

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal Operations Update

Croatia: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRHR002	GLIDE n° OT-2015-000069-HRV
Operations update n° 2	Timeframe covered by this update: June to July 2016
Date of issue: 8 August 2016	Date of disaster: since September 2015
Operation manager responsible for this EPoA: Alma Alsayed, Disaster and Crisis Response IFRC Regional Office for Europe Email: alma.alsayed@ifrc.org	Point of contact at the Red Cross: Anna-Maria Radić, Head of Department for EU Funds and Education Croatian Red Cross email: anna-maria.radic@hck.hr
Operation start date: 9 February 2016	Operation end date: 31 October 2016
Operation budget: 1,315,022 Swiss francs	Appeal's coverage (hard and soft pledges): 59%
Number of people being assisted: 41,500 (40,000 persons in transit, 500 persons in Croatia and 1,000 persons for contingency planning).	
Host National Society involvement: 180 staff and volunteers involved in the operation. 33 Croatian RC staff plus 10 volunteers with additional assistance of at least 12 HQ staff providing logistics for field work in assisting the stranded migrants.	
Other partners actively involved in the operation: Headquarters for Crisis Coordination, Ministry of Interior, Ministry of Health, National Protection and Rescue Directorate, and the State Commodity Reserves of the Republic of Croatia. International organisations: UNHCR, UNICEF, and the International Organization for Migration (IOM), including 16 Non-governmental organizations (NGOs): Caritas Croatia, Jesuit Refugee Service (JRS), Centre for Peace Studies, Society for Psychological Assistance, the Islamic Community Humanitarian Organization "Meshihat" amongst others.	

Summary of the appeal

The aim of this Operations Update n° 2 is to report on the progress of the implementation of the Croatian Red Cross's activities from 22 June to 31 July 2016.

A [revised Emergency Appeal](#) was published on 22 June 2016 to reflect the current situation, focusing on the provision of assistance to the stranded migrants as well as the host communities in Croatia, while supporting and strengthening the efforts of the Croatian Red Cross.

This appeal ends on 31 October 2016, with a final report due by 31 January 2017.



Organized clown show for kids in Zagreb facility. Source: Croatian Red Cross

Description of the situation

Since the launch of the Emergency Appeal on 9 February 2016, there has been a significant change in the migratory situation in Croatia. After the EU Summit announcing the closure of the Balkan migratory trail and introducing the European Union (EU) -Turkey agreement, the Croatian Government closed the country's borders and since then, there has been no new organised arrivals of migrants to Slavonski Brod Camp.

Upon the closure of Balkan route on 8 March 2016, the Slavonski Brod Transit Winter Reception Camp was closed by mid-April. Some 500 migrants accommodated in the camp were moved to migrants and asylum seeker facilities – majority of them to Zagreb and Kutina shelter facilities and a smaller portion of them to the Ježevo detention facility close to Zagreb.

At the very end of July 2016, there are some **377 migrants and refugees in Croatia accommodated in open or closed asylum and migrants' facilities** – most of who have applied for asylum in the country:

- Kutina open asylum seeker facility with 72 vulnerable asylum seekers including families with children
- Zagreb open asylum seeker and migrants' facility with 256 asylum seekers and 15 irregular migrants, mainly families with children accommodated in Zagreb open facility
- Ježevo detention centre near Zagreb (Dugo Selo) with 33 persons – 9 asylum seekers and 24 irregular migrants.

A total of 394 migrants and refugees have left those three shelters for asylum seekers and migrants since April including 10 people who were granted international protection (8 were granted asylum and 2 subsidiary protection). The last have been moved out of Zagreb or Kutina facility and accommodated in state rented apartments in Zagreb upon granted international protection.

At the end of June 2016, four Eritrean refugees were relocated from Italy to Croatia in line with the EU relocation and resettlement plan. They were initially accommodated in Zagreb reception centre where they will stay for a few months pending decision to their international protection claims. As announced by the Croatian Ministry of Interior (MoI), for the rest of the summer of 2016, additional migrants will be relocated from Italy and Greece and will be temporarily accommodated in Zagreb facility.

From April to end of July 2016, some 141 migrants were sent back to Croatia from Switzerland and Austria, majority of whom have applied for international protection upon their arrival and accommodation in Croatian shelter facilities. Most of them are from Afghanistan, Syria and Iraq.





Besides the asylum seekers, Zagreb facility also accommodates the irregular migrants who are mainly vulnerable groups such as families with children. As the Zagreb facility is an open centre, there are no restrictions to their movement or to the services provided to them by the Croatian Red Cross. The migrants under movement restrictions are accommodated in Ježevo detention facility.

