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Emergency Plan of Action

Greece: Wildfires

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRGR003	Glide n° WF-2018-000123-GRC
Date of launch: 31 July 2018	Expected timeframe: 9 months Expected end date: 30 April 2019
Category allocated to the type of the disaster or crisis: Yellow	
Appeal budget: CHF 2,068,669	
Total number of people affected: 4,118	Number of people to be assisted: 7,100¹
Host National Society(ies) presence (n° of volunteers, staff, branches): Hellenic Red Cross with 258 volunteers and 84 staff ² from 10 branches and headquarter	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Spanish Red Cross	
Other partner organizations actively involved in the operation: , Civil Protection, Ministry of Infrastructure, Municipality of Rafina, Municipality of Megara, Municipality of Marathonas, international, national and local NGOs	

This **emergency plan of action** was developed jointly with the Hellenic Red Cross (HRC) with a current consolidated budget of CHF 2 million. Interventions under this plan include: Disaster Risk Reduction, Preparedness at Community Level, Health (incl. first aid and psychosocial support), Livelihoods and basic needs (cash based assistance), Protection, Gender and Inclusion (incl. Restoring Family Links) and National Society Development.

Further details on each of these interventions can be found in the [Detailed Operational Plan](#) section of this document. The consolidated budget for this Emergency Plan of Action currently stands at CHF 2 million which includes both multilateral contributions as well as bilateral contributions of the HRC.

The operational timeframe is anticipated to end by April 2019.

A. Situation analysis

Description of the disaster

Following a hot and windy spell, on Monday, 23 July, several wildfires broke out in forests and villages in Greece across the Attica region, primarily in the areas surrounding the capital of Athens. By 24 July noon, 14 fire outbreaks were reported. The two major outbreaks happened in the wider region of Attica. The first fire started on Monday in the Gerania mountains in the west of Attica, in the settlement of Kineta. Dense pine forest were burnt and flames reached house yards in several other nearby settlements. Soon after, fires started to break out in the regions of Rafina and Marathonas. The village of Mati has been the most affected, and has burnt down almost completely. Fires also broke out in several areas of northern Greece, and on some islands including Crete, however further away from residential areas with no casualties reported. Extinguishing the fire was very difficult due to the strong winds and the extreme difficulty of access to the areas.

Almost 94 percent of the cities in Rafina and Marathonas were affected by recent wildfires. On 25 July as the death and injured toll rose people responded by donating massive amounts of items in kind such as burn creams, dressings, medicines, biscuits etc. to Hellenic Red Cross (HRC) and other humanitarian actors. As of 7 August the death toll had reached 92 people³. Almost 200 persons were reported to be injured, many of which in critical condition. More than 3,000

¹ 4,118 is the estimated number of people directly exposed, whereas 7,100 is the total number that will be reached by all areas of intervention including community based DRR activities.

² These numbers reflect a cumulative daily presence of staff and volunteers in this response.

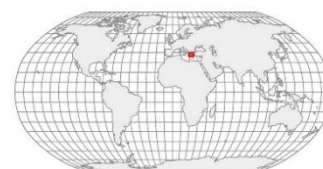
³ [In the 92 dead from the fire in Attica](#), 8 August 2018, DailyThess

houses and homes have been assessed in both Eastern and Western Attika and an estimate of 3,236⁴ homes withstood various degrees of damage and about one third of them (908 categorized as “red”) was assessed as irreparable.⁵ Apart from the human casualties there was heavy damage to the electricity and water networks, both of which were significantly disrupted. At time of writing, restoration works are still ongoing.

Housing needs of fire victims in Marathonas and Rafina were covered. In Nea Makri, people were accommodated in five summer camps of St. Andrew the Army Officer's Recreation Center and the Center for the Recreation of Air Force Officers, as well as in the Marathonas and Mati hotels. In Rafina the fire affected persons were hosted in hotels, homes of relatives and friends as well in newly built blocks of flats.

