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Emergency Plan of Action Final Report

Croatia: Population Movement



DREF operation final report	Operation n° MDRHR001
Date of issue: 26 April 2016	Glide number: OT-2015-000069-HRV
Date of disaster: 16 September 2015	
Operation start date: 1 October 2015	Operation end date: 31 January 2016
Host National Society: Croatian Red Cross	Operation budget: CHF 360,909
Number of people affected: 623,068	Number of people assisted: 85,500
National Society involved in the operation: Croatian Red Cross with 220 staff and 65 volunteers from the Zagreb Headquarters and 19 local branches	
Other partner organizations involved in the operation	
Governmental organizations: Headquarters for Crisis Coordination of the Government of the Republic of Croatia; Ministry of Interior; National Protection and Rescue Directorate; Ministry of Health, State Commodity Reserves;	
International organizations: UNHCR, UNICEF, IOM; 23 non-governmental organizations – among others Caritas Croatia, Jesuit Refugee Service (JRS), Society for Psychological Assistance, Islamic Community Humanitarian Organization “Meshihat” and other civic society organizations (CSOs).	

A. Situation analysis

Description of the situation

On 2 October 2015, the amount of CHF 361,559 was released from the IFRC Disaster Relief Emergency Fund (DREF) to meet the immediate emergency needs of 70,700 migrants by providing food and non-food items, hygiene kits and restoring family links services. The DREF Emergency Plan of Action was updated on 1 December 2015 to extend the operation's timeframe until 30 January 2016. The operating budget was revised in line with the winterisation needs and in response to the relocation of the main reception camp from Opatovac to another location in Slavonski Brod.

Since 16 September 2015, after the Hungarian authorities closed the border with Serbia, people on the move started arriving in Croatia. Until 31 December 2015, some 555,761 refugees and migrants entered Croatia and were registered by the Croatian authorities. The total arrivals in January 2016 were 64,826 people. That makes a total of 623,068 arrivals from 16 September 2015 until 31 January 2016.

The main migration route went through the eastern border of Croatia with Serbia in the villages of Tovarnik and Babska. In the first six weeks, the migrants were crossing the border on foot, and later they were transported by buses to the Temporary Reception Camp of Opatovac. In line with the arrangement between the Croatian Government and the Serbian authorities, migrants and refugees started entering Croatia by train from the beginning of November 2015. They were taken directly to the Winter Transit Reception Camp Slavonski Brod where they were registered by the police and sheltered. The migrants were entitled to ask for asylum, but very few of them actually applied as almost all of them continued to move on to Western European countries.

Due to the high influx of people into Croatia, the Croatian Ministry of Interior set up a temporary reception centre in Opatovac on 21 September 2015. With the weather conditions deteriorating, a decision was made by the Croatian authorities to set up a new winter reception camp on 3 November in Slavonski Brod while the one in Opatovac was put on stand-by.

The Croatian Red Cross (CRC) also moved all its activities to the new winter camp which caused some reorganization of the CRC operation as well as a reallocation of its operational costs. The Croatian authorities invited the CRC to the new camp from the beginning as the main provider of basic services to the migrants and the coordinator of international organisations and Non-Governmental Organizations (NGOs). Both reception camps in Opatovac and

Slavonski Brod were constructed by the Croatian authorities with the full involvement of the Croatian Red Cross in the setting up of the shelter and community services activities inside the camps.

From 3 November 2015, thanks to the agreement between the authorities of Croatia and Serbia, migrants were transported by train from Šid in Serbia directly to Slavonski Brod in Croatia where they were registered and provided with all the necessary assistance. Additionally, the trains took them directly to Dobova Camp in Slovenia in line with the agreement between the Croatian and Slovenian authorities. Consequently, the migrants were not exposed to exhausting walking through the borderlines anymore and lesser migrants were at health risk than before. During the entire process migrants spent an average of 24 hours at the Camp. The reformed arrangement also contributed to a more effective use of resources of the CRC in facilitating relief provision as the majority of relief was distributed inside the camp.

Slavonski Brod Winter Reception Camp had been constructed around three solid buildings – one was used as the Croatian authorities headquarters of the operation, the second one as the Health clinic managed by the Ministry of Health and the third as the main warehouse managed by the Croatian Red Cross. The heated tents (Rubb Halls) were built for registration of migrants (managed by the Ministry of Interior) and for temporary shelter of migrants in 6 sectors, while prefabricated accommodation containers were set up in the sectors for accommodation of families and vulnerable people, In between there were heated tents for distribution of food and NFIs, for other services such as RFL and PSS activities as well as area with tents and prefabricated accommodation containers for IOs and NGOs.

The Croatian Red Cross took care of organizing the provision of humanitarian assistance to the refugees and migrants. The Croatian Red Cross was distributing food and water, baby supplies, hygiene items, and clothes. It was also providing psychosocial support, Restoring Family Links services and interpretation services for Arabic, Farsi and Urdu. The majority of relief was provided in the reception centres while at border entry points, relief items were distributed depending on the circumstances. For the most part food items distributed to the people at the reception centre came from State Commodity Reserves. Every person received food and non-food items (NFI) assistance from the Croatian Red Cross at least twice during their stay in Croatia. All services provided by the authorities as well as the Croatian Red Cross were free of charge for the beneficiaries.