The Croatian Red Cross (CRC) is providing regular daily services to the migrants in two facilities for asylum seekers and migrants as well as occasionally services to migrants in Ježevo detention facility through CRC teams visits.

According to the Ministry of Interior, a total of 1,000 to 3,000 irregular migrants may be transferred to Croatia from the Western European countries. Additionally, another group of 1,600 migrants and asylum seekers from Turkey, Greece and Italy are expected to be accommodated in Croatia in line with the resettlement and relocation program of the EU.

On 22 June 2016 a Revised Emergency Appeal for 1,315,022 Swiss francs was launched to continue supporting migrants that have transited or remain in Croatia and to support contingency planning for a further 1,000 migrants.

Red Cross response

 <p>1,197,269 kg of food and 243,776 non-food items distributed (including hygiene items)</p>	 <p>91,645 people reached with PSS services (counselling and child friendly spaces)</p>	 <p>193,728 hours of volunteer service</p>	 <p>1,597 people assisted by RFL / tracing activities</p>
--	---	---	---

The CRC has re-negotiated with Ministry of Interior to provide assistance to a significant number of irregular migrants in transit who were stranded in Croatia due to the closure of Balkan trail in Zagreb open facility and Ježevo detention centre. The CRC works as the main counterpart of the Ministry of Interior providing assistance and relief to migrants in all three locations (Kutina, Zagreb and Ježevo detention facility), where migrants are accommodated independent to their migratory status.

The Croatian Red Cross primary fields of work in the reception centres in **Kutina** and **Zagreb** are the following:

- Organization of daily life of refugees and migrants in cooperation with the Mol employees that includes:
 - organization of accommodation (preparation of accommodation capacity, schedule organization, room switch procedure)
 - audit of room conditions at the Reception centres (audit of hygiene conditions, inventory, notification of damage and failure, twice a month)
 - coordination with the technical services within the Reception centres (cleaning staff, superintendent, laundry)
 - procurement and distribution of hygiene supplies (twice a month)
 - distribution of clothes and footwear as needed, organization of replacement of used linens and organization of laundry washing (during the whole working day, according to the schedule)¹.
- Daily provision of psychosocial support, organization of social, creative, educative and sport activities for refugees and migrants.
- Assessment and meeting the needs of vulnerable groups on a daily basis to: children, minors without escort, single women, persons with medical difficulties and mental health difficulties, persons with torture and trauma experience.
- Based on experience, CRC employees are maintaining advocacy toward the Ministry of the Interior with the goal of improving the practice of reception and care of seekers of international protection, especially to vulnerable groups.

A significant achievement during this reporting period was the development of tailor-made psychosocial support adapted to the new migration situation with refugees and migrants living in the reception facilities. The CRC teams are working every day in the reception centres providing different psychosocial activities and protection services such as:

“Job centre”	two times a week - 2 hours	all asylum seekers
Individual interviews- social worker	daily - 6 hours	
Creative workshop	daily – 3 hours	10-20 seekers
Croatian language school	four times a week - 90 min.	8 seekers
English language school- CRC volunteer	two times a week - 90 min.	
Hair cutting salon	daily - 8 hours	all asylum seekers
Library	three times a week - 2 hours	
Sports activities: gym, table tennis, table soccer, darts	daily - 4 hours	
Creative workshop for men – making furniture and other objects out of wood	three times a week – 2 hours	6 asylum seekers

The psychosocial support activities developed by the CRC teams keep refugees occupied during the day while waiting the resolution of their asylum claims and provides them with an initial understanding and adjusting to their new social environment and culture.

The CRC has upgraded the shelter facilities with adequate equipment and furniture including some refurbishment in both facilities. The work is not yet completed as work is still in progress. In May 2016, the CRC procured six washing machines and installed them in the facilities, as well as three tennis tables, sports equipment such as 30 rackets and 200 balls. In July, the National Society installed the following:

- An outdoor fitness park with eight exercise devices and indoor children's playground equipped with toys and educational materials in Zagreb facility
- An outdoor fitness centre and outdoor children's playground.

¹ The hot meals are prepared and delivered to refugees by the Mol facility hired service.

In line with the Governments` announcements on additional number of migrants and asylum seekers that are expected to arrive in Croatia in the next few months, the CRC developed a contingency plan with material and human resources to respond to the needs of the new arrivals including organizing new mobile teams to assist in other locations.

