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## DREF operation update Malaysia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n° MDRMY003</b>	<b>Glide n° <a href="#">FL-2017-000002-MYS</a></b>
<b>DREF update n° 1:</b> 5 May 2017	<b>Timeframe covered:</b> 10 February to 30 April 2017
<b>Operation start date:</b> 8 February 2017	<b>Operation end date:</b> 31 July 2017 ( <i>extended</i> )
<b>Overall operation budget:</b> CHF 73,239	<b>Operation timeframe:</b> 5.5 months ( <i>extended</i> )
<b>N° of people assisted:</b> Approximately 15,000 (3,000 families)	
<b>Host National Society:</b> 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.	

### A. Situation analysis

#### Description of the disaster

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. More than 23,000 people, mainly from smaller towns and villages in rural areas, had to leave their homes to the relief centres.

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. National Agency for Disaster Administration (NADMA) reported that the state of Johor suffered the brunt of rising waters, with more than 8,000 evacuees and one fatality. More information on the floods can be obtained from [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).

#### Summary of current response

##### Overview of Host National Society

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).



MRCS volunteers organize hygiene promotion sessions in Dewan Serbaguna Gugusan Felda Maokil, Mour, Johor.

(Photo: IFRC/RDRT)

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 more than 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 30 April, MRCS branches in Johor, Pahang and Terengganu had completed distributions and hygiene promotion.

### **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 support the disaster management department of MRCS in operational planning and 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 continues. In the immediate aftermath of the floods, the Singapore Red Cross provided a donation of SGD 20,000 to MRCS – on bilateral basis – and deployed two volunteers for peer-to-peer support.

### **Coordinating with the authorities**

As auxiliary to the public authorities, MRCS coordinates with and complements government bodies, especially NADMA. During the response phase, MRCS deployed boats to support search and rescue efforts alongside the government's Special Malaysia Disaster Assistance and Rescue Team (SMART).

### **Needs analysis**

The floods forced more than 23,000 people across the affected districts to leave their homes and seek temporary accommodation in relief centres. During the response phase, the public authorities, supported by local civil society organizations, provided a range of services including water and food, to affected people in relief centres. Families that stayed in evacuation centres for days needed immediate relief, including hygiene items. Furthermore, health and hygiene promotion was deemed essential, given the conditions in evacuation centres and post-flood risks.

In anticipation of more rains, emergency response actors, including MRCS, continued to monitor the evolving situation and readied response teams in the event of scaled up response. Fortunately, the subsequent rains did not cause a second cycle of flooding in the affected areas.

## **B. Operational strategy and plan**

### **Overall objective**

To support MRCS in ensuring that 3,000 families (approximately 15,000 people) affected by floods in the states of Johor, Pahang and Terengganu have received appropriate assistance in a timely, effective and efficient manner.

### **The strategy adopted**

To support MRCS in meeting the immediate needs of affected families, IFRC allocated CHF 73,239 from DREF on 10 February 2017, with focus on provision of hygiene kits and hygiene promotion. MRCS branches requested the release of 3,000 hygiene kits from prepositioned stocks, which were distributed to affected families in the states of Johor, Pahang and Terengganu. The last batch of distributions – to 1,000 families – were preceded by hygiene promotion sessions.

This update **extends the operation timeframe by two months, i.e. until 31 July 2017**. The extension is to allow MRCS to undertake a **review of the response** and organize a **'lessons learned workshop'** after the end of Ramadan. The update also **adjusts the budget** to make a provision for costs relating to the review and 'lessons learned workshop', which will double as a session for MRCS and IFRC to plan for the 2017 rainy season.

### **Operational support services**

#### **Human resources**

No new staff has been recruited for this operation. All activities are being implemented by the MRCS branches utilizing existing staff and volunteers, with support from NDRT members and monitoring by national headquarters.