Summary of the response

Overview of Host National Society

The Croatian Red Cross was responding to the humanitarian needs of the migrants and refugees from the first day of the population movement crisis in Croatia. That was in line with the provisions of the Law on the Croatian Red Cross and the Civil Protection Law defining the Croatian Red Cross's role in emergency situations (as a caretaker for affected population). It is also in line with the traditional cooperation with the Croatian Ministry of Interior in the care for migrants, refugees and asylum seekers.

The Croatian Red Cross was given the role by the Croatian authorities to provide migrants with relief and services responding to their basic needs in coordination with the Ministry of Interior as the administrator of the reception camp.

At the peak of the migration crisis in Croatia, some 777 CRC staff and volunteers were deployed to the ground at 17 different locations such as entry border points, reception centres and exit border crossings. After the stabilisation of the operation in October 2015, as a result of shifting the majority of CRC activities to the temporary reception centre in Opatovac, the CRC was given the opportunity to upgrade its response to meet the migrants' needs. Additional shifting of the operation strategy and support services were needed due to the setting up of the new Winter Reception camp in Slavonski Brod in November 2015, affecting the deployment of human resources, logistics and supply chain as well as coordination demands on the part of Zagreb CRC Headquarters.



Train arriving at Slavonski Brod Winter Reception Camp.
Photo: Ibrahim Malla

Due to the protracted crisis and volunteer fatigue, the operation could not rely only on volunteers to provide every-day activities as they did during the initial period of the crisis. Therefore, the Government of the Republic of Croatia offered additional staff to the CRC in mid-October. The salaries of the newly employed CRC staff were covered by the State Budget through the public works system. For some working positions with specific expertise and requirements, the CRC employed additional experienced staff in combination with the deployment of its permanent staff from Zagreb Headquarters and the CRC branches.

The Croatian Red Cross teams were providing assistance to the migrants in the Reception Camp by distributing food and water, non-food and hygiene items 24 hours a day, seven days a week, including provision of protection activities, screening and referrals of the migrants and refugees immediately upon their arrival into the camp, referrals to the Government-managed medical clinic, provision of basic psycho-social support as well as restoring of family links services (RFL).

The CRC response was complemented by the assistance provided to the migrants by international organisations (UNHCR, IOM and UNICEF present on a daily basis in the reception camp) and NGOs, whose activities in the camp were coordinated by the CRC. During the operation, the CRC was coordinating the activities of three International Organizations (IOs) and 23 Non-Governmental Organizations (NGOs).

Food was distributed exclusively by the CRC, while the distribution of other NFIs was coordinated with other NGOs that have their volunteers in the camp. Every migrant has received food and NFI assistance from the Croatian Red Cross at least twice during their stay in Croatia.

The Croatian Red Cross regularly participated in the coordination meetings of the Croatian Government Management of the Camp which were held twice a day. The Headquarters for Crisis Coordination of the Government of the Republic of Croatia involved representatives of the Ministry of Interior; the National Protection and Rescue Directorate, the Ministry of Health, the Ministry of Social Welfare and Youth and the Croatian Red Cross. The Croatian Red Cross organized meetings, once a day, with International Organisations and NGOs working in the camp to report on the Headquarters decisions and to coordinate the response to the needs of the migrants.

During the operation's implementation, the Croatian Red Cross responded by distributing the following items mainly in the reception camp Slavonski Brod and previously Opatovac, including the entering border crossing and exit crossings out of Croatia:

Table 1 – List of some items distributed by the Croatian Red Cross during the reporting period

Item	Quantity
Canned food (fish, beef, chicken)	273,636 kg
Bread and bakery products	150,017kg
Fruit	134,125 kg
Milk	3,002 litres
Bottled drinking water	532,955 litres
Hygiene items	59,206 units
Blankets	167,775 pieces
Clothing	70,085 kg

The Croatian State Commodity Reserves provided a major portion of the above listed food items as well as shelter and accommodation equipment used to construct the reception camps. The International Organisations and NGOs were providing a good portion of non-food items. The UNHCR provided the largest quantity of NFIs especially blankets and winter clothes that are also distributed by the CRC logistics and the CRC staff in reception camp. Beside the Croatian state and the CRC, that makes the UNHCR the major contributor of NFIs. Supplementary shelter material has been made available by the CRC and the UNHCR in order to upgrade the services for migrants.

The majority of all food and NFI stock has been transported and stored in the CRC's warehouse where it was sorted and packed by CRC staff and volunteers. The CRC assisted other NGOs providing them with Rubb Halls to organise a small storage for their NFIs.

In the Reception Camp, the Croatian Red Cross teams were carrying out the food distribution, protection services and screening of the most vulnerable persons prioritizing them to pass the police registration points as well as to receive food and NFI and accommodation. The persons at medical risk were immediately transferred to the health clinic run by the public health system. Separated families were accommodated in separate dwellings under the auspices of the CRC while assisted through the RFL services. The CRC team was involved in daily negotiations with the Government management of the camp set up in order to target the specific needs of migrants, especially those of the vulnerable groups and individuals.