Coordination and partnerships

The CRC maintains close communication with the IFRC Regional Office for Europe in Budapest and the Regional Office of the ICRC in Belgrade. The CRC Tracing Service has been working with the ICRC Delegation in Belgrade for the “Restoring Family Links” service for migrants and has received ICRC support in the form of equipment and RFL kits in order to better respond to RFL needs.

Since launching the Emergency Appeal, the CRC received bilateral contributions from the Red Cross Movement in order to enhance its response to the migrants` needs:

- The Spanish Red Cross contributed a total of EUR 110,000 – in part to assist the CRC in provision of psychosocial support and protection to migrants and logistics of the migratory crisis response operation for one year starting from 1 February 2016.
- In February 2016, the Department for International Development (DFID), through the British Red Cross donated an electric forklift for the CRC warehouses as well as 20,000 blankets, a 240 m2 tent and 400 sleeping bags with inflatable mats. Additionally, 3 diesel forklifts were donated in December 2015 and January 2016.

Prior to launching the Emergency Appeal in February 2016, the CRC received support from IFRC and Red Cross Movement as it follows:

- On 2 October 2015, CHF 361,559 was released from the Disaster Relief Emergency Fund (DREF) to meet the immediate emergency needs of 70,700 beneficiaries 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 in Slavonski Brod.
- At the end of 2016 EUR 40,000 has been contributed by the Supreme Master Ching Hai’s International Association for protection and PSS teams working in the reception camp.
- The Spanish Red Cross contributed a total of EUR 24,000 targeting the RFL service for the migrants in need whose implementation was finished at the end of 2015.

In addition, the National Society works in close cooperation and coordination with the Ministry of Interior who currently manages the reception facilities for asylum seekers and migrants in Zagreb (former Hotel Porin) and in Kutina as well as detention centre Ježevo.

Also the CRC is cooperating with the international organisations such as UNHCR including local NGOs that are still assisting refugees and migrants. The majority of NGOs and international organizations that were engaged previously in the emergency response have already left the country.



Red Cross staff making decorations with young migrants as a part of a workshop in Kutina reception centre.

Source: Croatian Red Cross

Operational implementation

Food security, nutrition, and livelihoods			
Outcome 1: The immediate food needs of migrants arriving to Croatia are met			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 1.1 Distribution of food to meet the needs of 41,500 migrants during this response			
Procurement of paper napkins and plastic bags	x		Plastic bags procured.

Progress towards outcomes

Plastic bags were procured and used for packing of the food parcels distributed to migrants.

Shelter including non-food items			
Outcome 2: Immediate non-food needs of the most vulnerable migrants are met			
Activities	Is implementation on time?		Comments/Status
	Yes (x)	No (x)	
Output 2.1: Up to 500 migrants in reception centres are provided with raincoats, foil blankets, warm clothing and other NFIs			
Procurement of 500 sets of bed linen, 500 sets of underwear, 500 sets of seasonal clothing and footwear	X		Complementary distribution of items procured from other sources
Supplementary distribution of 500 sets of bed linen	X		Complementary distribution of items procured from other sources
Supplementary distribution of 500 sets of underwear	X		Complementary distribution of items procured from other sources
Supplementary distribution of 500 seasonal clothing and footwear sets through clothing voucher system	X		Complementary distribution of items procured from other sources
Cash assistance for non-food items in facilities	X		
Output 2.2: The non-food items stock of the CRC is replenished			
Procurement of replenishment stock- 500 sets of bed linen		X	To be procured dependent to EA funds available
Outcome 3: The migrants and refugees have temporary shelter and settlement that will remain adequate until durable solutions are achieved			
Output 3.1: Facilities for communal use and performance of services have been upgraded and made available to migrants			
Procurement of motorised snow blower and snow shovels		X	To be procured dependent to EA funds available
Procurement of tools, supplies for facilities maintenance and small inventory consumables	X		In procurement plan
Output 3.2: The National Society's capacity to host migrants is increased through contingency planning			
Procurement of 2 Alaska tents 6 x 13 x 3 m for RFL service and for protection and PSS teams	X		Procured by GLS pending transport to Croatia
Procurement of 2 inflatable tents for distribution spots	X		Procured
Output 3.3: The shelter items stock of the CRC is replenished			
Procurement of 3 tents of 240 m2 for (10x24x3,35 m)	X		Procured

