ICRC or through our support to SARC and MoH.
- 127,000 people benefitted from the SARC's pre-hospital and EMS services supported by the ICRC.
- 23 SARC emergency medical services centres supported across 13 governorates.
- 11,700 people received mental health and psychosocial support services through 12 SARC and MoH
 facilities supported by the ICRC.
- 264 tonnes of medical items (equipment, medicines, medical consumables, etc) were donated to ensure the functioning of the supported SARC and MoH health facilities.





REDUCING THE IMPACT OF WEAPON CONTAMINATION

Incidents related to landmines and unexploded ordnance (UXO) tragically claim civilian lives nearly every day and the high unexploded ordnance contamination in Syria hinders access to essential services and livelihoods. Areas that have witnessed fighting in the past are often contaminated with explosive ordnance, including mines, unexploded ordnance, and improvised explosive devices. The widespread presence of abandoned military equipment and storage sites further adds to the danger posing an ongoing threat to civilians.

Between 2019 and Dec-2024, more than 5,600 civilians were reported killed or injured by landmines, UXO, and improvised explosive devices (IEDs). Between December 2024 and March 2025 alone, there were more than 320 reported incidents, resulting in 749 casualties. Unfortunately, children are one of the groups most at risk due to explosive ordnance contamination.

The ICRC works in partnership with the SARC on this issue, particularly on activities that promote risk awareness and safer behaviour in communities close to contaminated areas. To enable this lifesaving action, the ICRC has trained and supported SARC risk education teams. Our partnership with the SARC also extends to non-technical surveys in weapon-affected areas including Aleppo, Damascus, Deir Ezzor, Hama, Homs, and Lattakia governorates.

In 2024, the ICRC clearance teams also initiated explosive ordnance disposal. This makes ICRC and SARC response fully comprehensive and complementary, as areas identified as hazardous by SARC's technical surveys can now be referred to ICRC clearance teams who then can dispose of the explosive ordnances that were found. To date, the ICRC clearance teams have surveyed 1,815,145 square meters of land and successfully disposed 559 items of explosive ordnance.

- 379,300 people across 13 governorates participated in SARC-delivered risk education sessions.
- 130,000 people received risk awareness and safer behaviour materials.
- 4.5 million SMS sent to at risk populations warning of dangers of mines/explosive ordinance.
- **148 casualties of weapon contamination** incidents were referred to targeted assistance programs.



RESPONDING TO EMERGENCIES AND ADDRESSING URGENT NEEDS

ADDRESSING HEALTH NEEDS IN FRAGILE AND CONFLICT-AFFECTED AREAS

Responding to the consequences of conflicts and other situations of violence, the ICRC supported with weapon wounded kits hospitals in affected areas in Damascus and rural Damascus, Deir Ezzor, Aleppo, Sweida, Hama, and Tartous. We also supported Al Razi Hospital in Aleppo to replenish its emergency surgical contingency stock. Three Hospitals in Aleppo damaged by airstrikes in November were immediately supported to carry out infrastructural repairs. The ICRC also donated a C-arm X-ray machine in Hama.

In December 2024, the ICRC donated emergency medical supplies to healthcare facilities, including war wounded kits and essential medical equipment to Al Mujtahed and Al Muwasat hospitals in Damascus in response to attend weapon-wounded patients and released detainees in need of medical assistance, as well as PHC kits to SARC HQ to replenish their stocks. The ICRC also provided first aid kits to support several SARC Ambulance Centers.

We also continued to provide hospital services jointly with the SARC in Al Hol Camp, including emergency department, surgical, anaesthesia, physiotherapy, MHPSS and maternity services.

KEY FIGURES

- 16 weapon wounded kits were distributed to 14 hospitals in response to conflicts and other situations of violence throughout the year, eight of which were in the wake of violence in November/December.
- 2,000 surgical patients benefited from ICRC-provided weapon wounded supplies.
- **5 first aid and pre-hospital emergency care kits** provided to SARC Emergency Medical Services Centers in December 2024.
- 3 hospitals in Aleppo supported by the ICRC to repair damages caused by airstrikes.
- 16,100 people in Al-Hol camp benefitted from the joint ICRC-SARC field hospital.



Syria/Lebanese border

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ENSURING ACCESS TO CLEAN WATER DURING EMERGENCIES

The continuity of essential services and preservation of critical infrastructure is at the heart of the ICRC's water and habitat response in Syria. We were able to restore the water supply to Aleppo city and the eastern rural areas by conducting six crossline missions to deliver spare parts and ensure safe access for workers to water stations in al-Khafsa and Babiri, as well as Tishreen dam. We also delivered vital equipment to reactivate the Suleiman Halabi water station. In Damascus, our teams enabled the emergency replacement of power cables of Barzeh water tank by supplying the cables needed to replace the damaged ones.

In September and October 2024, large numbers of people fled from Lebanon to Syria due to escalating violence. The ICRC helped to address emergency needs through provision of assistance, including distribution of bottled water, hygiene activities, and relief items to displaced people.

KEY FIGURES

• **3.7 million people** are estimated to have benefited from the ICRC's emergency interventions in water, sanitation, and shelter (Aleppo, Damascus, Rural Damascus and Raqqa).

SUPPORTING URGENT BASIC DAILY NEEDS

The ICRC responded to urgent needs of vulnerable people and groups such as internally displaced people, returnees, and residents affected by crises through in-kind food assistance to meet their dietary needs, and cash grants for vulnerable families to cover their basic needs. Our approach aims to support families to meet their own basic needs in a dignified way. In the more challenging environment of camps in north-east Syria, we are providing hot meals for pregnant and lactating women in al-Hol camp, together with the SARC.

