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Emergency Plan of Action (EPoA)

Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRMY003	Glide n° FL-2017-000002-MYS
Date of issue: 9 February 2017	Date of initial disaster: 23 January 2017
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Operation start date: 8 February 2017	Expected end date: 9 May 2017 (3 months)
Operation budget: CHF 73,239	Amount allocated from DREF: CHF 73,239
Number of people affected: 75,000	Number of people to be assisted: 15,000 (3,000 families)
Host National Society presence: Malaysian Red Crescent Society (MRCS) has 160 staff and 230,000 registered volunteers throughout Malaysia's 13 states and three federal territories, including Kelantan, Johor, Pahang and Terengganu which are covered by this operation.	
Red Cross Red Crescent Movement partners actively involved in the operation: The MRC is working with the International Federation of Red Cross and Red Crescent Societies (IFRC) in this operation and has also received bilateral support from the Singapore Red Cross.	
Other organizations involved in the operation: The Civil Defence Department (JPAM), Mercy Malaysia, Muslim CARE, National Disaster Management Agency (NADMA) and various local civil society groups.	

A. Situation analysis

Description of Floods

Heavy rains that started in December 2016 continued until late January 2017 in parts of Malaysia, causing flooding in seven states of Peninsular Malaysia – Johor, Kelantan, Pahang, Perak, Terengganu, Malacca and Selangor – and Sabah in East Malaysia. Owing to the rains, several districts in 10 of Malaysia's 13 states were affected by floods. More than 23,000 people, mainly from smaller towns and villages in rural areas, had to leave their homes to the relief centres.

More background information on the floods can be obtained in [Information Bulletin n°1](#) (issued on 5 January), [Information Bulletin n°2](#) (issued on 27 January) and [Information Bulletin n°3](#) (issued on 2 February).



Malaysian Red Crescent Society responders support rescue efforts in Kelantan following flooding caused by rains that started in December 2016 (Photo: MRCS)

The situation improved significantly after the weekend of Lunar New Year (28-29 January), with floodwater receding in several affected districts, allowing families that were in relief centres to return home. According to media reports, at least 80 per cent of evacuees in the affected areas have returned home. The state of Johor suffered the brunt of rising waters, with more than 8,000 evacuees and one fatality, according to the National Agency for Disaster Administration (NADMA). As of 8 February, 189 people (54 families) are still in active relief centres in Perak¹.

¹ <http://infobanjir.jkm.gov.my/>

While the situation has improved, forecasts by the Malaysian Meteorological Department project that more rains may affect Peninsular Malaysia in the second week of February. Such a scenario would affect the condition of major rivers in Pahang, Terengganu, Johor and Perak which are still at critical levels. The public authorities, in particular NADMA, and response organizations, including the Malaysian Red Crescent Society (MRCS), have taken precautionary efforts to ensure that response teams are ready for the potential second cycle of flooding in these areas.

Summary of the current response

MRCS volunteers in branches throughout the affected areas have been active since December 2016 in anticipation of the seasonal rains and potential flooding. For instance, the Kelantan branch of MRCS activated its preparedness plan which it had developed following a disaster management training facilitated by the IFRC in May 2016 with funding support from the Office of United States Foreign Disaster Assistance (OFDA). In addition to the training, the branch had also been equipped with a rescue boat. When early warning advisories were received from the Malaysian Meteorological Department, Red Crescent volunteers were placed on standby for response and following the initial flooding in Kelantan, the MRCS branch deployed its boat to support search and rescue efforts alongside the government's Special Malaysia Disaster Assistance and Rescue Team (SMART).

As the rains continued to pour throughout January and flooding was reported across several states, MRCS mobilized members of its national disaster response team (NDRT) and emergency community volunteers to support the local authorities and NADMA in evacuating families in high-risk areas to safer areas. MRCS also complemented government relief distributions by providing hot meals in evacuation centres. Furthermore, the National Society deployed six boats to support inter-agency rescue operations in affected states, with most recent priority on four districts of Pahang and Johor that remained inaccessible between 24 and 28 January. In all, MRCS mobilized 150 volunteers from its branches for the operations, supported by three rescue teams from the national headquarters.

To meet the immediate needs of families in relief centres, MRCS branches requested the release of 3,000 hygiene kits from prepositioned stocks. The hygiene kits were released on 27 January and as of 10 February, MRCS branches in Johor, Pahang and Terengganu have distributed 2,214 hygiene kits to the affected families. Distributions continue, with NDRT members supporting the process in affected areas.

