

# Emergency Plan of Action (EPoA) Indonesia: Volcanic Eruption

<b>DREF Operation; Operation n° MDRID012;</b>	<b>Glide n° <a href="#">VO-2017-000141-IDN</a></b>
<b>Date of issue: 27 September 2017</b>	<b>Date of disaster: Imminent</b>
<b>Operation manager: Melanie Ogle</b>	<b>Point of contact: Giorgio Ferrario</b>
<b>Operation start date: 18 September 2017</b>	<b>Expected timeframe: 1 month (26 October 2017)</b>
<b>Overall operation budget: CHF169,394</b>	
<b>Number of people affected: 63,000</b>	<b>Number of people to be assisted: 7,750</b>
<b>Host National Society presence:</b> Indonesian Red Cross Society – Palang Merah Indonesia (PMI) – has 34 provincial chapters and 474 district branches nationwide PMI has so far mobilized 50 volunteers as well as staff from chapter and branches for the response.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation (if available and relevant):</b> PMI works with the IFRC and ICRC as well as American Red Cross, Australian Red Cross and Japanese Red Cross Society in-country, all are supporting longer-term programmes	
<b>Other partner organizations actively involved in the operation:</b> Mainly national agencies are actively involved in the response. They include the National Search and Rescue Agency (BASARNAS), National Disaster Management Agency (BNPB), the Regional Disaster Management Agency (BPBD), Indonesian National Police (POLRI), Indonesian National Armed Forces (TNI) and local government agencies.	

## A. Situation analysis

### Description of the disaster

On 22 September 2017 at 20.30, Indonesian Authorities (PVMBG) increased the status of Mount Agung in Bali from Level Three (High Alert: Orange/Ready to erupt) to Level Four (Red alert/Danger), the highest level for a volcano and the third consecutive rise this week.

The volcano of 3,031-metres is located in the district of Karangasem, in the province of Bali, roughly 72 kilometres to the north-east of the popular tourist destination of Kuta.

According to the Department of Meteorology, Climate and Geophysics, there has been an increase in seismic activity at the mountain, indicating a greater probability of an eruption.

Residents or tourists have been evacuated from within 9km of the crater and within 12km to the north, north-east, south-east and south/south-west of the mountain.

As of 20:00 on 25 September, the National Disaster Management Agency (BNPB) evacuated more than 63,000 people from their homes, however the number keeps steadily rising. The evacuees are dispersed across 9 districts in more than 300 locations, with the majority of evacuees in Karangasem, Klungkung and Buleleng. More than 21,000 are in Karangasem, the 523 square kilometres district surrounding the volcano. The evacuees are staying in temporary shelters, sports centres, village halls as well as with relatives and host families.



PMI volunteers register evacuees in Selat District, where 10 families (37 people) were evacuated to safety.  
(Photo: PMI Denpasar Branch)

## Summary of the current response

### Overview of Host National Society

On 18 September 2017 at 22:30, the Indonesian Red Cross (PMI) Denpasar branch deployed to support the Karangasem Branch, when the status was raised to orange (high alert) by authorities.



Morning Briefing at the Posko Crisis Centre by PMI Bali Province for volunteers before field assessment.  
(Photo: PMI Bali Chapter)

PMI Bali has been active since 19 September 2017, having mobilised 20 volunteers, in coordination with PMI Karangasem. There was a limited number of volunteers available in Karangasem therefore volunteers were mobilised from neighbouring branches. On 19 and 20 September, PMI Bali's main activities were:

- In-house preparations and stock take
- Assisting the local disaster management authority (BPBD) to construct emergency shelter for evacuees in three locations
- Coordination with other stakeholders and NGOs
- Internal coordination with PMI branches around the affected locations and with PMI national headquarters.

On 20 September, PMI mobilized 20 volunteers who were involved in evacuating affected communities and raising awareness about the risks posed by the potential eruption

of Mount Agung. By 22 September, PMI increased the number of volunteers to around 30 people. PMI have set up an Emergency Operations Centre (EOC) at a local government building, now designated as the joint crisis centre, along with the National and Provincial Disaster Management Offices (BNPB and BPBD) and Regency Search and Research, Indonesia Arm Forces (TNI), Police, Department of Social Welfare and Department of Health. That evening, the alert was raised again from Orange to Red, the highest possible level.