- Over 413,000 individuals supported to cover their essential needs.
- 50,700 households received one-off cash assistance to meet their basic needs.
- 14,800 households provided with food and essential household items. This includes the response following the displacement of people due to the escalation of hostilities in Lebanon and in Syria in November and December.
- **2,500** pregnant and lactating women supported with hot meals five times per week from the collective kitchen at AI-HoI Camp.
- 6,200 children under five affected by malnutrition were supported with nutritional supplement.



PROMOTING RESPECT FOR INTERNATIONAL HUMANITARIAN LAW

Aiming to ensure the protection of the civilian population and civilian infrastructure, the ICRC continued its dialogue with all authorities and parties to the conflict to raise its concerns and prevent additional harm. The ICRC also held bilateral dialogue with concerned stakeholders to secure and facilitate the safe transportation of students across frontlines during the national exams. We also passed preventive key messages to relevant authorities for the protection of civilians fleeing the escalation of armed conflict in Lebanon to Syria.

The ICRC also advanced the knowledge of international humanitarian law (IHL) at the national level in Syria. We worked with the Syrian National Commission for IHL (SNCIHL) and held workshops or facilitated participation in external courses for judges, officers of the Ministries of Defence and Interior, diplomats/staff of the Ministry of Foreign Affairs, and university students. Through these training events, the ICRC promoted a wider understanding of IHL principles and practices, aiming to strengthen compliance with humanitarian law across multiple sectors and foster a culture of respect for the IHL.

KEY FIGURES

- 500 senior officials, high-ranking officers, university students, diplomats, judges, and SARC employees and volunteers increased their knowledge and understanding of IHL through ICRC-supported initiatives.
- 16 officials, judges, university professors, diplomats and SARC employees participated in external IHL training activities supported by the ICRC.
- 3,61 SARC volunteers from all branches benefited from IHL awareness sessions.
- 19 SARC staff trained as trainers in IHL.

WORKING TOWARDS **A STRENGTHENED PARTNERSHIP AND MOVEMENT RESPONSE**

The Syrian Arab Red Crescent (SARC) is the largest humanitarian organization in Syria, with over 15,000 staff and volunteers who are active across most regions of the country. Serving as the first responder to emergencies, and in delivering relief, health, and other vital services to vulnerable populations, the SARC is the main strategic and operational partner of the ICRC in Syria. Throughout 2024, as in the spirit of the previous years, we remained committed to our joint efforts offering technical, material, logistical, and financial support to SARC, to enhance its institutional and operational capacities. Our collaborative efforts were well reflected in the fields of health, economic security, water and habitat, weapon contamination, protection as well as in emergency response in favour of the millions impacted by past and ongoing conflicts or situations of violence.

Our joint emergency response for the influx of hundreds of thousands of people displaced from Lebanon to Syria during the escalation of violence in Lebanon in September 2024 helped us implement a more effective humanitarian response. We continued this spirit of cooperation and collaboration as the country went through a historic change in December, coordinating our operational activities to ensure that the response to the needs of the communities affected was relevant, efficient and complementary, in full transparency and accountability to the affected populations in Syria.

The SARC, the ICRC and the IFRC (International Federation of Red Cross and Red Crescent Societies) are committed to joining forces, with creativity, flexibility and reliability to leverage our complementary strengths, and work together for people in need of neutral, impartial, and independent humanitarian protection and assistance. As the Red Cross Red Crescent Movement in Syria, we remain committed to supporting SARC in its organizational development while preserving its capacity for emergency response.

KEY FIGURES

Partnership

 A three-year (2024-2026) Partnership Framework Agreement and 14 yearly Operational and Cooperation and emergency response services (ERS).

Institutional and operational capacity strengthening

- 14 SARC branches and Disaster Management Centers (DMC) along with the headquarters were supported with financial contribution towards their staff and volunteers' mobilization and running costs.
- 11 SARC branches and DMCs along with the headquarters were supported with solar power systems, IT, electric and office equipment, to consolidate their capacities in responding to people in need.
- 14 branches along with the headquarters provided with telecommunication equipment and passive security support as part of ICRC's support to SARC safety and security risk management systems.
- 14 SARC branches and the headquarters benefited from financial support for trainings in different fields such as financial management, telecommunication and disaster management.

Agreements signed with the SARC, strengthening the RCRC Movement collaboration in the fields of capacity building and operational cooperation, economic security, water and habitat, weapon contamination, restoration of family links, management of the dead, communication, IHL, and in health including covering Al Hol Hospital,

Movement Coordination

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On 20 December 2024, the SARC, the ICRC and the IFRC confirmed the Movement priorities to maximize
 the Red Cross/Red Crescent collective response aimed at
 addressing the humanitarian needs of the people in Syria.

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3 strategic leadership meetings and 6 Movement
 Partners Operational meeting were also held to align
 Movement activities and ensure collective coordination
 and an effective response strategy.



ABOUT THE ICRC IN SYRIA

Present in Syria since 1967, the ICRC is a neutral, impartial, and independent organization with an exclusively humanitarian mission. It works to restore links between families who have been separated by conflict and migration, visits prisons, and promotes respect for international humanitarian law. The ICRC works closely with the Syrian Arab Red Crescent (SARC) to meet food, water, and health needs of people affected by conflicts, and to help them start re-building their lives. They also work together to raise awareness about the risks posed by mines and other explosive ordnance. The ICRC's operation in Syria is one of its largest in the world, with over 700 staff working through its offices in Damascus, Aleppo, Hassakeh and Homs.



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