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# Emergency Plan of Action Final Report

## Tonga : Cyclone Gita

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n° MDRT001</b>	
<b>Date of Issue: 16 February 2018</b>	<b>Glide number: TC-2018-000102-TON</b>
<b>Date of disaster: 12 February 2018</b>	
<b>Operation start date: 13 February 2018</b>	<b>Operation end date: 31 May 2018</b>
<b>Host National Society: Tonga Red Cross</b>	<b>Operation budget: CHF 296, 517</b>
<b>Number of people affected: 87,000</b>	<b>Number of people assisted: 12,000 (revised from 18,000 initially planned)</b>
<b>N° of National Societies involved in the operation:</b> The National Society is working with the International Federation of Red Cross and Red Crescent Societies (IFRC), partner National Societies and the International Committee of the Red Cross (ICRC).	
<b>N° of other partner organizations involved in the operation:</b> National Emergency Management Office (NEMO), Ministry of Internal Affairs, Oxfam, CARE through MODI, Caritas, and churches	

## A. SITUATION ANALYSIS

### 1. Description of the disaster

Tropical Cyclone Gita (TC Gita), a Category 4 system crossed Tonga between 12 and 13 February 2018 with average winds of 110 knots (285km/hour) close to the center, making it one of the worst cyclones to have ever hit the island nation in recorded history, has left a trail of damages to infrastructures and homes in Tongatapu (where the capital of the country Nuku'alofa is situated) and 'Eua.

A State of Emergency was declared by the Government of Tonga at 10.00 am on Monday 12 February 2018 for initially one month. This declaration was extended to the 12 April 2018 to allow for all agencies responding to complete all Emergency interventions and transition to early recovery. Upon the initial declaration the Tongan government to New Zealand Ministry of Foreign Affairs and the Division for Foreign Affairs of the Australian government for initial support and non-food items relief supplies.

Government-led assessment teams were deployed to assess the extent of damage to essential services, power and electricity, agricultural crops and school buildings, where damage was thought to be most severe in Tongatapu and 'Eua. Latest figures released by NEMO indicates 4,451 houses have been damaged and destroyed in Tongatapu, and 257 in 'Eua, for a total of 4,708 houses damaged or destroyed. Approximately 4,500 people sought refuge in evacuations centres. To date, all evacuees who were sheltered in about 108 evacuations centres in Tongatapu have returned to their usual place of residence.



Relief distribution being conducted in Tongatapu by TRCS  
(Photo: Tonga Red Cross Society)

## **2. Summary of response**

### **Overview of Host National Society**

Tonga Red Cross Society (TRCS) was established by an Act of Parliament in 1981, making it an auxiliary to the authorities. The National Society has a total of 154 emergency response trained (ERT) volunteers, 17 staff and presence in 80 per cent of the country through its community volunteers and three branches. The National Society has limited experience with managing a DREF operation, however it had recent experience managing emergency response from the 2014 Tropical Cyclone Ian (TC Ian) that devastated mainly the Ha'apai group.

TRCS liaised closely with the National Emergency Management Office (NEMO) under the Ministry of Meteorology, Energy, Information, Disaster Management, Environment, Climate Change and Communications (MEIDECC).

TRCS cooperates with government departments, particularly in the fields of disaster preparedness, relief and health. TRCS is represented on the National Emergency Management Committee (NEMC) the leading coordinating body for disasters in Tonga. The government national disaster plan recognizes TRCS as a provider of relief and assistance in emergency and recovery.

TRCS has its own disaster plan and an annual plan of action. TRCS has a disaster management unit. The disaster manager took the lead for the operation, with technical support provided from the IFRC country cluster support team (CCST) and regional office. The disaster management coordinator (DMC) role is to coordinate preparedness and response activities. TRCS has a core group of volunteers who are trained in emergency response supporting the TRCS role in responding to disasters through needs assessments, the delivery of First Aid, psychosocial support and relief distribution to the Tongan community. TRCS provides regular first aid training and disaster awareness throughout the country.

In 2007-2008, TRCS undertook the Preparedness for Climate Change Programme, during which TRCS engaged in vulnerability and capacity assessments (VCA) at the community level for the first time. Following a tsunami in 2009, TRCS developed a community-based project focusing on mangrove planting in Niuatoputapu, and has invested in the development of its branches with support from its partners.

TRCS' territorial coverage is primarily on the islands of Tongatapu. It has limited branch activity in rural areas and outer islands; however, after TC Ian in 2014, with support from the Japanese Red Cross Society, TRCS built its branch in Ha'apai and with ongoing support from Australian Red Cross recruited three Branch Officers in Charge (OIC) in Ha'apai, 'Eua and Vava'u enabling programme activities being undertaken from its headquarters in Nuku'alofa to have a much broader coverage of the country.

The National Society operates a school and services for the disabled and hearing impaired. It has approximately 300 members, primarily youth and about 17 staff, including for its services to the disabled. Since TC Gita, the school premises had been used as a makeshift Emergency Operation Centre (EOC) and this was then moved to the hall adjoining the HQ warehouse to allow the school to start operating again after TC Gita.

TRCS have prepositioned relief supplies in 14 sites across the country – five sites in Tongatapu; five sites in Ha'apai; one site in 'Eua Island; 1 site in Vava'u Island and 2 sites in the far northern Nuiua islands. At each site, TRCS volunteers have been trained in basic logistics processes to facilitate and track the transport of pre-positioned NFIs to distribution sites. The TRCS pre-positioned stocks could serve the needs of up to 2,000 households across the country, but shipping and transport constraints mean that not all stocks are easily transported between locations. The main inter-island transport routes are from Tongatapu island (where the capital is situated) to other parts of the country via sea and air with regular schedules to most locations twice a week (except only once a month to the far northern Nuiuas).

### **Overview of Red Cross Red Crescent Movement in country**

National Societies in the Pacific, along with the IFRC country cluster support team (CCST) in Suva and partner National Societies, were in regular communication and on high alert since this tropical cyclone was sighted by the Fiji Meteorological Service. The IFRC Suva CCST organized several teleconferences for concerned partners, including a partners' teleconference to better coordinate the Movement-wide response. The IFRC CCST continued to closely liaise with TRCS, providing support for information management (including preparation of informal updates) and international relations management.

The IFRC CCST supported TRCS in posting a DMIS update, an Information Bulletin, and coordinated extensive social media and media coverage of Red Cross references to Tropical Cyclone Gita in more than 100 international news articles.

CCST Suva coordinated with partner National Societies and deployed technical support under sectors such as shelter, health and psychosocial support, finance, logistics, PMER, Information management, communications and media to

Tonga supporting the efforts of the local volunteers and staff of Tonga Red Cross Society. The operation was supported by the Pacific operations coordinator from the Asia Pacific regional office who arrived in Fiji on 13 February 2018 providing coordination support to CCST Suva. An IT&T emergency response unit (ERU) was on standby to be deployed to restore communications if needed in Nuku'alofa, the capital of Tonga, however was not required

IFRC launched a DREF operation, in support of TRCS, providing immediate funding for initial needs assessment, WASH, Health, Shelter and distribution of prepositioned non-food relief items. The DREF operation was completed on 31 May 2018, with TRCS returning to business as usual.

The International Committee of the Red Cross (ICRC) regional delegation in Suva, together with the National Societies promote international humanitarian law (IHL) and raises other humanitarian issues with governments, security forces, academic circles, the media and civil society. The ICRC assists communities affected by conflict and visits detainees. It helps National Societies build their capacity in the fields of communication, dissemination and restoring family links and supports them in keeping their legal base updated.

### **Overview of non-RCRC actors in country**

High commission offices for New Zealand and Australia are present in the capital Nuku'alofa alongside the embassies of China and Japan. The New Zealand Ministry of Foreign Affairs and Trade specifically has a post in Nuku'alofa to assist in mobilising support to the Government of Tonga.

Caritas, Save the Children, Oxfam, Act for Peace, Mainstreaming of Rural Development Initiative (MORDI) (with support from CARE International and CARE Australia), WHO, UNICEF, FAO and UNDP have a local presence with support from their country offices in Suva, Fiji. Habitat for Humanity, IOM, UN Women, UNFPA had also been supporting the efforts of the local entities and line ministries that were leading the operation in all sectors.

### **Coordinating with the authorities**

The Tongan government led the emergency response. The National Emergency Management Office (NEMO) coordinated efforts and activated the national and district Emergency Operations Centres (EOC). The TRCS coordinates closely with the NDMO and is a participant in the high level National Emergency Management Council (NEMC), which is currently chaired by the Tonga acting Prime Minister. Red Cross volunteers were mobilized at the request of the NEMO and supported joint damage assessments according to its mandated role. The NEMO has made radio announcements encouraging communities at risk to cooperate with Red Cross volunteers and NEMO.

The government and the Food Security Cluster met food requirements for affected communities, by providing a one-month food distribution. Distribution of food is the government's responsibility. The Health and Water, Sanitation and Hygiene promotion (HNWASH) Cluster coordinated Health and Hygiene promotion interventions to reduce the risks of Dengue cases and prevent any further outbreak in the aftermath of TC Gita. The Tonga Power and two of the telecommunication service providers were mobilised to restore power and communications in both islands. Power is now restored across Tongatapu.

