Lebanon Winter Preparedness and Response

2025-2026

Overview

With the winter season approaching, the Lebanon Response Plan (LRP) partners are coordinating interventions to address seasonal needs amid compounding crises. The operating context remains marked by protracted economic decline, a fragile political and security environment, and the continued erosion of household coping capacities across all population groups. While 2025 has brought a degree of renewed hope, with an increased pace of returns of displaced Syrians to Syria and, since late 2024, the gradual return of internally displaced Lebanese following the ceasefire, many vulnerable households of all nationalities remain unable to meet their basic needs. Persistently high fuel and food prices, inadequate shelter conditions, and the cumulative impact of successive crises have left families ill-prepared to cope with the added strain of winter, particularly in high-altitude areas prone to snow, flooding, and sub-zero temperatures.

For 2025–2026, the winter response will maintain a comprehensive, multi-sectoral approach, combining institutional preparedness and direct household assistance.

Partners will:

- Prioritize early preparedness at national, sub-national, and community levels to enable timely interventions before the onset of severe weather;
- Provide winter support to the most vulnerable households, particularly those in high-altitude areas, informal settlements, and substandard shelters;
- Reinforce shelter and infrastructure in collective sites and at the community level where winter hazards are most acute;
- Coordinate closely with local authorities and institutions to strengthen national response mechanisms and ensure coherence across partners;
- Integrate return dynamics, ensuring that vulnerable individuals choosing to remain in Lebanon continue to receive adequate support while facilitating safe and dignified conditions for those returning.

The financial requirement for winter preparedness and response in 2025-2026 is **$31.63 million**, encompassing preparedness, institutional support, and household-level assistance. This constitutes a 62 per cent decrease from last year, when the winterization budget was driven by needs arising from the mass displacement that followed the escalation of hostilities. The significant reduction reflects both the decrease in needs following the gradual return of internally displaced persons and the closure of most collective sites, as well as the sectors' efforts to rationalize and prioritize in light of reduced resources.

This paper outlines the scope and approach of the winter response, emphasizing the need for early action, coherence across sectors, and flexible adaptation to emerging challenges. Building on lessons learned, the response will continue to strengthen protection-sensitive programming to safeguard the well-being and dignity of those most at risk across Lebanon. Informed by evolving needs and emerging challenges, the response will remain flexible to adapt to sudden shocks as they arise.

Figure 1. Distribution of essentials and innerwear in Marj, the West Bekaa Valley. © Medair

Figure 2. Core Relief Items (CRIs) prepositioned in a safe warehouse and ready to be distributed in preperartion for winter. © Medair

Winter Preparedness

Lebanon typically faces moderate to severe winter conditions marked by heavy rains, snow, high winds, and thunderstorms, leading to blocked roads, flooding, landslides, and damage to substandard shelters, especially in informal settlements. Last year, the winter was notably mild, especially in coastal and lowland areas. Temperatures remained above average, while snowfall and rain were below average in many areas. This milder winter had various implications, including reduced heating needs and less strain on infrastructure. However, it also posed challenges for agriculture and water resources, including an increased risk of water scarcity and drought-like conditions, due to insufficient precipitation.

This year, the winter season is expected to bring mild to moderately cold conditions overall, with heavier snowfall in high-altitude areas, while conditions across coastal and lowland areas are likely to remain relatively mild. These projections highlight the importance of targeted preparedness measures, particularly for mountainous areas above 500 meters, where winter conditions are most severe. Considering the increasing unpredictability of seasonal patterns due to climate change, maintaining adaptive contingency planning is essential to ensure rapid response capacity and readiness for any weather conditions.

Harsh winter conditions add further pressure to Lebanon's already fragile socio-economic situation, where many households are struggling to afford food, rent, and healthcare. Power cuts and high fuel prices make heating and electricity unaffordable for most, placing their basic needs at serious risk. Moreover, institutions such as municipalities and civil defense units face difficulties in maintaining infrastructure and responding quickly to emergencies given their limited financial resources. Persistent and critical funding gaps for essentials like fuel, canal cleaning, waste management, and equipment maintenance, have further reduced the community's ability to cope with severe weather on top of economic hardship.

