

Emergency Plan of Action (EPoA) Vanuatu: Ambae Volcano Eruption

DREF n° MDRVU005	Glide n° VO-2017-000140-VUT
Date of issue: 30 September 2017	Date of disaster: 23 September 2017
Manager responsible for this operation: Daniell Cowley, partnerships and resource development coordinator, IFRC country cluster support team, Suva	Point of contact: Jacqueline de Gaillande Chief executive officer Vanuatu Red Cross Society
Operation start date: 25 September 2017	Operation end date: 31 December 2017
DREF budget: CHF 255,278	Expected timeframe: 3 months
Number of people affected: 11,000	Number of people to be assisted: 5,500
Host National Society(ies) presence (n° of volunteers, staff, branches): The Vanuatu Red Cross Society (VRCS) is one of the leading humanitarian actors in Vanuatu. It has its headquarters in Port Vila, Shefa province, and works through six branches in the provinces of Torba, Sanma, Penama, Malampa, Shefa and Tafea where six pre-positioned depots are also located. VRCS has 43 staff and 508 active volunteers, 87 of which are Emergency Response Team (ERT) trained.	
Red Cross Red Crescent Movement partners actively involved in the operation: VRCS is working with the following RCRC partners: Australian Red Cross; French Red Cross; and the International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: The Government of the Republic of Vanuatu through the Vanuatu National Disaster Management Office (NDMO) activated the National Emergency Operations Centre (National EOC) and has been coordinating the response. The Joint Police Operations Centre (JPOC) has also been activated and the Vanuatu Police Force and Vanuatu Mobile Force are on standby to support operations. Penama Provincial Government has activated their Provincial Disaster Committee.	

A. Situation analysis

Description of the disaster

On 23 September 2017, the Vanuatu Meteorology & Geo-hazards Department (VMGD) increased the activity level for Monaro volcano on Ambae island, Penama province to Level 4: a moderate eruption state. A new volcanic cone has formed within one of the two crater lakes (Manaro Vui).

This alert level indicates that flying rocks and volcanic gas will affect the Red Zone – a 6.5 km radius around the volcano crater. Villages located further from the volcano's crater can expect volcanic hazards, including explosions and ash rain. There is also an increased likelihood that ash falls around the island, especially in villages exposed to the prevailing trade winds direction. As a result of the volcano's increased activity over the past few weeks, many of the island's water sources have been contaminated through ash fall and acid rain. Acid rain may cause damage to food crops and contribute to food insecurity for people living on the island. At this level of activity, the VMGD has advised that the volcano's activity may increase or decrease at any time without warning.

As of 26 September, the government estimated that approximately 7,000 people of a total population close to 11,000 people had been evacuated to safer areas on the island (east and west) and were staying in evacuation centres in host communities. On 27 September, further details became available with regards the situation of the displaced people:

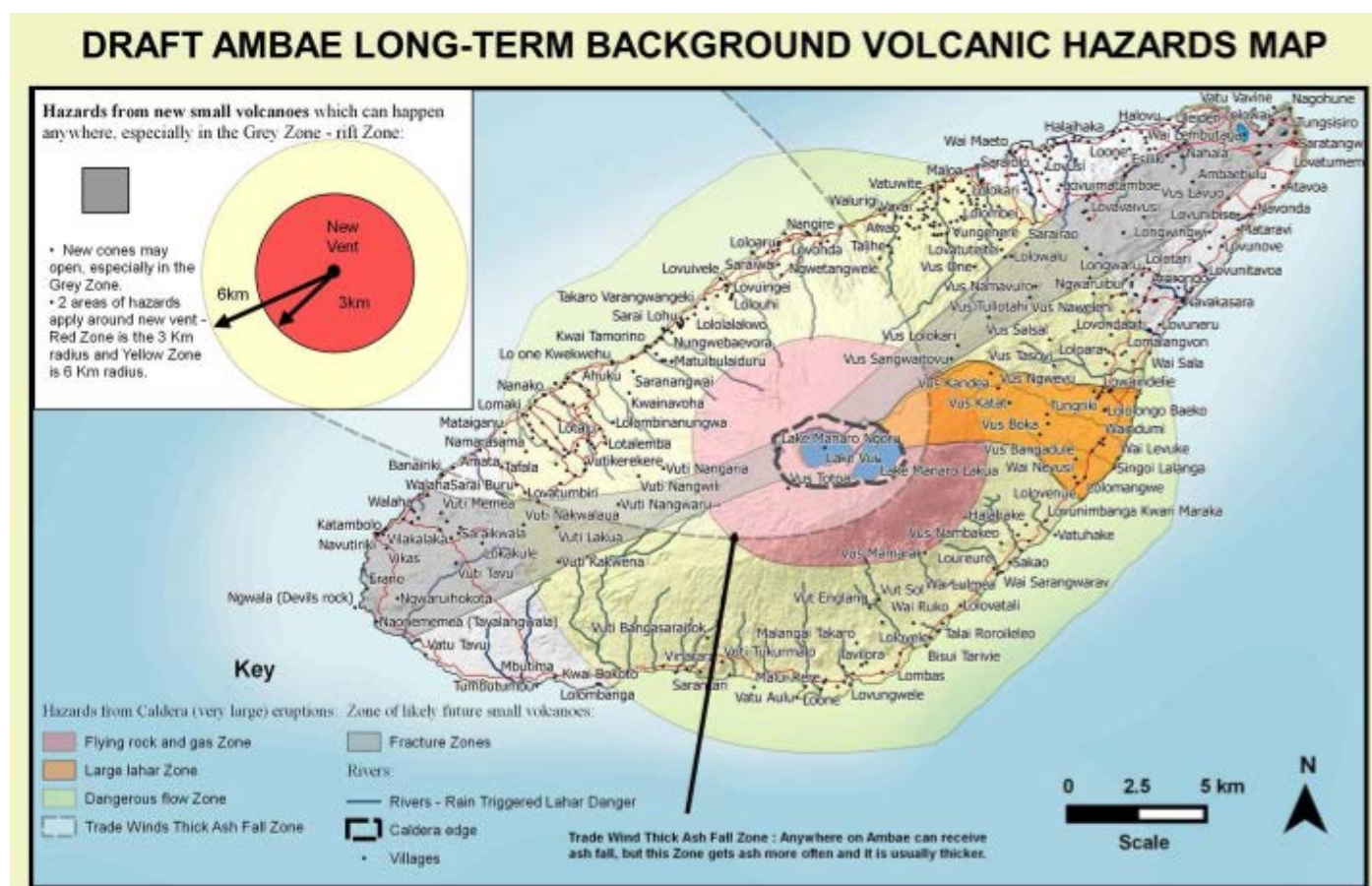
	West Ambae	East Ambae	Total
Total	5500	5500	11,000
Evacuees/ IDP	3450	3550	7000
Still moving	900		900
Evacuation center	14	21	55
Total Households	1100	1100	2200

Evacuation centres have been set up in the safe zones in the west and east of the island. Up to 3,350 people have been evacuated to 14 evacuation centres in the West and 3,450 people have been evacuated to 21 evacuation centres in the East. A state of emergency for Ambae island was officially declared on 26 September 2017 and is set to last for two weeks.

As of 28 September, VRCS has been informed that the Council of Ministers have declared a mass evacuation of the entire island, which is mandatory by 6 October 2017. People from the west and north of Ambae will be evacuated to Santo while east of Ambae will be evacuated to Maewo and Pentecost islands. Government agencies and the Penama Provincial government are in lead of the full-island evacuation.

VRCS plans to continue with the current response and continue assisting the target population as it moves to the new evacuation sites on Maewo and Pentecost.

Ambae Volcano Hazard Map (VMGD)



Summary of the current response

Overview of Host National Society

Following its experience of Tropical Cyclone (TC) Pam in 2014, VRCS has made significant investment in developing its capacity and experience in disaster response. Almost 100 volunteers have received emergency response training and stocks of emergency relief supplies are pre-positioned in six depots/warehouses throughout the country. In its recovery operation following TC Pam, VRCS focused on building the resilience of local communities to be better prepared to face future disasters. This included establishing and training community disaster committees in line with national disaster management plans.

In addition, VRCS is a key actor in the government's disaster response plans and together with in-country Movement partners has been sharing information and coordinating closely with the national disaster management authorities. On 25 September, VRCS received an official request from NDMO for assistance to respond. Further to this, representatives of VRCS have attended different inter-agency meetings organized by the NDMO including those of the WASH and Gender & Protection clusters.