### **Inter-agency coordination**

The cluster system was adopted by the Government of Tonga as their way of coordinating the response, besides bilateral requests to the governments of Australia and New Zealand. However, the humanitarian community is supporting the Tonga national sectorial coordination. All coordination activities are led by a government ministry and co-led by a humanitarian agency. These were happening on a daily basis and aimed to share information on needs, on gaps and agree common approaches and tools, including protection gender and diversity equality in this response. Several joint sectorial meetings were held; bringing together key stakeholders in health & WASH, shelter, food security, essential services, protection, gender and inclusion and as well as early recovery.

On the 14 February 2018, the Government of Tonga through the Ministry of Finance and National Planning requested the assistance from the Pacific Humanitarian Team, specifically seeking immediate support for technical and coordination from UNOCHA, and cluster support through the local cluster arrangements.

The Pacific Humanitarian Team (PHT) in Suva Fiji was mobilized and coordinated regular meetings for agencies, providing overall coordination of humanitarian actors remotely. This joint approach aimed to ensure that sectors are aligned in their approach. In addition, Cluster Leads met daily with the NEMO to ensure good coordination and information flow. An informal Pacific Humanitarian Team is established and often meets to look at the coordination of international humanitarian assistance and update on what the cluster leads and partners are doing in support to the efforts of the Government of Tonga. PHT held its last coordination meeting in Tonga on 08 March.

The shelter cluster was activated by the Government of Tonga back in 2014 in response to TC Ian. The government provided leadership to the cluster through the NEMO office. IFRC has been leading the Pacific shelter cluster since its activation in 2012, as a part of the Pacific Humanitarian Team. In its role as convener of the emergency shelter cluster in natural disasters, the IFRC was requested by the Government of Tonga to deploy a shelter coordination team (SCT)

to support and advise the cluster lead on humanitarian shelter response. In this case, the SCT was deployed to Tonga independent of the IFRC - National Society operation. The team was exclusively dedicated to the task of supporting shelter cluster coordination, for the benefit of all actors involved in shelter interventions. A [web page](#) dedicated to the Tonga shelter cluster has been created on the Global Shelter Cluster website.

### **3. Needs analysis and scenario planning**

Latest figures released by NEMO indicates 4,451 houses were damaged and destroyed in Tongatapu, and 257 in 'Eua, for a total of 4,708 houses damaged or destroyed. Many families have begun repairing or already repaired their houses. Main needs in the shelter sector include repair and retrofitting of damaged houses and mid-long-term shelter solutions for those with completely destroyed houses.

Individuals who were displaced and were located in temporary shelters (including evacuation centres and households) report feelings of sadness, fear, discomfort and insecurity. Resources are insufficient, and the needs of vulnerable family members – including people living with disabilities and the elderly – are not being prioritized. The physical set-up of temporary shelters creates significant protection risks. Toilets are not sex-separated, and in many cases lack adequate lighting and cannot be locked, creating risks of sexual assault for women and girls. Most children have been out of school for a week. Some children are reportedly sheltering in evacuation centres away from primary caregivers, increasing their exposure to potential protection risks. Many children are likely to be in need of psychosocial support, as they have experienced the trauma of the destruction of their homes, disruption of routines and lack of normalcy.

An estimated 25,000 students at all levels of education have been directly affected. Preliminary assessments indicated an estimate of 61 primary and secondary schools were affected out of the total of 72. A total of 50 general classrooms and 50 staff quarters were either destroyed or seriously damaged. Schools were temporarily put on a break since 12 February 2018 and was reconvened on the 5th March. The Education Cluster response plan aims to address some of the most immediate needs of 25,000 school aged children including the teachers.

Access to safe water, sanitation, hygiene and essential health services in the areas affected by TC Gita has been compromised in the islands of Tongatapu and 'Eua.

Communities have begun to work together to restore water and sanitation services by procuring additional tanks both at the households and communal level. A total 1,250 houses were either partial or totally damaged, leading to assumptions that sanitation facilities may have been affected too. Sanitation continues to be an issue with the risk of flooded areas being contaminated with sewage from leaking and/or overflowed septic tank systems, more so in low lying areas where flooding and water logging remains an issue, even before the cyclone. Communities have reported foul odor from these areas and the government through the National Emergency Management Office (NEMO) is working to pump the areas free of water.

It is estimated that a total of 79,556 people affected by TC Gita, with an estimated 4,500 people displaced and in evacuation centres, of which at least 45 per cent will need support in water, 25 per cent will need support in sanitation, 100 per cent will require ongoing health and hygiene messaging, as well as continuous health services, from primary to secondary health care.

The damages to fruit trees ranges from 70 to 80 per cent, since the majority of fruit trees had branches broken down, up rooted, defoliated or cut in half as well as de-fruited. Examples of fruit trees are; Breadfruits, Papaya, Tava and etc. Nearly 90 per cent of banana species were either uprooted or blown down, yet, it can recover by cutting the whole tree. Around 30 to 40 per cent of coconuts around Tongatapu and 'Eua where either uprooted or blown down.

The root crops experiences damages that range from 40 to 50 per cent, considering of all root crops. The cassavas were the most vulnerable as the matured tuber were affected by the wind as it caused the tuber to start rotting even though it's still intact. Most Taro species had its leaves torn into pieces but the tubers are still edible. Yams were the least affected in all root crops; especially the cultivar Lose, Ufilei (a type of yam) and Pita since they are the recommended varieties suitable for all weather. The Kahokaho (a type of yam) and most of the Tokamu'a varieties were fortunate as they have reached maturity and harvesting time, however, the ta'u lahi were the unfortunate ones as they were mildly affected.

The fisheries sector also experienced damages in Tongatapu and 'Eua due to the tropical cyclone. Approximately 40% of Fishing Vessels and its engines were damaged by the Cyclone. Subsistence or local fishermen's fish fences were also damaged by the heavy swells and winds.

TC Gita has affected most of the essential services in Tongatapu and 'Eua. Strong winds and heavy rain has damaged electricity lines, communication cables, market facilities, print and electronic media facilities. Widespread electricity outage has also affected other public utilities such as supply of water to institutions and residential homes. Wastes

management and disposal of disaster waste is also a major concern with potential to trigger public health concerns. All essential services need to be restored to ensure access to other basic services.

### **Targeting**

The TRCS assessments were completed in 'Eua, in week one and completed on 20<sup>th</sup> of March in Tongatapu in close consultation with the government. There were no reported damages in Vava'u and Ha'apai. The Central Business District (CBD) was allocated to TRCS headquarters by the NEMC to respond to as well as mobilizing its branch in 'Eua. Whereas the rest of Tongatapu (eastern and western) were covered by NEMO and other partners such as MORDI, and Tonga National Youth Council (TNYC).

TRCS contributed to the overall objectives of the national response according to its role in Tonga's National Disaster Plan. This included assistance in post disaster damage and needs assessments, provision of emergency shelter and household items. All TRCS assessments were conducted in close consultation with the government-managed Districts and TRCS HQ and Eua Branch. Initial damage assessment findings were shared with NEMO to assist with overall response planning.

The initial four days of the response TRCS was addressing Shelter needs only and mobilising three teams based on capacity of personnel and resources available, and later revised its approach to ensure there was an integrated shelter, HNWASH approach to distribution. On top of the assessment and distribution teams, a special team lead by the special school director was mobilised to carry out assessments and immediate response to the needs of the People Living with Disabilities (PLWD), elderly, babies, pregnant and lactating women.

The selection criteria of those who were going to receive the immediate distribution of Non- Food Items developed by the TRCS team with support from the operations surge support teams were dependent of the following;

- Level of damage to house (either partially damaged, major damaged or destroyed).
- Household had PLWD, elderly, babies, pregnant and lactating mothers.
- If level of damage to house is as above and have more than six people living in the house.

Where TRCS could not assist a referral, a system was in place for other stakeholders to assist especially with cases of assessed households that needed food supplies, medicine and welfare follow-up.

To cater for the beneficiaries who were either not at home when assessment teams undertook assessments and distribution in their areas, referral cards (in English and Tongan) were left on their doorsteps to call in the office or come visit in person. A team of trained PSS volunteers and staff were tasked to set up a referral/ PSS desk as a reception area to deal with those that called back as well as those that had complaints on the distribution by TRCS and other partners.

TRCS volunteers played a key role, working alongside the district/ town officers and other stakeholders to carry out assessments, beneficiaries' selection and response to the disaster under the three main areas of intervention emergency shelter, health and WASH awareness and protection and social inclusion.

As of the fourth week of the response, NEMO had ceased NFI distributions and requested that TRCS covers any gaps from not just the CBD area TRCS was responsible for but also areas that NEMO was looking after in the East and West of Tongatapu. This proved challenging due to the incomplete nature of assessments by NEMO in the East and West of Tongatapu.

### **Scenario planning**

The most likely scenario is that the Tongan government has the capacity to manage the operation with support from its local civil society, non-government organisations and private sector. Also, the Pacific regional based organisations and the humanitarian sectors were mobilised to provide support where appropriate.

The worst-case scenario is that the cyclone season is not yet over and potential risk of another cyclone affecting the island group later in the season is still very high.

Additionally, Tonga is suffering from a dengue fever outbreak. Fortunately in the aftermath of Tropical Cyclone Gita this outbreak did not increase in nature. The amount of dengue cases dropped slightly through March and has held steady into April and May. There was no increase in cases as a result of TC Gita.