### Overview of Red Cross Red Crescent Movement in country

PMI works with the IFRC and ICRC as well as American, Australian, Canadian and Japanese Red Cross Societies in-country. All these partners are coordinating with PMI on how and where they can provide support.

### Movement Coordination

The IFRC Country Cluster Support Team (CCST) in Jakarta is providing technical and coordination support to PMI and is also facilitating financial support to PMI. The CCST will consider further technical support around Health, WASH and Community Engagement and Accountability and more broadly into shelter and cash, depending on needs and as the situation develops.

### Overview of non-RCRC actors in country

PMI and the IFRC are coordinating with BNPB and the Ministry of Social Affairs (MOSA) to obtain more information on the evacuation of affected communities and the emerging needs. PMI Bali is based in the Joint Crisis Centre, which is a joint Emergency Operations Centre, housed in local government building. PMI is involved in coordination meetings, which are held daily at the Joint Crisis Centre. There is an interagency evaluation meeting every night and in the interagency briefing every morning. PMI is also represented in the national Logistic Cluster and Health Cluster. National and international non – government organisations and faith based groups, including Mercy Corps, CRS, Save the Children, World Vision, CARE and the Humanitarian Forum of Indonesia are planning to undertake joint assessments in the coming days.

## Needs analysis, beneficiary selection, risk assessment and scenario planning

PMI dispatched assessment teams on 24 September. While the data is still being collated and yet to be analysed, the immediate needs are evident. At risk communities need to be persuaded to leave their homes, livestock, and assets and be evacuated out of risk areas. PMI acknowledge there is a need to develop a communication plan, along with key messages, to persuade people to evacuate to safety.

Further assessments need to be undertaken to understand the needs of displaced families. This should include people staying in displacement camps but should also further examine the needs of those staying in spontaneous camps in vacant buildings or those staying with host families.

PMI has already identified five 'new' camps (that is, camps that have been newly created, not in existing buildings), which lack water and sanitation facilities. PMI Bali have identified that displaced families in these locations will need access to safe drinking and washing water, access to latrines, handwashing and bathing facilities and hygiene promotion. PMI see there is a need to monitor the behaviour in camps, particularly for Sexual and Gender Based Violence (SGBV).

Furthermore, PMI also acknowledges there will be a need within displaced communities to trace missing people (RFL) and psychosocial support for affected communities, who are feeling increasing stress by the evacuation and imminent disaster.

PMI will ensure that interventions are aligned with its own as well as IFRC's commitment to take into account gender and diversity, for example by targeting women-headed households, pregnant or lactating women, and men and boys made vulnerable, those belonging to the socially vulnerable households, and those who lack relevant resources to cope with basic needs on their own. These groups will be considered according to level of impact.



PMI volunteers assist a blind woman from her home in Yeh Malet and register her for evacuation  
(Photo: PMI Denpasar Branch)

### Risk Assessment

At this stage, the most significant risk is not evacuating at risk communities in time. PMI has developed their own risk management and contingency plan, which is reviewed and updated on a regular basis. PMI provides regular updates to PMI volunteers at the morning briefing.

## B. Operational strategy and plan

### Overall objective

This operation aims to assist 7,750 people (1,550 families) affected by the potential eruption of Mount Agung with preparedness and evacuation measures as well as response activities for people already evacuated and staying in formal or informal evacuation centres.

### Proposed strategy

The operation consists of support across the following sectors:

1. **Evacuation of at risk communities living on the slopes and surrounding areas of Mount Agung**, this includes the development of key messages and a communication campaign, the mobilisation of volunteers and the registration of IDPs, and providing tracing assistance as required;
2. **Ongoing assessments**, as the situation evolves, so will the needs. PMI will undertake continuous assessment and will use the analysis to refine the operational plan, ensuring that it continues to meet the needs of the most vulnerable people.
3. **Psychosocial support, health promotion and first aid**, PMI volunteers will complement the services provided by the Department of Health, ensuring that displaced people remain both in good health, both psychologically and physically.
4. **Water, sanitation and hygiene promotion**; interventions will focus on improving access to safe water, jerry cans for transportation and storage, the provision of emergency latrines in line with Sphere standards and hygiene promotion in order to reduce the risk of diseases (water and vector-borne and water-related), both at formal and informal camp sites;
5. **Shelter and settlements** assistance to support access to safer living conditions for affected families during the initial stage of the emergency, by the provision of tarpaulins and orientation on their use, and the dissemination of IEC materials. Rather than procuring and distributing non-food items, the operation plans to distribute small unconditional cash grants to cover personal needs. Markets are still functioning and people can procure hygiene and baby items.