The winter response under the LRP spans multiple sectors, including Shelter, WaSH, Food Security & Agriculture, and Social Stability, to ensure a coordinated and comprehensive approach. To mitigate and alleviate the impact of severe weather conditions, partners are working to support vulnerable populations of all nationalities, alongside local institutions, by providing winter cash and in-kind assistance, implementing municipal support projects, enhancing site infrastructure, conducting winter shelter repairs, supplying collective sites with hot water, and distributing essential winter items and clothing. Following the merger of the Basic Assistance sector with the Cash Working Group (CWG), the implementation of winter activities has been restructured to ensure clearer accountability and complementarity across sectors. As such, winter in-kind support notably the distribution of Core Relief Items (CRIs) is now channeled through the Shelter sector, while winter cash assistance falls under the Multi-Purpose Cash Assistance (MPCA) managed by the CWG. During this transition, the former Basic Assistance sector and the CWG have developed Winter Cash Guidance to harmonize targeting and transfer values, ensuring consistency and coherence across partners providing seasonal cash support.

Sectoral Emergency Preparedness and Response

Ahead of the winter season, partners engage in comprehensive cross-sectoral coordination to review and reinforce contingency stocks. In preparation for winter-related emergencies, the Inter-Sector Coordination Group updates the geo-split approach and positions Rapid Needs Assessment (RNA) teams strategically across regions to assess needs. These teams remain on standby, ready to respond to substantial storm events requiring a coordinated, multi-sector response to support affected households. Moreover, in line with streamlining efforts to improve efficiency, the RNA tool survey has been reviewed for this year to facilitate data collection and simplify the overall response process.

To streamline communication, practical channels are in place, including emergency WhatsApp groups connecting the Ministry of Social Affairs, the Disaster Risk Management (DRM) unit, and partners. These channels facilitate rapid coordination during emergency responses. Partners are also actively conducting post-distribution monitoring across regions to evaluate the effectiveness of the response, ensuring that relief effectively meets the needs of families, with collected data informing future emergency preparedness planning.

Drawing on lessons learned and best practices from previous winter seasons, there is a continued focus on preventing duplication through adherence to the geo-split model, conducting thorough mapping of informal settlements, and ensuring accurate partner alignment. Rapid assessment tools remain adaptive and ready to be adjusted as necessary to reflect any contextual changes. Moreover, partners are coordinating capacity-building initiatives to support a collaborative approach, and advocacy efforts are being stepped up to secure the funding needed to sustain these activities.

The projected cost of winter preparedness and response for the 2025-2026 season is **$31.63 million**.

Shelter Sector

The Shelter sector's interventions focus primarily on the provision of shelter kits to address shocks and emergencies. Approximately 4,000 shelter kits of varying types and sizes are currently pre-positioned in country as contingency stock.

An annual unified assessment of informal settlements, covering almost all sites tent by tent, takes place between March and November to identify households eligible for shelter support. Distributions are planned to be completed by late November 2025, ensuring families are prepared ahead of the winter season. In addition to shelter kits, the sector also carries out emergency site improvement works in informal settlements to respond to flooding, help mitigate risks, and improve site conditions.

Figure 3. Conducing weather proofing assessments in the Bekaa Valley. © Medair

Winterization in urban and peri-urban areas remains particularly complex and resource-intensive due to the large number of families living in inadequate residential and non-residential shelters. The challenge is heightened by recent influxes of new arrivals in northern regions, particularly Baalbek and Akkar, and by vulnerable households residing in collective shelters, substandard apartments in peri-urban zones. Limited funding restricts large-scale repairs or rehabilitation, leaving many households dependent on short-term assistance, with shelter kits serving as the primary support modality. These conditions highlight the urgent need for targeted winterization interventions, prioritized resource allocation, and efficient distribution mechanisms to ensure vulnerable families in both urban and peri-urban settings are adequately protected against harsh winter conditions.

Core Relief Items (CRIs), now included under the Shelter sector, are also available, with an estimated $10 million worth of supplies pre-positioned across the country. Stocks of blankets and mattresses are currently sufficient, however, items such as heaters and stoves remain in short supply, however, these are due to be covered through winter cash assistance. While existing stock levels are expected to meet regular winter needs, a sudden large-scale emergency could quickly exceed available resources.

The total estimated funding required for the Shelter sector's winter preparedness and response is $1.3 million. This funding is essential to expand stockpiles, fulfill planned winterization activities, including site improvements, and ensure readiness for any potential emergencies.