### **Operation Risk Assessment**

Adhering to its Fundamental Principles and to the principle of 'do no harm' are central to how the Red Cross Red Crescent Movement approaches its interventions. Some of these can be planned for and mitigation actions adopted, while others are still evolving. The most prominent part of the 'do no harm' approach is that people are already highly resilient to the impact of the disaster, and as such the level of material support for the recovery should be carefully

considered. Recovery support should not undermine communities' ability for future disaster or create dependency on aid during disaster. It should also not exacerbate existing gender inequalities or other inequalities that exist in society. There will be an emphasis on quality programming and institutional capacity development of National Society branches on the outer islands. All activities will be monitored closely, and a review of any operational risks will be dealt with carefully by the IFRC CCST.

Finally, it is important to note that due to the minimal functioning markets and services in country early in the response, no cash programming was considered for this operation. In addition, TRCS has no trained volunteers to implement this.

## B. OPERATIONAL STRATEGY

### Overall objective

This operation aimed to support the TRCS in responding to the immediate needs of communities (12,000 people) affected by Cyclone Gita and undertaking rapid assessments to inform the development of the detailed action plan. The operation included provision of assessments, emergency shelter and other relief items, Health and community preparedness and risk reduction.

### 4. Proposed strategy

The activities in this emergency plan of action were implemented by 31 May 2018, while the OFDA funds will extend up to August 2018. Funding from Department of Foreign Affairs and Trade (DFAT) from Australia was utilised for activities for support to shelter cluster coordination and surge IFRC support staff costs, not included under DREF. The proposed operational strategy aimed at reaching out to the people affected and providing basic needs. The total number of people targeted was 12,000 (approximately 2000 HH, family size = 6) in Tongatapu, and 'Eua which has been calculated based on the number of people in the affected areas as well as the capacity of the National Society to respond, other stakeholders' response in addition to information provided by the government and other partners.

TRCS was allocated to cater for main activities which included:

- Deployment of trained staff and volunteers within Tongatapu and 'Eua to support with the assessment and relief distribution.
- Volunteers will assist in identifying affected people and preparing beneficiaries list and putting together data and information analysis reports.
- Distribution of existing essential relief items from TRCS existing stocks and subsequent replenishment through local procurement and in-kind donations accompanied with provision of awareness/technical guidance.
- Health (ECV and dengue awareness for affected people and Red Cross members).
- Ongoing monitoring and finance visits.
- Shelter cluster coordination support (as per request by the national shelter cluster lead).
- Logistics management support.
- Given the possibility if increased Dengue fever outbreak, hygiene promotion, epidemic control for volunteers, health awareness and information sharing in community level through social media and other media will be carried out.
- A 'lessons learned workshop' for participating staff and volunteers at the end of the DREF operation.

### Emergency relief items distributed per household – Shelter, WASH, health

Division	District_P-code	District	Total Villages	Tarpaulins	Tents	Water Container	Buckets	Cooking Sets	Hygiene Kits	Blankets	Lantern	solar light	Mosquito Nets	Shelter Toolkits	Mosquito Coil
Tongatapu	TO11	Kolofo'ou	6	1336	44	107	4	382	337	232	430	30	508	283	318
	TO12	Kolomotu'a	6	1082	19	122	14	369	473	221	419	73	554	302	520
	TO13	Vaini	9	257	8	59	0	87	86	112	70	7	241	58	226
	TO14	Tatakamotonga	9	78	6	31	1	29	33	32	17	1	125	21	120
	TO15	Lapaha	10	138	6	44	0	52	55	60	35	5	158	45	154
	TO16	Nukunuku	10	155	10	47	1	66	73	62	65	6	210	34	171
	TO17	Kolovai	12	135	7	69	1	80	105	72	26	0	128	30	115
<b>Tongatapu</b>	<b>Total</b>		<b>62</b>	<b>3181</b>	<b>100</b>	<b>479</b>	<b>21</b>	<b>1065</b>	<b>1162</b>	<b>791</b>	<b>1062</b>	<b>122</b>	<b>1924</b>	<b>773</b>	<b>1624</b>
'Eua	TO41	'Eua Mot'ua	6	112	21	1	0	85	24	174	7	0	0	0	0
	TO42	'Eua Fo'ou	9	59	1	0	1	33	11	74	0	0	0	0	0
<b>'Eua</b>	<b>Total</b>		<b>15</b>	<b>171</b>	<b>22</b>	<b>1</b>	<b>1</b>	<b>118</b>	<b>35</b>	<b>248</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
		<b>TONGA</b>	<b>77</b>	<b>3352</b>	<b>122</b>	<b>480</b>	<b>22</b>	<b>1183</b>	<b>1197</b>	<b>1039</b>	<b>1069</b>	<b>122</b>	<b>1924</b>	<b>773</b>	<b>1624</b>

## **Operational support services**

### **Human resources**

For the TC Gita Operation, TRCS had mobilised 40 staff & volunteers in Tongatapu, and about 20 volunteers in 'Eua Branch under the coordination of the Branch OIC. Volunteers and staff in Tongatapu were allocated to field teams for assessment and distribution, logistics, referral & psychosocial support desk, information management and general support duties for the first four weeks. The operation slowed down and the numbers of volunteers decreased to half the initial numbers in both islands to continue with awareness activities.

Most of these volunteers were mobilised from the communities around Tongatapu and 'Eua. Each volunteer was provided with transportation allowance as well as Red Cross visibility. Those involved in the response were provided with required safety and security equipment prior to deployment and insurance coverage. One Logistics officer, one Communications Dissemination and Media coordinator, three Health and First Aid officers, one Disaster Management coordinator, five teachers from the special needs school, three Finance officers and the secretary general provided leadership and coordination of the overall operation.

Together with these local human resource, IFRC Suva CCST and Asia Pacific regional office (APRO) deployed support through:

- Logistics manager (by existing IFRC staff from CCST Suva).
- Shelter Cluster coordinator (by existing IFRC staff from CCST Suva and Global Shelter Cluster Team).
- PMER (by existing IFRC staff from CCST Suva).
- Operations management (by existing IFRC staff from CCST Suva and APRO).
- Finance Management (by existing IFRC staff from CCST Suva).

Provision to deploy Regional Disaster Response Team (RDRT) mechanism on support in areas of:

- Finance management RDRT deployment (three months).
- Logistics Procurement RDRT (for one month).

IFRC Suva CCST also coordinated bilateral human resources support in Information Management (IM), Communications and Media, Health Delegate and the Operations Manager for three months from the New Zealand Red Cross.

Deployment of a peer-to-peer exchange for initial two weeks to support with Logistics was also facilitated by CCST Suva, and Vanuatu Red Cross supported this by deploying their Logistics volunteer to Tonga Red Cross for the operation.

### **Protection, gender and inclusion**

The focal person of Tonga Red Cross is an experienced staff in PGI programmes. The volunteer team had a good gender balance. The Shelter and WASH guidelines of the IFRC Minimum Standard Commitments to Gender and Diversity in Emergency Programming was followed throughout the operation. Measures to address vulnerabilities specific to gender and diversity factors (including people with disabilities) was included in the planning and implementation of activities.

### **Logistics and supply chain**

Logistics activities aimed 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.

TRCS have prepositioned relief supplies in 14 sites across the country – in five sites in different locations. For this operation, the prepositioned NFIs in Tongatapu and 'Eua have been distributed to affected populations (supplemented by family tents and hygiene kits that needed to be accessed from Vava'u and Ha'apai).

The initial estimate that NFIs would be needed for 3,000 households resulted in request to Australian Red Cross and New Zealand Red Cross to donate IFRC standard NFIs to TRCS to meet the gap between TRCS pre-positioned quantities and that needed for 3,000 households. Support was provided by these partner NSs and NFIs delivered via two Australian Defence Force flights and three Air New Zealand airfreight consignments. Due to revision of operational targets to 2,000 households, the donated NFIs were also used to replenish TRCS pre-positioned stocks in line for TRCS storage capacity, stock holding strategy and targets. Replenishment of family tents was provided through the IFRC Asia-Pacific OLPSCM department in Kuala Lumpur (KL) from DFAT budget. These arrived in Tonga on 12 May and were moved to replenish stock holdings in Vava'u, Ha'apai and Eau. Replenishment of hygiene kits occurred through local procurement. No further replenishment of NFIs is needed for TRCS.

To support operations, a surge warehouse space was rented by TRCS for 3 months to temporarily store NFIs and relieve pressure on existing cramped storage spaces by allowing some reorganizing of the old stocks and to ensure

smooth distribution operation in TRCS HQ to take place. They fully closed down the surge warehouse on 23 March, approximately 45 days much earlier than allocated. The usage of Bin Card was re-introduced to TRCS logistics team, target to be in practice from now onwards. TRCS also engaged local trucks and drivers to support operations.

Technical logistics support was provided to TRCS through the deployment of the IFRC CCST Pacific Logistics Manager to Tonga for three weeks. This position was replaced by Logistics RDRT position for a further 1-month and logistics peer-to-peer surge support team member from Vanuatu Red Cross for two weeks. The operation also engaged a locally recruited surge warehouse manager to support TRCS Logistics Officer during the operation for 3 months and this person finished on 18 May. IFRC OLPSCM also provided technical support to TRCS and IFRC CCST as required ensuring alignment with IFRC logistics standards and procedures.

### **Information technologies (IT)**

All volunteers had access to means of continuous communication while in the field. This ensured they were contactable and could contact relevant emergency numbers as well as IFRC and TRCS staff for support if needed. Cell phone reception was operational in the affected areas where volunteers traveled to.

NZRC activated six satellite phones to provide backup telecommunications for the operation.

Gaps in IT equipment for the operation was supported through 2 laptops from the CCST office in Suva for IM and Data entry and logistics support, and two locally procured laptops were supported through funds available from OFDA and DFAT.

