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DREF operation final report Malaysia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRMY003	Glide n° FL-2017-000002-MYS
Date of issue: 2 November 2017	Date of disaster: 23 January 2017
Operation start date: 8 February 2017	Operation end date: 31 July 2017
N° of people assisted: 15,000 (3,000 families)	Amount allocated from DREF: CHF 73,239
Host National Society presence: The Malaysian Red Crescent Society (MRCS) has 160 staff and 230,000 registered volunteers throughout Malaysia's 13 states and 3 federal territories, including Kelantan, Johor, Pahang and Terengganu which were covered by the DREF operation.	
Red Cross Red Crescent Movement partners involved in the operation: The operation was mainly supported by the International Federation Red Cross and Red Crescent Societies (IFRC). The Singapore Red Cross provided a donation of SGD 20,000, on bilateral basis, and deployed two volunteers for peer-to-peer support.	
Other partner organizations actively involved in the operation: The Malaysian public authorities at national and state levels led interventions to support flood-affected persons. In particular, the Civil Defence Department (JPAM), the National Agency for Disaster Administration (NADMA) and Special Malaysia Disaster Assistance and Rescue Team (SMART) played an active role. MERCY Malaysia, Muslim Care and various local civil society groups also responded.	

On behalf of the Malaysian Red Crescent Society, the International Federation of Red Cross and Red Crescent Societies would like to thank the Canadian Government for generous contribution to the replenishment of this disaster relief emergency fund (DREF). The unspent balance of CHF 3,088, which was as a result of cancellation of an earlier-planned review and lessons learned workshop, will be returned to the DREF pot.

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 established 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 a 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 the response

Overview of Host National Society

MRCS volunteers in branches throughout the affected areas responded. In this regard, the Kelantan branch of MRCS activated its preparedness plan 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 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 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 affected families, MRCS branches requested the release of 3,000 hygiene kits from prepositioned stocks. The hygiene kits were released on 27 January and distributions were completed by April. Distributions focused on relief centres and were accompanied with 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 supported the MRCS response.

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. Furthermore, 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 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 receive 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 been 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.

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.

Logistics and supply chain

Logistics activities aimed 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 supported the operation with managing the supply chain and transportation needs. The team ensured that all hygiene kits release from the warehouse reached the affected states. Additional transportation needs were covered by renting trucks and vehicles from the private sector.

Procurement of hygiene kits, to replace those released for distribution, were done via the IFRC Operational Logistics, Procurement and Supply Chain Management (LPSCM) unit in Kuala Lumpur. The LPSCM also extended 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 utilized social media to communicate activities of the various branches.

Security

There were no security issues reported during the response.

Planning, monitoring, evaluation, & reporting (PMER)

Post-distribution surveys were carried out with selected number of recipients after each HP session and hygiene kit distribution, in each of the States. Focus group discussions (FGDs) were used as the method to gather feedback, guided by a standard list of questions. The aim of the FGDs was to capture feedback from those who had received the hygiene items, and health and hygiene messages, and how MRCS can improve in their future emergency operations. Templates such as monitoring format and HP lesson plan were created as part of monitoring and evaluation of the DREF operation. The planned internal review and lessons learned workshop were not carried out, however a broader review will be undertaken during the first half of 2018 as part of the longer-term Operational Plan. The broader review will look at – among others – the appropriateness and relevance of providing in-kind assistance in the context of Malaysia.

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 (WASH)

Needs analysis: The floods forced more than 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.

People assisted: 3,000 families were targeted with hygiene kits, of which 1,000 families were to be reached with hygiene promotion by MRCS. Hygiene promotion for 2,000 families would be undertaken by other actors as part of a coordinated response and complementary interventions.

Outcome 1: The immediate reduction in risk of waterborne and water related diseases in flood-affected communities	Output		% of achievement
	Output 1.1: Essential hygiene items are provided to the target population	100%	
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%

Achievements

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 were completed by April. 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
Total	3,214	3,000



Registration of recipients of the hygiene items in the district of Maran, Pahang state
(Photo: IFRC/RDRT)



Distribution of hygiene items to the flood-affected villagers in the district of Besut, Terengganu state
(Photo: IFRC/RDRT)

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 the most recent date of manufacture.

Lessons learned

Based on the post-distribution surveys, there was a general appreciation of the hygiene items received but expressed that the selection of some of the distribution sites could be improved, taking into consideration the distance to be travelled by some of the recipients.

Outcome 1: The immediate reduction in risk of waterborne and water related diseases in flood-affected communities	Output		% of achievement
	Output 1.2. Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		100%
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%

Achievements

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. A further 81 volunteers were mobilized (31 from Terengganu, 30 from Johor and 20 from Pahang) to facilitate the HP sessions and to assist in

the distribution of hygiene kits at the designated distribution sites. The planning and selection of recipients were carried out in close consultation with the respective MRCS state branches and the relevant state-level government authorities.