WaSH Sector

The WaSH sector plays an essential role in Lebanon's winter preparedness and response, focusing on access to safe water and improved wastewater management to protect health and maintain dignity in vulnerable communities. Working in alignment with the Ministry of Environment's safeguards, the sector prioritizes vulnerable areas and high-risk issues, especially in informal settlements prone to flooding.

For the upcoming winter season, the WaSH sector is maintaining essential service provision in informal settlements, where financial constraints remain critical. With limited funding available, the sector's response relies heavily on existing capacities and coordination with partners.

Preparations include sharing data on informal settlements with a history of flooding with subnational partners, enabling targeted preventive actions and rapid response during flood events. As an anticipatory measure, a round of emergency desludging should be conducted for the most flood prone sites.

Moreover, partners with available resources, such as dewatering pumps, are mobilized to support drainage and accelerate water removal in affected areas.

In addition, the sector has pre-positioned a contingency stock of different hygiene kits that can be repurposed for distribution to households temporarily displaced by flooding or households whose shelters have been damaged.

An estimated $250,000 is needed to support the WaSH sector's winter preparedness and response activities.

By combining data-informed planning with flexible response

Figure 4. Distribution of hygiene kits. © ANERA

Food Security and Agriculture

The Food Security and Agriculture Sector is prioritizing the provision of food assistance to affected populations throughout the winter response.

For populations not covered under the regular response and currently lacking any form of food support, food assistance remains urgently needed during the winterization period.

Given the limited resources, the sector is focusing on targeting the most vulnerable groups inside and outside shelters.

Support will center on providing hot meals to individuals residing in shelters, while affected populations outside shelters will receive food rations in close coordination with the Shelter sector.

An estimated $2.3 million is required to support the winter preparedness and response efforts under the Food Security and Agriculture sector.

Figure 5. Distribution of hot meals. © DCA

Social Stability Sector

The Social Stability sector is central for Lebanon's winter preparedness strategy as it focuses on providing support to institutions, municipalities, civil defense, local authorities, and communities.

For the 2025-2026 winter season, the sector will focus its interventions on high-risk areas prone to flooding and high-altitude areas expected to experience heavy snowfall, in addition to municipalities with large informal settlements, and locations lacking solid waste collection services. Key activities will include support for infrastructure maintenance as well as cleaning of river streams, stormwater channels, and canals.

The sector plans to support around 53 municipalities and Unions of Municipalities (UoMs) with $3 million in equipment. The replacement of missing rainwater manhole and trench covers is also planned to strengthen infrastructure, especially in areas prone to flooding.

A major challenge for the Social Stability sector continues to be funding shortages, which limit the implementation of interventions, particularly in high-altitude areas where winter conditions are most severe. Additional challenges include limited municipal capacity and the difficulty of accessing remote locations.

Many municipalities face critical resource gaps, such as insufficient snow-clearing equipment, limited stormwater canal coverage, and fuel shortages, all of which impact the ability to respond effectively to hard winter conditions.

The sector has outlined a total funding requirement of $5 million to mitigate the effects of winter-related hazards, support community resilience, and ensure continuity of basic services. By adopting a collaborative and holistic approach, the Social Stability sector seeks to enhance community stability and well-being across Lebanon throughout the winter season.

Figure 6. Installation of a Solar Photovoltaic System for Anjar Water Wells. © UNDP

Winter Cash Assistance

Winter cash assistance will focus on vulnerable families expected to face additional needs due to the winter. Targeting for winter assistance will be based on multiple modalities, including altitude-based prioritization (cadastres above 500m), socio-economic vulnerability analyses, and categorical targeting. It may be provided either as a standalone grant for families not receiving other forms of cash support or as a seasonal top-up to existing multipurpose cash assistance. This approach helps ensure that vulnerable households can address additional winter-related expenses without resorting to harmful coping mechanisms. The total estimated funding required for cash assistance activities under the winter response is $22.78 M.