VRCS has recent experience implementing DREF operations, with two operations having already taken place this year – responding to a dengue fever outbreak across multiple islands and a coordinated response alongside NDMO to TC Donna in Torba province earlier in the year.

VRCS has two staff and 15 ERT trained volunteers based in Penama province. On 23 September, the DM coordinator travelled to Ambae to support coordination, assessments and response planning. On 27 September, the WASH officer and Communications officer were deployed to Ambae – the WASH officer to Walaha, West Ambae and communications officer and a WASH volunteer to Saratamata, the provincial capital in East Ambae, to support operations. Additional volunteers have been mobilized and two volunteers have been stationed at each of the 14 evacuation centres in East Ambae. These volunteers have established an Evacuation Centre Management Working Group at each centre to manage the organisation of the centre and are in the process of registering beneficiaries.

As of 26 September, VRCS had dispatched 100 tarpaulins which were pre-positioned in Saratamata and sent 250 filled 10-litre jerrycans to support water distribution in evacuation centres on East Ambae and a further 100 tarpaulins on the Republic of Vanuatu Ship (RVS) Tukoro boat. Two satellite phones have been activated on Ambae to assist the operation emergency communications.

Overview of Red Cross Red Crescent Movement in country

VRCS works with IFRC and the International Committee of the Red Cross (ICRC) through their regional structures, as well as with VRCS in-country partners French Red Cross (FRC) and Australian Red Cross (ARC).

Movement coordination

VRCS have, so far, held briefings with the French Red Cross and Australian Red Cross partners in country. IFRC will continue to provide support to VRCS on coordination relating to this DREF operation with Red Cross Red Crescent Movement partners.

Overview of non-RCRC actors in country

The government, through the NDMO, have activated the following mechanisms to manage the emergency response:

National level:

- National Emergency Operations Centre
- Joint Police Operations Centre
- Provincial Disaster & Climate Change Committee

Provincial level:

- Area Council Secretaries
- Line Ministries represented at the province
- Provincial Health Coordinator

The NDMO has deployed 63 members of the Vanuatu Mobile Force (VMF) and police force to assist with security.

The following clusters have been advised by the government to mobilize and plan for short and medium-term support:

- Water, Sanitation and Hygiene promotion (WASH)
- Health
- Food Security & Agriculture
- Gender & Protection
- Education
- Shelter
- Logistics

Penama Provincial Government, through the provincial EOC, is the lead agency on the ground. Clusters are asked to prepare their plan with the provincial government.

Needs analysis, beneficiary selection, risk assessment and scenario planning

The immediate needs of the affected population, as reported by staff on the ground and NDMO, are water, food, emergency shelter, clothes, kitchen items and hygiene items. Overcrowding in evacuation centres in Ambae has already been reported indicating that proper hygiene and sanitation will be a significant need. Once the affected population evacuates from the Ambae island, the need analysis is required to be revisited based on the evolving situation and needs of the displaced population including shelter and WASH.

VRCS anticipated the following three potential scenarios:

Scenario 1: The volcano returns to level 3 or lower within the coming days/weeks and the displaced population are able to return to their homes. Anticipated needs in this scenario include: water, food and shelter.

Scenario 2: The volcano remains at level 4 for a sustained period leaving displaced people in evacuation centres or host communities on Ambae for an extended period of time. Anticipated needs in this scenario include water, food, emergency shelter, emergency WASH, and restoring family links (RFL). The EPOA responds to this situation.

Scenario 3: The volcano increases to level 5 and the entire population is evacuated to Santo, Maewo and Pentecost. Anticipated needs in this scenario are similar to scenario 2: water, food, emergency shelter, emergency WASH, RFL. The government of Vanuatu has now ordered an evacuation of the entire population of Ambae at alert level 4, and therefore, the current EPOA combines the response to both scenarios 2 and 3.

Besides the results of further needs assessments, monitoring of the volcanic activity through VMGD will help inform this response.

Risk Assessment

As the activity of the volcano is unpredictable and may increase to Level 5: a major eruption at any time, there is a significant safety risk for VRCS staff and volunteers deployed to the island.

In the case of a mass evacuation there are associated risks of moving that many people. VRCS will ensure no unnecessary personnel are on the island and will assist in the movement of people off the island.