### **Communications**

Communications and media coverage is essential for maintaining and building public, government and donor support, both locally and internationally – particularly with Tongan diaspora communities around the world.

IFRC supported Tonga Red Cross Society to actively communicate with external audiences on the impact of Cyclone Gita and the Red Cross humanitarian response, with the aim of generating visibility on and support for the ongoing humanitarian needs on the ground and the Red Cross response.

Close collaboration was maintained between the IFRC CCST office and Tonga Red Cross Society to ensure a coherent and coordinated communications approach.

Commonly agreed key messages and talking points were produced together with written and audio-visual content that could be used for infographics, and relevant social media/ digital products focusing on highlighting the situation and the Red Cross actions on the ground. Communications content was actively promoted via a variety of channels and IFRC online communications channels and shared widely with interested National Societies.

### **Security**

There were no significant security issues or threats for TRCS and IFRC staff; however, the operation minimised security concerns within communities by adopting a 'do no harm' approach, in line with IFRC Code of Conduct and Child Protection Policy.

### **Planning, monitoring, evaluation, & reporting (PMER)**

The disaster management coordinator for TRCS with the support of IFRC, provided guidance and monitoring of the Plan of Action. Reporting on the emergency plan of action was carried out according to IFRC minimum requirements. Monitoring visits to the affected communities and interviews with beneficiaries, volunteers and others participating in the response were conducted to assess progress at regular intervals and guide any required adjustments to the proposed response. At the end of the operation, a lessons-learned workshop was carried out by TRCS staff, with volunteers. The IFRC CCST Suva PMER officer supported the National Society.

### **Administration and Finance**

The IFRC provided the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to National Societies on procedures for justification of expenditures, including the review and validation of invoices. The IFRC ensured that a full-time finance delegate with the CCST Suva office was in place for the duration of the operation to monitor the finances and ensure the financial reporting of the DREF utilized according to activities. An RDRT was deployed to provide financial management of the operation for a period of three months.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 12,228 (2038 Households in Tongatapu and 'Eua)

Male: 6,065

Female: 6,163

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions**

Indicators:	Target	Actual
# of targeted people with safe and adequate shelter and settlements	12,000	12,228

**Output 1.1: Emergency shelter and settlement assistance is provided to 3,000 affected households within 3 months**

Indicators:	Target	Actual
# households provided with emergency shelter and settlement assistance	2,000	2,038

**Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households**

Indicators:	Target	Actual
# households provided with technical support and guidance, appropriate to the type of support they receive	2,000	773

### Narrative description of achievements

#### Needs analysis and scenario planning

Latest figures released by NEMO indicates 4,451 houses were damaged and destroyed in Tongatapu, and 257 in 'Eua, in total 4,708 houses.

A total of 108 evacuation centers shelters were initially established to cater for over 4,500 evacuees of which 1,225 affected families were in Tongatapu, and 264 affected families in 'Eua.. Families who have been displaced by the cyclone, taking refuge in collective centers, makeshift shelters, or living with host families required various types of material, physical and technical assistance over the relief phase.

The approach from government and its shelter partners insisted that the most vulnerable should be prioritized, such as the elderly, people with disabilities and reduced mobility, single-headed households, lactating women, large families, and the landless. Displaced families are typically more vulnerable than non-displaced.

Tonga Red Cross as one of the major emergency shelter responders in Tonga took a vital role in this response, coordinating their work closely with the government, shelter partners (including Caritas and Rotary currently have emergency shelter stocks in Tonga), and other key stakeholders in the shelter sector.

#### Population assisted:

3,889 houses damages and 819 destroyed were identified by Government to need emergency shelter and NFI assistance. Under this Plan of Action, up to 2,000 households in the following situations were targeted to be assisted:

#### Displaced households:

- staying in collective centres
- temporarily settled (dispersed, unplanned camps, renting)
- staying with host families – friends and family
- Staying in formal camps (if evacuation centres are overcrowded, and essential services are not offered at place of origin).

#### Non-displaced households, and returnees with:

- partially damaged houses
- severely damaged houses
- completely destroyed houses

As much as possible, TRCS emergency shelter assistance was offered to families at their place of origin, to encourage their early recovery.

For up to 2,000 of the most vulnerable families, the maximum emergency shelter and NFI package recommended included:

- two tarpaulins, 4m x 6m IFRC standard (one tarpaulin for partially damaged houses) as TRCS supported households with the amount of item based on their assessment and need of each individual household by size of house and number of occupants. Houses with minor damage were provided with one tarpaulin to ensure temporary solution to meet their need until permanent repairs could occur.
- one shelter tool kit (for severely damaged and completely destroyed houses). Those households that received shelter tool kits were provided with briefing and instruction on how the kits and items could be utilized. Only 773 households were provided with technical guidance as only households with severely or completely destroyed houses received shelter tool kits.
- two blankets, IFRC synthetic medium thermal (for host families, severely damaged and completely destroyed houses)
- one kitchen set, IFRC Type A (for host families, severely damaged and completely destroyed houses)
- one solar light. TRCS currently has a stock of 3,000 hurricane lamps. This is old technology and was only distributed where affected households agreed to receive it, and had access to fuel, and adequate financial capacity to purchase it over a 3-month period. Provision of solar lamps are highly preferred, particularly for remote locations.

TRCS distributed emergency shelter items to 2038 households. The items included 3,352 tarpaulins, 122 tents, 1,183 cooking sets, 1,039 blankets, 1,069 lanterns and 122 solar lamps, and 773 shelter tool kits.

As tents are hot, heavy, expensive, not-adaptable, and have been found to slow down the recovery process of affected households, the Pacific Shelter Cluster generally recommends not to distribute them in Pacific Island countries. They can however provide timely support to affected households which don't have the capacity to construct an emergency shelter, or repair their damaged houses. TRCS and NEMO therefore distributed tents, on the advice of Town and District officers and in accordance with assessments which highlighted the most vulnerable families with destroyed houses with occupants either elderly, PLWD and lactating women with new born babies. The implementation teams assisted these households to erect the tents. The shelter cluster support-to-self recovery strategy then took these vulnerable groups in to account, by prioritizing them for early recovery shelter assistance.

#### **Programme standards/benchmarks:**

Emergency shelter interventions were designed to comply with the Sphere standards and Tonga Shelter Cluster recommendations.

#### **Supporting Shelter Coordination**

The IFRC CCST Pacific and Global Shelter Cluster team responded to the request of Tonga Shelter Cluster Leads, National Emergency Management Office (NEMO) and Ministry of Infrastructure (MOI) to provide in-country coordination support during the state of emergency and transition into early recovery, deploying between 20th February – 29th March. This undertaking built upon previous collaboration and support to Tonga Shelter Cluster, notably the 2014 TC Ian response, a preparedness visit in late 2017 and planning around preparedness initiatives in early 2018. These experiences combined with monitoring of the situation prior to deploying ensured that the support was appropriate to the context, and government needs, capacities, and expectations.

The support provided to the Tonga response was indicative of a changing way in which the shelter cluster in the Pacific operates. In previous responses, the main focus has been working alongside government to coordinate response agencies. Since TC Pam in Vanuatu, this role has gradually changed as disaster response across the Pacific has become increasingly government led. TC Gita, a medium-sized disaster in the Tongan context, was within government capacity to manage and there were only a handful of NGOs active in the response. The main task of the cluster in this government-led response was to work alongside the National Emergency Management Office (NEMO) and the Ministry of Infrastructure (MOI) in providing strategic advice and support to guide the response. Rather than being a Shelter Coordinator', the support position was designated 'Shelter Advisor'.

In particular, this involved helping with understanding and analysis of the impact and developing appropriate shelter response strategies to inform cabinet-level decision-making. Previous government-led responses in Tonga have focussed on housing reconstruction programs following TC Ian and the Nuatoputapu tsunami in 2009. However, in a larger disaster, full scale reconstruction programs are more difficult, so a key component of Shelter Cluster support to the Tongan Government in TC Gita was to help articulate a self-recovery strategy building on resources and experience of both government and NGOs.

Specific achievements include:

- helped bring humanitarian shelter agencies and government together through regular cluster meetings;
- initial disaster analysis, including housing damage data from various sources; summary of emergency assistance provided, and gap analysis, by village;
- contributed to inter-cluster processes including development of common household impact assessment;
- development of support to self-recovery strategy, including guidance on key protection issues and Housing Land and Property Rights mapping (developed by IFRC/Australian pre-TC Gita);
- assisted the Directors of NEMO and Mol in preparing documents and presentations on response and recovery for cabinet discussion and public information;
- identification of key preparedness actions of the cluster, to be developed post-TC Gita;
- delivery of Participatory Approach to Safe Shelter Awareness (PASSA) training of trainers, in partnership with Habitat for Humanity, between 7-11 May (funded outside the DREF).

## **Challenges**

The main challenge faced by TRCS was to cover gaps of most vulnerable not reached by NEMO. Initially Tongatapu was divided on geographical basis with TRCS covering the CBD area. However once NEMO finished distributions in the East and West of the island, they requested TRCS to fill any gaps. This meant that the most vulnerable may not have been assisted initially. TRCS then took referrals from NEMO and from people who either phoned TRCS or visited HQ to request assistance. In each case TRCS then had to verify the information before conducting an assessment and determining if the household met the TRCS criteria for assistance. Unfortunately due to constraints from NEMO for TRCS to focus on CBD meant that TRCS did not engage the community trained Emergency Response Teams to conduct assessments across the entire affected area. NEMO did not conduct household assessments in the East and West of Tongatapu which made it difficult for TRCS to fill gaps.