### Operational support services

#### Human resources

To date, PMI Bali has deployed 115 volunteers and staff to undertake preparation activities. As the situation evolves, PMI Bali can expect additional support from PMI NHQ and surrounding branches and IFRC CCST. PMI Bali may call on support from IT, Logistics, Cash, Community Engagement and Accountability, Communications and Finance. PMI Bali can also draw on the regional resources of the IFRC, including for livelihoods and shelter. The operation can also call on RDRT experience from across the Asia Pacific Region.



## **Logistics and supply chain**

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

PMI's Infrastructure and Facility Bureau will lead on coordinating the supply of Non-Food Items and Fleet. Initially, stock will be mobilised in country and replenished locally, however PMI may request assistance from IFRC's Asia Pacific Operational Logistics, Procurement and Supply Chain Management (OLPSCM) department if required for international procurement.

PMI is planning at this stage to distribute small unconditional cash grants for basic needs, building on the experience and lessons learned from the 2016 Pidie Jaya Earthquake operation. Despite the imminent potential eruption, markets are still functioning close by the evacuation areas.

IFRC OLPSCM department in Kuala Lumpur will extend its technical support to PMI and IFRC CCST Jakarta office, as needed

## **Information technologies (IT)**

PMI Bali Chapter and Branches have all contributed IT and telecoms to the EOC. PMI Bali requested additional support to increase the number and type of office equipment in order to ensure that the EOC operates efficiently. The operation plan has made provision for the rental of office equipment, including laptops to allow for better capacity around data entry.

## **Communications**

PMI's communication team will assist the operation along with the IFRC's Communication Manager, if required. This team will support with news articles and social media updates. This team can also assist the operation with beneficiary communications, ensuring that volunteers are prepared to answer the questions and concerns of evacuating communities.

## **Security**

The National Society's security framework will apply throughout the duration of the operation to their staff and volunteers. The National Society will brief its personnel working in the field on the evolving situation and the relevant evacuation routes and processes to ensure they operate safely. Should personnel under IFRC security responsibility, including PNS and surge support be deployed to the area, the existing IFRC country security plan, including contingency plans for medical emergencies, relocation and critical incident management will apply. In this case, location specific safety and security assessments will be conducted. IFRC's Regional Security Coordinator is closely monitoring the situation and will provide advice as required.

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

PMI's Planning Bureau will provide support in terms of planning, monitoring and reporting on this operation. An end of operation, a lessons learned workshop is planned to bring together PMI Branches, Chapter, national headquarters and IFRC to look at the success and challenges of the operation and identify lessons learned for future operations.

## **Administration and Finance**

The IFRC provides the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to National Societies on procedures for justification of expenditures, including the review and validation of invoices. PMI has been working with IFRC for many years and is accustomed to these financial procedures. The IFRC finance and administration team in CCST Jakarta will provide support to the operation.

## C. DETAILED OPERATIONAL PLAN

PMI Bali is looking to cover the gaps not covered by other stakeholders, acknowledging that their role is not to replace government but to complement it. In the coming days, PMI will assist local authorities in evacuating at risk communities. PMI, with the support of IFRC, will develop and review key message in order to convince communities to leave their homes for safety. PMI has started the assessment of needs, and will modify the plan accordingly. The initial plan aims to provide access to basic needs such as water, jerry cans, sanitation, and hygiene promotion. The operation will also meet communities needs in health, including psychosocial support, first aid and health promotion. The operation will provide small unconditional cash grants in place of the distribution of non-food items; to meet immediate needs. The operation will also provide tarpaulins, ropes and fixings, for affected families who are not in IDP camps.

### Early warning & emergency response preparedness

**Needs analysis:** 63,000 people has been evacuated in from the surrounding areas of Mount Agung as of 20:00 on 25 September. At risk communities needed to be encouraged to evacuate the area, leaving their homes, livestock and assets to ensure their safety if the volcano erupts. PMI has been assisting authorities to evacuate at risk communities.

**Population to be assisted:** PMI will assist any at risk communities, with appropriate and persuasive messaging to ensure people are safely evacuated before Mount Agung erupts.