Procurement of 10 tents (6x5m) for 8 to 10 persons	X		Tender under preparation
Procurement of other material such as tent floor and field beds	X		In procurement plan
Outcome 4: The longer term shelter needs of the migrants and refugees are met in solid shelter facilities in Kutina and Zagreb			
Output 4.1: Assistance is provided in communal facilities to the migrants and refugees if needed			
Procurement of refrigerators, TVs and sofas for living rooms, as well as equipment of kitchenette	X		Tender published for TVs and refrigerators; other tenders in preparation
Refurbishment and equipment of 2 indoor fitness studio gyms	X		Tender prepared to be published
Small construction works and equipment for outdoor children playground in Zagreb facility	X		Small works carried out
Small construction works and equipment for outdoor sports playground in Kutina		X	To be procured dependent to EA funds available
Small construction works and equipment of handy craft workshop corners in Zagreb and Kutina	X		Tender prepared to be published
Furniture for Kutina and Zagreb facility – for accommodation of beneficiaries	X		In procurement plan

Progress towards outcomes

In the period covered by the current Operations Update, the Croatian Red Cross procured 3 tents of 240 m², 2 inflatable tents of 25m², 2 inflatable tents of 50 m², tools, supplies for facilities maintenance and small inventory consumables. Some small construction works were carried out in solid shelter facilities in Zagreb and some additional work needs to be completed. As the funding is limited, some clothing items are provided from CRC limited stock or other donations.

Challenges

Procurement of some shelter upgrading items and non-food items are dependent upon the overall funds raised by

Water, sanitation and hygiene			
Outcome 5: The risk of hygiene- related diseases has been reduced through the distribution of monthly hygiene packages to the most vulnerable migrants			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 5.1: Up to 500 migrants receive hygiene kits in Zagreb and Kutina			
Procurement of 100 family, 150 single and 50 small children's hygiene monthly parcels	X		Complementary distribution of items procured from other sources
Supplementary distribution of 100 family hygiene monthly parcels	X		Complementary distribution of items procured from other sources
Supplementary distribution of 150 single hygiene monthly parcels	X		Complementary distribution of items procured from other sources
Supplementary distribution of 50 children's hygiene monthly parcels	X		Complementary distribution of items procured from other sources

Emergency Appeal.

Progress towards outcomes

In the period covered by this Operations Update, the Croatian Red Cross distributed 455 hygiene sets to the migrants mainly from the CRC stock donated by UNHCR or procured by the Croatian Ministry of Interior.

Challenges

Procurement of additional hygiene items are dependent upon the overall funds raised by Emergency Appeal.

Health			
Outcome 6: The migrants are protected and provided with psychosocial and practical support, including providing recreational activities to adults and children in the camps and shelters			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 6.1: The most vulnerable migrants and refugees are identified and assisted according to their needs			
Initial assessment and identification of vulnerabilities of migrants	X		Provided regularly
Providing protection to groups at risk	X		Provided regularly
Providing basic PSS support to people in distress	X		Provided regularly
Output 6.2: Equipment and other supplies needed to support these activities are purchased to facilitate the work of the Croatian Red Cross teams in the protection of migrants and the provision of psychosocial support previously in the Slavonski Brod Camp, and currently in shelters in Zagreb and Kutina			
Procurement of equipment for indoors children corner in Kutina		X	To be procured dependent to EA funds available
Procurement of furniture and equipment for educational workshops in Zagreb and Kutina	X		Some of it procured and in use in Zagreb facility; other still to be procured
Procurement of sewing machines and basic furniture for creative workshops in Zagreb and Kutina	X		Procured and in use in Zagreb and under procurement for Kutina
Organization and implementation of educational and creative workshops for migrants	X		Provided regularly by CRC staff and volunteers
Procurement of indoors table tennis and sports equipment	X		Some of equipment procured from complementary funds made available to CRC
Technical and skilled support in CRC Job Centre as well as creative workshops in both facilities		X	To be procured dependent to EA funds available
Procurement of sanitizing material and first aid kits for CRC staff and volunteers	X		Complementary supply from CRC stock procured from other sources
Capacity building for the new programme - PSS, Lay counsellors, PFA		X	To be procured dependent to EA funds available
Developing & preparation & printing of IEC materials	X		Tender in preparation

Progress towards outcomes

In the period covered by this Operations Update, the Croatian Red Cross conducted an initial assessment and provided psychosocial support and protection services to groups at risk in shelter facilities in Zagreb and Kutina to 575 migrants.

As the funding is limited, some items and services are complemented from CRC limited stocks or services provided by CRC staff and volunteers instead of hiring experts.

Challenges

Procurement of some services and additional items are dependent upon the overall funds raised by EA.