The CRC tracing service was actively working on restoring family links between the migrants and their respective families. Until 31 January 2016, Some 1,066 families were reunited during of the operation by the CRC RFL service. Red Cross information centres for migrants were established in the first reception camps Beli Manastir and Opatovac and later on in the Winter Reception Camp of Slavonski Brod providing assistance to separated family members and information on restoring family links services. Phone call services and free Wi-Fi were provided to the most vulnerable.

Special attention was given to unaccompanied minors assisted by the Croatian Red Cross to resume contacts with their families. Eight minors have been so far reunited with their families by the CRC RLF service. For three of them, the CRC RLF service had opened tracing requests through the ICRC system.

Part of the urgent needs of the migrants not covered by the state distribution of food and DREF funding were procured and covered by the CRC with the funding raised through the CRC National Appeal.

There were four PSS/Protection teams, each made of approximately 25 staff and volunteers providing PSS/Protection services in three shifts in the camp (some 75 staff working daily with one team resting), including interpreters whose services are essential and indispensable for this kind of work.

The care and protection for vulnerable groups of refugees and migrants arriving to the transit reception centre in Slavonski Brod were well established and fully functional. The CRC teams provided assistance to migrants upon their arrival by train until the pre-departure train boarding. Upon arrival, CRC teams made rapid needs and vulnerabilities assessment and provided appropriate assistance including emotional and practical support, psychological first aid, facilitation of health care, RFL, and relevant information.

Tailor-made care was provided to specific vulnerable groups such as children, pregnant women, older persons, persons with disabilities and special needs, persons under extreme stress, traumatised persons. Persons at specific protection risk such as separated children, women travelling alone, potential victims of SGBV and human trafficking required particular attention and support, provided in accordance with relevant procedures and within the reality of the fast transit procedure. As some migrants had to stay longer in the transit reception centre for health related reason or wait for separated family members along the migratory trail, the CRC provided them with all necessary aid and support round the clock.

Overview of Red Cross Red Crescent Movement in country

From the onset of the situation, the Croatian Red Cross was in regular contact with the IFRC Regional Office for Europe in Budapest discussing the situation, receiving support and working together on planning and implementing the DREF operation.

At the beginning of October 2015, the IFRC Secretariat mobilized a DREF allocation of CHF 361,559 in order to address the most urgent needs of 70,700 beneficiaries. The National Society channelled the contributions from national and international partners to support its own response to the migrant situation.

The Tracing Service of the Croatian Red Cross was in contact with the ICRC Delegation in Belgrade for restoring family links service to migrants passing through Croatia (RFL). The CRC has received ICRC support in the form of some equipment and RFL kits in order to better respond to RFL needs.

In the reporting period, the Croatian Red Cross received bilateral contributions as follows:

- The Spanish Red Cross contributed EUR 24,000 on a bilateral basis for RFL services.
- The Supreme Master Ching Hai's International Association contributed EUR 40,000 earmarked for Croatian Red Cross protection and PSS teams working in the reception camp.
- The Department for International Development of the British Government (DfID) donated 3 diesel forklifts for the CRC warehouses. The total value of the forklifts is GBP 73,014 equal to CHF 106,700. The delivery of the forklifts to Croatia was completed in cooperation with the British Red Cross by early January 2016. The three new forklifts have increased the CRC's capacity to deal with the logistic demands.

Overview of non-RCRC actors in country

The Croatian Government set up its Headquarters for Crisis Coordination, headed by the Ministry of Interior, for the coordination of all activities related to the movement of migrants in the Republic of Croatia. The Headquarters for Crisis Coordination had daily meetings in the reception camp - previously at the Opatovac Camp and later at the Slavonski Brod Camp. The Croatian Red Cross participated in the meetings as the only non-governmental member of the Headquarters for Crisis Coordination. The Ministry of Interior (MoI) was leading the national response to the population movement crisis; the Minister of Interior was chairing the Headquarters for Crisis Coordination, and it was in charge of the reception and registration of migrants. The State Protection and Rescue Directorate has provided logistical support in the construction and organisation of the reception camp with an assistance of the Croatian Army. The Ministry of Health set up a clinic for migrants in the Slavonski Brod Winter Reception Camp. The Croatian State Commodity Reserves Authority provided shelter material and food items for the CRC's warehouses to be distributed by the CRC teams.

The Croatian Red Cross was requested by the Croatian Government to coordinate the response of the international organisations and the civil society sector as follows:

- UNHCR: Beside its expertise on the refugees' protection and needs assessment, the UNHCR provided a large quantity of blankets, winter clothes and other NFIs that were also distributed by the CRC. Besides the Croatian state and the CRC, this made the UNHCR another major contributor to the assistance. Furthermore, the UNCHR signed an agreement with the CRC on funding its logistics and warehouses chain until the end of 2015 in the total amount of USD 143,000.

