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## Emergency Appeal Operation Update

### Indonesia: Lombok earthquakes



<b>Emergency appeal n°</b> MDRID013	<b>GLIDE n°</b> <a href="#">EQ-2018-000122-IDN</a> & <a href="#">EQ-2018-000127-IDN</a>
<b>EPoA update n° 1;</b> 17 August 2018	<b>Timeframe covered by this update:</b> 29 July to 15 August 2018
<b>Operation start date:</b> 29 July 2018	<b>Operation timeframe:</b> 18 months <b>End date:</b> 30 January 2020
<b>Overall operation budget:</b> CHF 8.9 million	<b>DREF amount allocated:</b> CHF 500,000 (CHF 211,569 in first allocation to respond to 29 July earthquake)
<b>N° of people being assisted:</b> 80,000 people (20,000 households)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Partners currently supporting the emergency appeal include Australian Red Cross, the Hong Kong branch of the Red Cross Society of China, Japanese Red Cross Society. Bilateral support to PMI includes American Red Cross, Singapore Red Cross Society and the Turkish Red Crescent, while other partners include the governments of Australia as well as private donors from Ireland.	
<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.	

*This emergency appeal was launched on 8 August, three days after the second earthquake struck Lombok. A third quake of magnitude 6.2 hit the island again on 9 August, resulting in further damages and reinforcing the trauma cause by the multiple quakes and aftershocks almost three weeks after the first quake shook the island on 29 July. While work on the emergency plan of action continue, this operation update is issued to inform of Indonesia Red Cross (PMI) response to date, supported by the International Federation of Red Cross and Red Crescent Societies (IFRC). The emergency plan of action will be issued by 24 August.*

## A. SITUATION ANALYSIS

### Description of the disaster

Two earthquakes struck Lombok island within a week, with the first taking place on 29 July and the second, 5 August. Both earthquakes affected five districts in West Nusa Tenggara Province: North Lombok, East Lombok, West Lombok, Central Lombok and Mataram, with North Lombok the hardest hit. A subsequent third quake shook the island again on 9 August, and aftershocks continue to this day. Information released by the National Disaster Management Authorities (nationally referred to as BNPB<sup>1</sup>) as of 14 August indicate 468 deaths, 7,773 injured and 352,736 people displaced.

BNPB, the local disaster management offices, the army, the police, the national search and rescue agency, the Ministries of Public Works, Health, Social Affairs, together with PMI, NGOs, volunteers and others continue to carry out emergency response and the West Nusa Tenggara (NTB) province extended the declaration of a state of emergency in the state to 25 August. As the earthquakes continue to be classified as a provincial-level disaster, the Government of Indonesia has not requested for international assistance to respond to the needs of the people of Lombok. Nevertheless, local actors and various other humanitarian actors present in Indonesia are supporting the response using in-country resources.

<sup>1</sup> <https://bnpb.go.id/en/indonesia-gempabumi-lombok>

## Summary of current response

### Overview of Host National Society

As a leading local humanitarian actor, and in pursuit of its mandate outlined in the Red Cross law, PMI continues to deliver humanitarian assistance to people affected by the multiple earthquakes. An Emergency Appeal was launched as a channel for PMI to receive support from the IFRC and its sister National Societies as well as act as a platform through which other National Societies may express solidarity with PMI, and the emergency plan of action will be issued by 24 August.

As of 15 August, PMI has mobilized a total of 239 staff and volunteers from its headquarters and nine provinces in the country to support the ongoing operation in Lombok. A total of 21 water trucks and 10 ambulances are currently providing services to affected communities at time of writing.

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

IFRC has a country cluster support team (CCST) for Indonesia and Timor Leste consisting of a head of office and technical capacities in disaster management, health, water, sanitation and hygiene, national society development (including PGI) and support services in finance, human resources and administration. Partner National Societies present include American Red Cross, Australian Red Cross and Japanese Red Cross Society. ICRC is also present in-country.