In addition to above constraints, conduct of assessments by TRCS was not always completed by trained volunteers, and this meant that there was not the required knowledge to complete assessments accurately. A number of trained volunteers were not involved in the response and many of the community based ERT teams were not mobilised partly due to TRCS directed by NEMO to focus initially on the CBD and partly due to lack of updated volunteer contacts.

## **Supporting Shelter Coordination**

This response presented a different approach to working. In the TC Gita response IFRC provided advice to government but did not lead the coordination process, as in other disasters. This more hands-off role meant adopting a different approach to work that was more embedded in Tongan government structures, and involved navigating different approaches to, and expectations from, coordination. This process highlighted areas which require further strengthening and could be supported by the regional and global shelter cluster through preparedness and contingency planning, including:

- Strengthening of coordination capacity of the Shelter Cluster Leads. At a relatively early stage in the emergency, there was a handover of recovery responsibilities from NEMO to Mol, which does not have NEMO's resources, experience of coordination, or understanding of disaster management and response. While much time was spent working with Mol staff on how to articulate a recovery strategy and how to represent this to the cabinet and to the public, the department lacked the time, capacity and resources to take this role on, even in a context with relatively few implementing agencies. There is a continued role for the cluster here in working with NEMO and Mol to further develop their understanding of shelter coordination, response and recovery processes as well as exploring how coordination can more effectively occur with development partners;
- Building information management capacity of the Shelter Cluster Lead either through advocacy to OCHA as an inter-cluster initiative, or direct support of a shelter cluster Information Manager during preparedness and response. During the TC Gita response, access to information delayed operations and strategic planning;
- Development of standard assessments and agreed processes for carrying out assessments, in order to minimise duplication or absence of assessment, increase confidence in assessment data, and to ensure affected households receive appropriate and adequate levels of assistance in a timely manner. This process should include all shelter stakeholders, down to the Town Officers who are the first responders in most communities;
- Agreement on common standards for emergency shelter and non-food item assistance packages;
- continued development and endorsement of key information, education and communication materials to ensure they are widely accepted and available during a response;
- Collaboration with other clusters on cross-cutting issues. Varying capacities of other clusters presented challenges for development of guidance and joint approaches during the response;

- Development of closer links between emergency shelter and housing recovery partners (such as UNDP and World Bank) and respective line ministries to enhance coherence of future responses. This proved more challenging to do in this response given the quick transition from emergency to recovery, as although agencies were working on the ground at the same time, counterparts and agendas differed.

## Lessons Learned

Early on in the response focus was only on shelter relief items, once IFRC surge staff arrived to support TRCS the focus then became to conduct assessments and distribute all required relief items rather than requiring to do a second distribution to households that had previously only received shelter items. Through the remainder of the operation this improvement to the process of distribution continued.

The lessons learned workshop highlighted the recommendation that assessments need to be completed by trained volunteers to ensure that accurate distribution conducted to households. This would avoid the issue of providing partial distribution to a household (eg. Only shelter relief items) as in the beginning of the operation in some cases TRCS concentrated on providing immediate shelter relief items without providing other WASH and Health items. It was also recommended for use of consistent volunteer teams to conduct assessments and distribution to the same community, in order to be more efficient in use of time by knowing the location of properties and households to be assisted. Due to the lack of addresses to identify houses, it would be more efficient and effective for the same volunteers to return to conduct distribution in an area they conducted assessments.

Closer coordination with NEMO and training with NEMO staff and town officers on how the Red Cross works and capacity to use community based emergency response teams (ERT) to conduct assessments of all communities, this information could then be shared with NEMO, and subsequently both NEMO and TRCS can then do targeted distribution based on vulnerability and impact to the affected population. TRCS also aims to provide ERT training to town officers in order to ensure they are aware of why and how TRCS conducts assessments prior to distribution of relief items. This would minimise the gaps that were left by NEMO distribution in the East and West and the duplication of effort TRCS needed to do in order to fill the gaps left by NEMO after week 3 when NEMO finished distribution and requested TRCS to fill gaps in East and West of Tongatapu. Closer coordination and a needs based approach would ensure that the most vulnerable are provided with required assistance, regardless of what organisation is conducting distribution in any given geographical location.

## Supporting Shelter Coordination

A lessons learned workshop for the shelter cluster will be held over the coming months.



## Health

People reached: 11,544

Male: 5,726

Female: 5,818

### Outcome 2: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	12,000	11,544

### Health Output 2.1: The health situation and immediate risks are assessed using agreed guidelines

Indicators:	Target	Actual
# of high risk communities assessed using guidelines	N/A	2

### Health Output 2.2: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Actual
# of people reached by First Aid services	0	0

### Health Output 2.3: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
# of people reached with community-based epidemic prevention and control activities	12,000	15,000+
<b>Health Output 2.4: Epidemic prevention and control measures carried out.</b>		
Indicators:	Target	Actual
# volunteers trained by NS in epidemic control	50	35
<b>Narrative description of achievements</b>		
<p>Whilst the damage caused by Tropical Cyclone Gita was large and spread across Tongatapu and Eua islands, the overall health impact was less than expected.. TRCS coordinated closely with the Ministry of Health (MoH) and was part of the Health and WASH cluster. TRCS first aid services were not required as injuries were not significant. Any injuries were referred to the Vaiola hospital on Tongatapu.</p> <p>There was concern about health issues occurring in the aftermath of the cyclone and TRCS health awareness activities were designed to provide information to the affected communities in relation to potential risks. Additionally, Tonga is suffering from a dengue fever outbreak. There have been 317 cases since late January of which 40 were hospitalised and two deaths occurred. The rate of occurrence has dropped since beginning of March with only 69 cases total to date. Rates are on the decline and the aftermath of TC Gita has not caused any increase in cases.</p> <p>The MoH sponsored the Health and WASH cluster and has been proactive in providing health and hygiene messaging through mobile phone text messages and television and radio messaging, focussing particularly on dengue prevention and a clean-up campaign for schools and communities to prevent further outbreaks. TRCS volunteers were placed on standby to assist MoH clean-up activities, however were not required.</p> <p><b>Population assisted:</b> Health intervention reached 11,544 people in the affected island group (Tongatapu, 'Eua) through its distribution of health related relief items. TRCS distributed a total of 1,924 mosquito nets and 1,624 mosquito coils to affected households. Ministry of Health were also provided with 100 mosquito nets from TRCS to provide to pregnant mothers and mothers with new born babies.</p> <p>TRCS awareness activities focussed on epidemic prevention and control activities, dengue awareness. Disease prevention and health promotion activities at community level were conducted to prevent Dengue, acute respiratory infections (ARI), diarrhoea and other diseases with outbreak potential in close coordination with the Ministry of Health.</p> <p>Support from a regional disaster response team member with health background was provided in the first two weeks at the beginning of the response to assist with preparation of the refresher training programme and development of awareness messages and printing of pamphlets for dissemination. During distribution activities volunteers already disseminated TRCS pamphlets on dengue prevention (total of 2,512 pamphlets) to the affected population.</p> <p>Refresher training on ECV was provided to volunteers who conducted awareness activities on Tongatapu and Eua. The health refresher training was done in combination with refresher training on WASH and DRR as the awareness message activities to affected communities was done as one combined activity. Refresher training in Tongatapu occurred from 4-6 April with awareness activities occurring from 9 -28 April. In Eua refresher training occurred on 02 May, and one day of awareness activities occurred on 07 May.</p> <p>The awareness activities conducted by the TRCS were a combination of health, WASH and DRR awareness messaging. This was conducted directly to communities where 1,372 households were directly communicated with through community meetings and door to door activities. A total of 2,022 school students also received awareness messaging at 8 schools during TRCS first aid training to those schools. Two 30-minute television and radio programmes (AM and FM stations) providing the key awareness messages were conducted by the DMO, communications manager and health manager. The awareness messages were also posted on TRCS Facebook page and were read by 5600 people. Combined this meant that the awareness messages reached well over the target of 2000 households or 12,000 people. Tonga Broadcasting Corporation cannot determine the exact number reached by television and radio programmes, however the beneficiary satisfaction survey information completed by TRCS showed that 70% of beneficiaries received information from TRCS by television and/or radio.</p>		

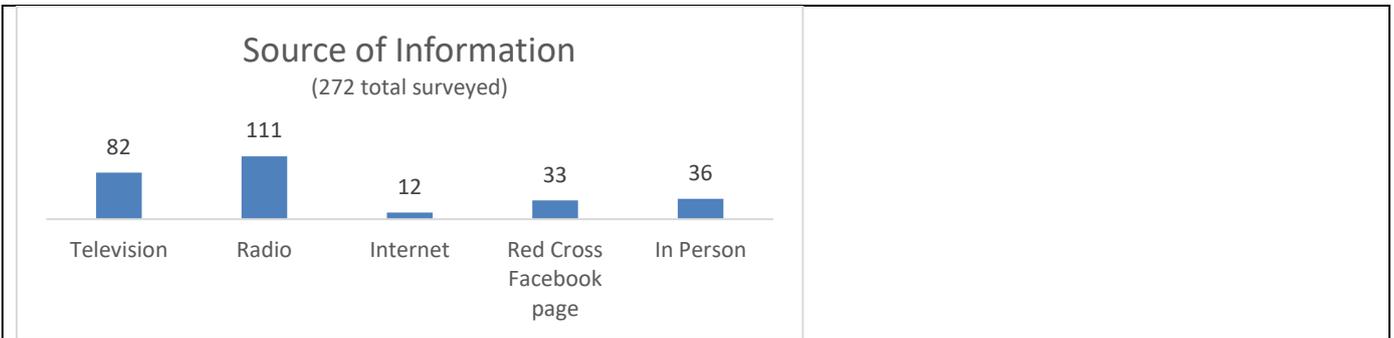


Table from Beneficiary Satisfaction Survey Report showing how people received information from TRCS. (70% via television and radio)

### Challenges

Due to the decision of NEMO to allocate geographical areas of Tongatapu for NEMO and TRCS to conduct response operations, TRCS were initially allocated the CBD area. This impacted on TRCS meeting the target for distribution of mosquito nets. Only after NEMO completed their distributions in the East and West of Tongatapu were TRCS requested to fill any further gaps in distributions. These factors affected the initial TRCS target of distribution to 3,000 households and the target was reduced to 2,000 households. In addition, due to only gaps being filled by TRCS in week 3 and 4 of the operation also reduced the overall number of NFI distributed by TRCS.