<b>Outcome 1:</b> At risk communities are prepared for the eruption of Mount Agung									
<b>Output 1.1</b> PMI support the timely evacuation of communities, in close collaboration with authorities									
Activities planned	Week	1	2	3	4	5	6	7	8
PMI supports timely and calm evacuation of local communities		X	X						
PMI develops and revises key messages to persuade communities to leave their homes for safety		X	X						

## Health

**Needs analysis:** The Ministry of Health is very strong in Indonesia and response is not anticipated at this initial stage of evacuation and assessment. However, PMI volunteers and staff will provide psychosocial support, emergency first aid and health promotion for displaced families as required. PMI Bali have a very capable Health Coordinator, who is engaged in the local health cluster and will feed back evolving health needs as they develop, and the EPOA will be adjusted accordingly.

**Population to be assisted:** Up to 7,750 people (1,550 families) in five displacement camps will be reached with a range of relevant health assistance.

<b>Outcome 2:</b> The immediate health needs of displaced people are met.									
<b>Output 2.1</b> Psychosocial needs of the affected populations are met									
Activities planned	Week	1	2	3	4	5	6	7	8
Conduct psychosocial support refresher for training) for PMI staff and volunteers		X	X						
Conduct psychosocial support activities in communities		X	X	X	X				
Conduct peer support sessions and organize 'rest and recreation' and team building activities for PMI staff and volunteers		X	X	X	X				
<b>Output 2.2</b> Target population is provided with first aid, and health information through health promotion and IEC									
Activities planned	Week	1	2	3	4	5	6	7	8
IEC material production		X							
Health awareness and first aid refresher training for volunteers		X							
Distribution and replenishment of masks		X	X	X					
Target population is provided with first aid where necessary and health promotion		X	X	X	X				

## Water, sanitation and hygiene

**Needs analysis:** Displaced people are dispersed in 238 evacuation spots across seven districts. Some families are taking shelter in stadium and vacant buildings. Thousands of people are staying in newly created camps, which lack access to safe water, sanitation facilities and bathing facilities. There are also hygiene risks, with living in close proximity.

**Population to be assisted:** The operation will target 2,667 people (533 families) with safe water according to Sphere minimum standards of 15 litres/per person/per day via water trucks. To complement this, PMI will distribute 200 water tanks to store the trucked water. PMI will also procure and distribute jerry cans (2 per family, one for water carrying and one for water storage). PMI will also provide sanitation facilities (133 emergency latrines) in camps and hygiene promotion in five communities, including educating on water borne and vector diseases.

<b>Outcome 3:</b> The immediate reduction in risk of waterborne and water-related diseases in targeted communities									
<b>Output 3.1</b> Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population.									
Activities planned	Week	1	2	3	4	5	6	7	8
PMI to deploy two water trucks to Bali for emergency response		X							
Procure and install water tanks for storage of safe water		X	X						
Distribute safe water to water tanks in displacement camps		X	X	X	X				
Distribute jerry cans		X	X						
<b>Output 3.2</b> Access to adequate sanitation facilities in displacement sites increased									
Activities planned	Week	1	2	3	4	5	6	7	8
Provide emergency latrines in displacement sites		X	X	X	X				
Provide handwashing facilities and soap		X	X	X	X				
<b>Outcome 4</b> Hygiene promotion activities which meet Sphere standards in terms of identification and use of hygiene items provided to target population									
<b>Output 4.1</b> Mobilize existing volunteers to participate in basic hygiene promotion activities									
Activities planned	Week	1	2	3	4	5	6	7	8
Mobilize existing volunteers to participate in basic hygiene promotion activities		X	X	X	X				
Undertake hygiene promotion activities alongside the provision of latrines		X	X	X	X				

## Shelter (including Household non-food items)

**Needs analysis:** Given the displacement and disruption of day-to-day activities, there is a need for the provision of non-food relief, however since the markets are fully operational in Bali, PMI will provide a cash transfer. There is also a need to distribute tarpaulins to families that are not staying in designated IDP camps. To date, PMI Bali have used their own 50 tarpaulins and PMI national headquarters are sending a further 1,500 tarpaulins. PMI are seeking to replenish this stock through this operation. In order to meet personal needs, and because markets are still functioning, PMI has decided to provide small unconditional cash grants of CHF 20 per family for 1,400 families, which can be used to meeting the specific needs of each family. PMI Bali already have two staff trained in CTP, but have not yet done CTP as part of an operational response.