Information sharing and coordination meetings, usually led by PMI, have taken place since the first earthquake. A proactive approach will be maintained regarding engagement with the international media so that the Red Cross response is well-profiled and resource mobilization efforts are supported.

### Overview of non-RCRC actors in country

The IFRC is sharing information with the UN OCHA and the Humanitarian Country Team (HCT) while PMI is coordinating with national stakeholders, the National Disaster Management Agency (BNPB) and the Ministry of Social Affairs (MOSA) in particular for relief and shelter coordination, of which PMI/IFRC are co-chairs with MOSA, accordingly. PMI also attend national cluster coordination meetings where possible, and IFRC maintains contact and shares information with the ASEAN Coordinating Centre for Humanitarian Assistance (AHA Centre), of which PMI has an embedded member in the ASEAN emergency response and assessment team (ASEAN ERAT).

## Needs analysis and scenario planning

### Needs analysis

As further needs assessments continue hand in hand with the delivery of emergency relief, the escalating number of people displaced and widening gaps for clean water, shelter and food, among others, indicate a need for a scaled up and longer-term operation in place to support those affected by the disaster. A revision of the emergency appeal is likely in the coming weeks and months, taking into consideration the government stance for external material and human resources support at the moment and ongoing negotiations for access, while the operation timeframe of 18 months remains for now.

### Operation Risk Assessment

Further quakes or strong aftershocks remain the largest risk to date, followed by access and security of staff and volunteers if assistance continues to trickle in and communities begin to get frustrated. As a result, PMI operations, supported by IFRC, include a strong community engagement and accountability component to ensure clear and frequent communications to affected communities through appropriate mediums, as identified in a rapid CEA assessment, to ensure inclusion, engagement information sharing as well as reporting. Teams deployed are provided with regular security briefings as well.

## B. OPERATIONAL STRATEGY

### Proposed strategy

PMI continue to carry out needs assessments through the use of tools including ODK and KOBO for information management, further refining data collected through analysis of gender disaggregated data and feeding relevant information to the specific sectors for immediate, mid and longer-term assistance. Daily briefings with volunteer



Since the onset of the multiple disasters, PMI have been at the forefront of response, providing emergency relief through food and non-food items, medical care, water, sanitation and hygiene as well as emergency shelter items. A child carries an emergency hygiene kits distributed after rapid assessments took place in North Lombok.

*(Photo: PMI)*

coordinators in the morning and evening ensure regular updates and challenges or issues to be addressed as needed. A strong CEA component integrated from the start of the operation enables regular consultation and a feedback mechanism to PMI and IFRC to meet the needs on the ground.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People targeted: 80 000

Male: 37 600

Female: 42 400

#### Needs analysis and population to be assisted:

The two earthquakes are estimated to have affected nearly 600,000 people, leaving affected families staying in open areas or evacuation centres. There is a need for emergency shelter, longer term and more sustainable solutions.

#### Planned and ongoing activities include the following:

- Provide emergency shelter (tarpaulins and shelter toolkits, and basic awareness on their usage).
- Provide materials for repairing damaged houses and rebuilding those destroyed.
- Provide technical guidance (via skilled or un-skilled labour)
- Disseminate Build Back Safer messages on repair and reconstruction techniques.
- Rehabilitate damaged classrooms.
- Provide school items for students

#### Progress update:

As of 15 August, PMI have delivered 5,585 tarpaulins, 14,226 blankets and, 2,000 mattresses to affected community members in at least six main villages (each with six to 14 sub villages/ communities), with a concentration of support in North and East Lombok districts. Model emergency shelters constructed out of tarpaulins and bamboo are being constructed by volunteers in the villages, and community members are supported by the volunteers in constructing their emergency shelters in either the aforementioned emergency shelter design or as tents, based on the community members' preference and availability of materials. Unfortunately, these numbers were not tracked from the start of the operation.