The IFRC is providing technical support to MRCS over the course of the operation. One member of the Regional Disaster Response Team (RDRT) who is specialized in WASH was deployed to provide technical support to MRCS branches. In addition, a WASH technical staff of the IFRC APRO is complementing the technical support, with the Malaysia project coordinator leading overall operational planning and coordination with MRCS.

## Gender and diversity

In this operation, MRCS is ensuring that interventions are aligned with its own as well as the [IFRC Minimum standard commitments to gender and diversity](#) in emergency programming.

## Logistics and supply chain

Logistics activities aim to effectively manage the supply chain, including procurement, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

The MRCS headquarters team has sufficient capacity to support the operation with managing the supply chain and transportation needs. The team ensured that all hygiene kits released from the warehouse reached the affected states. Additional transportation needs have been covered by renting trucks and vehicles from the private sector.

Procurement of hygiene kits, to replace those released for distribution, had been done via the IFRC Regional Logistics Unit (RLU) in Kuala Lumpur. The RLU is also extending technical support to MRCS as needed.

## Communications

In the first weeks of the response, MRCS and IFRC communications teams worked closely in building public awareness around the operation. Two news stories were issued – the first on [5 January](#) and the second on [30 January](#). The MRCS communications team is using social media to communicate activities of the various branches.

## Security

There are no security issues reported thus far.

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

Following the issuance of this update, the next report will be the final report to be issued within three months after the end of the operation timeframe.

## Administration and Finance

The IFRC is supporting MRCS in ensuring that funds are available for the response as well guiding the National Society on procedures for justification of expenditures, including the review and validation of invoices. MRCS – which is on working advance system – has been supported for many years by the IFRC and is accustomed to these financial procedures.

## C. Detailed operational implementation



### Water, sanitation and hygiene promotion

Water, sanitation, and hygiene promotion			
Outcome 1: The immediate reduction in risk of waterborne and water related diseases in flood-affected communities	Outputs		of achievement
		Output 1.1: Essential hygiene items are provided to the target population	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.1.1. Release 3,000 hygiene kits from the main warehouse and transport them to affected states	X		100%
1.1.2. Distribute hygiene kits to 3,000 families in three affected states	X		100%

## Progress towards outcome

A total of 3,214 hygiene kits were released from the warehouse on 27 January and dispatched to the most affected states of Johor, Pahang and Terengganu based on requests from respective MRCS branches. Distribution had been completed. Only 3,000 hygiene kits are covered by the DREF allocation.

**Table 1: Hygiene kits distributed by MRCS**

State	Total no. distributed	No. covered by DREF
Johor	830	830
Pahang	1,544	1,420
Terengganu	840	750
<b>Total</b>	<b>3,214</b>	<b>3,000</b>

In addition to the hygiene kits, the DREF allocation covered the procurement of 4,000 tubes of toothpaste to replace those in 2,000 hygiene kits. This was done because toothpaste that was originally in the said hygiene kits was deemed to have a shorter-than-desired shelf life. As they were meant for replenishment – to be in stock potentially for months – it was necessary to have toothpaste with a recent date of manufacture.

Outcome 1: The immediate reduction in risk of waterborne and water related diseases in flood-affected communities	Outputs	% of achievement	
	<b>Output 1.2.</b> Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	99%	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.2.1. Mobilize volunteers and retrain them on distribution protocols and conducting hygiene promotion	X		100%
1.2.2. Reproduce information, education and communication (IEC) materials with hygiene messages	X		100%
1.2.3. Conduct hygiene promotion activities in target communities in collaboration with local health offices	X		100%

## Progress towards outcome

In preparation for rolling out hygiene promotion in target communities, a two-day training of MRCS volunteers – from Johor, Pahang and Terengganu branches – was held on 8 and 9 April. A total of 26 volunteers (10 female and 16 male) participated, of whom 11 were from Johor, 8 from Pahang and 7 from Terengganu. The two objectives of the training were to increase participants' understanding of hygiene promotion and to strengthen their facilitation skills. The training was facilitated by the RDRT member deployed and a WASH technical staff of the IFRC APRO.