**Population to be assisted:** Tarpaulins, ropes and fixings will be provided to people who are not in IDP camps. The distribution will be accompanied by orientation on the use of tarpaulins and fixing, and the dissemination of IEC materials to build an emergency shelter. At this stage, PMI is planning to distribute 1 tarpaulin per family for 1,550 families (up to 7,775 people). Up to 1,400 households (up to 7,000) will be reached with cash for non-food items.

<b>Outcome 5:</b> The immediate household, shelter and settlement needs of the target population are met									
<b>Output 5.1</b> Target populations are provided with emergency shelter materials									
Activities planned	Week	1	2	3	4	5	6	7	8
Transportation of tarpaulins from NHQ to Bali		X							
Procure rope and fixings locally and distribute with tarpaulins		X	X						
Orientation on the use of tarps and the dissemination of IEC materials		X	X						
Replenishment of 1550 tarpaulins				X	X				
<b>Output 5.2</b> Target populations are provided with cash grants for essential household non-food items									
Activities planned	Week	1	2	3	4	5	6	7	8
PMI sets up CTP process		X							
Train volunteers and staff on CTP		X	X						
Register beneficiaries and provides communication with affected communities on the CTP process			X						
PMI distributes unconditional cash grants			X						
Undertake post distribution monitoring				X	X				



## Restoring family links(RFL)

**Needs analysis:** PMI plan to provide RFL for missing people, if and as required.

**Population to be assisted:** RFL will be extended to people who are separated from their relatives and to families who are looking for missing family and friends.

**Outcome 6:** Family links are re-established and maintained between separated relatives

**Output 6.1** Families are supported to access appropriate means of communication to re-establish and maintain contact with their family members

Activities planned	Week	1	2	3	4	5	6	7	8
Prioritization of requests for RFL amongst vulnerable groups (e.g. children, elderly, persons with special needs)		X	X	X	X				
Receipt and distribution of messages to assist affected people with RFL		X	X	X	X				

## Quality programming / Areas common to all sectors

**Needs analysis:** PMI will continue to assess and adjust the response plan as needed. Data will continuously be analyzed to inform the response. A communications strategy to communicate with communities and messaging will also be development.

**Outcome 7:**

Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation

**Output 7.1**

Needs assessments are conducted and response plans updated according to findings

Activities planned	Week	1	2	3	4	5	6	7	8
Mobilize staff and volunteers for emergency evacuation and assessments		X	X	X	X				
Volunteers will monitor the situation (particularly in camps) for sexual- and gender-based violence and violence against children and report any cases to the authorities		X	X	X	X				
CEA visit to provide operational support on key messages and communication strategy		X							
Process data and analyse findings		X	X	X	X				
Ensure that any adjustments to initial plans are informed by continuous assessment of needs and monitoring of activities		X	X	X	X				
Conduct an end of action lessons learned workshop					X				

## Budget

### DREF OPERATION

27/09/2017

MDRID012

Indonesia: Volcanic Eruption

Budget Group	DREF Grant Budget CHF
Shelter - Relief	41,650
Water, Sanitation & Hygiene	16,281
Medical & First Aid	1,771
Teaching Materials	1,000
Utensils & Tools	5,330
Other Supplies & Services	6,000
Cash Disbursements	28,000
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>100,032</b>
Storage, Warehousing	763
Distribution & Monitoring	3,540
Transport & Vehicle Costs	5,842
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>10,145</b>
National Staff	797
National Society Staff	9,832
Volunteers	28,220
<b>Total PERSONNEL</b>	<b>38,848</b>
Workshops & Training	2,500
<b>Total WORKSHOP &amp; TRAINING</b>	<b>2,500</b>
Travel	1,374
Information & Public Relations	5,000
Office Costs	730
Communications	350
Financial Charges	76
<b>Total GENERAL EXPENDITURES</b>	<b>7,530</b>
Programme and Services Support Recovery	10,339
<b>Total INDIRECT COSTS</b>	<b>10,339</b>
<b>TOTAL BUDGET</b>	<b>169,394</b>
<b>NET EMERGENCY APPEAL NEEDS</b>	<b>169,394</b>

## Reference documents



Click here for:

- [DREF Budget](#)
- [Map](#)

## 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.



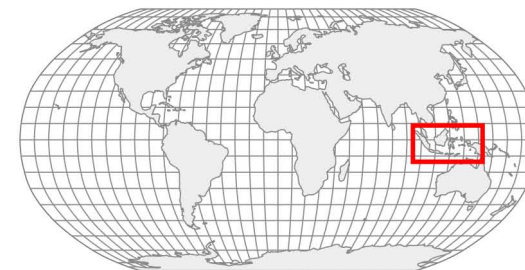
Enable **healthy**  
and **safe** living.