Arranging community meetings through town officers with the communities was largely unsuccessful as town officers were either not interested or determined that their communities were too busy to attend any meetings. Most town officers did agree to TRCS conducting door to door awareness activities, and this proved to be a successful means of engaging with communities, though took much longer to achieve the required level of coverage. Over a period of two weeks a number of volunteers were used to conduct door to door awareness activities.

A number of experienced volunteers were not involved in the response operation. This was due to them not being contacted by TRCS, and/or due to their contact information not being up to date. This meant that volunteers with little or no experience were required to do most of the work.

### Lessons learned

The lessons learned workshop identified that there needs to be better management of volunteers, use of a volunteer coordinator and maintaining an up to date volunteer data base with contact details, and training completed. There also needs to be ongoing engagement with ERT volunteers to keep them actively involved with TRCS and not just called upon when a disaster occurs. Recommendations included regular training activities and refresher training, volunteer meetings, community-based activities and social gatherings throughout the year to try and maintain stronger links to TRCS by the volunteers that are outside of the core group of volunteers used on a regular basis. From the recommendations out of the lessons learned workshop TRCS is working on putting in place a volunteer coordinator (possibly staff or volunteer) to maintain an up to date volunteer data base and conducting volunteer management training.



### Water, sanitation and hygiene

**People reached: 7,182**  
 Male: 3,562  
 Female: 3,620

### Outcome 3: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# households provided with safe water services that meet agreed standards according to specific operational and programmatic context	2,000	N/A
# households reached with key messages to promote personal and community hygiene	2,000	2500+

### Output 3.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of community level water sources assessed and assisted	2	2
<b>Output 3.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population</b>		
Indicators:	Target	Actual
# of households trained in the use of distributed items	2,000	Not Required
<b>Output 3.3: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</b>		
Indicators:	Target	Actual
# of people reached by hygiene promotion activities	12,000	15000+
# of volunteers involved in hygiene promotion activities	N/A	20
<b>Output 3.4: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>		
Indicators:	Target	Actual
# of people provided with a set of essential hygiene items	2,000	1,197
# of people trained in the use of distributed items	2,000	Not Required
<b>Narrative description of achievements</b>		
<p><b>Needs analysis:</b> In view of the damaging impact of Cyclone Gita, WASH needs continue to increase. The water pipelines were damaged though the majority of water supply was re-established within the first few weeks following the cyclone. There was also flooding in some areas leading to environmental sanitation issues, activities particularly cleaning campaigns and de-clogging of blocked drainages were necessary. Due to the damage caused by the tropical cyclone sanitation facilities in the affected areas were limited and potentially health-hazardous.</p> <p><b>Population assisted:</b> WASH intervention targeted reaching 12,000 people in the affected island group (Tongatapu and Eua) through distribution of hygiene kits, jerry cans, and chlorine tablets to the most affected families. A total of 1,197 households and 7,182 people received hygiene kits from TRCS. This number was less than target largely due to NEMO directing TRCS to do distributions only to the CBD during the first three weeks of the operation. Then once requested by NEMO to fill gaps in the East and West of Tongatapu after NEMO finished distribution in those areas, the need of the affected communities had reduced as many had already self-recovered.</p> <p>Ministry of Health (MoH) took the lead on Health and WASH activities particularly around safe water and provision of water treatment. A specialist team from the environmental department of the MoH were responsible for water assessments and treatment of water in communities and schools. Omni Tonga was contracted by MoH to conduct water purification activities in communities and schools. Water distribution has been conducted by Caritas Tonga, Tonga Trust, Tonga National Youth Congress, Digicel and faith based and local NGOs.</p> <p>TRCS WASH assessment and assistance was conducted in two communities only, Atata island and Nukunuku Motu island. This included water chlorination at Atata island for 24 households (total population of Atata) and referral to MoH of requirement for water treatment at Nukunuku Motu as well as distribution of water. During week one of the response TRCS also distributed water to PLWD and evacuation centres.</p> <p>Due to other agencies taking the lead on water supply and treatment TRCS did not have full involvement in WASH activities as initially outlined in the EPoA. TRCS did not distribute chlorine tablets (apart from Atata island) as other agencies were undertaking WASH support to the affected population, however TRCS stocks of chlorine tablets were offered to MoH, and these are on standby if required.</p> <p>TRCS distributed 476 collapsible water containers and 22 buckets to households as there was not a significant need by the affected population for water containers. In general water supply was either catered for by other agencies or communities returned to normal water supply relatively quickly.</p> <p>The main WASH focus for TRCS was then awareness activities within affected communities. Refresher training of WASH awareness messages was conducted over the period 4-6 April in conjunction with refresher training for health and DRR awareness activities. Volunteers also undertook practice of delivering the awareness messages to community groups in order to be prepared to conduct the actual awareness activities.</p>		

WASH awareness activities were conducted for three weeks from 09 to 28 April in combination with health and DRR awareness messaging. This was conducted directly to communities where 1,372 households were directly communicated with through community meetings and door to door activities. A total of 2,022 school students also received awareness messaging at 8 schools during TRCS first aid training to those schools. Two 30-minute television and radio programmes (AM and FM stations) providing the key awareness messages were conducted by the DMO, communications manager and health manager. The awareness messages were also posted on TRCS Facebook page and were read by 5,600 people. Combined this meant that the awareness messages reached well over the target of 2,000 households or 12,000 people. Tonga Broadcasting Corporation cannot determine the exact number reached by television and radio programmes, however the beneficiary satisfaction survey information completed by TRCS showed that 70% of beneficiaries received information from TRCS by television and/or radio.

### Challenges

TRCS distributed 1,197 hygiene kits to households during the response operation. The target was to distribute to 2,000 households, however (as stated above) initially the TRCS was allocated a geographical area (CBD) by NEMO for distribution activities this meant that they were unable to focus specifically on most vulnerable. Once NEMO completed their distribution activities in the East and West of Tongatapu, TRCS were requested to fill any gaps. However, by that stage most people had achieved a level of self-recovery and were no longer in a position of need. At this point TRCS focused solely on the most vulnerable – elderly, disabled, single headed households, and pregnant mothers.

Initially the awareness messages were provided to community meetings being conducted by South Pacific Business SPBD which conducts regular meetings with women's groups at community/ village level. This provided an opportunity to cover a number of villages however each group generally only had 5 to 15 people in attendance. This meant that another strategy needed to be considered to meet the required targets for awareness activities. In order to reach more households the DMO contacted town officers from communities that TRCS had provided distribution of relief items, in order to conduct a door to door messaging programme of households that had been assisted by TRCS. TRCS volunteers were able to reach up to 100 households per day. This enabled the total of 1,372 households to be reached with direct awareness messages, along with the 2022 students, plus that received messages via social media, television and radio.

### Lessons Learned

From the beneficiary satisfaction survey it was found that 70% of beneficiaries got information from TRCS via television and radio. Another 33% gained information from social media (TRCS Facebook page). This showed that along with direct engagement with providing information to community's television and radio programmes along with social media are an extremely effective means of communicating with large percentage of affected population. Whilst social media is a free means of communication. In Tonga using television and radio are also very cheap with a 30-minute programme only costing 310 TOP combined to air. The amount of messaging should be increased even more in any future response.