Staff and volunteers will be provided with personal protective equipment and the volcano's activity will be closely monitored through liaising with VMGD to ensure staff safety.

B. Operational strategy and plan

Overall objective

The objectives of the operation are as follows:

1. To assist the most affected population of Ambae island with:
 - a distribution of emergency shelter and WASH NFIs;
 - increased awareness of preparedness measures/evacuation procedures;
 - RFL if required in the event of a mass evacuation
2. To replenish NFIs distributed in the response in preparation for any future disaster response.
3. To support the provincial government in their response, monitor the situation closely and be prepared for a scaled-up response should it be required.

Proposed strategy

To achieve this objective, this operation consists of the following lines of action:

- Conduct a rapid needs assessment of displaced populations and host communities;
- Advocate for the prioritization of the most vulnerable people for evacuation;
- Undertake an analysis of the status of water and sanitation infrastructure in the host communities;
- Facilitate awareness sessions on preparedness measures and evacuation procedures;
- Conduct hygiene promotion activities in evacuation centres and host communities;
- Distribute NFIs to the affected populations in East Ambae and at out-of-Ambae evacuation sites;
- Assist in Restoring Family Links if required;
- Conduct evacuation site assessments where necessary in close coordination with NDMO;
- Coordinate with the NDMO, VMGD and other actors to closely monitor situation and plan for expanded response if required.

As the effects of the increased volcanic activity are still unfolding, and a response plan is still being developed by the NDMO, VRCS is working off the best information available to plan the response and remains in regular contact with relevant government agencies and clusters to ensure a coordinated and effective response.

The Provincial Disaster Officer has advised that overcrowding in evacuation centres in Ambae is already an issue. VRCS has deployed a WASH officer and WASH volunteer to Ambae to begin hygiene promotion activities and to undertake a rapid assessment into the water and sanitation situation in host communities.

Volunteers stationed in host communities are also undertaking rapid assessments to determine the needs of the affected population.

The Vanuatu government has advised VRCS that shelter response should be limited to tarpaulins as temporary shelter solutions to avoid potential issues of the construction of permanent or semi-permanent shelters in host communities. If people are displaced for an extended period of time, shelter needs may change. The Camp Coordination Cluster is not currently activated but this may be a need in the evolving scenario.

NDMO is responsible for the management of evacuation centres. VRCS has started support host communities and evacuation centres in East Ambae, targeting the displaced population of 3,500 people as well as the host community population of approximately 2,000. This will mean a total of 5,500 people will be assisted by the response operation. This East Ambae population is being evacuated to two sites outside Ambae island. This population was chosen as VRCS has an existing presence and capacity in the area and this was agreed as the best strategy by the NDMO.

VRCS is also working in coordination with other actors in the Gender & Protection cluster and it is currently planned for one VRCS staff to join team travelling to Ambae to conduct an assessment.

VRCS has designed this response after briefings with NDMO and relevant clusters. Food is another significant need but this will be covered under the response by NDMO.

Under the leadership of the VRCS DM coordinator, VRCS officers and ERT volunteers will undertake a rapid assessment of displaced population and host community needs to determine an NFI distribution plan.

The WASH team composed of the VRCS WASH officer, a VRCS WASH volunteer and supported by branch volunteer teams, will conduct hygiene promotion activities, a rapid WASH assessment and organise the distribution of jerry cans and hygiene kits.

A team composed of a field distribution coordinator, a hygiene promotion officer, a shelter awareness officer and a team of volunteers from VRCS will undertake distribution of key NFIs (jerry cans, hygiene kits and tarpaulins) to affected populations.

All response activities will be closely implemented with, and facilitated by, volunteers from the VRCS trained Community Disaster & Climate Change Committees (CDCCCs), local authorities, Area Council Secretary (ACS), and communities.

Operational support services

Human resources

The following human resources have been mobilised within VRCS for the response activities:

- DM coordinator
- DM officer
- WASH officer
- Field coordinators x 2
- Santo Branch officer
- Penama Branch officer
- Penama support officer
- 50 x volunteers (ERT/WASH/Logistics)

VRCS is also requesting for technical support in sectors below to provide technical assistance and advice on how to assist with the evolving needs of the evacuees under the coordination of the IFRC, including the following surge and RDRT roles:

- Shelter/ Evacuation Management
- WASH
- Logistics – technical support to mobilise and arrange for procurement, and assist to map out stock mobilization in-country
- Communications

In addition, at least one (1) regional disaster response team (RDRT) member will be deployed for a period of four weeks to support VRCS implementing the activities of the operation.