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

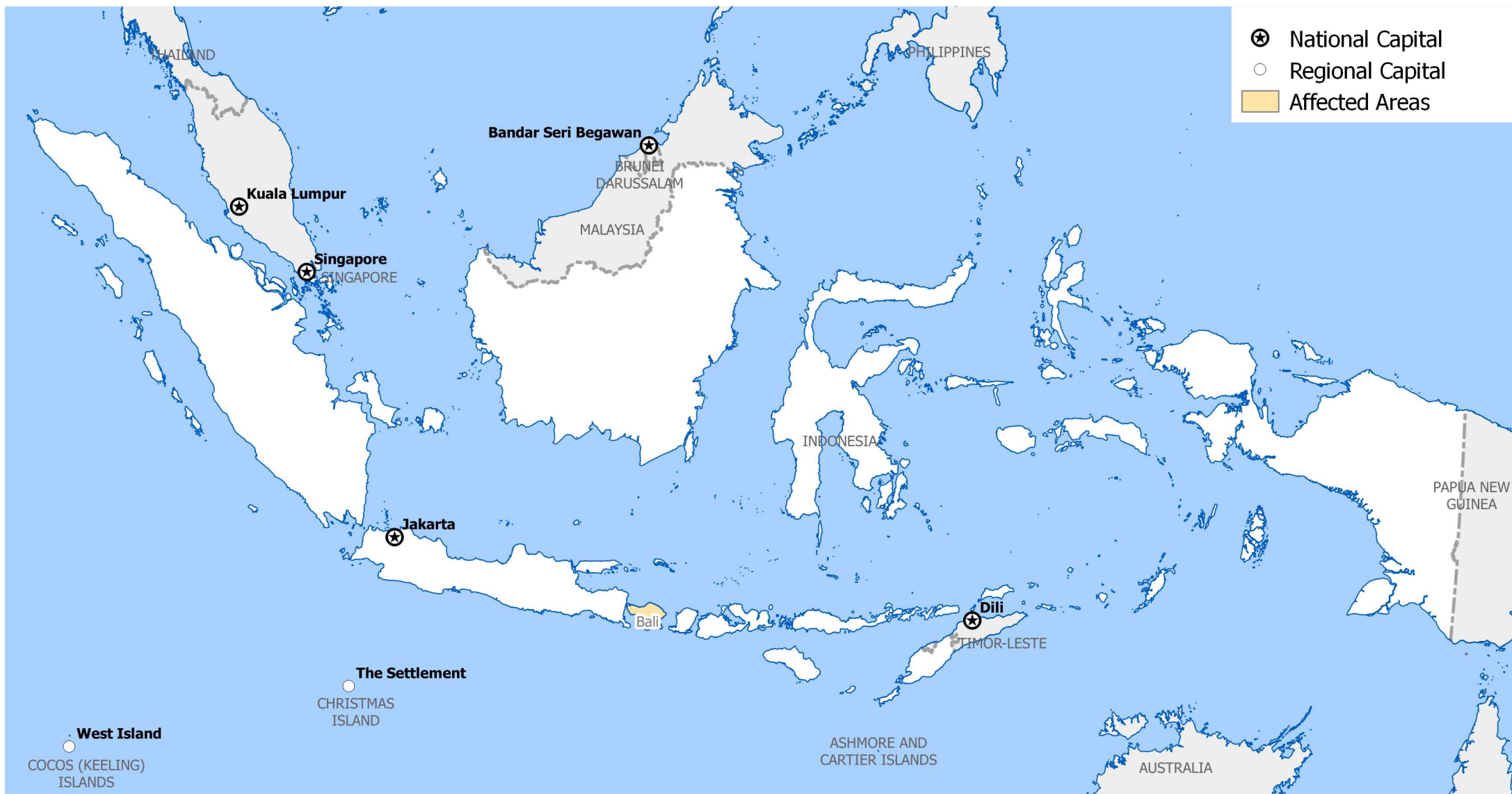


International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر



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