Restoring Family Links (RFL)			
Outcome 7: Family links are restored wherever people are separated from or without news of their families.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 7.1: Family tracing services are provided to the migrants and when needed, referrals are made to the psychosocial support services			
Procurement of RFL leaflets, posters and brochures	X		In procurement plan
Distribution of RFL leaflets, posters and brochures at the reception camp and at shelter facilities	X		In procurement plan
Providing the migrants with basic information and RFL assistance	X		Provided regularly
Output 7.2: Successful measures are taken to re-establish and maintain contacts between vulnerable individuals and their families and to reunite them			
Procurement of mobile communication set with chargers and scanner	X		Under procurement
Providing migrants with assistance to maintain contact with their relatives by phone or other communication means (internet)	X		Provided regularly
Providing migrants with assistance to reunify with their relatives.	X		Provided regularly

Progress towards outcomes

In the period covered by this, Operations Update, the Tracing Service Mobile Teams regularly visit shelters in Kutina and Zagreb providing migrants with RFL services. During the reporting period, 5 families were reunited and 38 tracing cases were registered for active tracing. The procurement of the equipment is ongoing.

Challenges

Procurement of lower number of items is planned in line with the limited funding raised by EA.

Community engagement and accountability (CEA)			
Outcome 8: The immediate information needs of migrants are met and their awareness of the situation raised			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 8.1: Migrants have access to basic information on available shelter relief and services as well as protection file			
Set up the field Info spots in in Slavonski Brod camp	X		Set up and dismantled upon Camp closure in April
Set up and operating of the Information spot in 2 asylum seekers and migrants facilities	X		Tender in preparation
Procurement of LCD screen display and audio	X		Outdoor audio system procured LCD to be procured depending on available funds.
Preparation and distribution of information material for migrants	X		Under procurement
Output 8.2: Our response, support and services are adapted and delivered in accordance with the feedback received through two-way dialogue with migrants			
Conduct of focus groups meeting with migrants	X		

Progress towards outcomes

In the period covered by this Operations Update, 575 migrants received information from the Croatian Red Cross at Kutina and Zagreb facilities. 341 migrants had access to communication devices including recharging their mobile devices.

Challenges

Procurement of lower number of items is planned in line with the limited funding raised by EA.

National Society capacity building			
Outcome 9: The operational capacities of the Croatian Red Cross are enhanced.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 9.1: Specific workshop, training sessions and awareness raising campaigns on protection of refugees and migrants, psychosocial support, disaster management in the migrant crisis, restoring family links and stress management are organized.			
Conduct trainings and workshops for CRC staff and volunteers – basic training in asylum, migration, RFL, protecting and DM	X		Regularly provided
Conduct stress management workshops for staff		X	Service provided by other NGO providing PSS; to be procured dependent to EA funds available
Capacity building for the new programme – PSS, Lay counsellors, PFA	X		Under preparation, scheduled for September
Output 9.2: Equipment purchased to support the National Society			
Procurement of 4W vehicle		X	To be procured dependent to EA funds available
Temporary lease of 4 vehicles		X	To be procured dependent to EA funds available
Procurement of IT and telecommunication equipment	X		Tender under preparation
Output 9.3: The IT and data management capacities of the Croatian Red Cross are strengthened.			
Development of IT portal and database on Emergency Response Management		X	To be procured from other funding
Revision of accounting IT program for administration of Emergency Appeal and other donations		X	To be procured from other funding

Challenges

Procurement of some items and services is dependent upon the overall funds raised by the EA.

Quality programming/ Areas common to all sectors			
Outcome 10: The quality of this operation is ensured and continuous improvement is provided.			
Activities	Is implementation on time?		Comments/Status
	Yes	No	
Output 10.1: The Croatian Red Cross is monitoring the situation and mobilizes its assets based on current needs.			
Negotiations and coordination with partner organisations	X		Regularly implemented
On-site assessment and monitoring	X		Regularly implemented

Mobilisation and coordination of volunteers and staff involved	X		Regularly implemented
Weekly reports on the assistance provided	X		Regularly implemented

Progress towards outcomes

The Croatian Red Cross is constantly assessing and monitoring the situation through regular meeting with staff and volunteers working in the field as well as meetings with International Organizations and NGO partner organizations including on-site monitoring by headquarters coordinators and operations coordinator.

Operational support services

Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and the Red Cross Red Crescent response. Continuous communication activities include:

- Web stories on the Croatian Red Cross <http://www.hck.hr/>
- Posts on the Croatian Red Cross Facebook page, [click here](#).