Subsequently, the trained volunteers conducted hygiene promotion in target communities, reaching a total of 1,000 households (350 households each in Terengganu and Johor, and 300 households in Pahang). 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. The delivery of these messages was facilitated by using relevant information, education and communication (IEC) materials such as posters and leaflets, some of which were distributed to those present during the HP sessions. In addition to the above-mentioned topics, flood preparedness such as what to do before, during and after a flood was also covered during the HP sessions. Inclusion of this topic is in view of the frequency of the occurrence of floods in some of the states of Malaysia.



A HP session in-progress in Pahang state
(Photo: IFRC/RDRT)



Demonstration of proper handwashing technique at the distribution site in Johor state, including importance of handwashing in reducing diarrheal diseases (Photo: IFRC/RDRT)

Lessons learned

An extensive list of health and hygiene-related topics were shared with the flood-affected populations. At times, volunteers found it challenging to deliver these messages effectively within the timeframe of these sessions. Therefore, volunteers had to adapt to this situation by revising the content of these topics, focusing on some of the more critical ones.

The delivery of health and hygiene messages should be assisted with IEC materials that are more visual to ease understanding of the community members. Smaller groups of community members should also be formed for each session to ensure sufficient space for questions and clarifications by the teams of MRCS volunteers.



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	X		100%
2.1.5 Undertake a review of the response to capture lessons	Activity was deferred to longer-term plan		

2.1.6 Organize a 'lessons learned workshop'	Activity was deferred to longer-term plan
Achievements	
<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 APRO Malaysia project coordinator to monitor implementation. The RDRT member also worked with the IFRC APRO WASH technical staff particularly on the content of the HP session, and the necessary templates as part of monitoring and evaluating the HP activities under this DREF operation.</p>	
<p>After each round of distribution and HP session, post-assistance surveys were carried out with selected recipients to gather feedback on the items received and the HP topics delivered. Recipients in general felt that the topics covered during the HP sessions were beneficial particularly what they can do to better prepare for floods and practical information about health and hygiene.</p>	
<p>It was planned that a local resource person would 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 was to be followed by a 'lessons learned workshop' which would double as a session for planning for the 2017 rainy season. However, upon further consultation, it was determined that a broader review will be undertaken during the first half of 2018 as part of the longer-term Operational Plan. The broader review will look at – among others – the appropriateness and relevance of providing in-kind assistance in the context of Malaysia.</p>	

Reference documents



Click here for:

- [DREF EPoA](#)
- [Operations Update #1](#)

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to **inspire, encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



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



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



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

Disaster Response Financial Report

MDRMY003 - Malaysia - Floods

Timeframe: 09 Feb 17 to 31 Jul 17

Appeal Launch Date: 09 Feb 17

Final Report

Selected Parameters

Reporting Timeframe	2017/2-10	Programme	MDRMY003
Budget Timeframe	2017/2-7	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			73,238			73,238	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>			73,239			73,239	
C4. Other Income			73,239			73,239	
C. Total Income = SUM(C1..C4)			73,239			73,239	
D. Total Funding = B +C			73,239			73,239	

* 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			73,239			73,239	
E. Expenditure			-70,151			-70,151	
F. Closing Balance = (B + C + E)			3,088			3,088	

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Selected Parameters

Reporting Timeframe	2017/2-10	Programme	MDRMY003
Budget Timeframe	2017/2-7	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)				73,238			73,238	
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene	3,059			50,573		50,573	-47,514	
Other Supplies & Services	51,200						51,200	
Total Relief items, Construction, Sup	54,259			50,573		50,573	3,686	
Logistics, Transport & Storage								
Storage				170		170	-170	
Transport & Vehicles Costs	2,393			2,564		2,564	-171	
Logistics Services	2,315			3,493		3,493	-1,177	
Total Logistics, Transport & Storage	4,709			6,227		6,227	-1,519	
Personnel								
International Staff				584		584	-584	
Volunteers	1,177			1,221		1,221	-44	
Total Personnel	1,177			1,805		1,805	-628	
Consultants & Professional Fees								
Consultants	2,000						2,000	
Total Consultants & Professional Fees	2,000						2,000	
Workshops & Training								
Workshops & Training	1,176						1,176	
Total Workshops & Training	1,176						1,176	
General Expenditure								
Travel	5,365			7,410		7,410	-2,045	
Office Costs	82						82	
Financial Charges				-146		-146	146	
Total General Expenditure	5,447			7,264		7,264	-1,817	
Indirect Costs								
Programme & Services Support Recover	4,470			4,282		4,282	188	
Total Indirect Costs	4,470			4,282		4,282	188	
TOTAL EXPENDITURE (D)	73,238			70,151		70,151	3,087	
VARIANCE (C - D)				3,087		3,087		