Logistics and supply chain

Logistics activities aim to effectively manage the supply chain, including, procurement, customs clearance, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

VRCS has a small number of NFIs stored in Saratamata – enough for 100 households (). There is a larger stock of NFIs in the warehouse in Port Vila and in Santo however Santo warehouse has not yet been restocked following the TC Donna response – nevertheless the warehouse facilities may be of use. NFIs from the Port Vila warehouse, shipped to Ambae and planned for evacuated communities will need to be supplemented with more stock to cover the targeted population at the out-of-Ambae evacuation sites. Agreement to cooperate with Australian Red Cross who hold emergency relief items in neighbouring Brisbane has been reached to fill the gap in in-country stocks in coordination with the Asia-Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department in Kuala Lumpur (KL). Local procurement will also be used to source items unavailable from overseas support mentioned above. VRCS preference is to replace distributed NFIs from IFRC through the Asia-Pacific OLPSCM department in KL. It is estimated that sea freight from the IFRC OLPSCM warehouse in KL to Port Vila will take 45-55 days by sea (port to port).

VRCS has a logistics team and logistics volunteers – who were trained during the TC Pam operation by the IFRC Logistics delegate – and can provide administrative and logistics support to the operation. Further during the TC Pam operation, the IFRC warehouse management software Logic was implemented and is currently in use for supply chain management within the VRCS logistics system. VRCS logisticians in Port Vila will oversee local freighting, customs clearances for international replenishments and the local procurement of goods and services in line with VRCS procurement practices. IFRC Logistics manager based in Pacific CCST office in Suva will be deployed in country for two weeks supporting the VRCS. IFRC OLPSCM will also provide technical support to VRCS and IFRC Pacific CCST as required.

Information technologies (IT)

Internet connectivity is an issue in Ambae, even in Saratamata, but mobile communications are mostly reliable at this stage. In West Ambae, there is limited mobile reception – mainly with Telecom Vanuatu Limited TVL (phone provider). Internet and mobile reception will also be an issue in the out-of-Ambae evacuation sites on Maewo and Pentecost.

Communications

VRCS has used social media to provide updates on the volcano status and disaster response for general viewers and followers of the [VRCS Facebook page](#).

During the early operation VRCS had identified four local focal points for media contact: OD coordinator, DM coordinator, CEO and ARC Program Lead in country. However as of 28 September, the Vanuatu Red Cross has requested direct support from IFRC and partners for handling the demands from media and coordinating accordingly. ARC Communication delegate will be deployed as IFRC surge support to be the international media focal point and assisting with the need and demand.

The IFRC Communications delegate will act as spokesperson, gather content and support VRCS to make a robust and practical communication and media plan for the response and recovery to the operation.

Interest from both local and international media in the eruption and evacuation on Ambae is increasing.

Security

The main security threat to staff and volunteers working on this response is posed by their proximity to the volcano itself. Health may be impacted by volcanic gases and ash fall, and, given the current alert level, volcanic activity can increase at any time, posing further threat to staff and volunteer safety and personal security.

To minimise these risks to individual safety and security, VRCS are seeking to supply deployed staff and activated volunteers with protective equipment, including masks. VRCS are also monitoring updates and advice from the VMGD and other authorities and will adapt their activities accordingly.

Staff deployed to evacuation areas will also need to travel with their own food and water to limit strain on local resources.

Planning, monitoring, evaluation, & reporting (PMER)

The respective divisions of the VRCS headquarters in Port Vila, such as disaster risk management, WASH, accounting and management, will guide and monitor the Plan of Action. Support for communications and coordination will continue to be provided by the IFRC CCST Pacific DRM team.

Reporting on the emergency plan of action will be carried out according to IFRC minimum standards. Monitoring visits to the affected communities and interviews with beneficiaries, volunteers and others participating in the response will also be conducted to assess progress at regular intervals and guide any required adjustments to the proposed response. At the conclusion of the operation, a lessons-learned workshop will be carried out by VRCS staff, volunteer and relevant stakeholders.