Human Resources

The Croatian Red Cross mobilized its staff and volunteers for the Slavonski Brod Temporary Reception Camp with a daily average of 180 CRC staff, volunteers and emergency response team members and the CRC volunteers who were active on 24/7 basis in Slavonski Brod Transit Camp. A total of 454 CRC staff and volunteers were engaged in the camp. 200 of them were based in Slavonski Brod and the 254 were deployed in weekly shifts from other areas of Croatia. By 3 March, due to a decrease in the number of arrivals, 180 staff and volunteers remained in the camp until its closure.

Currently, 33 staff are covering all three migrant and asylum seeker facilities:

- 22 PSS field employees stationed in Kutina and Zagreb on a daily basis
- 4 HQ PSS and protection staff coordinating the field teams and providing mobile teams support to migrants in Ježevo detention centre
- 3 warehouse logistics – 1 field coordinator and 2 drivers
- 4 HQ staff providing logistics support to the operation including one disaster management staff assisting the operation.

The services provided by the staff include translation, organisation of different creative workshops, language courses and activities with children. At least 8 to 10 volunteers are working 3 to 4 days in the week in Kutina and Zagreb facilities.

The revised EPoA covers the salaries for:

- One (1) coordinator of the ER field operation for eight months (the CRC HQ employee fully engaged in the crisis).
- One (1) coordinator of the CRC activities in Zagreb and Kutina asylum seekers and migrants' facilities for five months from May to September 2016.
- Seven (7) staff employed for three months from February to end April 2016 in Slavonski Brod Camp working in Camp management, administration, PSS teams and warehouse – after April they are no longer involved in the operation.
- One (1) newly employed PSS staff for 7 months including 2 interpreters and 1 PSS expert working in Slavonski Brod Camp from February to April 2016 and afterwards in Kutina and Zagreb facilities.
- Six (6) PSS and logistics staff for five months in all three facilities.

All travel costs are covered including per diems and accommodation for the staff. Incentives and insurance are provided for volunteers and staff from February until the beginning of October 2016.

Administration and Finance

The administration and finance of the operation is provided by the Croatian Red Cross permanent staff and is not covered through this Emergency Appeal.

Logistics

All procurement for the operation complies with the procedures of the Croatian Red Cross in accordance to IFRC logistics standards, processes and procedures ensuring complete audit requirements. Processes are implemented in close cooperation and support by IFRC Secretariat and with the IFRC Global Logistic Service (GLS).

Most of the items are procured locally by the National Society, except for the “Alaska” type tents which are procured through the IFRC GLS services. The EA budget covers the logistic costs such as fuel costs for the CRC vehicles as well as maintenance.

In addition, from October 2015 to the end of 2016, the UNHCR is supporting the CRC logistics and warehouses. The warehouse operational costs are included into the Emergency Appeal budget, but have been downsized due to the agreement with UNHCR.

Planning, monitoring, evaluation and reporting (PMER)

A real time evaluation and final evaluation of this EA operation are conducted with technical support from the IFRC Secretariat and the involvement of the National Society’s staff and volunteers, with special emphasis on the personnel in the branches to allow the building-up of this capacity as widely as possible.

Contact information

For further information specifically related to this operation please contact:

In the Croatian Red Cross

- **Robert Markt**, Secretary General;
phone: +385 1 4655 814 (ext. 106); email: robert.markt@hck.hr
- **Anna-Maria Radić**, Head of Department for EU Funds and Education;
phone: +385 1 4655 814 (ext. 141); email: anna-maria.radic@hck.hr

In the IFRC Regional Office for Europe

- **Leonardo Carmenati**, Head of Europe Migration Operations Manager for Regional Migration Response,
phone: +36 1 888 4500; email: leonardo.carmenati@ifrc.org
- **Alma Alsayed**, Disaster and Crisis Response Delegate,
phone:+36 1 888 4500; email: alma.alsayed@ifrc.org
- **Olga Dzharmaeva**, Partnerships and Resource Development Coordinator
phone: +36 1 888 4500, email: olga.dzharmaeva@ifrc.org
- **Dorottya Patko**, Acting Planning and Reporting Manager
phone: +36 1 888 4529, email: dorottya.patko@ifrc.org

In IFRC Geneva

Programme and Operations focal point:

Cristina Estrada, Operations Support,

phone: +41 22 730 4260, email: cristina.estrada@ifrc.org

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

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/6	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	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			1,315,022			1,315,022	
B. Opening Balance							
Income							
Cash contributions							
<i>British Red Cross (from British Government*)</i>			279,670			279,670	
<i>Japanese Red Cross Society</i>			43,830			43,830	
<i>King Digital Entertainment PLC, King.com</i>			137,526			137,526	
<i>Norwegian Red Cross</i>			202,734			202,734	
<i>Red Cross of Monaco</i>			16,380			16,380	
<i>The Netherlands Red Cross</i>			70,961			70,961	
C1. Cash contributions			751,101			751,101	
C. Total Income = SUM(C1..C4)			751,101			751,101	
D. Total Funding = B + C			751,101			751,101	

