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Emergency Appeal final report

Serbia: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRRS009 Final Report	GLIDE n° FF-2014-000059-SRB
Date of issue: 30 November 2015	Date of disaster: 13 May 2014
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Operation start date: 13 May 2014	Operation end date: 31 July 2015
Operation budget: CHF 3,842,805	
Number of people assisted: 49,600 people or 12,400 families	
Host National Society presence: 60,000 volunteers, 865 staff, 27 branches	
Red Cross Red Crescent Movement partners actively involved in the operation (both bilaterally and multilaterally): ICRC, American Red Cross, Austrian Red Cross, Belarus Red Cross, Bulgarian Red Cross, Canadian Red Cross, Croatian Red Cross; Czech Red Cross, Cyprus Red Cross, Danish Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Italian Red Cross, Iranian Red Crescent, Japanese Red Cross, Lithuanian Red Cross, Luxembourg Red Cross, former Yugoslav Republic of Macedonia Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross, Romanian Red Cross, Russian Red Cross, Slovenian Red Cross, Slovak Red Cross, Swedish Red Cross, Spanish Red Cross, Swiss Red Cross, Republic of Korea National Red Cross, Turkish Red Crescent.	
Other partner organizations actively involved in the operation: The respective Governments of Austria, Canada, Finland, France, Italy, the Netherlands, New Zealand and Spain; corporate donors such as Julius Blum GmbH, C&A Foundation, UPS and others.	

Period covered by this Final Report: 13 May 2014¹ to 31 July 2015

Appeal budget: CHF 3,842,805

Appeal coverage: 87% as of 28 October 2015

Final balance of the operation: CHF 67,943

The IFRC Secretariat has issued a final Report on the "Serbia: Floods" Emergency Appeal. The final balance of the operation/budget expenses is expected to be CHF 67,943. The IFRC Secretariat seeks the agreement of its donors to use this balance to support capacity building in core areas of disaster management planning, organizational and community preparedness as well as disaster risk reduction. Partners/donors who have any questions in regard to this balance are kindly requested to contact the IFRC Regional Office for Europe within 30 days from the publication of this final report. After that date, the reallocation will be processed as indicated. (Click [here](#) to see the final financial report.)

¹Start of torrential rains and consequently, start date of the Red Cross of Serbia's disaster response activities.

Appeal history:

27 May 2015 - this Emergency Appeal was launched for **CHF 4,485,096** for nine months to assist 49,600 beneficiaries. Prior to that, CHF 290,926 was initially allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Red Cross of Serbia in responding to the disaster.

21 June 2014 – Emergency Appeal **Operations Update No. 1** was published.

28 July 2014 – Emergency Appeal **Operations Update No. 2** was published.

19 December 2014 – the **Revised Emergency Appeal** (Revision No. 1) decreased the budget to **CHF 3,842,805** following updated assessments of the needs and considering the bilateral contributions received by the National Society. The timeframe of the operation was extended for the first time until 31 March 2015. The revision reflected the change in the nature of the operation from immediate relief assistance to shelter recovery-based activities so as to help the affected population to return to their normal life.

27 March 2015 – Emergency Appeal **Operations Update No. 3** was published, extending the timeframe until 31 May 2015.

28 May 2015 – Emergency Appeal **Operations Update No. 4** published, extending the timeframe until 31 July 2015.

A. Situation analysis

Description of the disaster

Torrential rainfalls began in Serbia on 13 May 2014, with rainfalls in two days' time equalling to two months' average precipitation as a result of a low-pressure area that formed over the Adriatic Sea due to polar air from Central Europe meeting with the humid subtropical air of the Mediterranean basin. The floods and landslides caused 51 casualties, 23 of which were people who drowned. A national state of emergency was declared on 15 May 2014 by the Government of Serbia.

Most badly affected were the territories of Valjevo, Lazarevac, Obrenovac, Krupanj, Svilajnac and Paraćin among other cities and municipalities. The response from the Government of Serbia had been reinforced through widespread activities of the volunteers who accepted the public calls for volunteering and were sent to sites to build new temporary dams around the endangered cities. Many organizations and private people organized public campaigns to collect goods and money. The Government of Serbia established an office for the assistance and recovery of the flooded areas. The European Union's disaster response mechanism was also involved in the coordination of international support.

The floods and landslides caused the total destruction of some 430 housing units while over 19,000 flats and other housing units were partially damaged. The damage to the housing sector was estimated at EUR 227 million. The total economic losses reached EUR 1.7 billion². With EU assistance, 1,000 most vulnerable households were renovated, and 274 houses were provided as grants.

Summary of response

Overview of Host National Society

The Red Cross of Serbia is part of the formal in-country emergency response structure with a clear mandate for response actions, and it is represented at all levels; municipal, regional and state levels. Across the country the RC is formally in charge of receiving and distributing humanitarian assistance and helping out state structures with emergency evacuations and sheltering.

The Red Cross of Serbia started its relief activities from the onset of the emergency by supporting the authorities during the evacuation and temporarily sheltering the most vulnerable people, as well as distributing relief items. In the course of the most critical first two months, the Red Cross of Serbia deployed 6,889 volunteers and staff who were working and helping people more than 783,151 hours with voluntary work worth some CHF 2,087,620. In the operation, 149 local branches of the Red Cross of Serbia were responding to the floods. Belgrade City's Emergency Headquarters made a decision that all collective centres in Belgrade (11 centres) were to be handled by the Red Cross. As time passed, the Red Cross shifted its activities from relief to recovery support of the damaged households. As a result, 12,720 beneficiaries received a cash grant of CHF 255 per household. Additionally, the National Society handed out 10,700 wall repair sets to the beneficiaries.

²Source: Government of Serbia

The RC of Serbia distributed 5,720 metric tons of goods from its warehouses. Besides the distribution of humanitarian aid to the affected people, the Red Cross of Serbia assisted those sheltered in 118 collective centres with the distribution of food and non-food items including second hand clothes, mattresses and blankets. Through the work of the mobile technical teams of the Red Cross of Serbia 6,083 volunteering hours were spent on the dehumidification of 2,328 buildings in 21 municipalities with 332,409 operational hours, deploying 272 dehumidifiers.

Overview of Red Cross Red Crescent Movement in country

Coordination among Movement partners was ensured through regular information exchange with representatives of the IFRC and the ICRC. Many Red Cross Red Crescent National Societies around the world organized local fundraising campaigns for the victims of the floods in the Balkans. The IFRC assisted the Red Cross of Serbia through an immediate DREF allocation of CHF 290,926 and, shortly afterwards, with the launch of an Emergency Appeal. Partner National Societies provided bilateral cash donations. In partnership with the Austrian RC-led consortium comprising the Austrian Development Agency, the Organization “Neighbours in Need” and the Swiss Red Cross, the “Great Morava River Early Recovery and Resilience Project” was launched. The project was aligned with other recovery activities undertaken by the RCS. Through the programme implementation, 3,802 beneficiaries received an unconditional cash transfer of CHF 255 each. The National Society organised a number of field visits and meetings with key partners such as ECHO, Canadian Red Cross, French Red Cross and different teams from the IFRC Regional Office, who closely followed up on the implementation.