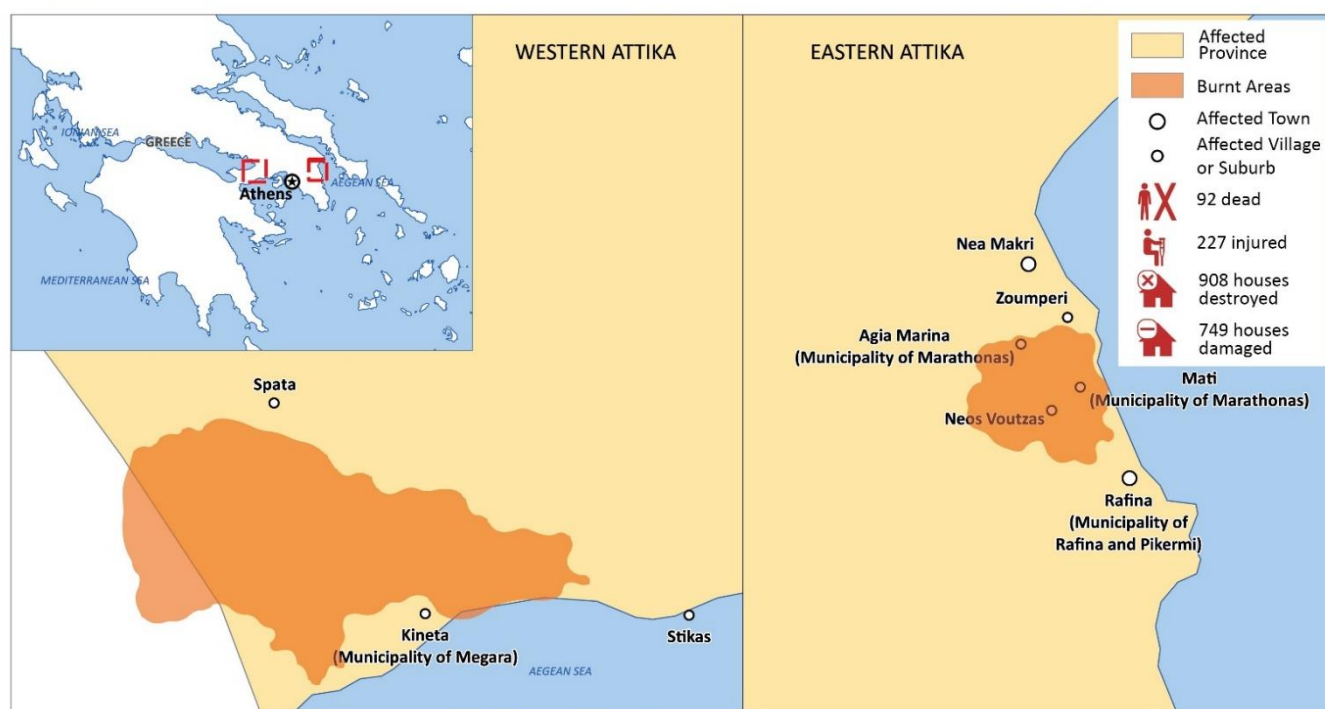
The borough of Nea Makri and the Municipality of Rafina operated points for distribution of relief donations (food, water, diapers, clothes etc) to the affected people. The in kind donations were reduced after several relevant announcements by both municipalities. Nevertheless, people continued to bring relief items. The Municipality of Nea Makri was also distributing daily hot meals to the affected population of both municipalities.

According to the General Secretary of Civil Protection, the fires constituted a worst-case scenario due to (1) the high-density forest in the affected areas, (2) strong winds, and (3) high temperatures. A state of emergency was declared, and assistance from the EU was requested due to the intensity and magnitude of this phenomenon. The Government of Greece began receiving submission of applications for the granting of an exceptional one-off aid in the form of an allowance, to natural persons and businesses affected by the fires on 23 and 24 July 2018. As of 6 August 2018, 2,569 applications have been filed⁶.



Greece, Forest Fires in Attika: Situation Update

August 2018



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: OCHA, OSM Contributors, EC JRC, General Secretariat for Civil Protection, Hellenic Red Cross Society, ICRC, IFRC.