Administration and Finance

VRCS headquarters has a finance team that will support the logistician/administrator in the field with all activities necessary to ensure the proper use of resources. The logistician/administrator will coordinate with the operations manager for any expenditure or purchase that takes place during the operation, and resources will be utilized in accordance with standard VRCS and DREF guidelines and procedures. A finance officer from the IFRC CCST Pacific will also be made available to visit during the timeframe of the DREF and assist with monitoring and resolving any financial issues.

C. DETAILED OPERATIONAL PLAN

Early warning & emergency response preparedness

An holistic approach on prevention was carried out by the community and branch volunteers on Ambae since 23 September. This was put in place to ensure that evacuees are kept informed of the evolving situation. Interventions carried out were also to ensure that the evacuation centers are managed appropriately and needs of the evacuees are realistic.

Activities undertaken have included:

1. Communicating information from local authorities.
2. Disseminating updates and warnings through social media including the VRCS Facebook page, website and Twitter.
3. The use of mobile phones to maintain communication between VRCS Headquarters and Branches.
4. Set up of evacuation centre management committees. (2-3 volunteers rostered to each evacuation centre in east Ambae and who will also relocate with the evacuees to the new sites in Pentecost and Maewo Islands)

Outcome 1: At risk population are aware of evacuation procedures

Output 1.1 Preparedness and evacuation awareness sessions are conducted in target communities

Indicator 1: n° of people reached by public messaging relating to the response operation

Indicator 2: n° of people reached with information on evacuation process

Indicator 3: no of Volunteers with proper PPE for prevention during field deployment

Activities planned	Weeks	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Registration of beneficiaries		X	X														
Evacuation awareness sessions conducted		X	X	X													
Hazard awareness sessions conducted		X	X	X													
Procurement of PPE for 50 Volunteers (Mask, Vest, Back Strap, Hat, Life Jackets, Rain coats)		X	X														

Water, sanitation and hygiene promotion

Needs analysis: It is anticipated that the displaced population, living in overcrowded conditions, will require assistance in regard to hygiene – specifically hygiene kits and awareness raising activities to prevent the spread of illness. In the current dry season, supply of clean and safe drinking water is another anticipated need, especially due to contamination of many water sources from acid rain and ash fall. Adequate sanitation is likely to be an issue with displaced populations placing a significant strain on existing facilities in host communities both on Ambae and at the evacuation sites on Maewo and Pentecost. 250 10 L jerry cans with clean water filled at VRCS headquarters in Port Vila, with additional 200 20L filled water containers were dispatched for the evacuees in Ambae. However, in Pentecost and Maewo there are gravity fed system (GFS) sources available for water supply. VRCS stands ready to assess further needs with the support of its partners should the need arise in the new evacuation sites.

Population to be assisted: VRCS is targeting 3,500 displaced people in East Ambae and their host communities (population approximately 2,000). VRCS plans to continue to assist the East Ambae population of 5,500 people that is being evacuated to Maewo and Pentecost.

Outcome 2: Immediate reduction in risk of waterborne and water related diseases in targeted communities.																	
Indicator 1: n° of HH reached with hygiene promotion awareness activities																	
Indicator 2: n° of HH assisted with WASH NFIs.																	
Output 2.1 Hygiene promotion activities provided to target population																	
Indicator 1: n° of people reached by hygiene promotion activities																	
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Deployment of WASH team to Ambae		x															
Deployment of WASH team to Maewo and Pentecost			x	x													
Printing of WASH IEC materials		x	x														
Training/refresher for local volunteers in hygiene promotion		x	x														
Hygiene promotion activities at evacuation centres and host communities in Ambae		x	x	x	x												
Hygiene promotion activities at evacuation centres and host communities in Maewo and Pentecost		x	x	x	x												
Output 2.2 WASH (NFIs) are provided to the target population																	
Indicator 1: n° of households provided with WASH NFIs																	
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Distribution of hygiene kits			x	x	x	x	x	x									
Distribution of jerry cans		x	x	x	x	x											
Provide awareness sessions at distribution sites (before distribution) on recommended usage of WASH NFIs		x	x	x	x	x	x	x									
Replenishment of WASH NFIs									x	X	x	x					
Distribution of WASH kits for establishing adequate sanitation facilities					x	x	x	x	x								

Shelter and settlements (and household items)