Red Cross Red Crescent National Societies actively involved in the operation (both bilaterally and multilaterally): American Red Cross, Austrian Red Cross, Belarus Red Cross, Bulgarian Red Cross, Canadian Red Cross, Croatian Red Cross; Czech Red Cross, Cyprus Red Cross, Danish Red Cross, Estonian Red Cross, Finnish Red Cross, French Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Italian Red Cross, Irish Red Cross, Iranian Red Crescent, Japanese Red Cross, Lithuanian Red Cross, Luxembourg Red Cross, the former Yugoslav Republic of Macedonia Red Cross, Monaco Red Cross, Montenegro Red Cross, Netherlands Red Cross, Norwegian Red Cross, Romanian Red Cross, Russian Red Cross, Slovenian Red Cross, Slovak Red Cross, Swedish Red Cross, Spanish Red Cross, Swiss Red Cross, Republic of Korea National Red Cross, Turkish Red Crescent.

Overview of non-RCRC actors in country

The Government of Serbia was coordinating different response actions and called for in-country donations, and it also appealed for international assistance. Response was received from 23 European countries and included rescue teams through the activation of the European Union’s disaster response mechanism (more information can be found via the link http://ec.europa.eu/echo/files/aid/countries/factsheets/serbia_floods_bih_en.pdf). The Government of Serbia was receiving assistance bilaterally from Azerbaijan, Belarus, Hungary, Israel, Japan, Montenegro, the Russian Federation, and the USA under the coordination of the Serbian Ministry of Foreign Affairs.

The Russian Ministry of Emergency Situations (EMERCOM) sent specialized teams in the first days of the response that were actively engaged in the search for, and rescue of, the affected citizens. Seven members of the United Nations Disaster and Coordination (UNDAC) team in country visited RCS HQ during the operation, and an OCHA team was dispatched as well. United Nations emergency relief items arrived at Belgrade Airport in several lots under a World Food Programme (WFP) containing collapsible water tanks, generators, water purification systems and inflatable boats. The response from the Government Serbia was assisted with widespread activities of the volunteers who accepted the public call for volunteering and were sent to sites to reinforce and build new temporary dams in the endangered cities. Many organizations and private citizens launched public campaigns to collect goods and money.

B. Operational strategy and plan

Overall objective

The Red Cross of Serbia aimed to contribute to the improvement of the immediate needs of 12,400 families (10,000 families affected by the floods, 1,400 families sheltered and 1,000 host and hosted families), placing emphasis on the distribution of food and non-food items, water and sanitation and hygiene promotion. The operation also included a strong component on early recovery so people could go back to their normal lives, but also focused on recovering shelter, and enhancing the National Society’s capacity to deliver this support. To date, 12,720 beneficiaries have received the planned cash grant of CHF 255 per household. The support for 6,900 beneficiaries has been funded through the Emergency Appeal. Additionally the National Society has distributed 10,700 wall repair sets, out of which 4,100 were funded by ECHO under the Emergency Appeal. The rest has been provided by the Austrian Red Cross` Great Morava River Early Recovery and Resilience Project (4,235) and other donors. Across the country, the Red Cross of Serbia has reached more people in need through different channels

than was initially planned in the Emergency Appeal. During the first two months of the operation, the Red Cross of Serbia reached 57,799 people through 54 branches during evacuations, with temporary shelters or with household recovery activities.

Implemented strategy

After persisting heavy rains in five municipalities of the Belgrade area and in the Sremski, Mačvanski, Kolubarski, Podunavski, Braničevski, Rasinski, Šumadijski, Pomoravski, Zlatiborski and Moravski districts, as well as in some municipalities in Raski and Zajecar districts, flash floods and landslides occurred in those territories with a population of 1.8 million. Just after a few days, 54 cities and municipalities reported damages to the city infrastructure and households.

The Red Cross of Serbia concentrated response efforts on several areas of intervention:

- Reception and distribution of humanitarian aid;
- Evacuation and shelter;
- Restoring family links (RFL);
- Water, sanitation and hygiene promotion (WASH);
- Early recovery phase – improving the conditions of the affected homes for people

The direct beneficiaries within the local population were identified based on their level of vulnerability in coping with the disasters, focusing on elderly people, women and children, and specifically vulnerable groups.

Priority was given to:

- Families most affected by the floods and landslides that had to be evacuated from their homes.
- Families with women as breadwinners (widows), elderly couples, young couples with small children.
- Families that were not receiving any other substantial assistance from the Government, NGOs or other organizations.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors

Outcome: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation, and lessons learnt are drawn from the implementation

Outputs (expected results)

Continuous assessments are carried out in consultation with beneficiaries

Activities planned

Conduct rapid assessments in the affected areas
 Conduct more detailed assessments
 Develop a detailed action plan for the implementation
 Mobilize volunteers for the implementation of activities
 Transport of relief items as per distribution plans
 Monitoring visits by the Red Cross of Serbia and the IFRC

Rapid assessment was conducted in all accessible areas starting from the first 24-48 hours by the local RC branches in cooperation with the Sector for Emergency Management and the Centres for Social Welfare, and it continued until the end of May. The affected communities were involved during the initial assessment, program design and feedback mechanism to shape the proposed response operation. Once the operations were initiated, community members were involved in assisting the Red Cross of Serbia team in the identification of beneficiaries.

The Red Cross of Serbia sent a team for field coordination and assessment to the city of Valjevo on 14 May 2014, where the biggest evacuation took place. Following an initial assessment of needs and coordinated attempts of different rescue services, the Red Cross of Serbia sent out its water rescue teams who joined the evacuation efforts. The water rescue teams contacted 75 families, 9 of which were evacuated from the city of Valjevo. In Obrenovac, the Red Cross assisted with 150 evacuations along with other search and rescue efforts. Mobile technical teams were helping people in the endangered cities where the water was receding, with the task of

pumping the water out of the flooded houses and engaging wall dehumidifiers, in order to help people move back to their houses.

RCS branches are members of the respective Municipal Emergency Headquarters (MEH) all over the country as the main partner in all relief, recovery and preparedness activities. Additionally, strong coordination is ensured with the Municipal Centres for Social Welfare during relief and recovery interventions, which facilitates the identification of the most vulnerable target groups. A great number of RCS volunteers all over the country worked thousands of hours bringing relief packages to the affected households.

Table 1 - Total engagement of Red Cross of Serbia volunteers who were helping people affected by floods in the period from 14.05.2014 to 27.08.2014

Red Cross Branches in different areas	Total number of engaged RC volunteers	Total number of RC volunteers working hours
Central territory of the Republic Serbia	4,549	465,408
Province of Vojvodina	2,080	201,545
City of Belgrade	1,088	246,519
Province of Kosovo and Metohija	143	3,317
TOTAL in the Republic of Serbia	7,860	916,789

Food security, nutrition and livelihoods

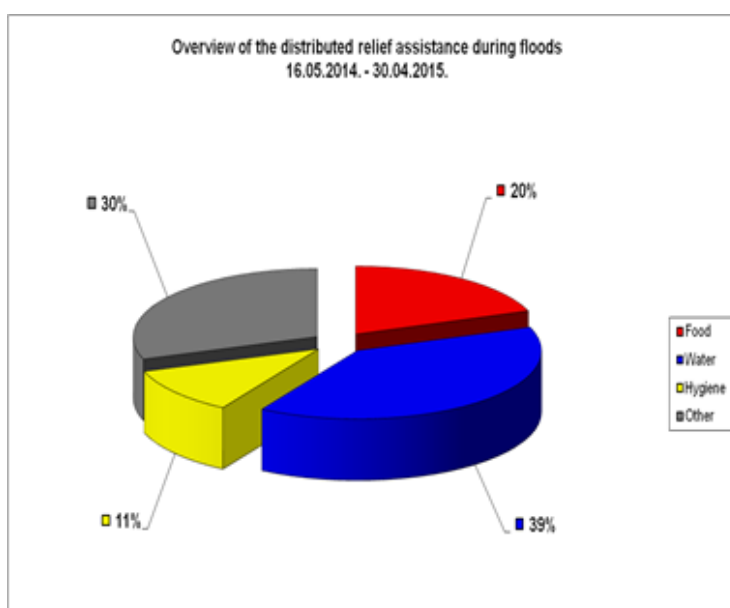
Outcome: Ready-to-eat meals and canned meat portions are provided in the affected areas according to the assessed needs

Outputs (expected results)	Activities planned
Ready-to-eat meals and canned meat portions are distributed by the RC of Serbia to the beneficiaries in the affected areas	<p>Conduct rapid emergency needs and capacity assessments</p> <p>Identify families to receive food assistance</p> <p>Organize local procurement, transportation and distributions of food parcels (one per family)</p> <p>Monitor and evaluate the relief activities and provide reporting on relief distributions</p>

Impact:

Throughout the operation, the Red Cross of Serbia assisted 54 affected municipalities reaching out to 20,120 affected families or 57,799 people with food and non-food items, and also with assistance and services of RC of Serbia national disaster response teams and trained volunteers in household rehabilitation.