- UNICEF was present in the field with staff and partner CSOs providing migrants with baby food and some basic medical care. It also facilitated the establishment of child-friendly spaces in the camp.
- IOM offered its expertise on the population movement including winterisation.
- Caritas Croatia provided relief items and other food and non-food assistance to the CRC and its field operations through its own volunteers in the reception camp.
- The Zagreb Islamic Community Meshihat, with its humanitarian organization Merhamet, provided food and NFI assistance as well as Arabic-speaking and Farsi-speaking volunteers to the CRC.
- Samaritan's Purse provided a portion of the hygiene items distributed to the migrants in the camp in coordination with the CRC.
- Other CSOs such as the Jesuit Refugee Service (JRS) and the Centre for Peace Studies were providing volunteers and psychosocial support to the migrants.

During the operation, three International Organizations and 23 NGOs deployed some 50 volunteers and staff for the camp.

The CRC received additional bilateral contributions for its emergency response operation from the following sources.

- A national appeal was launched by the Croatian Red Cross to assist the migrants. Some HRK 2.45 million, equal to CHF 350,000, was contributed by private citizens and Croatian companies. These funds were used to cover the operational costs of the CRC including procurement of basic food and non-food items at the beginning of crisis.
- The Swiss Confederation contributed EUR 40,000 for the protection and psychosocial support teams of the CRC doing the first referral and screening of migrants and refugees.
- The South-Korean Government contributed USD 300,000 for the procurement of NFIs including one truck and one transport van for the CRC logistics team and the CRC protection team. The agreement on the donation was signed on 28 December 2015 between the South-Korean Embassy in Zagreb and the CRC.

Needs analysis and scenario planning

The Croatian Red Cross was monitoring the migration situation and the needs of migrants and refugees continuously with the presence of its Headquarters employees on a daily basis in the reception centres and at other locations as well as through regular visits of the operation coordinator and the coordinators for the major services. The needs of the migrants and the necessary adaptation of activities were assessed in daily meetings of the Croatian Red Cross, three international organisations and 23 non-governmental organizations. The outcomes were shared with the Governmental Headquarters for Crisis Coordination.

The beneficiaries were refugees and migrants from Syria, Afghanistan and Iraq as well as from other countries in transit through Croatia on the Balkans migratory trail with an emphasis on women, children, disabled persons and unaccompanied minors.

As most of the target population were in transit at that time rather than staying in the camp, the Croatian Red Cross focused its assistance on the most vulnerable migrants, especially pregnant women, families with babies, small children and unaccompanied minors including a small portion of vulnerable men. The total arrivals in January 2016 were 64,826 people. During the operation the total arrivals in Croatia amounted to 623,068 people.

The proportion of women and children among the refugees and migrants grew from an initial 30% to 45% by the end of October with 280,000 vulnerable women and children passing through Croatia. The original target of 70,700 was increased, and 85,500 most vulnerable beneficiaries were assisted through the DREF operation.

The rest of the vulnerable migrants were also assisted by the CRC staff and provided with food and non-food items from other complementary sources, but all assistance was coordinated by the CRC staff and volunteers, who were funded from the DREF operation. RFL services have been provided for separated families which mainly include minors.



Slavonski Brod Camp shelter
Photo: Ibrahim Malla

The increased numbers of beneficiaries and the deteriorating weather conditions required the urgent procurement of additional clothing and non-food items including raincoats, foil blankets and warm clothes. Some expenses on food, hygiene items and clothing were cut down in order to increase the procurement of raincoats, foil blankets and warm clothes. For that reason, the original DREF budget was revised as well as the emergency plan of action. Some activities, such as first aid assistance and psychosocial support were taken over by other organisations or were funded outside the DREF operation. Medical services and first aid were organized by the public health service, while the pre-screening of the most vulnerable was done by the CRC teams for psychosocial support, but funded from other sources. The revised budget of this operation reflected the decreasing need for first aid material and lower operational costs of the psychosocial teams in the reception centres.

The operation's duration was extended by the end of January 2016 in order to ensure the full implementation of the DREF operation.

Risk analysis

Reaching the most vulnerable groups (children and women) was difficult at first due to cultural and language barriers. Cultural awareness and safety-security were addressed within this operation by providing relevant trainings and briefings for the Croatian Red Cross staff and volunteers in addition to basic communication tools in several languages. The language barrier was addressed by hiring interpreters in Arabic, Farsi, Pashto and Urdu.

Long term exposure and fatigue of the volunteers were overcome by additional hiring of CRC employees. Heavy workload of National Society personnel and their psychological stress were handled by shifting the teams working at the field as well as psychosocial assistance provided to CRC staff and volunteers.

B. Operational strategy and plan

Overall objective

The main objectives of the operation – responding to the immediate needs of the most vulnerable migrants and refugees in transit and sheltered temporary in the Reception Centres, especially women and younger children as well as a limited number of sick and injured adult males - were met through the provision of food, hygiene and other non-food items, as well as the “restoring family links” (RFL) services and communications services.

The originally targeted number of 70,700 beneficiaries was increased, so a total of 85,500 of most vulnerable migrants were assisted through the DREF operation with food and non-food items and other services provided by the Croatian Red Cross.