Subsequently, the trained volunteers conducted hygiene promotion in target communities, reaching a total of 1,000 households. In addition to personal hygiene (including safe practices such as handwashing), other sessions included safe water handling, food hygiene, vector control (with focus on preventing dengue by keeping the environment free of potential mosquito breeding sites), solid waste management (highlighting the importance of disposing household waste properly), prevention of diarrhoea, and use of improved sanitation.



MRCS volunteers conduct hygiene promotion in Gelap, Maran District, Pahang. Photo: IFRC/RDRT

IEC materials with essential hygiene messages and tips – such as the 'F' diagram which shows how faecal material can be transmitted into a person's mouth through fingers, flies, fields, fluids and food – were reproduced and provided to the volunteers as teaching aids.



## Quality programming

Quality programming			
Outcome 2. Management of the operation is informed by a comprehensive monitoring system	Outputs		% of achievement
		Output 2.1. Monitoring information informs adjustment of the plan of action where appropriate.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
2.1.1 Deploy one Regional Disaster Response Team (RDRT) member for technical and monitoring support	X		100%
2.1.2 Ensure that any adjustments to initial plans are informed by continuous monitoring and through established feedback mechanisms	X		100%
2.1.3 Monitor and report on the distribution of hygiene kits and hygiene promotion activities	X		100%
2.1.4 Undertake post-assistance satisfaction surveys covering at least 10% of assisted households ( <i>new</i> )	X		0%
2.1.5 Undertake a review of the response to capture lessons ( <i>new</i> )	X		0%
2.1.6 Organize a 'lessons learned workshop' ( <i>new</i> )	X		0%
Progress towards outcome			
<p>One member of the RDRT, specialized in WASH, was deployed to support MRCS in implementation of the operation over a period of one month. The RDRT member has worked with MRCS branches and headquarters as well as the IFRC Malaysia project coordinator to monitor implementation.</p> <p>Over the coming weeks, in May, MRCS – with support of IFRC – will undertake post-assistance surveys to determine the level of satisfaction, among people reached, with the assistance provided. The survey will cover at least 10 per cent of the households assisted.</p> <p>Prior to the issuance of the final report, a local resource person will be engaged to undertake a review of the operation with the view of capturing lessons that will inform the design of future potential interventions. The review will be followed by a 'lessons learned workshop' which will double as a session for planning for the 2017 rainy season. The workshop will be held after in early July after the end of Ramadan. It is for this reason that this update is extending the operation timeframe by two months, i.e. until 31 July 2017.</p>			

## € Budget

This update **adjusts the operation budget** to make a provision for costs relating to a review and 'lessons learned workshop'. The overall budget figure has not changed. [<click here for the revised budget>](#)

## Reference documents



Click here for:

- [DREF EPoA](#)
- [Revised budget](#)

## Contact Information

**For further information specifically related to this operation 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.

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



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



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



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

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# DREF OPERATION

05/05/2017

MDRMY003 Malaysia: Floods

<b>Budget Group</b>	<b>DREF Grant Budget CHF</b>
Water, Sanitation & Hygiene	3,059
Other Supplies & Services	51,200
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>54,259</b>
Transport & Vehicle Costs	2,393
Logistics Services	2,315
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>4,708</b>
Volunteers	1,177
<b>Total PERSONNEL</b>	<b>1,177</b>
Consultants	2,000
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>2,000</b>
Workshops & Training	1,176
<b>Total WORKSHOP &amp; TRAINING</b>	<b>1,176</b>
Travel	5,365
Office Costs	82
<b>Total GENERAL EXPENDITURES</b>	<b>5,447</b>
Programme and Services Support Recovery	4,470
<b>Total INDIRECT COSTS</b>	<b>4,470</b>
<b>TOTAL BUDGET</b>	<b>73,237</b>