The immediate food and non-food distributions increased the people's resilience under the challenging health and nutrition-related conditions of the evacuation and temporary sheltering. The Red Cross of Serbia assisted those sheltered in collective centres with the distribution of food and non-food items including second hand clothes, mattresses, and blankets. The Red Cross branches were active in 118 reception centres. In the operation, the RCS engaged 7,860 employees, members of the national and local disaster response teams and volunteers of the RCS network delivering more than 916,789 volunteer working hours.



Overview of distributions by the RC of Serbia.

Through an ECHO contribution to the Emergency Appeal, canned food was purchased to replenish the empty DM warehouses after continued responses to the floods and landslides.

Upon the onset of the disaster, the Red Cross was requested by the Serbian authorities' to organize the reception and distribution of humanitarian assistance. The immediate distribution of food items was organized by the RCS's disaster management warehouse. Due to the growing need for storage space, the Red Cross of Serbia rented an additional 12,000 m² of space for this operation at the beginning of July and gradually sized down to a regular warehouse space of 2,628 m². The RC of Serbia distributed 5,720 metric tons (MT) of goods from the warehouses out of which 1,111 MT consisted of food, 2,244 MT consisted of bottled water, with 630 MT of bulk hygiene items and 1,735 MT of other non-food items (NFI). In total, 3,628 metric tons of goods were collected and distributed among 107 RC branches (mostly drinking water and used clothes).



Distribution of ECHO-funded wall repair sets in Sid.
Photo: RC of Serbia

To be able to respond to the needs of many international consignments, the Red Cross of Serbia issued recommendations for donors about the procedures for customs clearance, warehousing and transportation. In doing so, RCS worked closely with the Ministry of Foreign affairs of the Republic of Serbia and other relevant Ministries. A similar level of coordination was established with the EU, UN and other donor representations in Serbia, and the RCS team was part of the assessment process conducted at the beginning of the disaster with UNDAC team. Most of the donations received from donors and collected in different relief activities consisted of second hand clothes, shoes, food items including canned products, bottled water, and diapers. As the city of Obrenovac was badly affected, and most residents were evacuated to large sports halls and schools and later re-located to different collective centres until the water and mud was removed, the Red Cross of Serbia distributed 3,673 MT of different relief items to the evacuated beneficiaries. The Red Cross of Serbia cooperated with social care centres in the process of identifying and selecting the beneficiaries of the relief operations.

At the end of the operation, the RCS carried out a beneficiary satisfaction survey. From 1,203 respondents in 17 municipalities, 76.80% said they had been asked about their needs by the Red Cross first. Furthermore, 20.43 % of the respondents received assistance at home, while 73.81% of them received assistance at the premises of the Red Cross or at a RC distribution point. A large number of respondents got information on Red Cross assistance directly from Red Cross representatives in the field. The best ways of spreading information during floods were thought to be direct contacts (home visits) and via telephone.

Appropriate announcements and distribution plans at local level, with a delivery schedule to beneficiaries established in advance (in alphabetical order) made it possible for beneficiaries to be informed and prepared to collect the relief items (house repair kits).

A film on the ECHO distributions can be accessed via the following link:

<https://www.youtube.com/watch?v=jxvfoRFuMjo&feature=youtu.be>

Water, sanitation, and hygiene promotion

Outcome 1: The risk of water-borne and sanitation-related diseases has been reduced through access to safe drinking water, appropriate sanitation and hygiene promotion to target population

Outputs (expected results)	Activities planned
Access to safe water which meets SPHERE standards through water distribution points in the affected municipalities is provided	Detailed assessment to identify areas for intervention Procurement and distribution of jerry cans and water disinfectants
Sanitation and hygiene promotion activities are provided to the targeted population, including hygiene-	Detailed assessment to identify areas for intervention Distribution of 100 cleaning kits in the collective centres

related goods	Distribution of 2,400 hygiene parcels to target population Implementation of hygiene and environmental sanitation promotion activities for affected community by the RCS volunteers Monitoring of use of household level water treatment and storage
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Impact: The highest number of people receiving humanitarian assistance including hygiene items through the RCS flood response was 20,120 affected families or 57,799 people.

Immediately after the floods it was necessary for the population to have access to potable water and adequate hygiene practices to face the conditions that the emergency had generated. The total amount of distributed bulk hygiene items was 784,685 kg, including those distributed among branches while 4,996,572 litres of potable water was been provided to the affected people. The National Society received sufficient quantities of bottled water from the donors to meet the needs of the beneficiaries in those municipalities where piped water was temporarily not potable. The Red Cross of Serbia made available 27 water tanks (with a total capacity 35,000 lit/day) responding to the needs of the most affected municipalities.

Table 2 – Use of water tanks for drinking water

	City/ Municipality	Total number of water tanks used	Total capacities of water tanks used (in litres)	Total number of days water tanks were used
1.	Obrenovac	10	18,000	32
2.	Osecina	2	2,000	40
3.	Ljig	5	5,000	28
4.	Zajecar	3	3,000	64
5.	Rekovac	4	4,000	24
6.	Cicevac	3	3,000	26
Total		27	35,000	214

In addition to water provision, the Red Cross of Serbia distributed 12,300 hygiene parcels.

Table 3 - Distribution of hygiene parcels

	Municipality	Number of beneficiaries	Number of hygiene parcels
1.	Obrenovac	4,699	6,340
2.	Smederevska Palanka	481	1,443
3.	Šid	100	300
4.	Šabac	33	99
5.	Krupanj	29	87
6.	Koceljeva	96	288
7.	Lajkovac	194	582
8.	Bajina Bašta	31	93
9.	Osečina	66	198
Total			12,300

Restoring family links

Outcome 1: Family links are restored wherever people are separated from, or staying without news of, their families

Outputs (expected results)	Activities planned
Family tracing and messaging services are provided to the evacuated people	Identification of families in need for RFL in temporarily accommodation, sport halls, etc. Handling of tracing requests and provision of family messaging service Establishing of the communication unit, Skype installed Updating training for the volunteers

Over 52,000 beneficiaries were registered by the Red Cross of Serbia. RC volunteers were present in all the temporarily established accommodation centres registering the evacuated/accommodated people and offering them restoring family links (RFL) or tracing services. With the assistance of 40 professional staff and 150 trained RFL volunteers, with the support of the ICRC Regional Delegation in Belgrade, the Tracing Service was comparing cases of disappearance with the lists of evacuated people, trying to bring families together, narrowing down the list of persons from whom family members had no news. There were 117 tracing cases recorded during the implementation time frame. The daily average for RFL service was 60 phone calls and 167 emails in the first 30 days of the operations. All tracing requests were successfully fulfilled.