## Protection, Gender and Inclusion

People reached: 1,046

Male: 515

Female: 531

**Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs**

Indicators:	Target	Actual
<i>DREFs operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response</i>	N/A	50.4% Female 49.6% Male
<b>Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.</b>		
Indicators:	Target	Actual
<i># of vulnerable people that received assistance from TRCS</i>	N/A	1046
<b>Output 1.2: Emergency response operations prevent and respond to sexual- and gender-based violence and all forms of violence against children.</b>		

Indicators:	Target	Actual
#/% of DREFs operations which demonstrate evidence of addressing sexual and gender-based violence	N/A	N/A
<b>Narrative description of achievements</b>		
<p><b>Needs analysis:</b> Following the devastation of people losing homes and their place of identity there is a need to ensure that all interventions are done to promote dignity, access participation and safety of the beneficiaries. Ongoing approach to consult the most vulnerable on what appropriate help they need is crucial throughout the operation.</p> <p><b>Population assisted:</b> Children, pregnant women, elderly people, and people who are living with special needs either permanent disabilities or ill and immune-compromised, are particularly vulnerable when a disaster strikes, and take a relatively high share of the disease burden associated with emergencies. With the impact of Cyclone Gita, these vulnerable groups in the worst affected areas will be highly prioritized and included in the interventions to ensure that the actions of TRCS is as inclusive and mainstreamed, using the Minimum Standard commitments for Gender and Diversity as well as IASC standards.</p> <p>TRCS aimed to ensure equitable access to basic services, considering different needs based on gender and other diversity factors. This was achieved through briefings to volunteers to ensure a gender and diversity lens when conducting response operations. Vulnerability criteria were also established to identify those most in need of assistance, in association with level of damage, but not simply assisting affected population based on damage alone.</p> <p>Refresher training for IFRC, NS and volunteers on the Minimum Standard Commitments was conducted on 4 April as part of the integrated refresher training on WASH, Health and DRR refresher training prior to conducting community consultation and awareness activities.</p> <p>Throughout the response operation TRCS participated in Protection cluster and collected disaggregated data on affected population and ensured that most vulnerable are provided with appropriate assistance. TRCS background in operating a school for disabled (OTA) and supporting home care for disabled also has ensured that they have been provided with a high level of assistance.</p> <p>Development of SOP for protection/SGBV and mapping of referral pathway has occurred with the draft ready for feedback from IFRC and further improvement.</p> <p>All IFRC staff, NS staff and volunteers have been briefed and signed Code of Conduct and Child Protection Policy.</p> <p>The total number of vulnerable groups assisted by TRCS was 722 elderly, 312 people living with disability 7 pregnant women and 4,731 children. Overall during the operation TRCS assisted 50.4 % females and 49.6% males.</p>		
<b>Challenges</b>		
Due to initial direction from NEMO for TRCS to conduct distribution activities in the CBD only, it meant that it was unknown if the most vulnerable in the East and West of Tongatapu had received assistance. It was only once NEMO requested TRCS to fill gaps in distribution in the East and West that TRCS were able to rectify that situation		
<b>Lessons Learned</b>		
Through the TRCS work operating a school for disabled, and their engagement with PLWD throughout the response, there has been a flow on effect of an increase in enrolments at their school since TC Gita due to the families TRCS assisted recognizing the positive affect of TRCS providing assistance to them and their children		

## International Disaster Response

### Outcome S2. 1: Effective and coordinated international disaster response is ensured

Indicators:	Target	Actual
# of coordination internal and external coordination meetings attended	N/A	40+
<b>Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		

Indicators:	Target	Actual
# of Surge capacity roster members deployed	N/A	10
<b>Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standard</b>		
Indicators:	Target	Actual
% of international procurement respecting the IFRC procurement procedures	N/A	0
<b>Output S2.1.6: Coordinating role of the IFRC within the International Humanitarian system is enhanced</b>		
Indicators:	Target	Actual
# of coordination meetings with other stakeholders	10	20
<b>Narrative description of achievements</b>		
<p>The deployment of several IFRC surge support staff, RDRT members and IFRC delegates provided opportunity throughout the response operation to provide coaching and on the job training to TRCS staff and volunteers. Improvement to use of proper processes were a focus of all those deployed to support TRCS. Focus has been on improving the following:</p> <ul style="list-style-type: none"> <li>• Operations - support and coaching by IFRC surge operations managers to the TRCS DMC to conduct structured planning and coordination of all response activities and provide oversight to logistics and finance processes to manage EPoA and budget.</li> <li>• Finance - Improved internal control through use of processes to manage expenditure in accordance with allocated budgets. Provision of on the job training for finance manager and finance assistant in using proper finance processes.</li> <li>• Timely support to TRCS from IFRC and bilaterally from NZRC and ARC provided a high level of support to TRCS from early in the response operation. Particularly close support to Operations, Logistics, Finance and IM and Health all contributed to a largely effective response by TRCS.</li> <li>• Previous training by IFRC of TRCS volunteers in Emergency shelter and as Emergency Response Teams (ERT), as well as TRCS staff participation at IFRC training in WASH, Communications, Health in Emergencies and PGI/GBV also contributed to an effective response meeting the needs of affected population.</li> <li>• Provision of support to NEMO for shelter cluster coordination assisted in both strengthening IFRC reputation whilst ensuring strong coordination between partner organisations.</li> <li>• Attendance by IFRC personnel to the informal PHT briefings and inter-cluster meetings to present on behalf of TRCS was also highly appreciated by all the partners.</li> <li>• Logistics /Procurement – Utilisation of processes for purchases and local procurement. Stock management through use of basic processes such as waybills and bin cards to maintain control over all NFI in stock and allocated for distribution. Replenishment of prepositioned stock in each permanent storage location has also occurred to minimise risk of all stock being at one location.</li> <li>• Information Management- Introduction of structured data collection and processing to provide collated information that easily show progress of activities and outcomes achieved.</li> <li>• Refresher training for volunteers on awareness activities and messaging for Protection/SGBV, WASH, Health and DRR will also improve capacity of TRCS volunteers and TRCS response operations.</li> </ul> <p>Through funding from DREF, OFDA and DFAT, ARC and NZRC, several IFRC surge support staff, IFRC delegates and RDRT members were able to deploy from early in the response operation to provide support to TRCS. Support provided to TRCS has included IFRC surge operations management support. Surge logistics IFRC support. IFRC surge finance support and RDRT finance, Peer to peer logistics support from Vanuatu Red Cross, RDRT health and RDRT IM. Communications support has also been provided remotely and through in country visit. Shelter cluster coordination was provided through IFRC CCST staff and delegates. NZRC IT&amp;T ERU member also provided support in the early stage of the response operation.</p> <p>ARC and NZRC also provided in-kind donations of NFI for distribution and replenishment of TRCS stocks.</p> <p>IFRC deployed Shelter Cluster Coordination staff to provide support to NEMO and facilitate coordination with the shelter cluster partners. This was funded bilaterally by DFAT through ARC. TRCS has also undertaken coordination with Protection cluster, Health and WASH cluster to share experience and information and be part of a coordinated national response to assist the affected population. TRCS has been proactive in sharing information with NEMO to support the affected population in a coordinated manner.</p>		
<b>Challenges</b>		

There have been challenges in getting TRCS finance and logistics personnel to consistently use finance and logistics processes, especially in the early stages of the operation. Early in the operation this resulted in some local purchases occurring without proper approvals or using required procurement process. This improved as the operation developed and more support was provided to TRCS by IFRC and continuous support and coaching to TRCS personnel.

### Lessons Learned

Improvement to finance processes of TRCS required along with further training of the finance personnel. During an emergency response the normal processes are cumbersome requiring a lot of time either finding board member to sign cheques for payments or waiting in queues at the bank for withdrawals. If TRCS continue to use these processes it would be beneficial to have a volunteer specifically assist finance personnel to get signatures and queue at banks in order to allow finance personnel to continue with core activities. Otherwise during a response there should be ability to maintain an advance for operating costs of an operation in order to not have unnecessary delays caused by slow finance processes.

## Influence others as leading strategic partner

**Outcome 1: The IFRC secretariat, together with NS uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable**

Indicators:	Target	Actual
# of communication materials produced (Social media, media interview media articles, interviews etc.)	N/A	1,000

**Output S3.1.1: IFRC and NS are visible, trusted and effective advocated on humanitarian issues**

Indicators:	Target	Actual
# of communication materials produced (Social media, media interview media articles, interviews etc.)	N/A	1,000
% of population reached through media TRCS (Social media, media interview media articles, interviews etc.)	N/A	70% +

**Output S3.1.2: IFRC produces high quality research and evaluation that informs advocacy resource mobilization and programming**

Indicators:	Target	Actual
# of HH participating beneficiary satisfaction surveyed	400	272
# of lessons learned workshop for the DREF carried out	1	1

### Narrative description of achievements

Communications team in TRCS supported by a NZRC delegate seconded to the IFRC and the IFRC Communications manager has been;

- Coordinating media call and interviews from both local and international news and radio outlets.
- Updating TRCS social media sites and responding to request for what assistance TRCS needs.
- Responding to personal interest to donate to the TRCS operation.
- Sharing key messages on UBDs and cash donation including activities carried out by the teams.

While there was a huge quantity of media mentions of Red Cross with regards to Cyclone Gita, the quality of the mentions and the strong themes of community preparedness, local responders and resilience shone through. Media monitoring shows that there were more than 650 mentions of Red Cross in online media stories related to Cyclone Gita.

Coverage of Red Cross' preparedness and response to Cyclone Gita was extensive over social media. The IFRC CCST and affected Pacific NS used social media to share important weather and preparedness information with communities, information with media and to tell a story about their preparedness and response activities to their audiences. On Twitter, 330,000 impressions and 8,300 engagements were gained through the Pacific Communication Manager and the IFRC AP Twitter account alone. Further traction was garnered on the global IFRC platforms and on the NS Facebook pages.

A follow up communications mission to Tonga happened around three months after Cyclone Gita, with the Pacific Communications Manager and the Tonga Red Cross Communications Manager collecting stories, photos and videos.

A workshop was also held with local Tongan media to increase their awareness of the work of Tonga Red Cross, and how the media can work with Red Cross in an emergency.

Communications from TRCS throughout the operation included

- A total of 68 National and international media interviews for newspapers, radio and television
- 3,069 people follow TRCS on their Facebook page
- A total of 5,600 people received health, WASH and DRR messages from TRCS Facebook page
- During the operation TRCS made a total of 8 television and 15 radio programmes
- A total of 26 television and radio messages were also broadcast
- A total of 962 tweets were sent out on twitter by TRCS communications manager.