* 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			751,101			751,101	
E. Expenditure			-332,181			-332,181	
F. Closing Balance = (B + C + E)			418,920			418,920	

Disaster Response Financial Report

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/6	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	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)				1,315,022			1,315,022	
Relief items, Construction, Supplies								
Shelter - Relief	269,877			99,946		99,946	169,932	
Construction - Facilities	39,000						39,000	
Clothing & Textiles	83,000			220		220	82,780	
Food	2,610			499		499	2,110	
Water, Sanitation & Hygiene	58,494						58,494	
Medical & First Aid	4,430						4,430	
Teaching Materials	22,940			1,707		1,707	21,233	
Utensils & Tools	38,995			3,207		3,207	35,788	
Other Supplies & Services	157,364			27,863		27,863	129,501	
Cash Disbursement	14,000						14,000	
Total Relief items, Construction, Sup	690,710			133,442		133,442	557,269	
Land, vehicles & equipment								
Vehicles	44,000						44,000	
Computers & Telecom	26,000			6,129		6,129	19,871	
Office & Household Equipment	8,000			20,297		20,297	-12,297	
Total Land, vehicles & equipment	78,000			26,426		26,426	51,574	
Logistics, Transport & Storage								
Storage	7,500			2,005		2,005	5,495	
Transport & Vehicles Costs	35,880			10,081		10,081	25,799	
Logistics Services	20,000						20,000	
Total Logistics, Transport & Storage	63,380			12,086		12,086	51,294	
Personnel								
National Society Staff	143,925			68,925		68,925	75,000	
Volunteers	97,112			18,662		18,662	78,450	
Total Personnel	241,037			87,587		87,587	153,450	
Consultants & Professional Fees								
Consultants	1,200						1,200	
Professional Fees	35,000						35,000	
Total Consultants & Professional Fees	36,200						36,200	
Workshops & Training								
Workshops & Training	20,400						20,400	
Total Workshops & Training	20,400						20,400	
General Expenditure								
Travel	21,200			2,799		2,799	18,401	
Information & Public Relations	11,915			582		582	11,333	
Office Costs	50,633			1,845		1,845	48,789	
Communications	18,000			5,220		5,220	12,780	
Financial Charges				7,058		7,058	-7,058	
Other General Expenses				8,843		8,843	-8,843	
Total General Expenditure	101,748			26,346		26,346	75,402	
Operational Provisions								
Operational Provisions				22,757		22,757	-22,757	
Total Operational Provisions				22,757		22,757	-22,757	
Indirect Costs								
Programme & Services Support Recover	80,046			20,062		20,062	59,984	
Total Indirect Costs	80,046			20,062		20,062	59,984	

Disaster Response Financial Report**MDRHR002 - Croatia - Population Movement**

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/6	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	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)				1,315,022			1,315,022	
Pledge Specific Costs								
Pledge Earmarking Fee				2,777			2,777	-2,777
Pledge Reporting Fees	3,500			700			700	2,800
Total Pledge Specific Costs	3,500			3,477			3,477	23
TOTAL EXPENDITURE (D)	1,315,022			332,181			332,181	982,840
VARIANCE (C - D)				982,840			982,840	

Disaster Response Financial Report**MDRHR002 - Croatia - Population Movement**

Timeframe: 05 Feb 16 to 31 Oct 16

Appeal Launch Date: 09 Feb 16

Interim Report

Selected Parameters

Reporting Timeframe	2016/2-2016/6	Programme	MDRHR002
Budget Timeframe	2016/2-2016/10	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
BL3 - Strengthen RC/RC contribution to development							
Migration	1,315,022		751,101	751,101	332,181	418,920	
Subtotal BL3	1,315,022		751,101	751,101	332,181	418,920	
GRAND TOTAL	1,315,022		751,101	751,101	332,181	418,920	