The main RFL services provided were:

- Free phone calls;
- Making lists of missed persons (tracing requests);
- Offering transportation to reunite the most vulnerable family members from different collective shelters.

Shelter and settlements

Outcome 1: The shelter and settlement needs of the target population are met in line with the national coordination mechanism

Outputs (expected results)	Activities planned
Shelter assistance is provided to 1,400 families evacuated, including mattresses	Identification of families to receive shelter assistance Consultation with families to identify the most appropriate tools needed (shelter or cleaning) Local procurement, transportation and distributions / or replenishment of mattresses Local procurement, transportation and distribution / or replenishment of other items (rubber boots)
Essential household items are provided to 1,000 host and hosted families	Identification of host families Consultation with families to identify the most appropriate non-food items needed Local procurement, transportation and distributions

Outcome 2: Affected families are assisted in returning to their houses with cleaning kits and drying facilities

Outputs (expected results)	Activities planned
10,000 families have received assistance to enable them to return to their homes	Assessment of households affected Identification of the needs Market analysis and identification of providers

	Signing agreements with the providers Refresher training for the volunteers involved in the cash transfer programming Design and implement beneficiary communications for voucher programme Distribute vouchers Reconciliation of voucher programme and payment to service providers Distribution and assistance with the use of driers/dehumidifiers Distribution and operation of the mud pumps Post-distribution monitoring
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Impact:

Floods and landslides caused the total destruction of over 426 housing units while over 19,000 flats and other housing units were partially damaged. The damage in the housing sector was estimated at EUR 227 million.

The local Red Cross branches reported that the Red Cross of Serbia participated in the rescue of 5,020 people and in the evacuation of 16,389 people.

The RC of Serbia contributed to the improvement of living conditions of floods-affected families in Serbia and enhanced the resilience of municipalities reaching out to 4,276 households with wall repair sets³ and assisting 6,900 families with a one-off unconditional cash support of CHF 255 per household. The combined support per household (EUR 60 as the value of the repair kit and EUR 210/CHF 255 as the basic cash grant) covers around 10% of estimated repair costs and approximately 20% of the replenishment of household furniture and technical appliances.

This approach was chosen on the basis of the assessment and the urgent need of more than 12,720 families to renovate and refurbish their houses after the floods. The RCS assessments showed that the urgent needs of the floods-affected households focused on the cleaning process (mud removal, cleaning, disinfection) then on drying the walls, ceiling and floors and finally the procurement of everyday necessities and furniture (bed, mattress, chair, table), electronic household appliances and basic infrastructural improvements (wall repair tools and material, floor, windows, doors). Most of the furniture in the flooded households could not be cleaned properly as the sewage system was discharged into the rivers and therefore also into the households. Furthermore, certain households were flooded for several days; hence the furniture and electronic devices like stoves were destroyed. Through the project implementation, a beneficiary information leaflet with instructions on floods damage removal was printed out and disseminated through the branches before the distribution of wall repair kits took place.

Through the post-distribution monitoring done by RCS among 1,203 respondents in 17 municipalities, it was noted that 53.78% of the interviewed beneficiaries received both house repair kits and cash grants. According to the survey, cash grants were used mainly for house repairs: 60.9%; purchase of furniture: 16.38%; purchase of doors and windows: 15.4%; finally 7.32% for the purchase of electrical appliances.⁴

Within the **early recovery activities**, the mobile technical teams of the RCS were helping people in the affected cities when the rivers receded by pumping the water out of the flooded houses, using wall dehumidifiers, etc. so as to help people return to their homes. The weather conditions were not in favour of the dehumidification process since heavy rains continued in May and June. Another problem was the rise of underground water in some areas resulting in flooded basements.

The below table is the summary of the drying of damp walls in 2,328 households done by the RC mobile technical teams. Most of the houses were under water for 5 to 9 days during the floods, some of them even longer. The drying of the houses with dehumidifiers took at least three months. The houses that were not dried with dehumidifiers were still wet even in October 2014 or beyond.



Distribution of ECHO-funded wall repair sets.
 Photo: Red Cross of Serbia

³ Details on the distribution as well as exact contents of the wall repair sets can be found in Annex 1.

⁴ For more information on the beneficiary satisfaction survey, please refer to Annex 2.

Drying of damp walls	Number of treated/ dried houses	Total m ² of treated houses	Number of used dehumidifiers	Total working hours of dehumidifiers	Number of engaged MTT members	Total working hours of MTT members
Total:	2,328	155,199	272	332,409	135	6,083

National Society capacity building

Outcome 1: The logistic capacity of the National Society to respond to the consequences of an eventual disaster is strengthened

Outputs (expected results)

The National Logistic Team (NLT) has been strengthened to provide efficient response emergency situations.

Activities planned

Procurement of a RubbHall
 Setting up a RubbHall in Obrenovac city as a temporary warehouse
 Conduct training in Relief Distribution and Logistics
 Procurement of a 10 ton truck
 Procurement of 2 four-wheel drive cars
 Procurement of 2 forklifts

Outcome 2: The functionality of the affected branches is guaranteed

Outputs (expected results)

A prefabricated container is set up serving as a temporary office for the affected branch

Activities planned

Procurement of a prefabricated container
 Setting up a prefabricated container

Impact:

The Red Cross of Serbia has been responding to re-occurring disasters especially since the beginning of 2014, with a very limited and old fleet of vehicles. The last procurement of trucks and 4x4 vehicles happened 10-15 years ago. In the meantime, the Red Cross of Serbia has largely increased its pool of disaster response volunteers organized through different national disaster response teams so as to address the various needs of proper response according to the recently endorsed disaster management law. Therefore, there has been constant struggling of the NS to provide funds for an adequate fleet in numbers and needed performances so as to fulfill the expectations and obligations by the disaster response law and the RC role accordingly. To increase the logistic capacities of the Red Cross of Serbia and the efficiency of the national disaster response teams, the procurement of the following equipment has been done under this Emergency Appeal:

- 1 off-road truck with a 10 ton loading capacity-procured through the IFRC Global Logistic Service;
- 2 forklifts;
- 2 four-wheel drive vehicles.

In addition, three tool boxes have been procured for the mobile technical teams of the Red Cross of Serbia.

General challenges

In the course of the project implementation, some operational challenges influenced the performance of the National Society.

Information exchange and data collection between RCS and the government / municipalities posed challenges in the relief distribution, often people were not reachable as they were temporarily relocated.

The prolonged process of government registration for shelter rehabilitation caused delays with the cash transfers from the Red Cross of Serbia.

Many households that renovated their still wet houses prematurely were facing problems later on due to the underlying humidity in walls and floors.

Due to the prolonged response of the National Society during 2014, the annual procurement plan had to be updated several times, requiring constitutionally each time a meeting of the Executive Board of NS for approval, and that procedure was time consuming. The unexpected procurements during the response operations often compromised the timeframe of the planned annual NS programs which in return delayed the process significantly and posed challenge to the NS in completing all procurements within the originally given Emergency Appeal implementation timeframe.

It has been difficult to mobilize a sufficient number of volunteers in some branches due to the high number of affected residents among the population (Obrenovac, Svilajnac, etc). Recruitments and trainings of new Red Cross volunteers for disaster response became again much needed as the operation stretched human resource capacities to its limits. Proper equipment for RC branches is also essential concerning adequate technical support and services after the floods.

Lessons learned

The Red Cross of Serbia`s response to the disaster, which response was designed as a combination of in-kind and cash contributions, is considered relevant, appropriate and being in accordance with the beneficiaries` needs, the organisational priorities and its partners in disaster response.