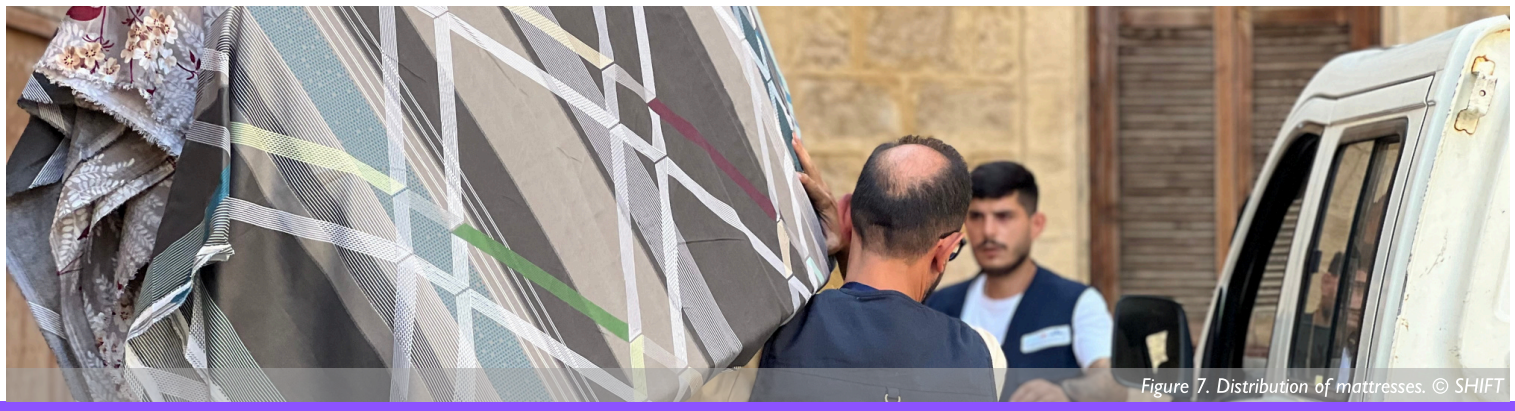

Figure 7. Distribution of mattresses. © SHIFT

Cross-Sectoral Considerations

Winter preparedness in Lebanon necessitates an integrated, cross-sectoral approach to address overlapping needs and mitigate compounded challenges arising from the economic crisis, conflict, and increased displacement. Key areas of focus span Education, Protection, Health, and Conflict Sensitivity, each contributing to a comprehensive response for vulnerable populations.

Education

Schools, particularly in high-altitude areas, are prioritized for winterization to ensure they remain safe, warm, and fully operational during the winter season. Preparations include minor rehabilitation and maintenance, as well as, heating support, and preventive measures to minimize weather-related disruptions to education and maintain safe learning environments for children.

Protection

Protection needs are heighted during the winter season, particularly for women and children living in informal settlements. Cross-sectoral coordination is critical to ensure access to safe, adequately heated shelters, prevent exposure to gender-based violence, and maintain essential support services. Effective collaboration and coordination including referral pathways between the Shelter, Protection, and Health sectors is essential to prioritize and reach the most vulnerable and high-risk communities. Protection partners are actively involved in identification and support to highly vulnerable families in accessing winter-specific services provided by other services and to ensure those at risk are aware of available protection services in their area.

Health

The Health sector focuses on preventing communicable disease outbreaks (e.g. Cholera), particularly in overcrowded settings. Key measures to reduce transmission risks include ensuring safe water access, adequate sanitation, hygiene promotion, and risk communication. Moreover, strengthening cross-sectoral collaboration is essential to control potential outbreaks and protect vulnerable populations during the winter season.

Conflict Sensitivity

Winter preparedness efforts must be implemented in a way that avoids exacerbating social tensions. Transparent planning, equitable distribution of resources, and careful monitoring of potential disputes over scarce commodities such as fuel, shelter, and winter assistance are essential to maintain social cohesion. By mainstreaming Conflict Sensitivity, and do no harm across involved sectors, Education, Protection, Health, Lebanon's winter preparedness efforts aim to address the diverse needs of vulnerable populations more effectively. This holistic approach seeks to provide essential services and to build mitigate risks to social stability across communities during the challenging winter season.