The very high number of migrants and especially the increase in the most vulnerable groups, plus the bad weather conditions resulted in a changed operational strategy. After 3 November 2015, all operational activities were moved from the Temporary Reception Centre in Opatovac to the Winter Reception Camp in Slavonski Brod – a step which also resulted in organizational changes.

The originally proposed strategy was revised, as some activities were taken out of the EPoA, for instance first aid assistance, including screening and referral and psychosocial support. Medical services and first aid assistance have been taken over by the Croatian Public Health Service. Psychosocial support was funded outside the DREF operation, namely from a donation by the Supreme Master Ching Hai's International Association received by the IFRC and earmarked for the Croatian Red Cross. The CRC teams providing psychosocial support only did the pre-screening of the most vulnerable migrants, including those in need of medical and first aid assistance, but their activity as a whole was covered by the aforementioned donation. Subsequently the activities of first aid and psychosocial support were taken out of the DREF operation and budget.

The activities of the CRC were focused on two main areas:

The activities of the CRC were focused on two main areas:

- Providing food and food items as well as hygiene items to the migrant in the reception centres – first in temporary reception centre Opatovac and then in the winter reception centre Slavonski Brod;
- Tracing service – restoring family links.



Food and water distribution at Slavonski Brod Winter Reception Camp
Photo: Croatian Red Cross

Under the Emergency Plan of Action, the National Society focused on the following actions in the reception centres – until 2 November in Opatovac and from 3 November in Slavonski Brod:

1. Supplementary food relief distribution – The DREF operation included the distribution of bread and bottled water to 20,000 most vulnerable people at the reception centres. Bread and bottled water supplemented the ready-to-eat meals contributed by the Croatian Government – the State Commodity Reserves, the stock reserves of the CRC and donations of other partner organisations and Croatian citizens. All of which has been given to the Croatian Red Cross staff and volunteers to distribute. In the first days of the migration crisis, the CRC used its own food reserves to meet the imminent needs of the migrants. Except for the first few weeks of the operation, bread and other food items were fully covered by the State Commodity Reserves.



Food and non-food items` distribution at the Slavonski Brod Winter Reception Camp. Photo: Ibrahim Malla

2. Non-food relief distribution – As the weather conditions deteriorated very quickly, raincoats were very much needed, as well as sleeping bags for the most vulnerable migrants in the reception centres, in particular for women, children and sick or injured persons. Some 46,700 beneficiaries were provided with raincoats for bad weather, and 12,000 pairs of socks and 12,000 foil blankets were purchased and distributed to migrants in need. Some 650 sleeping bags were procured and were put at the disposal of the most vulnerable beneficiaries. A portion of sleeping bags were retained at the transit centre for cleaning to be re-used as needed.

3. Hygiene items distribution – 12,000 hygiene parcels were procured as originally planned and distributed to women with young children, as well as to sick and injured male beneficiaries and a few elderly migrants.

4. Restoring Family Links (RFL) and information services – Migrants were assisted with establishing contacts with their families through the Red Cross. Over 1,066 families were assisted and reunited with their family members during the operation by CRC field teams and the RFL Service in the CRC Zagreb Headquarters. Phone service was offered to more than 300 migrants to help in re-establishing contact with their family members.

Since some products were procured at more favourable prices than had been envisaged, some expenses on food, hygiene items and clothing were saved to increase the procurement of raincoats, foil blankets and warm clothes. Accompanied with the savings on first aid kits and the operational costs of psychosocial teams, these funds have been reallocated, as outlined above and an additional 10,000 Swiss francs was requested to cover the additional needs and the extended time period of one month, until the end of January 2016.

Operational support services

Human resources

The Croatian Red Cross mobilized its staff and volunteers to actively work at the temporary reception centres on average 285 persons including staff, Emergency Response Team members and CRC volunteers. In the first three weeks of the operation, when the CRC mobile field teams were working at different locations such as the border crossings and the reception centres, the number of CRC staff and volunteers was 175 each day. Due to the increased influx of refugees and the field conditions in Opatovac tent settlement, the number of the CRC personnel had to be raised to 285 persons a day.

The DREF operation was covering per diem allowances and transport costs for the CRC HQ staff and the local city branches of CRC from other areas as well as providing the incentives for volunteers and Emergency Response Team members from other areas of Croatia. The DREF operation budget was also covering their accommodation expenses in the field as well as the working clothes for newly employed staff, volunteers and CRC permanent staff exclusively engaged in the coordination of the reception centre field activities.

Logistics and supply chain

All the items were procured locally in accordance with the Croatian Red Cross's administrative procedures. The procured stock was placed in Red Cross warehouses in three locations – Zagreb central warehouse, Županja warehouse and Slavonski Brod reception Camp warehouse, where a few distribution points were set up. The distribution of food and non-food items was done with Red Cross-owned and rented vehicles alike by the Red Cross staff and volunteers.