The floods response operation has been the biggest operation of its kind in recent years for the National Society. Nevertheless, it was possible, through coordination and cooperation with all relevant actors in-country and internationally, to render urgent humanitarian assistance as well as to provide modest recovery support to the affected households. More trainings and simulations would be needed, with adequate equipment, in order to provide systematic response of the RCS volunteers. It is of crucial importance to continue strengthening local communities, building material and reinforce human resources of the RCS for future disaster response activities. The understanding of importance of the prevention and risk reduction measures resulted in the initiative for changes of the Law on Emergency Situations in mid-2015 in Serbia.

In some cases the overwhelming response of the national and international donors resulted in unsolicited donations which challenged the implementation of the operation. RCS had to invest logistic, financial and human resources to deal with unsolicited items not directly suitable for distribution. It remains a challenge for the humanitarian community to ensure that in-kind donations match the identified humanitarian needs in the aftermath of emergencies.

The volunteers` work exerted during the implementation of the operation by the Red Cross of Serbia sums up at CHF 2,087,620 for the support of the municipal authorities and the affected families, based on the average cost calculations for the manual work only.

This operation helped the RC branch secretaries and RCS HQ to further develop their skills, particularly those related to the organisation of cash transfer programming (voucher distribution). The gained knowledge will help them a lot in planning, designing and implementing similar operations in the future. This know-how, the related procedures as well as the questionnaires developed will be used in future operations by the NS. The cooperation with the Postal Savings Bank and Komercijalna Bank has contributed to the follow-up on transfers and withdrawals regulated by the Protocol Agreement signed with the banks, which fulfills the donor reporting requirements for cash transfers.

 **Click here**

Click [here](#) to see the final financial report of the Emergency Appeal.

Click [here](#) to see the Annexes.

Click [here](#) to return to the title page.

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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 Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



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



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



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

Annex 1

Municipalities included in ECHO distribution	Number of wall repair sets distributed
Obrenovac	3,282
Smederevska Palanka	457
Šid	100
Šabac	23
Krupanj	22
Koceljeva	89
Lajkovac	194
BajinaBašta	29
Osečina	68
Ljig	2
Mionica	1
MaliZvornik	3
Kosjeric	6
Total distributed	4,276

Contents of wall repair sets			
No.	Description of items	Unit	Quantity
1.	Roller with handle	pcs	1
2.	Roller sleeves	pcs	2
3.	Paint brush (width 8-10 cm)	pcs	1
4.	Paint brush (width 3 -5 cm)	pcs	1
5.	Scraper, steel (60 mm)	pcs	1
6.	Scraper, steel (100 mm)	pcs	1
7.	Protective rubber gloves	pair	2
8.	Protective gloves for wall painting	pair	1
9.	Sandpaper, hardness p80	pcs	1
10.	Sandpaper, hardness p150	pcs	1
11.	Nylon (5m x 4m)	pcs	2
12.	Smoothing tool, steel, with plastic handle (280mmx130mm)	pcs	1
13.	Bandage tape, self-adhesive	meter	40
14.	PUR foam, universal (750ml)	pcs	2
15.	Foil polystyrene (145g)	m2	50
16.	Ready-mix plasters , white (25kg)	bag	1
17.	Wall paint (25kg/15l/bucket)	pcs	2
18.	Adhesive mortar (25kg)	bag	2
19.	Mortar (25kg)	bag	1
Total items:			19

Annex 2 – Beneficiary Satisfaction Survey in Serbia

Emergency Appeal MDRRS009



Conducted by:

- Nebojsa Medojevic
Disaster Management Coordinator in the Red Cross of Serbia
- Branislav Milenkovic
Program coordinator in the Red Cross of Serbia and member of the national field assessment and coordination team
- Local Red Cross Branch secretaries from Obrenovac, Kraljevo, Kragujevac, Loznica, UB, Smederevo, Bajina Basta, Krupanj, Sabac, Svilajnac, Pozarevac, Jagodina, Paracin Lajkovac, Valjevo, Lazarevac, Cacak, Ljubovija, Varvarin and Sid.
- Red Cross of Serbia volunteers from the mentioned municipalities affected by the floods.

Executive summary

Torrential rain falls began in Serbia on 13 May 2014, with precipitation equalling to two months` average rainfall just in two days` time. The floods and landslides caused 51 fatalities, destroyed over 420 housing units, and partially damaged another 19,000 homes. The total damage, including economic losses, is estimated at EUR 1.7 billion. After the first phase of assistance, the Red Cross of Serbia shifted its activities from relief to recovery of the damaged households. 12,558 beneficiaries have received the planned cash grant of CHF 255 per household,

which means that the relief element of the operation has achieved its objectives. Out of the total of 12,588 persons, the support for 6,900 beneficiaries is funded through this Emergency Appeal. The rest is provided by the Austrian Red Cross` Great Morava River Early Recovery and Resilience Project (4,235 persons) and other donors. Additionally the National Society has distributed 10,700 wall repair sets, out of which 4,100 were funded through the Emergency Appeal.

The survey shows that the relief items distributed correspond quite well with the need expressed by the people reached.

The survey proved that out of the total number of respondents, 76.8% were asked about their needs by the Red Cross and additional 23.2% by government representatives or other NGOs. Furthermore, 20.43% of the respondents received assistance at home, while 73.81% of them received assistance in the premises of the Red Cross or at RC distribution points. 5.76% of the interviewed have received assistance in collective centres. All those who were affected by the floods received initial assistance in the first week of the RC response operation. Those who have received assistance outside their houses emphasized that they had no obstacles to go for assistance, either to the RC branch or to the distribution point. The prompt reaction of the NS was possibly thanks to the formed DPP stock of relief items, which is renewed after every intervention.

The results of survey shows that 41,48% of the people interview received assistance in the morning hours, 51,37% of respondents received assistance during the day, and 7,15% of the assistance was received in the evening. Also, 54.35% of them declared that the best time to distribute goods was morning, and 36% stated that distribution during the day suits them well. It is interesting that also 9.65% favoured the distribution of aid in the evening hours.

A large number of respondents got information on Red Cross assistance directly from the Red Cross representatives in the field. Majority of them said that the best way of spreading information during floods is direct contact (households visits) and by phone. It is also doable to use TV and radio – if not unavailable because of the often electricity cuts due to the floods in first 24/48 hours.

Most respondents, exactly 66.7% had the funds for self-sufficient living after the floods but found it very difficult since the funds should be diverted from the planned expenditures to the recently recognized once due to the floods. On another hand, 33.3% of respondents did not have funds for self-sufficient living after the flood. Also 87% of them have received information about food hygiene and safety measures, while 13% of them have not received the information. Most of the people interviewed believed that are familiar with how to channel the objections to the Red Cross, but in this case they had no objections on assistance received.

53.78% of the interviewed have received house repair kits , and the same percentage have also received cash grants. According to the survey, cash grants were used mainly for house repairs (60.90%), purchase of furniture (16.38%), purchase of doors and windows (15.40%) and 7.32% for purchase of electrical appliances .

The results showed that the staff and volunteers of the Red Cross provided very appropriate treatment to the vulnerable population. There were effective and quick to react and were visibly marked.

From a total of 1,203 respondents in 17 municipalities, 119 were involved in needs and vulnerability assessment on a local level, while 58 in the process of distribution of aid.