Table 1: Hygiene kits released and distributed (as of 10 February)

State	Location	No. dispatched	No. distributed
Johor	Segamat	700	300
	Tangkak	300	180
Pahang	Pekan	320	320
	Maran	100	50
	Termerloh	100	20
	Kuala Lipis	100	100
	Jerantut	400	400
	Kuala Krau	400	354
Terengganu	Kampung Tadok	200	200
	Kampung Padang Setiu	200	200
	Kuala Terengganu	180	90
Total		3,000	2,214

In anticipation of more rains over the coming days, MRCS NHQ activated its contingency plan, whereby branches in non-affected areas are also on standby. The MRCS Disaster Management Centre (DMC) has been activated and is operating 24 hours to monitor and disseminate all the necessary information.

Overview of Red Cross Red Crescent Movement in country

The IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur doubles as the country team for support to Malaysia. Its international and national staff specializing in various programming sectors and support services is supporting the MRCS response. The Disaster and Crisis Unit of APRO has one team member – a project coordinator – dedicated fully to supporting the DM department of MRCS in operational planning and coordination.

Movement Coordination

In addition to the IFRC, ICRC is the other Movement partner with an office in Kuala Lumpur which also, partly, covers Malaysia. A close coordination mechanism already exists among the Movement components in Malaysia and information sharing will continue. Singapore Red Cross has provided a donation of SGD 20,000 (approximately CHF 14,000) and deployed two volunteers for peer-to-peer support to MRCS.

MRCS is responsible for the overall coordination and implementation of the response operation, with Movement partners supporting and augmenting its efforts, taking into account agreed engagement processes.

Needs analysis

The floods forced more than 23,000 people across the affected districts to leave their homes and seek temporary accommodation in evacuation centres. The public authorities, supported by local non-governmental and aid organizations, have provided a range of services, such as water and food, to affected people in the relief centres. Due to disrupted daily lives, families that stayed in evacuation centres needed immediate relief, including hygiene items.

Health and hygiene promotion is also essential, given the conditions in evacuation centres and post-flood risks in communities. As the floodwaters recede, people will also need support with tools for cleaning up while continuous monitoring by the health authorities will be required to prevent potential cases of water and vector borne diseases.

In anticipation of more rains over the coming days, there is a need for emergency response actors, including MRCS, to continue monitoring the constantly evolving situation as well as place response teams on standby in the event of a future potential scaled up response.

B. Operational strategy and plan

Overall objective

The objective of this operation is to ensure that 3,000 families (approximately 15,000 people) affected by floods in the states of Johor, Pahang and Terengganu receive appropriate assistance in a timely, effective and efficient manner.

Proposed strategy

This DREF operation aims to meet the immediate needs of 3,000 affected families (15,000 people) through distribution of hygiene items and to reach 1,000 families (5,000 people) with hygiene promotion.

Hygiene promotion activities of MRCS will focus on 1,000 families in its adopted villages, with hygiene promotion for the 2,000 other families – provided with hygiene kits – to be undertaken by other actors as part of a coordinated and complementary response.

As the hygiene kits have been released from preparedness stocks in which the distribution is still ongoing, the main strategy will be to replace these items.

In addition, the DREF allocation will cover costs relating to assessments, mobilization of staff and volunteers, deployment of RDRT, distribution and monitoring. The states to be covered are Johor, Pahang and Terengganu – where the hygiene kits released on 27 January are being distributed – as well as Kelantan.

Beneficiary selection

MRCS has coordinated with NADMA in determining the villages to be covered by its response in the affected states and is engaging with village heads in selecting the households to receive hygiene kits. The approach adopted by the authorities – and which MRCS is following – is to provide assistance to all families that evacuated to relief centres or sought shelter with host families. These include women-headed households, and have members of different age groups, including boys and girls, with some also having pregnant or lactating women.

Feasibility and delivery capacity

The MRCS branches in Johor, Kelantan, Pahang and Terengganu have technical capacity and experience to deliver the interventions planned in this DREF-supported response but with substantial technical assistance from the national headquarters. All distributions and hygiene promotion activities in Johor, Pahang and Terengganu will be led and carried out by MRCS staff and volunteers at the branch level, with support of disaster management and health leads of the national headquarters, the IFRC project coordinator and one member of the regional disaster response team (RDRT) who will be deployed to augment some technical aspects of the intervention. Though distributions are not planned for Kelantan, the branch will be supported in post-assistance monitoring.

Gender, diversity and protection

MRCS will ensure that interventions are aligned with the concept of 'do no harm' and commitments to gender and diversity outlined in the IFRC Minimum standard commitments to gender and diversity in emergency programming.

Community engagement and accountability

MRCS staff and volunteers will be guided to ensure that community accountability and feedback mechanisms are part of the response operation. This is to ensure that affected populations have direct access to information on the nature and scope of services provided by MRCS, along with processes for providing feedback on services.