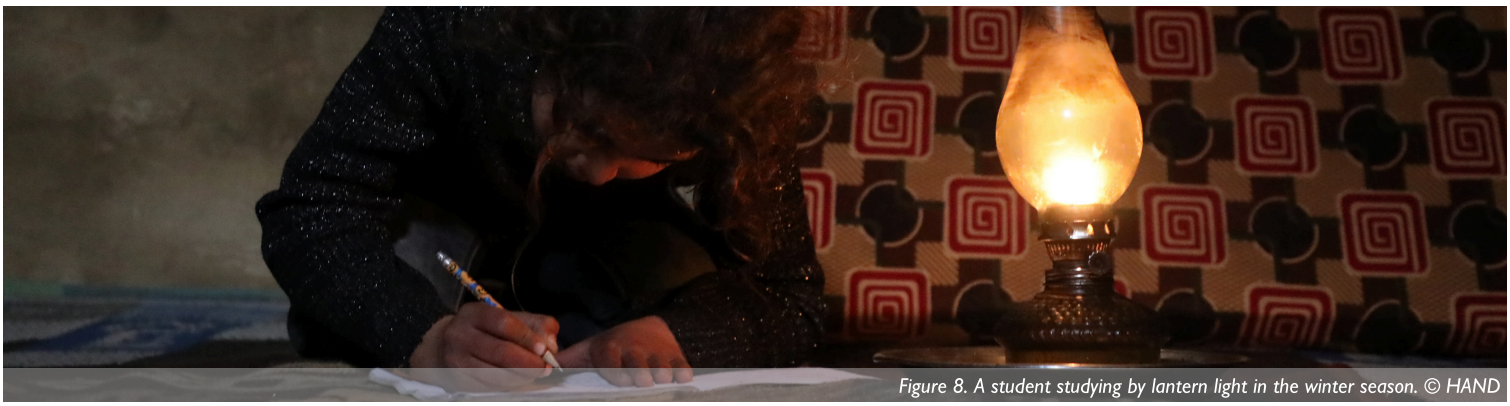

Figure 8. A student studying by lantern light in the winter season. © HAND

Area Based Winter Preparedness & Response

The winter preparedness and response strategy in Lebanon includes tailored interventions across specific regions, North and Akkar, Bekaa and Baalbek-El Hermel, Beirut, and Mount Lebanon (BML), and the South and Nabatieh, to address the unique challenges presented by winter conditions. These area-specific operational considerations highlight prioritized needs and localized challenges for the 2025-2026 winter season. Each region's operational considerations reflect Lebanon's adaptive, area-based approach to winter preparedness, which combines pre-positioned supplies, targeted risk mitigation, and coordination with local authorities and LRP partners to addresses localized vulnerabilities.

North and Akkar

In the North and Akkar region, winter preparedness and response efforts focus on addressing the needs of both the regular caseload including host and refugees' communities and newly arrivals from Syria.

Winter cash assistance continues to target the regular caseload based on established vulnerability criteria, while support for new arrivals is guided by vulnerability assessments, advocacy for access to assistance, and winterization of collective shelters, though coverage remains insufficient.

Geographic prioritization targets areas along the Ostouwan and Al Kabir Rivers, as well as surrounding villages, where flooding risks are heightened by blocked bridges and solid waste accumulation affecting river flow.

Structural interventions, including cleaning of open channels, river management, and canal and bridge rehabilitation, are planned in coordination with municipalities and the Ministry of Public Works, though capacity remains limited.

As of early October 2025, only a few partners are positioned to provide winter assistance, including jackets, carpets, shelter kits, and informal settlements improvements, leaving gaps in minor shelter repairs, cash support, and storm-sensitive hotspot interventions.

Key challenges include limited funding, low operational capacity, delays in government approvals, and potential tension between host communities and new arrivals, particularly in areas experiencing repeated flooding.

Cross-sectoral coordination and vulnerability-based targeting remain critical to mitigate risks, ensure equitable support, and strengthen preparedness for a potentially harsh winter.

Bekaa and Baalbek-El Hermel

In the Bekaa and Baalbek-El Hermel regions, severe winter conditions such as flooding and snowfall are expected to hinder accessibility in both informal settlements and high-altitude areas.

Partners are advised to preposition supplies, complete early distributions, and reinforce drainage channels to ensure a timely emergency response. This includes prepositioning emergency shelter kits and CRIs in hard-to-reach areas, while mapping available assistance and coordinating efforts to avoid duplication and strengthen preparedness for potential severe winter conditions.

Close coordination with the MoSA is ongoing, particularly concerning relocation sites, to ensure readiness and a harmonized approach to household identification and referral mechanisms.