Recommendations

- We suggest that during the assessment, if possible, affected local Red Cross branches should be consulted too. Only then the data provided by local authorities can be checked and duplication of assistance avoided.
- If needs assessment is done while distribution of aid, we recommend involving of more representatives from local communities affected by disaster , as they have better knowledge of the situation even than RC branch staff and municipality officials.
- Red Cross of Serbia should explore possibilities to improve water provision in the affected areas and to assist with household rehabilitations even on larger scale .
- Red Cross of Serbia should maintain emergency stock of items in the future, so that quick response is ensured at all time in case of disaster. The stock should be richer in variety of goods while the amounts are sufficient for urgent response.
- There is a need to fine-tune the questionnaire to each type of Red Cross intervention, and to improve focus on issues concerning the relevance of the assistance offered by Red Cross apart from relief itself.
- During the planning time frame for the survey, if the individual interview technique is used, the optimal one hour per conversation must be ensured. This time is necessary so the Red Cross person conducting the interview can approach it in the appropriate way and make the interviewee feel as she or he is in the centre of attention – not the questionnaire.



Introduction

The situation in vulnerable area

The most affected area was the city of Obrenovac. Water has reached the height of 2 meters in the affected buildings and kept this level up to several days. Despite the use of pumps for drawing water, the water could not be drawn from houses until the river level receded. This caused major damage to houses and auxiliary facilities. In many cases, people have remained trapped in their homes.

The power supply was off for almost two weeks, and drinking water was not available for the time. A large number of people were evacuated from flooded houses in Obrenovac to the nearby municipalities in Belgrade region.

Not so drastic, but very serious situation with massive consequences were reported from Kraljevo, Kragujevac, Loznica, UB, Smederevo, Bajina Basta, Krupanj, Sabac, Lajkovac, Valjevo, Lazarevac, Svilajnac, Pozarevac, Jagodina, Paracin, Cacak, Ljubovija, Varvarin and Sid .

Reaction of municipalities in response to floods

The current disaster response system is undergoing the major changes in Serbia at the moment, leaving very limited number of disaster response professional staff at municipal level. However the Ministry of Interior's Department for Emergency Situations is gaining bigger role and they are mostly concentrating at the life-saving activities and assistance with water drainage in case of floods from the cities and villages.

All municipalities have responded in the same or apparently similar way. They have immediately activated their disaster response staff, deploying them within two to three hours and having them helped affected population to cope with floods. In Obrenovac rapid assessment was done, and the team worked directly with the vulnerable population. Teams were created and used to pump the water out of the flooded buildings. Upon the decision of Government of Serbia, municipal commissions were formed to assess the damage at the affected municipalities. They all reported to so called Flood office, a governmental body in charge of the damage assessment, categorization of damage and payments.

The Red Cross disaster response staff members were deployed in the field ,made the first assessments of vulnerability, and worked permanently till the end of the emergency situation.



What was done by Red Cross?

The Red Cross of Serbia's local branches, with assistance from the headquarters, have been assessing the urgent needs of the affected population in the hardest affected municipalities and distributing relief items according to the needs. Vulnerable families received relief assistance from the Red Cross such as food, hygiene packages, mattresses, blankets, boots, as well as water pumps, and dehumidification machines.

In order to support National Society, the International Federation allocated 290,926 Swiss francs from its Disaster Relief Emergency Fund (DREF) in May 2014 to facilitate delivering immediate assistance to victims of floods and to replenish emergency stocks. As an upscale of the DREF, the Emergency Appeal was launched as it was very obvious that the damage is substantial.

Needs of the most affected

Most affected people pointed out the need for food, drinking water, clothing, blankets, mattresses and boots. Dehumidification machines were also needed, but most of the respondents said that distribution of food is the greatest help. The affected area is also well known by the harsh winter conditions and therefore there were many requests for firewood and coal.

However, since the RC was not the only one assisting the population this was left out from the planned RC intervention. After the assessment the NS decided to stick to its traditional way of response which is in line with its mandate and capacities, but also introducing innovations like cash grant of CHF 255 and wall repair sets.

Survey

Regarding the assistance provided from Emergency Appeal n° MDRRS009 during floods that affected parts of Serbia in May 2014, the Red Cross of Serbia conducted a survey among the beneficiaries.

The survey was conducted in 17 municipalities in the planned timeframe, and a total of 1,203 beneficiaries were interviewed in the affected municipalities.

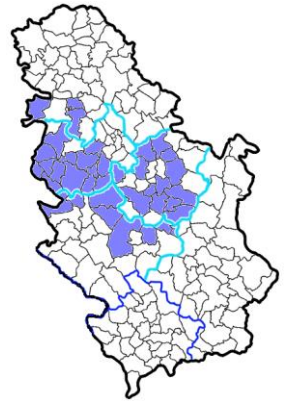
Survey teams, phases and people covered

The team responsible for conducting the survey consisted of the following members:

- Nebojsa Medojevic, Disaster manager in the RCS
- Branislav Milenkovic, Program coordinator and member of the national field assessment and coordination team
- LRC Secretaries of 17 RC branches named in table below .
- 70 Red Cross volunteers that implemented the survey in the field

No	LRC branch	LRC branch volunteers engaged	Beneficiaries visited
1	Cacak	5	54
2	Lazarevac	4	70
3	Kragujevac	1	50
4	Loznica	6	70
5	Smederevo	4	30
6	Krupanj	5	50
7	Ljubovija	3	30
8	Kraljevo	5	70
9	Valjevo	2	30
10	Cicevac	3	50
11	Varvarin	3	50
12	Ub	5	50
13	Obrenovac	14	419
14	Sid	2	50
15	Sabac	3	50
16	B.Basta	4	50
17	Lajkovac	1	30
	Total	70	1,203

Preparation phase: The survey was conducted following the initiative of the Red Cross of Serbia and its branches in cities and municipalities that were affected by floods. After the introduction to the survey and its aims that was presented to LRC branch secretaries in 3 regional centers among affected municipalities – Belgrade, Sabac and Kraljevo, instructed RC secretaries have defined geographic area in which it was possible to implement this type of evaluation, the timeframe of implementation and then conducted it, engaging youth volunteers who have already been engaged on distributions during emergency phase.



Field work: In 17 cities and municipalities (mentioned in previous table in the period between beginning of June and end of July 2015, members of RCS teams from affected municipalities conducted the survey. Using predefined questionnaire and the individual interview technique, the survey was conducted among 1,203 beneficiaries. Techniques that were also used for gathering information were observing, photography and informal discussions.

Sharing of experience and reporting: Team members presented the way they performed all the surveys in the municipalities and cities to the RC secretaries in their municipalities. RC secretaries reported to RCS HQ and send their final reports till the end of July 2015. They also shared information regarding the beneficiaries satisfaction with the assistance provided and the manner in which the organizations of the Red Cross of Serbia in cities and municipalities carried out the distribution of aid.

Field work and data gathering

A total of 1,203 people (mainly heads of households) were surveyed, out of which 678 were men (56.36%) and 525 women (43.64%). Target groups included in this survey were:

An additional factor of vulnerability (target group):	Number of respondents	Total percentage
a) Single males older than 60 years who live alone	99	8.23%
b) Single women older than 60 years	90	7.48%
c) People with disabilities	75	6.23%
d) Socially threatened with young children till 11 years	32	2.7%
e) Self supported mothers	66	5.49%
f) Returnees, refugees or displaced persons	75	6.23%

The Red Cross of Serbia branch staff in towns and municipalities affected by floods played a significant role in preparing the visits to beneficiary families. In every place where team carried out the survey, associates and secretaries of the Red Cross gave support to the survey team leading them to affected families or arranging to bring the beneficiaries to the premises of the local Red Cross organizations, but not interfering in the course of the interview and conversation with the affected population. In most cases people employed in the organization of the Red Cross led the team to the beneficiaries' house or brought the beneficiaries to the Red Cross office and then left the room. Such a gesture of employees of the Red Cross provided survey teams with relaxed atmosphere and better conditions to carry out interviews with beneficiaries.