In October 2015, a Memorandum of Understanding was signed with UNHCR to support the CRC logistics and warehousing infrastructure in Zagreb, Županja and Slavonski Brod, covering the timeframe from 1 October to 31 December 2015. For that reason, the warehouse operational costs as well as truck / vehicles rent were downsized in the DREF budget, as some of them have been included in the UNHCR grant funding.

The DREF budget covered the warehouse costs not paid by the UNHCR, as well as the logistic costs, such as fuel costs for the CRC vehicles and rent of the personal vehicles and mini-vans, including the transport van procured before the UNCHR grant was made available.

Communications

The expenses of the operation`s communication (telephone and internet) were covered by the DREF operation budget.

The bilateral donation of the Spanish Red Cross ensured the purchase of IT equipment for RFL activities which contributed to the quality of the communications during the operation.

The visibility of the Croatian Red Cross was ensured by appropriate media coverage in both the national and local media and through press conferences at different milestones. The transparency of the operation was ensured through regularly published information on traditional and social media sites about the current activities and the progress of the operation, including the amount of donations and the aid received and distributed.

All relevant information and photos were shared with the public and the stakeholders through the Red Cross web site and social media, as well as through the national and local printed and electronic media.

Security

Chances of incidents among migrants were minimized through the daily presence of Ministry of Interior officers at the temporary reception centres as well as the improved accommodation conditions in the Winter Reception Camp in Slavonski Brod. In order to protect the most vulnerable migrant groups, separate sectors were set up at the Winter Reception Camp, i.e. a sector for women with young children.

Hygiene and health related challenges were downsized significantly by the transfer of the migrants` reception to the Slavonski Brod Winter Reception Camp that had a fully equipped clinic operated by the Croatian Public Health Services.

The Croatian Red Cross provided protective sanitizer kits for the volunteers and staff involved in the operation in order to ensure their well-being.

Planning, monitoring, evaluation & reporting (PMER)

The management of the Croatian Red Cross was monitoring all field activities using the standardized reports prepared by the CRC coordination team at the reception centre as well as through personal visits and telephone discussions with the volunteers and staff working in the area. The CRC HQ field operation management attended the daily meetings of the Government Crisis Coordination in the Camp as well as daily coordination meetings with NGOs and international organizations. At both for a, regular assessment of the situation was done which contributed to the upgrading of the services provided to the migrants and refugee.

The CRC HQ coordinators for different operational activities and services provided to migrants in the camp regularly supervised the implementation of activities. The regular weekly briefings and regular meetings of the coordinators from CRC HQ with the field staff and teams as well as with the Governmental field representatives, IOs and NGOs, were used as a mechanism to monitor, plan and evaluate the migratory situation and the implementation of the operation. All mentioned mechanisms were used to ensure flexibility in the organization, to upgrade the services provided to migrants and to enable a quick response to any emerging needs.

IFRC provided the Croatian Red Cross with technical support through visits of its Disaster Management, Logistics and Finance staff.

C. DETAILED OPERATIONAL PLAN

Quality Programming / Areas Common to all Sectors

Needs assessment
<p>Outcome 1: The quality of this operation is ensured and continuous improvement is provided.</p> <p>Output 1.1 The Croatian Red Cross monitors the situation and mobilizes its assets based on current needs.</p> <p>Activities implemented:</p> <ul style="list-style-type: none"> ○ Negotiations and coordination with partner organisations ○ On-site assessment and monitoring ○ Mobilisation and coordination of volunteers and staff involved ○ Weekly reports on the assistance provided
Achievements
The Croatian Red Cross was constantly assessing and monitoring the field situation through regular meetings with

staff and volunteers working on the field as well as meetings with IO and NGO partner organisations including on-site monitoring by Headquarters Coordinators for different services and Operation Coordinator.

Headquarters` Disaster Management (DM) teams mobilized enough volunteers and emergency response teams for field work and maintained their presence in the field during the whole reporting period.

Daily reports were prepared by the Field CRC administration as well distribution reports on distribution of in-kind aid to migrants and refugees.

All of that contributed to continuous upgrading of the CRC`s response and the DREF operation`s implementation including logistics adjustments.

Challenges and lessons learned

At the beginning of the operation the main challenge was connected to the mobilisation of a large number of trained staff and volunteers especially when the assistance by the CRC was needed at some 17 locations. It was dealt by the organization of continuous workshops and trainings provided to staff and volunteers. After 2 months of the operation the volunteers` fatigue was the main challenge that was overcome by hiring additional staff. The latter proved to be one of the lessons learned – in order to ensure everyday work after first days of operation to involve additional hired staff.

Logistics of the operation was proven to be the main challenge of the operation of that size connected to vehicle disposition, expertise to implement the supply chain of goods, covering the logistics operational costs and ensuring the pipeline of supply. It was overcome to some point through additional investments into staff expertise dealing with logistics challenges and activating the additional CRC HQ staff to get involved into the field operation including those operating from the HQ. Also the connection of three warehouses into one logistics system of supply with intense information exchange. The need was raised to connect the different locations into one supply chain by developing a database that would improve the exchange and flow of information on supplies that was crucial for quick response to needs of people on the move. To meet that need, additional investments should be done.