PMI shelter experts are also already assessing the potential of providing transitional shelter immediately rather than progressing from emergency to transitional to permanent, depending on the conditions in the various affected areas.

Data is being refined further to calculate how many families have been reached through this activity.



### Livelihoods and basic needs

People targeted: 40 000

Male: 18 800

Female: 21 200

#### Needs analysis and population to be assisted:

Displaced households no longer have access to foodstuffs or may have lost all their belongings to the earthquakes. Trauma, injuries and severe damage to property will have impacted livelihoods. Households and communities need support to recover livelihoods with dignity.

#### Planned and ongoing activities include the following:

- Provide food assistance
- Provide unrestricted cash for meeting basic needs
- Provide cash or in-kind support to restart farming and income-generating activities

### **Progress update:**

PMI staff and volunteers, including its community-based action teams (CBAT) have provided at least 11,457 hot meals to community members as of 15 August. Data is being refined further to calculate how many families have been reached through this activity.

Two IFRC staff from the CCST were deployed on 14 August to support PMI in preparation for market assessments and a feasibility study on the potential use of restricted and unrestricted cash grants in either the emergency or early recovery phases of the operation.



## **Health**

**People targeted: 80 000**

Male: 37 600

Female: 42 400

### **Needs analysis and population to be assisted:**

Some survivors are displaying signs of trauma, with several apprehensive of going indoors for fear of aftershocks - there had been more than 200 aftershocks recorded within 24-hours after the first event alone. There is the need to provide psychosocial support in affected communities. Disruption of health services due to substantial impact on main health facilities at district and provincial level has caused the stretch of the capacity of intact health facilities. To ensure continued delivery of health interventions in severely affected areas, mobile health units with standardized medicine, paramedics and equipment in support of and coordination with district health authorities are needed. Furthermore, survivors who have sustained serious injuries need medical rehabilitation and physiotherapy.

### **Planned and ongoing activities include the following:**

- Provide emergency first aid and basic health care
- Undertake health education in schools and communities
- Provide psychosocial support in schools and communities
- Implement community-based disease prevention actions, including in schools

### **Progress update:**

PMI's emergency medical teams have provided immediate first aid or basic health care to 2,887 people to date. The teams have also delivered direct psychosocial support to at least 1,308 individuals, not including groups of children and community members reached through informal activities such as a game of football or catch with volunteers during breaks between cleaning and salvaging items from the rubble. A PMI volunteer who also happens to be a nationally known comedian also conducted shows for communities affected over the course of four days.



## **Water, sanitation and hygiene**

**People targeted: 80 000**

Male: 37 600

Female: 42 400

### **Needs analysis and population to be assisted:**

There is a need for safe water, where the public water supply system is damaged or destroyed, and hygiene kits and jerry cans alongside other non-food relief items.

### **Planned and ongoing activities include the following:**

- Provide safe water
- Provide water storage and hygiene kits
- Mobilize community members for clean-up campaigns
- Rehabilitate damaged water and sanitation facilities in schools and communities
- Facilitate hygiene promotion activities in schools and communities

### Progress update:

Since the first earthquake on 29 July, PMI deployed ten water trucks, each with a 5,000 litre capacity, to Lombok to provide safe water to affected communities. Since the second quake, the number of trucks deployed has been scaled up to 21, with 884,350 litres of water delivered to affected communities as of 15 August. Data is being refined further to calculate how many families have been reached through this activity. In addition, volunteers are also supporting affected communities in communal clean ups (locally referred to as *gotong-royong*).

IFRC deployed its senior WASH officer from the CCST on 12 August to support PMI in assessments especially focused on sanitation needs, identifying the gaps and to come up with a specific plan in coordination with the local authorities in the coming days.



## Protection, Gender and Inclusion

**People targeted: 80 000**

Male: 37 600

Female: 42 400

### Needs analysis and population to be assisted:

During disasters, affected people are made more vulnerable by housing and economic insecurity. Vulnerable population such as children, elderly, persons with disabilities and the sick are at higher risk of exploitation. There is a need to protect this population and incorporate their different needs into the programming.