The methods that the survey team used were: individual interview, observation and photography. In places where small number of interviews was needed, the survey was carried out in pairs thus giving much easier and better implementation of evaluation methods mentioned. During monitoring visits to the local Red Cross branches while survey was done, RCS programme coordinator noted that all interviews were done according to the suggested system and in utmost appropriate way.

It is necessary to note that floods had different consequences in each of the places visited. Accordingly, the response by some local authorities was very good, while in other municipalities it went quite unnoticed.

Recommendations / tips

We recommend when this kind of survey is carried out in the future, for adequate contacts with beneficiaries and in order to reach result, survey should be done in pairs.

There is an evident need to adapt the questionnaire to each type of accident (like this one tuned for floods from May 2014), to better focus on issues that are the goal of the survey.

During the planning time frame, the optimal 1 hour per conversation must be ensured. This time is necessary in order that beneficiaries can be approached in the appropriate way ensuring she or he feels they are the focus of our attention and not the questionnaire itself.

Coming to places where assistance was provided to vulnerable people it was obvious the beneficiaries were very pleased and that feeling was obviously derived from the need to acknowledge the help offered, but also the need to indicate potential future problems so the accident of that type does not happen again.

The teams came to the conclusions that post-operation evaluation should be conducted whenever possible, because it can be a remarkable source of information for better preparation of response to future disasters.

Conclusions

Based on the analysis of the survey, the RCS came to the following conclusions:

- The Red Cross Society of Serbia successfully met the needs of people affected by floods in May 2014. The analysis of the survey shows that different needs of families that existed in different places were met .
- During the observation and gathering of information good cooperation was noted between local Red Cross organizations and municipal crisis headquarters. In some places the Red Cross organizations reacted independently, on their own knowledge and assessment.
- Regarding the timeframes, the respondents expressed satisfaction with the quick response of the Red Cross branches in providing assistance. Distribution spots were not in any way problematic to the beneficiaries.
- From the analysis we can see that almost 100% of the respondents were asked about their potential needs prior to distribution, 76,8% by RC staff and volunteers ,and 23,2% by the government and other NGOs .
- Information regarding distribution of aid was mainly distributed to users via phone or by direct contact with the Red Cross in the beginning , and later by media
- Majority of beneficiaries said that they were informed about security measures that are related to food and hygiene consumption – 90,35%. Rest of 9,65 % claim they were not informed , but they mainly confirmed that they were aware of it
- More than 99% of interviewees confirmed that Red Cross volunteers and staff were wearing visible Red Cross signs ,while 100% of respondents agreed that behavior of volunteers and staff was very appropriate.
- It is also important to note that 76,8% of beneficiaries have received information about the work of the Red Cross related to a disaster from media (23.2% claim that they did not see any info about RC in media) , while they all received the assistance very soon after the emergency .

We can also conclude that the beneficiary survey was conducted in the foreseen time frame and locations. Very good organization of volunteers within the Red Cross branches in the municipalities and cities where the evaluation was performed helped that all tasks of this operation are completed in the most efficient way.

Annex 3 – Photos taken during the timeframe of the operation



Assessing damaged household items.
Photo: RC of Serbia



Flooded RC branch office in Svilajnac.
Photo: RC of Serbia



Distribution of hygiene parcels by Pozarevac branch staff.
Photo: RC of Serbia



Recovery activities in the city of Maljurevac after the floods.
Photo: RC of Serbia



Mobile technical teams pumping water out of the basement of a flooded house.
Photo: RC of Serbia

Disaster Response Financial Report

MDRRS009 - Serbia - Flash Floods

Timeframe: 21 May 14 to 31 Jul 15

Appeal Launch Date: 27 May 14

Final Report

Selected Parameters

Reporting Timeframe	2014/5-2015/10	Programme	MDRRS009
Budget Timeframe	2014/5-2015/7	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
A. Budget		3,842,805				3,842,805	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		293,276				293,276	
<i>Austrian Red Cross</i>		26,269				26,269	
<i>Austrian Red Cross (from Austrian Government*)</i>		180,585				180,585	
<i>Austrian Red Cross (from Julius Blum GmbH*)</i>		30,289				30,289	
<i>Belarus Red Cross</i>		17,605				17,605	
<i>BP British Petroleum</i>		11,294				11,294	
<i>C&A Foundation</i>		80,386				80,386	
<i>Canadian Red Cross</i>		41,311				41,311	
<i>Canadian Red Cross (from Canadian Government*)</i>		168,255				168,255	
<i>Charities Aid Foundation</i>		3,528				3,528	
<i>EMC Corporation</i>		22,587				22,587	
<i>European Commission - DG ECHO</i>		587,296				587,296	
<i>Finnish Red Cross (from Finnish Government*)</i>		243,192				243,192	
<i>French Red Cross</i>		10,026				10,026	
<i>French Red Cross (from French Government*)</i>		25,781				25,781	
<i>Hewlett Packard Co. Foundation</i>		11,294				11,294	
<i>Icelandic Red Cross</i>		3,150				3,150	
<i>Icelandic Red Cross (from Icelandic Government*)</i>		28,350				28,350	
<i>Irish Red Cross Society</i>		1,889				1,889	
<i>Italian Government Bilateral Emergency Fund</i>		244,200				244,200	
<i>Japanese Red Cross Society</i>		150,131				150,131	
<i>Lithuanian Red Cross Society</i>		650				650	
<i>New Zealand Government</i>		117,210				117,210	
<i>On Line donations</i>		20,889				20,889	
<i>Red Crescent Society of Islamic Republic of Iran</i>		50,000				50,000	
<i>Red Cross of Monaco</i>		186,680				186,680	
<i>Slovak Red Cross</i>		1,725				1,725	
<i>Spanish Government</i>		36,012				36,012	
<i>Swedish Red Cross</i>		238,647				238,647	
<i>Switzerland - Private Donors</i>		200				200	
<i>The Netherlands Red Cross</i>		94,471				94,471	
<i>The Netherlands Red Cross (from Netherlands Government*)</i>		303,656				303,656	
<i>The Republic of Korea National Red Cross</i>		50,000				50,000	
<i>The Russian Red Cross Society</i>		6,478				6,478	
<i>UPS Oasis Supply Corp</i>		11,200				11,200	
<i>VERF/WHO Voluntary Emergency Relief</i>		800				800	
<i>Western Union Foundation</i>		37,503				37,503	
C1. Cash contributions		3,336,814				3,336,814	
Inkind Personnel							
<i>Irish Red Cross Society</i>		7,600				7,600	
C3. Inkind Personnel		7,600				7,600	
Other Income							
<i>Fundraising Fees</i>		-4,579				-4,579	
C4. Other Income		-4,579				-4,579	
C. Total Income = SUM(C1..C4)		3,339,835				3,339,835	
D. Total Funding = B + C		3,339,835				3,339,835	

* Funding source data based on information provided by the donor

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Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

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. Opening Balance							
C. Income		3,339,835				3,339,835	
E. Expenditure		-3,271,892				-3,271,892	
F. Closing Balance = (B + C + E)		67,943				67,943	