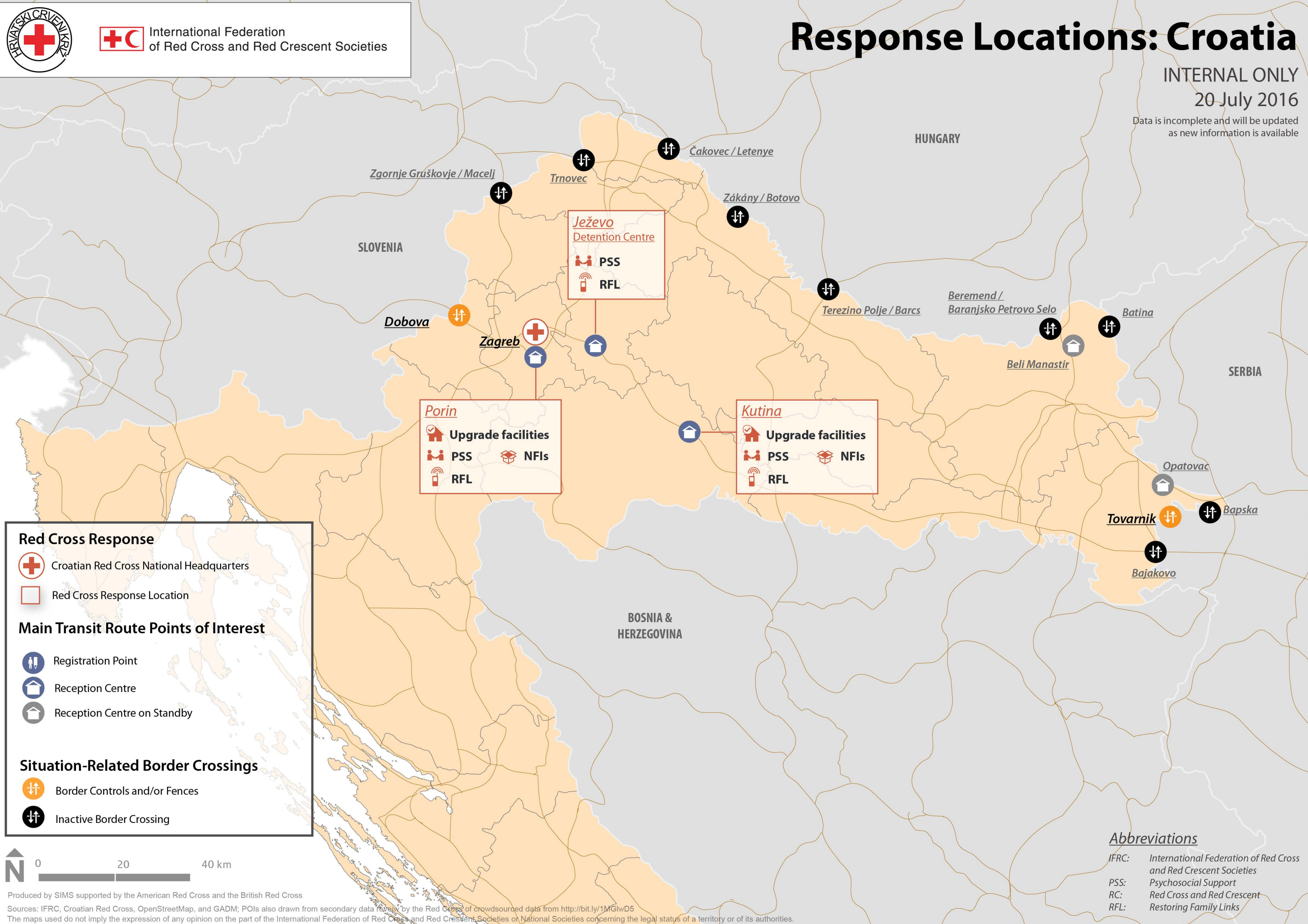


+ **C** International Federation
of Red Cross and Red Crescent Societies

Response Locations: Croatia

INTERNAL ONLY
20 July 2016

Data is incomplete and will be updated
as new information is available



Red Cross Response

- Croatian Red Cross National Headquarters
- Red Cross Response Location

Main Transit Route Points of Interest

- Registration Point
- Reception Centre
- Reception Centre on Standby

Situation-Related Border Crossings

- Border Controls and/or Fences
- Inactive Border Crossing



Abbreviations

- IFRC: International Federation of Red Cross and Red Crescent Societies
- PSS: Psychosocial Support
- RC: Red Cross and Red Crescent
- RFL: Restoring Family Links

Produced by SIMS supported by the American Red Cross and the British Red Cross
Sources: IFRC, Croatian Red Cross, OpenStreetMap, and GADM; POIs also drawn from secondary data revised by the Red Cross of crowdsourced data from <http://bit.ly/1MGhwD5>
The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies of National Societies concerning the legal status of a territory or of its authorities.