### Planned and ongoing activities include the following:

- Follow up and provide technical support in compliance with IFRC minimum standard commitments to gender and diversity in emergency programming
- Support sectoral teams to ensure collection and analysis of sex-age disability-disaggregated data
- Support Sexual and Gender Based Violence (SGBV) reference system at local levels
- Provide hygiene and baby kits
- Establish and operate women/child friendly spaces
- Distribute solar lamps for lighting

### Progress update:

PMI have delivered 1,300 school kits, 2,645 hygiene kits and a small number of baby kits to affected households and continue to collect gender- and disability-disaggregated data in its assessments. Data is being refined further to calculate how many families have been reached through this activity.



## Migration

**People targeted: 80 000**

Male: 37 600

Female: 42 400

### Needs analysis and population to be assisted:

The two earthquakes are estimated to have affected nearly 600,000 people, leaving affected families staying in open areas or evacuation centres. The second earthquake damaged communication and power lines already weakened by the first tremblor, and unlike the first, happened in the evening when families and loved ones were mostly outside and/ or apart from each other. The impact of the second earthquake was also much stronger and had a larger impact, resulting in disrupted communication lines among locals and tourists alike on both Lombok and the outer islands. RFL activities will be carried out in close collaboration with ICRC where needed.

### Planned and ongoing activities include the following:

- Mobilize RFL-trained volunteers
- Implement RFL activities

**Progress update:**

RFL activities were not carried out after the first earthquake as rapid assessments then indicated that telecommunication lines were not damaged, and contact was still possible. However, the RFL teams were activated after the second, more damaging earthquake. However, information was not available to IFRC at time of reporting and will be reported in the next update.

**Disaster Risk Reduction****People targeted: 80 000**

Male: 37 600

Female: 42 400

**Needs analysis and population to be assisted:**

The potential risks highlighted by this earthquake highlights the need to ensure that community preparedness and risk reduction measures are implemented alongside relief and recovery interventions. As part of protecting and restoring community resilience to disasters, community-based disaster risk reduction (CBDRR) activities will be undertaken by having early warning early action agents to identify local risks, vulnerabilities and capacities to strengthen resilience of communities.

**Planned and ongoing activities include the following:**

- Disseminate widely the “Public awareness and public education for disaster risk reduction: Action-oriented key messages for households and schools” to those living in the affected areas
- Provide formal and informal DRR education at schools and engage teachers and students in raising public awareness of hazards and preventive measures
- Support target schools and communities on the identification, mitigation and reduction of disaster risk
- Train and equip community-based disaster response teams.

**Progress update:**

While no specific activities are being carried out under this sector at the moment, the underlying message of building back better and investing in risk reduction activities are integrated in all internal and external communications regarding PMI response to date and looking ahead.

**Communications****Progress update:**

- Since the first earthquake, PMI has communicated actively through the news media, website ([pmi.or.id](http://pmi.or.id)) and social media.
- IFRC communications Jakarta, Kuala Lumpur and surge have supported PMI to deal with extensive international media and partner National Society interest by developing key messages, issuing information including on social media, taking and distributing audio visual material, and conducting media trips to the field. On the evening of 5 August alone, IFRC Asia Pacific earned 90,000 impressions on Twitter from posts about the earthquake.
- Red Cross actions after the earthquakes were mentioned more than 4,900 times in media and social media from 5 to 13 August International media coverage has included live and recorded interviews with CNN, Al Jazeera, France 24, Washington Post, Voice of America and Euronews, and with the arrival of surge communications, [Finnish media](#).
- Items posted on IFRC channels include:
  - [Indonesia Lombok earthquakes: Tears of relief as first help reaches remote villages](#)
  - [In pictures: Survivors of Lombok earthquakes tell their stories](#)
  - [Lombok earthquakes: First aid family gets back up from Indonesia Red Cross](#)
  - [Indonesia: In wake of “exceptionally destructive” earthquake, Red Cross announces major recovery and rebuilding operation](#)