Steady funding of the logistics as one of the issues was overcome to some point by the DREF operation but also by additional significant funding from other sources.

As the CRC was acting as the main coordinator for the overall response of other NGOs and three IOs involved into operation, the additional staff was engaged only on that task. But it was a very important lesson learned as it ensured the coordinated and complementary response by different actors who worked together.

Food security, nutrition and livelihoods

Food security, nutrition and livelihoods

Outcome 1: Immediate food needs of migrants arriving in Croatia are met

Output 1.1: Supplementary bread and bottles of water are distributed by the Croatian Red Cross to the most vulnerable migrants

Activities implemented:

- Procurement of bread and water
- Distribution of bread – 5,732 kg
- Distribution of water – 84,000 bottles of water (1/2 l)

Achievements

The operation included the distribution of bread and bottled water to 20,000 most vulnerable people at the reception centres – a total of 5,732 kg of bread and 84,000 bottles of water. Bread and bottled water supplemented the ready-to-eat meals contributed by the Croatian Government – the State Commodity Reserves, the stock reserves of the CRC and donations of other partner organisations and Croatian citizens. All of which has been given to the Croatian Red Cross staff and volunteers to be distributed to migrants. In the first days of the migration crisis, the CRC used its own food reserves to meet the imminent needs of the migrants. Except for the first few weeks of the operation, bread and other food items were fully covered by the State Commodity Reserves.

Challenges and lessons learned

The standardising of the food and non-food aid provided to the migrants has to be standardized at least at the level of IFRC funded operations in order to efficiently use the scarcely resources. Coordination with other players can also ensure not to waste the supplies.

Many migrants in transit tend to dispose (throw away) the relief goods received at one given location in order to travel light. This challenge does not have the right answer at the moment. The standardisation of relief items can alleviate the situation to some level.

Non-food relief items

Non-food relief items

Outcome 1: Immediate non-food needs of the most vulnerable migrants are met

Output 1.1: Migrants are provided with raincoats, warm clothing and sleeping bags in the reception centres

Activities implemented:

- Procurement of 46,700 raincoats, 12,000 pairs of socks, 12,000 foil blankets and 650 sleeping bags
- Distribution of 46,700 raincoats; 12,000 pairs of socks; 12,000 foil blankets
- Distribution of 650 sleeping bags to identified vulnerable persons, in particular mothers with small children, children and sick or injured persons

Achievements

Some 46,700 most vulnerable beneficiaries were provided with raincoats for bad weather, and 12,000 pairs of socks and 12,000 foil blankets were purchased and distributed to migrants in need. The revised budget of this operation reflected the increased need for those non-food relief items during the winter time. Some 650 sleeping bags were procured and put at the disposition for the most vulnerable beneficiaries.

Challenges and lessons learned

The same challenges were faced in this area as with the food distribution above as well as important lesson learned to standardise the relief package provided migrants in transit along the migration trail.

It proves also to be a hard task to assess who were the ones most in need. It was met by the National Society though setting the large teams dealing with protection and psychosocial assistance in which the trained staff to coordinate the teams activities was crucial. One of the advantages of the CRC was its trained staff with many years of experience to deal with the migrants and refugees who could assess their needs and could understand their cultural differences. Hiring additional interpreters assisted solving this task.

Water, sanitation and hygiene promotion

Water, sanitation and hygiene promotion

Outcome 1: The risk of sanitation-related diseases has been reduced through the distribution of basic hygiene kits to the most vulnerable migrants - women with small children and other sick or injured migrants

Output 1.1: 12,000 most vulnerable migrants receive hygiene kits

Activities implemented:

- Procurement of female, male and children's hygiene kits
- Distribution of 7,000 female hygiene kits; 1,000 male hygiene kits and 4,000 children hygiene kits

Achievements

12,000 hygiene parcels were procured as originally planned and distributed to women with young children, as well as to sick and injured male beneficiaries and a few elderly migrants. It contributed to improve the hygiene conditions among migrants and to reduce their exposure to hygiene connected diseases.

Challenges and lessons learned

The same challenges were faced in this area as with the food distribution above as well as the important lesson learned to standardise the relief package provided migrants in transit along the migration trail.

The same challenges were faced and responded to as described under non-food items relief – needs assessments done by trained protection and psychosocial teams.

Restoring Family Links

Restoring family links

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

Output 1.1: Migrants have access to appropriate means of communication to re-establish and maintain contact with their families

Activities implemented:

- Set up field info spots in the reception centres
- Providing migrants with basic information and assistance

- Distribution of RFL leaflets to migrants at the reception centres

Output 1.2: Vulnerable individuals separated from their families are registered and active tracing is carried out to search for their relatives

Activities implemented:

- Providing Tracing service/Restoring Family Links activities
- Active tracing is carried out

Output 1.3: Contacts are re-established and maintained between vulnerable individuals and their families when active tracing is successful

Activities implemented:

- Providing migrants with assistance to maintain contact to their relatives by phone or other communication means
- Providing migrants with assistance to reunify with their relatives

Achievements

The Tracing Service was active from 16 September 2015 by the provision of Restoring Family Links services for separated family members of migrants on the Balkan trail. The field Red Cross RFL service for migrants was established right after the beginning of the crisis at the reception camps (at first in Beli Manastir and Opatovac and finally in Slavonski Brod Winter Camp) as well at the border crossings, providing information on RFL service and assistance to migrants. From the opening of the winter reception camp Slavonski Brod on 3 November, 2015, the RFL service was providing assistance to separated family members as well as information on services in the camp Slavonski Brod. Phone call services and free Wi-Fi were provided to the most vulnerable.