Winter response activities focus on site improvements in flood-prone locations, in-kind winter assistance for highly vulnerable populations, and awareness campaigns on safe winter practices, including fire prevention.

Where feasible, cash assistance for heating or fuel may be provided, prioritizing populations with high socio-economic vulnerability and protection needs, although funding remains insufficient to cover all requirements. In parallel, advocacy and coordination efforts continue to ensure adequate support to new arrivals, as the absence of cash assistance remains a key gap. In-kind modalities, including fuel vouchers and essential nonfood items, particularly for those residing outside collective shelters, are being encouraged as part of preparedness for the harsh winter season.

Effective coordination with municipalities, social stability actors, and Ministry of Interior and Municipalities (MoIM) focal points is essential to manage potential tensions between host communities and displaced households, particularly over access to fuel, water, and waste management.

Local authorities, including governors, municipalities, and civil defense, face overstretched operational and maintenance capacity, highlighting the need for technical guidance, material support, and contingency planning from partners.

Beirut and Mount Lebanon (BML)

In BML, the winterization response includes strategic prioritization of areas based on elevation and shelter conditions, with efforts to streamline coordination among sector partners to manage electricity and heating needs effectively.

This planning builds on localized risk mapping that identifies flood-prone zones such as Damour, Naameh, and Khaldeh, as well as snow-affected or landslide-prone areas in upper Aley and Chouf. Preparedness efforts also consider potential power outages, fuel shortages, and access disruptions that could isolate remote communities.

The response for this year is primarily focused on cash assistance, given the predominantly urban context and the ongoing economic vulnerabilities of households, noting that winter cash is prioritized for the regular caseload.

Shelter support for informal settlements is ongoing, including distribution of winter items (blankets & mattresses), and partners remain ready to respond to emergencies through the RNA tool.

Coordination among humanitarian actors is essential to ensure that both cash and in-kind assistance are available and effectively targeted, with the goal of maintaining timely support and protecting vulnerable populations throughout the winter season.

Given the high population density and prevalence of substandard urban housing, coordination with DRM units and governorate-level authorities is vital to enhance local preparedness, maintain essential services such as water and wastewater collection and ensure that emergency interventions align with local contingency and shelter management plans. This area-based approach reinforces collaboration between humanitarian actors, local authorities, and DRM units to ensure that preparedness, early warning, and response actions are context-specific and inclusive across urban, peri-urban, and rural localities.

South and Nabatieh

The South and Nabatieh regions are still impacted by displacement due to the hostilities. Accordingly, winter response efforts are focused on supporting returnees and remaining displaced families, many of whom continue to reside in damaged or partially rehabilitated shelters.

Winterization interventions, including prepositioning of CRIs and support for both refugee and returnee populations, have been ongoing (particularly in border areas), but gaps remain in shelter rehabilitation and in-kind assistance.

Cash assistance is a key priority, although current plans and capacities among partners are limited and not yet fully defined.

Road rehabilitation and drainage system maintenance are critical to mitigate winter-related flooding, with some partners willing to provide support. Additionally, cash-for-work and vocational support programs are requested by local authorities to enhance winter preparedness and strengthen community resilience.

Local municipalities face significant resource constraints, highlighting the need for targeted technical, financial, and operational support from humanitarian actors to ensure a timely and effective winter response across the region.

Figure 9. The Al Kabir North River, at the border between Lebanon and Syria in Akkar, remains highly prone to flooding due to weak basin management and inadequate riverbank reinforcement, posing risks to nearby agricultural lands, infrastructure, and shelters. © UNDP

Challenges & Gaps in the 2025-2026 Response

Winter preparedness and response efforts this year face a complex range of challenges, shaped by the prolonged economic crisis, protracted displacement, and the fragile ceasefire. Although certain conditions have stabilized compared to past years, the overall situation remains cautious and highly resource-constrained.

Addressing these challenges requires a coordinated, multi-sectoral approach that combines strategic planning, strengthened partner capacity, targeted infrastructure and institutional support, and flexible donor engagement. Only through sustained, predictable funding and enhanced collaboration between sectors, local authorities, and partners can the winter response effectively protect vulnerable communities and mitigate the impacts of severe weather during the 2025–2026 season.