A total of 272 households completed the interviews for the beneficiary satisfaction survey. In Tongatapu 250 households were surveyed from 1859 households assisted, and in Eau 22 households were surveyed out of 179 households assisted. In total 13.3% of the total household assisted completed the survey.

The beneficiary satisfaction survey was conducted after the completion of distribution activities by TRCS and conducted concurrently with undertaking of awareness activities on Health, WASH and DRR in the affected communities.

The lessons learned workshop was held on 14 May. This involved HQ staff, volunteers and OIC and two volunteers from Eua branch. The agenda included what went well, challenges and issues and group work to determine recommendations and action for improvements. The functional areas that were included in the workshop were operations, logistics, finance, support functions (communications and Information management) and people (staff and volunteers) The outcome of the workshop was a number of recommendations for actions that were then agreed and approved by the TRCS Secretary General and management team for action and allocation of responsibility for improvements and timeframe for completion.

### **Challenges**

The Tonga Red Cross Communications Manager has many roles and responsibilities outside that of communications, which is a challenge as the communications portfolio becomes very demanding during an emergency. Also the TRCS Communications Manager was out of country on other activities for a total of five weeks of the operation, which affected his ability to maintain engagement with operational requirements.

### **Lessons learned**

It would have been good to hire a local photographer in the initial response before the communications delegate arrived in country to help collect high quality photos.

It was great to be able to use the Tonga Red Cross Communications Manager as an official spokesperson for the first time.

The lessons learned workshop identified a number of recommendations and action for improvements. These were stated in the report and agreed by Secretary General of TRCS with responsibility and timeframe for the actions put in place to occur over the next few months

## D. THE BUDGET

### Explanation of expenditure from the operation:

1. All activities from the EPoA were completed as required for the DREF operation
2. There were a number of budget lines that were underspent, however this was due to the estimated budget for
3. some activities being too large and full amount was not required to complete the activities
4. There were also a small number of activities from the EPoA budgeted for but not required to be conducted.
5. The total percentage of expenditure by TRCS against allocated budget is 38% (19351.42 CHF of 51340
6. allocated)
7. Procurement of NFI from KL was not required due to in-kind donations from NZRC and ARC. This meant a large underspend on those budget lines.

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### Detailed explanation of expenditure (if this detail is required)

1. Community consultation venue hire - **1000CHF (no cost)**  
Not required as no venues were required to be hired for community consultations. Venues were provided free by community groups/ churches for use by TRCS to complete awareness activities where necessary.
2. Community consultation advertisements - **2000CHF (no cost)**  
Not required as TRCS worked through town officers to arrange meetings or through South Pacific Business Development organisation to attend meetings already arranged with communities.
3. Emergency Refresher training shelter - **3900CHF (no cost)**  
Not required. TRCS conducted briefings with volunteers prior to distribution of shelter items. But a complete refresher training was not conducted. Therefore no cost was incurred.
4. Shelter livelihood venue for lessons learned - **2800 CHF (activity not required)**  
Not required. A general lesson learned workshop was conducted and had a budget line. But no specific lessons learned workshop was conducted for Shelter livelihoods.  
*Also under EPoA - Shelter Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households*  
Only awareness activities were conducted under Shelter output 1.2. TRCS did not get involved with technical guidance or safe building practices, as TRCS did not get involved with shelter recovery. Organisations as part of the shelter cluster for shelter recovery conducted these activities.
5. Volunteer Allowance first aid (tongatapu, Ha'apai, Eua) - **2384.98 CHF (underspend)**  
First aid was not required. A small portion was utilised to cover volunteer allowances from distribution and awareness activities.
6. Mosquito coils purchase - **7448.32 CHF (underspend)**  
There was 10000CHF in the budget for purchase of mosquito coils. This was massively too high  
Mosquito coils were purchased to utilise during the operation and then replenish.  
**This is almost 25% of the total TRCS underspend against budget**
7. ECV Refresher training - **2139.22 CHF (underspend)**  
Activity completed - training cost was much less than budget allocated.
8. Hygiene promotion refresher training - **1061.96 CHF (underspend)**  
Training completed - training cost much less than budget.
9. Design cost for HP IEC materials - **1198.10 CHF (underspend)**  
Design not required as TRCS already had pamphlet format. Some cost used towards printing of materials.
10. 0.5 day refresher training on MSC - **1685.62CHF (underspend)**  
Activity completed - cost of training much less than the budget.
11. PGI Travel costs - **2000CHF (no cost)**  
The budget estimated travel would be required to Ha'api and this was not part of the actual operation as there was not damage on Ha'api as estimated when budget was produced. Budget line not required. PGI focal conducted a

trip but also for communications visit as he is also communications manager. Cost came out of comms travel budget line.

12. PGI communication cost for follow up and referrals - **500 CHF (no cost)**  
There was no cost for communications to conduct any referrals.
13. Recruitment session refreshments for volunteers - **812.12CHF (underspend)**  
Activity conducted. Cost of refreshments was significantly less than budget.
14. Customs – port and harbour costs in Tonga - **2137.33CHF (underspend)**  
Only one shipment of tents from KL arrived in Tonga. TRCS has waiver on customs fees. Only handling fees at the port were incurred. Actual cost much less than budget.
15. Quarantine in Country – **1000CHF (no cost)**  
No quarantine of items required. No cost incurred.
16. TRCS lessons learned workshop - **833.46 CHF (underspend)**  
Activity completed. The cost of conducting the workshop was less than budget.

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## Contact information

### Reference documents



Click here for:

- [DREF operation](#)

**For further information, specifically related to this operation please contact:**

#### **In the Tonga Red Cross Society**

- Sione Taumoeofau, secretary general; phone: (676) 21360 / 21950; email: [sg@tongaredcross.to](mailto:sg@tongaredcross.to), [sionetenisoni@gmail.com](mailto:sionetenisoni@gmail.com);
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#### **For communications enquiries**

- Rosemarie North, communications manager; email: [rosemarie.north@ifrc.org](mailto:rosemarie.north@ifrc.org)

#### **For resource mobilization and pledges**

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#### **For planning, monitoring, evaluation and reporting (PMER) queries**

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## 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 Disaster 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.

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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**.

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## Disaster Response Financial Report

### MDRTO001 - Tonga - Tropical Cyclone Gita

Timeframe: 15 Feb 18 to 31 May 18

Appeal Launch Date: 15 Feb 18

Final Report

#### Selected Parameters

Reporting Timeframe	2018/2-8	Programme	MDRTO001
Budget Timeframe	2018/2-5	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		296,517				296,517	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		296,517				296,517	
<b>C4. Other Income</b>		296,517				296,517	
<b>C. Total Income = SUM(C1..C4)</b>		296,517				296,517	
<b>D. Total Funding = B +C</b>		296,517				296,517	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		296,517				296,517	
<b>E. Expenditure</b>		-142,379				-142,379	
<b>F. Closing Balance = (B + C + E)</b>		154,138				154,138	

## Disaster Response Financial Report

## MDRTO001 - Tonga - Tropical Cyclone Gita

Timeframe: 15 Feb 18 to 31 May 18

Appeal Launch Date: 15 Feb 18

Final Report

## Selected Parameters

Reporting Timeframe	2018/2-8	Programme	MDRTO001
Budget Timeframe	2018/2-5	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>296,517</b>			<b>296,517</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	65,000		27,382			27,382	37,618	
Clothing & Textiles	31,450		2,328			2,328	29,122	
Water, Sanitation & Hygiene	22,500		23,464			23,464	-964	
Utensils & Tools	41,400						41,400	
Other Supplies & Services			12			12	-12	
<b>Total Relief items, Construction, Sup</b>	<b>160,350</b>		<b>53,186</b>			<b>53,186</b>	<b>107,164</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	24,700		941			941	23,759	
Distribution & Monitoring			5,951			5,951	-5,951	
Transport & Vehicles Costs			203			203	-203	
Logistics Services	10,000		6,106			6,106	3,894	
<b>Total Logistics, Transport &amp; Storage</b>	<b>34,700</b>		<b>13,201</b>			<b>13,201</b>	<b>21,499</b>	
<b>Personnel</b>								
National Society Staff	1,800		737			737	1,063	
Volunteers	20,370		6,694			6,694	13,676	
Other Staff Benefits			4,442			4,442	-4,442	
<b>Total Personnel</b>	<b>22,170</b>		<b>11,874</b>			<b>11,874</b>	<b>10,296</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	11,200		3,202			3,202	7,998	
<b>Total Workshops &amp; Training</b>	<b>11,200</b>		<b>3,202</b>			<b>3,202</b>	<b>7,998</b>	
<b>General Expenditure</b>								
Travel	46,000		50,815			50,815	-4,815	
Information & Public Relations	4,000						4,000	
Office Costs			635			635	-635	
Communications			312			312	-312	
Financial Charges			439			439	-439	
Other General Expenses			27			27	-27	
<b>Total General Expenditure</b>	<b>50,000</b>		<b>52,227</b>			<b>52,227</b>	<b>-2,227</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	18,097		8,690			8,690	9,407	
<b>Total Indirect Costs</b>	<b>18,097</b>		<b>8,690</b>			<b>8,690</b>	<b>9,407</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>296,517</b>		<b>142,379</b>			<b>142,379</b>	<b>154,138</b>	
<b>VARIANCE (C - D)</b>			<b>154,138</b>			<b>154,138</b>		