The CRC RFL service was active and working on restoring family links between the migrants and their respective families in the countries of origin and countries of destination, but also among migrant families along the trail.

RFL leaflets were distributed to migrants and put in public places in the reception centres.

Migrants were assisted with establishing contacts with their families through the Red Cross. Over 1,066 families have been assisted and reunited with their family members since the beginning of operation by the CRC field teams and the RFL Service in the CRC Zagreb Headquarters.

Phone service was offered to more than 300 migrants to help in re-establishing contact with their family members.

Special attention was given to 20 unaccompanied minors to get in contact with their families – they were reunited with their families by the CRC RFL service. For 5 of them the CRC RFL service opened a tracing request through the ICRC system.

Challenges and lessons learned

The lack of adequate IT equipment to connect field activities with the work to be done by the HQ RFL service was a challenge at the beginning of the operation. The required IT equipment to assist the work of RFL field service was finally provided by the Spanish Red Cross. The Croatian Red Cross purchased a server with a server cabinet, server software and switches, 16 tablets, 2 notebooks as well as bags for notebooks and tablets in two tenders.

Another challenge was the reunification of families that required legal counselling and assistance to migrants to handle the legal provisions in different countries. The advantage of the CRC was having a trained staff with many years of experience to deal with the RFL in addition to the traditional cooperation with neighbouring countries in RFL as well as the high level of cooperation with the governmental services. Another advantage was the close cooperation with the protection and psychosocial teams for a referral of the migrants to the RFL service and to assist them in solving the caseload.

The last challenge will be dealt with by the ICRC so as to define a line between the RFL service and the refugee protection issues which are connected to the legal status of the migrants and their wish to be reunited with their families.

D. THE BUDGET

Out of the DREF allocation of CHF 360,909, the sum of 354,530 was used. The closing balance of CHF 6,379 is going to be returned to the DREF account. The final financial report is part of this report and can be accessed by clicking [here](#).

Contact information

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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.

Disaster Response Financial Report

MDRHR001 - Croatia - Population Movement

Timeframe: 01 Oct 15 to 30 Jan 16

Appeal Launch Date: 01 Oct 15

Final Report

Selected Parameters

Reporting Timeframe	2015/10-2016/03	Programme	MDRHR001
Budget Timeframe	2015/10-2016/01	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		360,909				360,909	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		360,909				360,909	
C4. Other Income		360,909				360,909	
C. Total Income = SUM(C1..C4)		360,909				360,909	
D. Total Funding = B +C		360,909				360,909	

* 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. Opening Balance							
C. Income		360,909				360,909	
E. Expenditure		-354,530				-354,530	
F. Closing Balance = (B + C + E)		6,379				6,379	

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Selected Parameters

Reporting Timeframe	2015/10-2016/03	Programme	MDRHR001
Budget Timeframe	2015/10-2016/01	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	
BUDGET (C)			360,909			360,909		
Relief items, Construction, Supplies								
Clothing & Textiles	110,981		119,724			119,724	-8,742	
Food	38,304		38,304			38,304	0	
Water, Sanitation & Hygiene	72,939		74,007			74,007	-1,067	
Medical & First Aid	0						0	
Total Relief items, Construction, Sup	222,225		232,034			232,034	-9,810	
Logistics, Transport & Storage								
Storage	3,484		3,343			3,343	142	
Transport & Vehicles Costs	38,710		39,529			39,529	-819	
Total Logistics, Transport & Storage	42,194		42,872			42,872	-678	
Personnel								
National Society Staff	36,898		27,330			27,330	9,568	
Volunteers	25,552		25,765			25,765	-213	
Total Personnel	62,450		53,095			53,095	9,354	
General Expenditure								
Travel	9,389		2,267			2,267	7,122	
Communications	2,624		2,624			2,624	0	
Total General Expenditure	12,013		4,891			4,891	7,122	
Indirect Costs								
Programme & Services Support Recove	22,027		21,638			21,638	389	
Total Indirect Costs	22,027		21,638			21,638	389	
TOTAL EXPENDITURE (D)	360,909		354,530			354,530	6,379	
VARIANCE (C - D)			6,379			6,379		

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Selected Parameters

Reporting Timeframe	2015/10-2016/03	Programme	MDRHR001
Budget Timeframe	2015/10-2016/01	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	360,909		360,909	360,909	354,530	6,379	
Subtotal BL2	360,909		360,909	360,909	354,530	6,379	
GRAND TOTAL	360,909		360,909	360,909	354,530	6,379	