Disaster Response Financial Report

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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	
BUDGET (C)			3,842,805			3,842,805		
Relief items, Construction, Supplies								
Clothing & Textiles	108,800						108,800	
Food	265,475						265,475	
Water, Sanitation & Hygiene	4,120						4,120	
Utensils & Tools	374,509						374,509	
Other Supplies & Services	2,303,641						2,303,641	
Total Relief items, Construction, Sup	3,056,545						3,056,545	
Land, vehicles & equipment								
Vehicles	204,326		107,038			107,038	97,288	
Computers & Telecom	3,600		352			352	3,248	
Total Land, vehicles & equipment	207,926		107,390			107,390	100,536	
Logistics, Transport & Storage								
Storage	18,000						18,000	
Distribution & Monitoring	20,000		40			40	19,960	
Transport & Vehicles Costs	10,000						10,000	
Logistics Services			13,922			13,922	-13,922	
Total Logistics, Transport & Storage	48,000		13,962			13,962	34,038	
Personnel								
International Staff	5,000		10,613			10,613	-5,613	
National Staff			6,593			6,593	-6,593	
National Society Staff	96,710						96,710	
Volunteers	6,800		300			300	6,500	
Total Personnel	108,510		17,506			17,506	91,004	
Consultants & Professional Fees								
Professional Fees	80,000		58,182			58,182	21,818	
Total Consultants & Professional Fees	80,000		58,182			58,182	21,818	
Workshops & Training								
Workshops & Training	42,200						42,200	
Total Workshops & Training	42,200						42,200	
General Expenditure								
Travel			3,527			3,527	-3,527	
Information & Public Relations	43,500						43,500	
Office Costs	9,300						9,300	
Communications	9,000		1,010			1,010	7,990	
Financial Charges			-90			-90	90	
Other General Expenses			-7			-7	7	
Shared Office and Services Costs			10,220			10,220	-10,220	
Total General Expenditure	61,800		14,661			14,661	47,139	
Contributions & Transfers								
Cash Transfers National Societies			2,838,273			2,838,273	-2,838,273	
Total Contributions & Transfers			2,838,273			2,838,273	-2,838,273	
Indirect Costs								
Programme & Services Support Recover	234,324		197,755			197,755	36,569	
Total Indirect Costs	234,324		197,755			197,755	36,569	
Pledge Specific Costs								
Pledge Earmarking Fee			17,301			17,301	-17,301	

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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	
BUDGET (C)			3,842,805			3,842,805		
Pledge Reporting Fees	3,500		6,863			6,863	-3,363	
Total Pledge Specific Costs	3,500		24,164			24,164	-20,664	
TOTAL EXPENDITURE (D)	3,842,805		3,271,892			3,271,892	570,913	
VARIANCE (C - D)			570,913			570,913		

Disaster Response Financial Report

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Final Report

Selected Parameters

Reporting Timeframe	2014/5-2015/10	Programme	MDRRS009
Budget Timeframe	2014/5-2015/7	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	3,842,805		3,339,835	3,339,835	3,271,892	67,943	
Subtotal BL2	3,842,805		3,339,835	3,339,835	3,271,892	67,943	
GRAND TOTAL	3,842,805		3,339,835	3,339,835	3,271,892	67,943	

FINAL Financial Statement

Project Name: Floods Emergency Appeal
 Project Code: PR5011 - Serbia floods
 M Code: MDRRS009 - Serbia floods
 Implementation period: 21.05-30.07.2015.
 Reporting Timeframe:

Type of expense	Total Budget in CHF	Expenditure for 1st qtr	Expenditure for 2nd qtr	Expenditure for 3rd qtr	Expenditure for 4th qtr	Expenditure for 5th qtr	Total Expenditures	Total budget vs Total expenditure	Total Expenditures
SUPPLIES									
Shelter/tarpaulin	2,013,008.00	-	-	1,614,083.54	418,661.90	1,602.59	2,034,348.03	21,340.03	2,034,348.03
clothing and textile	87,450.00	68,596.00	-	-	-	-	68,596.00	18,854.00	68,596.00
food/seeds	261,925.00	101,376.00	-	106,171.05	-	-	207,547.05	54,377.95	207,547.05
water and sanitation	205,265.00	47,526.00	-	130,975.43	-	-	173,501.43	31,763.57	173,501.43
medical and first aid kits	-	-	-	-	-	-	-	0.00	-
teaching materials	-	-	-	-	-	-	-	0.00	-
utensils and tools	51,444.00	-	-	54.58	-	5,000.75	5,055.33	46,388.67	5,055.33
other relief support	37,528.00	-	-	-	-	-	94,686.62	57,158.62	94,686.62
total supplies	2,656,620.00	212,498.00	0.00	1,851,284.60	418,661.90	101,289.96	2,583,734.46	72,885.54	2,583,734.46
CAPITAL EXPENDITURE									
Land and buildings	-	-	-	-	-	-	-	0.00	-
vehicles	71,326.00	-	-	-	-	86,888.02	86,888.02	-15,562.02	86,888.02
computers & telecom	3,600.00	-	-	-	-	4,321.04	4,321.04	721.04	4,321.04
office/household furniture & equipments	-	-	-	-	-	-	-	0.00	-
other machinery & equipment	-	-	-	-	-	-	-	0.00	-
total capital expenditure	74,926.00	-	-	-	-	91,209.06	91,209.06	-16,283.06	91,209.06
TRANSPORT AND STORAGE									
Storage	2,000.00	1,143.00	-	-	-	-	1,143.00	857.00	1,143.00
transport and vehicle cost	11,210.00	10,124.00	-	14,676.34	-	170.75	24,971.09	-13,761.09	24,971.09
total transport & storage	13,210.00	11,267.00	-	14,676.34	-	170.75	26,114.09	-12,904.09	26,114.09
PERSONNEL EXPENDITURE									
Personnel - Delegate	-	-	-	-	-	-	-	0.00	-
Personnel - NS	82,170.00	27,206.00	-	51,297.52	11,695.46	15,899.15	106,098.13	-23,928.13	106,098.13
Consultants	-	-	-	-	-	-	-	0.00	-
total personnel	82,170.00	27,206.00	-	51,297.52	11,695.46	15,899.15	106,098.13	-23,928.13	106,098.13
WORKSHOPS & TRAININGS									
Workshops and trainings	12,000.00	-	-	14,727.17	-	-	14,727.17	-2,727.17	14,727.17
total workshop and training	12,000.00	-	-	14,727.17	-	-	14,727.17	-2,727.17	14,727.17
GENERAL EXPENSES									
Travel	-	-	-	134.99	39.69	-	174.68	-174.68	174.68
Information & public relation	5,575.00	2,559.00	-	2,498.12	-	-	5,057.12	517.88	5,057.12
Office costs	1,500.00	1,486.00	-	552.93	-	5,245.00	7,283.93	-5,783.93	7,283.93
communications	4,000.00	3,464.00	-	410.47	-	-	3,874.47	125.53	3,874.47
professional fees	-	-	-	-	-	-	-	0.00	-
financial charges	-	-	-	-	-	-	-	0.00	-
other administrative expenses	-	-	-	-	-	-	-	0.00	-
total general expenses	11,075.00	7,509.00	-	3,596.51	39.69	-	16,390.20	-5,315.20	16,390.20
GRAND TOTAL	2,850,001.00	258,480.00	-	1,935,582.14	430,397.05	208,568.92	2,838,273.11	11,727.89	2,838,273.11

CASH BALANCE		CHF
CASH RECEIVED		2,850,001.00
CASH EXPENDITURES		2,838,273.11
BALANCE		11,727.89

NS Budget Holder: Nebojsa Medojevic  28.10.2015
 Name: _____ Signature: _____ Date: _____

NS Finance Validation: Olivera Aleksic  28.10.2015
 Name: _____ Signature: _____ Date: _____

IFRC Budget Holder: Mette Petersen  _____
 Name: _____ Signature: _____ Date: _____

IFRC Finance Validation: Tina Kramoski  _____
 Name: _____ Signature: _____ Date: _____

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