Operational support services

Human resources

Implementation of activities under this operation will be done mainly by respective MRCS branches with support from the national headquarters. However, the IFRC project coordinator for Malaysia will provide technical and monitoring support together with one member of the RDRT specializing in WASH. The purpose of the RDRT deployment is to support the National Society in retraining/guiding volunteers on planning and undertaking hygiene promotion activities as well as undertaking post-distribution monitoring, including capturing sex and age disaggregated data (SADD). In addition, MRCS may request support from the technical units of APRO as per its needs.

The budget also has a provision for a second RDRT member who would be mobilized and deployed only if the rains projected over the coming days bring more flooding, prompting a scaled-up response by MRCS. If the deployment is not required, the funds allocated for such will be returned to DREF at the end of the operation.

Logistics and supply chain

Logistics activities aim to effectively manage the supply chain in line with IFRC logistics standards, processes and procedures. Procurement of hygiene kits, to replace those released for distribution, will be done via the IFRC Regional Logistics Unit (RLU) in Kuala Lumpur. The RLU will also extend technical support to MRCS as needed.

Communications

MRCS and IFRC communications teams have worked closely in building public awareness around the response. Two news stories have been issued so far (on [5 January](#) and [30 January](#)), with at least one more being planned. The communications team will also use social media, produce infographics and high quality photographic material over the duration of the operation.

Security

There are no security issues or threats for MRCS and IFRC staff. The IFRC and MRCS security frameworks will be applicable to their respective personnel for this operation.

Planning, monitoring, evaluation, and reporting (PMER)

Reporting will be carried out in accordance with the IFRC minimum reporting standards. The DM team of MRCS, with the support of IFRC Programme Coordinator for Malaysia, will be responsible for consolidating operational reports.

Finance and administration

IFRC, through the finance department of APRO, provides the necessary support for preparation, validation of budgets, bank transfers, and technical assistance to MRCS on procedures for justification of expenditures. MRCS – which is on the working advance system – has, in recent years, been supported by the IFRC on the December 2014 East Coast floods response and is accustomed to these financial procedures.

D. DETAILED OPERATIONAL PLAN

Water, sanitation and hygiene promotion

Needs analysis: The floods forced a total 15,000 people across the affected states to leave their homes and seek temporary accommodation in evacuation centres. There was, therefore, a need to ensure that families that stayed in evacuation centres for more than three days had access to hygiene items. It is in this context, and incorporating lessons from the 2014 East Coast floods operation, that MRCS prioritized the provision of hygiene kits. In addition, distribution of hygiene kits will be complemented with hygiene promotion activities that build local knowledge and promote existing positive traditional practices. MRCS will work closely and in collaboration with the district health offices to ensure common messaging and to take advantage of existing human resources to deliver the messages, thereby avoiding duplication of efforts.

Population to be assisted: 3,000 families are targeted with hygiene kits, of which 1,000 families will also be reached with hygiene promotion by MRCS. Hygiene promotion for the 2,000 families will be undertaken by other actors as part of a coordinated response and complementary interventions. Hygiene promotion activities of MRCS will focus on its adopted villages.

Outcome 1: The immediate reduction in risk of waterborne and water related diseases in flood-affected communities				
Output 1.1 Essential hygiene items are provided to the target population				
Activities planned	Month	1	2	3
1.1.1. Release 3,000 hygiene kits from the main warehouse and transport them to affected states				
1.1.2. Distribute hygiene kits to 3,000 families in three affected states				
Output 1.2 Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population				
Activities planned	Month	1	2	3
1.2.1. Mobilize volunteers and retrain them on distribution protocols and conducting hygiene promotion				
1.2.2. Reproduce information, education and communication (IEC) materials with hygiene messages				
1.2.3. Conduct hygiene promotion activities in target communities in collaboration with local health offices				

Quality programming

Outcome 2: Management of the operation is informed by a comprehensive monitoring system				
Output 2.1: Monitoring information informs adjustment of the plan of action where appropriate				
Activities planned	Month	1	2	3
2.1.1. Deploy one Regional Disaster Response Team (RDRT) member for technical and monitoring support				
2.1.2. Ensure that any adjustments to initial plans are informed by continuous monitoring and through established feedback mechanisms				
2.1.3. Monitor and report on the distribution of hygiene kits and hygiene promotion activities				

Budget

DREF OPERATION

08/02/2017

MDRMY003 Malaysia: Floods

Budget Group	Appeal Budget CHF
Water, Sanitation & Hygiene	3,500
Other Supplies & Services	45,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	48,501
Transport & Vehicle Costs	4,446
Logistics Services	3,050
Total LOGISTICS, TRANSPORT AND STORAGE	7,496
Volunteers	3,360
Total PERSONNEL	3,360
Travel	9,322
Office Costs	90
Total GENERAL EXPENDITURES	9,411
Programme and Supplementary Services Recovery	4,470
Total INDIRECT COSTS	4,470
TOTAL BUDGET	73,239

Contact information

For further information, specifically related to this plan of action, please contact:

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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.**