## Community engagement and accountability (CEA)

### Progress update:

- PMI has deployed CEA resources from Bali province and national headquarters to support the development of strategy and rollout of CEA within the operation.
- CEA assessments were held through interviews and focus group discussions with more than 250 affected people across Lombok to understand their preferred/trusted communication channels, information needs and decision-making process. The data is being analyzed. Preliminary findings indicate the top three communication channels are:
  1. Head of village.
  2. Mobile phone – call and SMS.
  3. Social media (Facebook) and the internet.
- In response to people's immediate information needs on tips to stay safe on dealing with the aftershocks, the use of clean water based on Sphere standards and information on what aid is available, PMI has developed a series of key messages disseminated through social media (Facebook and Twitter) and printed banners. The key messages are provided in Bahasa Indonesia and local language (Sasak).
- Some communities told IFRC they thought tsunami warnings were hoaxes designed to lure them away from livestock, motorbikes and other assets that could be stolen. Social media is being used to address these fears. CEA will develop a rumour tracking system.
- On social media, the Twitter hashtag #TanyaPMI has been promoted and used by people to communicate with PMI and ask for updates and information on how to help or donate and to inform PMI on unmet needs.
- PMI has established a telephone hotline number to channel feedback and concerns from survivors. In addition, PMI has distributed a printed feedback form. Mobile data collection using ODK is being established. CEA teams have provided orientation to sector leads on the feedback mechanisms.
- With IFRC support, PMI will negotiate with mobile network providers, Telkomsel (PMI has an MoU) and XL, to restore connections. IFRC has been working with Telecomms Sans Frontieres, who are present in Indonesia, to restore the connection in North Lombok.



As a part of their CEA action, PMI quickly issued a simple infographic with instructions on what to do in the event of an earthquake and circulated it via social media to raise awareness, together with the hashtag #tanyapmi which means ask PMI, enabling two-way communication with the public.

## Logistics and supply chain

### Progress update:

- Logistics activities aim to effectively manage the supply chain for the success of this operation. IFRC AP Operational Logistics, Procurement and Supply Chain Management (OLPSCM) has deployed surge logistics capacity to support PMI with logistics planning and establishing necessary logistics support set up to ensure effective and efficient logistics support, and to ensure activities are aligned with IFRC's logistics standards, processes and procedures.
- During the reporting period logistics delegate has been working closely with PMI logistics to try to get approval for tax free importation of the non-food items required to source internationally to meet operational needs and is still in progress.
- IFRC logistics are supporting PMI with assessments to identify warehouse sites both near Lombok airport as well as at the vicinity of affected areas.
- Meanwhile, IFRC AP OLSPCM, in close coordination with the field operation manager and field logistics, have been coordinating with international mobilization. IFRC Dubai office has received an offer from International Humanitarian City (IHC) for a slot for free air shipment from Dubai to transport 10,000 tarpaulins, 10,000 blankets and 2,000 shelter tool kits. However, due to limitations in import and customs exclusion being negotiated, this flight has been put on hold. As this is causing a delay with relief implementation, the PMI/IFRC action is to re-open the dialog with BNPB by IFRC senior management. In parallel, PMI will proceed with going through their normal channel of applying for a tax exemption (based on PMK70 – on social support rather than

emergencies). This process will take 1-3 months to complete and this would mainly serve for replenishment PMI stocks released for the relief operation so far.

- Local procurement – it has been agreed with PMI Head of Logistics to get in surge procurement support from APRO to support local procurement for the operation. The request has been communicated to the operations coordination and logistics teams. The deployment is for up to 30 days, depending on progress and needs.

## Reference documents



Click here for

- [Information Bulletin](#).
- [DREF](#)
- [Emergency Appeal](#)
- [Donor Response](#)

### 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 (NGOs) 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.**