



Draft SOPs on Private Donations to Za'atari Camp

15 01 2014

Distribution of private donations

Given the difficult security hazards private donations present and to facilitate orderly and fair distributions, basic regulatory Standard Operating Procedures must be carried out as follows;

1. Private donors should have prior written approval from the SRCD before any private distributions can be implemented in Za'atari.
2. Donors are requested to take up contact with the SRCD donation focal point for authorisation purposes at least 1 month in advance of planned distribution dates.
3. Distributions which do not target the entire camp population are to be discouraged for security purposes. Exceptions shall be targeted distributions to very specific groups which support currently existing activities in the camp (e.g schools) and that clear distribution criteria have been communicated to the entire camp population in advance.
4. The SRCD donation focal point will inform UNHCR's camp manager immediately of any incoming contacts regarding potential private donations in order to ensure operational and refugee needs best's interests. SRCD and camp management will then jointly agree on the items to be distributed and mode of distribution.
5. If compliant with NRC warehouse usage SOPs, UNHCR/SRCD will inform the SRCD and NRC to carry out community messaging around distribution dates, modalities, and content.
6. If not compliant with NRC warehouse usage SOPs, UNHCR/SRCD will demand that the private donor demonstrate a clear distribution criteria/modality, partner agency before consenting to a distribution.
7. SRCD will inform UNHCR camp management immediately before private donation distributions are implemented when these donations concern food, toys, cash, hygiene kits or clothes distributions. Approval from the SRCD and UNHCR will be required before private donations regarding above mentioned items are distributed.
8. The police shall be present at all times and maintain order and security during the distribution of donations.
9. The process of distribution shall start early mornings (before 11AM) with the presence of PSD/ SRCD and UNHCR. Donations reaching to the refugees sites later than 2PM shall not be allowed onsite until the following day.
10. Private donation distribution days will be limited to weekdays from Sunday to Thursday (11AM to 3PM). No private donation distributions are to take place on outside of these times.

Contact information:

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2. UNHCR Camp Manager; Kilian Kleinschmidt; 079 9490361, kleinsch@unhcr.org
3. UNHCR Focal Point: Sobia Oberg, Governance Advisor; 079 6324737, oberg@unhcr.org

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