Funding Shortfall

Persistent gaps in funding continue to restrict the scale and coverage of winter interventions, including cash and in-kind assistance, site improvements, and municipal support. Reduced financial resources make it difficult to preposition essential supplies and limit partners' capacity to respond in a comprehensive manner, especially in high-altitude and flood-prone areas.

Fuel Prices

High fuel prices pose significant challenges to heating and energy provision, especially as winter temperatures drop. Ensuring affordable fuel is vital to safeguard the health and well-being of affected communities.

Capacity of Local Authorities

With notable improvement after the latest elections. municipalities and Civil Defense units still face critical resource and operational limitations that hinder their ability to clear channels and canals and ultimately respond to winter-related emergencies effectively. Investing in training, equipment, and enhanced coordination mechanisms is crucial to strengthening local response capacities. In addition, enhanced coordination with DRM and Disaster Risk Reduction (DRR) Units is needed to further strengthen localized response mechanisms, ensure real-time information flow during emergencies, and support harmonized decision-making across districts.

Infrastructure Damage

Damaged infrastructure, such as deteriorating roads and riverbanks, especially in the South, Bekaa and Beirut suburbs after the escalation of hostilities, creates substantial obstacles to implementing winter response measures. This issue requires both urgent and longer-term repairs requiring substantial development investment and the construction of resilient structures to ensure continuity of aid delivery.

Limited Partner Capacity

A shortage of partners with the necessary financial and human resources for winterization efforts limits the sectors' ability to meet widespread needs. Expanding partner capacity and capabilities is essential for a comprehensive response.

Access to Remote and Border Areas

Difficult terrain, harsh weather conditions, and limited road maintenance continue to restrict access to high-altitude and flood-prone locations. Access to some border areas remains sensitive, as these locations are more fragile and require careful planning. Effective response planning requires early and decentralized prepositioning of supplies and close collaboration with local authorities and civil defense to mitigate logistical challenges that may arise.

Protection Space

Ensuring adequate protection space for vulnerable populations while managing social tensions poses a complex challenge. Balancing physical safety with socio-political dynamics demands a careful, multi-faceted approach to winter preparedness.

Recommendations for the 2025-2026 Response

To address the challenges identified in the 2025–2026 winter preparedness and response, the following actions are recommended to enhance coordination, strengthen local systems, and build sustainable solutions.

Bridge Funding Gaps

Predictable, multi-year, and flexible funding is essential to ensure adequate prepositioning of supplies, timely delivery of winter assistance, and continuity of municipal support. Engaging donors early and encouraging pooled funding mechanisms can help bridge current financing gaps and enable a more agile response to emerging needs.

Reduce Fuel Dependency

To reduce dependency on expensive fuel, the use of energy-efficient heating solutions and solar-powered systems for institutions are recommended.

Strengthen Capacity Building

Providing municipalities and Civil Defense units with training, equipment, and operational support would enhance their ability to clear roads, manage flooding, and respond quickly to emergencies. Reinforcing coordination with DRM and DRR units at subnational levels will also improve early warning systems and response efficiency.

Prioritize Infrastructure Rehabilitation

Repairing and upgrading damaged or deteriorating infrastructure, especially in areas where winter conditions are severe, is crucial for maintaining access and continuity of aid. Longer-term investments and coordination with local authorities on flood control, riverbank reinforcement, and resilient construction would reduce repeated disruptions and winter-related risks.

Expand Partner Capacity

Encourage additional partners to engage in winter preparedness and response activities and provide capacity-building support to help expand geographic coverage and fill operational gaps. Moreover, ensure continued coordination across sectors to prioritize activities and avoid overlap.

Improve Access to Remote and Border Areas

Early prepositioning of supplies in hard-to-reach areas and enhanced collaboration with local authorities would mitigate logistical bottlenecks. Additionally, leveraging local networks, such as community-based organizations, can improve delivery in areas affected by road closures or severe weather.

Strengthen Protection and Social Cohesion

Winter response activities should continue to integrate protection and conflict sensitivity principles to prevent tensions and ensure equitable assistance. Transparent targeting, effective referral systems, and community engagement are key to maintaining social stability and protecting vulnerable populations.

For additional information, please contact the Lebanon Response Plan Inter-Sector Coordination Group at lebbeia@unhcr.org