Needs analysis: It is anticipated that the displaced population will require temporary shelter assistance due to overcrowding in designated facilities. The situation has escalated and the island population is now mandatory to be relocated to Pentecost and Maewo. Some of the population have already relocated to Santos and Port Vila voluntarily and are seeking assistance through government and aid agencies for temporary shelter assistance. This is immediately giving pressure on the government and aid agencies capacity to respond, with limited availability of tarpaulins in the country. There is also a risk of distributing shelter toolkits, as advised by government to refrain from encouraging the evacuees on building semi-permanent shelters in hosted communities on Ambae, However the needs in Pentecost and Maewo could be further consulted based on needs, including for shelter NFI. Distribution targeting will be closely looked at by VRCS and ensuring that the vulnerable groups are prioritized with the capacity they have.

Budget

DREF OPERATION

29/09/2017

MDRVU005 : Vanuatu Ambae Volcano Eruption

Budget Group	DREF grant Budget CHF
Shelter - Relief	28,608
Clothing & Textiles	38,495
Water, Sanitation & Hygiene	22,149
Teaching Materials	1,379
Utensils & Tools	38,570
Other Supplies & Services	20,218
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	149,419
Storage, Warehousing	1,011
Distribution & Monitoring	34,317
Transport & Vehicle Costs	6,663
Logistics Services	7,363
Total LOGISTICS, TRANSPORT AND STORAGE	49,354
National Society Staff	17,921
Volunteers	14,259
Total PERSONNEL	32,179
Workshops & Training	184
Total WORKSHOP & TRAINING	184
Travel	7,000
Office Costs	919
Communications	643
Total GENERAL EXPENDITURES	8,562
Programme and Supplementary Services Recovery	15,580
Total INDIRECT COSTS	15,580
TOTAL BUDGET	255,278

Contact information

For further information specifically related to this operation please contact:

- **Vanuatu Red Cross Society**
 - Jaqueline De Gaillande, chief executive officer; phone: (678) 27258; ceo@redcrossvanuatu.com
- **IFRC country cluster support team (CCST) in Suva**
 - Lemau Afamasaga, disaster preparedness manager; phone: (679) 999 2470; lemau.afamasaga@ifrc.org
 - Hanna Butler, communication manager, phone: (679) 998 0166; hanna.butler@ifrc.org
 - Kathryn Clarkson, head of CCST; phone: (679) 999 2485; kathryn.clarkson@ifrc.org
- **IFRC Asia Pacific regional office in Kuala Lumpur; phone: +603 9207 5700**
 - Martin Faller, deputy regional director, martin.faller@ifrc.org
 - Nelson Castano, head of disaster and crisis prevention, response and recovery (DCPRR), nelson.castano@ifrc.org
 - Sanna Salmela-Eckstein, operations coordinator, mobile: +6012 207 6534, sanna.salmela@ifrc.org
 - Riku Ässämäki, regional logistics coordinator, mobile: +6012 298 9752; riku.assamaki@ifrc.org
 - Rosemarie North, regional communications manager; mobile: +60 12 230 8451; rosemarie.north@ifrc.org
 - Sophia Keri, resource mobilization in emergencies coordinator; sophia.keri@ifrc.org
 - Clarence Sim, planning, monitoring, evaluation and reporting (PMER) manager; clarence.sim@ifrc.org
- **In IFRC Geneva**
 - Cristina Estrada, response and recovery lead; email: cristina.estrada@ifrc.org
 - Susil Perera, senior officer, response and recovery; email: susil.perera@ifrc.org

↳ [Click here](#)

1. DREF budget [above](#)
2. Click [here](#) for map of the affected areas
3. Click [here](#) to return to the title page

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



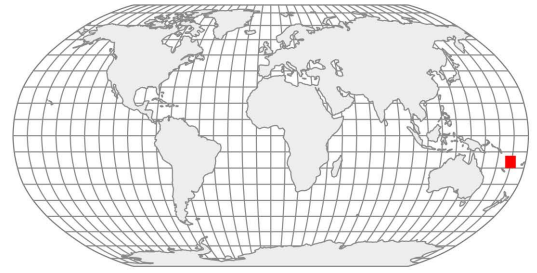
Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and peace.



Vanuatu: Monaro Volcano

26 September 2017 • VO-2017-000140-VUT