Map of the fire-stricken areas in Rafina and Marathonas

⁴ [Damage assessment report](#), 27 July 2018, Ministry of Infrastructure, Transport and Networks

⁵ [Damage assessment report](#), 27 July 2018, Ministry of Infrastructure, Transport and Networks

⁶ [‘2,569 firefighting applications during the first six days of the procedures’](#), Ministry of Infrastructure, Transport and Networks

Summary of the current response

Overview of Host National Society

The Hellenic Red Cross (HRC), member of the International Movement of Red Cross and Red Crescent Societies, was established on 10 June 1877. It is the biggest humanitarian organization in Greece and according to its legal status, the HRC is a non-profit organization officially recognised by the Hellenic Republic, as a voluntary aid society, auxiliary to the public authorities in the humanitarian field. HRC's work is based on voluntary work and in order to achieve its humanitarian mandate, HRC collaborates with other entities, both governmental and private, using funding from national as well as from European resources.

The HRC has some 454 staff and over 10,000 volunteers with more than 80 branches throughout Greece. Currently, the National Society's assistance to the people affected by the fires is being provided mainly by the different divisions of the HRC headquarters (since there is no active branch in the area), including Nursing (health and care); the Samaritans (search, rescue and first aid, relief); Social Welfare (PSS, social welfare, shelter and relief distributions); and Tracing Services (Restoring Family Links).

In 2018, the HRC started to build a disaster response mechanism that would ensure that the National Society is better prepared to face the different possible disasters in Greece through improved coordination during response operations. The process started with HRC appointing a disaster management (DM) coordinator and recruiting a DM officer to work with the IFRC DM delegate in developing contingency plans (the plans for migration and floods have been completed aligned with the Civil Protection's hazard prioritisation), and standard operating procedures to clearly outline the necessary actions during the operation. Setting up and training of the three response teams was completed in July 2018: a National Disaster Response Team (response coordination body that can be deployed to the field as a whole or in a modular manner, based on the existing capacity and needs at the affected area), an Emergency Health Unit (team consisting of experienced nurses, doctors and volunteers that can deliver primary health care during and after emergencies) as well as an Emergency Psychosocial Support Unit (roster of experienced Psychosocial Support and Psychological First Aid practitioners that can be deployed to support the affected persons). Despite the fact that some of the SoPs as well as the formal approval of the DM unit (consisting of the DM Coordinator and DM Officer) and the response structure is still pending approval by the HRC Governing Board at the time of this emergency, the newly formed teams were able to respond in a coordinated way.

Red Cross Response

Launching the Appeal

- **23 July:** Several wildfires broke out in forests and villages across the country, primarily in the areas surrounding the capital of Athens. The HRC immediately started to provide first aid services to affected people in Rafina Municipality.
- **24 July:** The HRC National Disaster Response Team (NDRT) was deployed to Rafina and Nea Makri together with the Emergency Health Unit, the Emergency Psychosocial-Support Unit and the Mobile Health Unit. [Information bulletin No. 1](#) was issued.
- **25 July:** As the death toll rose, people responded by donating massive amounts of items in kind such as burn creams, burn dressings, medicines, biscuits etc. to HRC, Municipality of Rafina and Marathonas and other humanitarian actors. [Information bulletin No.2](#) was issued.
- **26 July:** The death toll reached 83 people and more than 187 persons was been reported to be injured, with many in critical condition. The HRC continued to provide first aid and other health related services, Psychological First Aid, Restoring Family Links (RFL) services as immediate response to the disaster. An earmarked bank account was also opened by Hellenic Red Cross.
- **31 July:** IFRC issued an [Emergency Appeal](#), based on request of HRC, for seeking 2 million Swiss francs on a preliminary basis to enable the IFRC to support the HRC for delivering assistance and support to approximately 7,100 people for nine months.

Mobilisation of the NDRT: As there is no existing HRC capacity in the two areas where the fires started (i.e. there is no HRC branch in the municipalities or in their vicinity), the National Society mobilised the National Disaster Response Team (NDRT) since the first day of the fires, initially for the assessment of the situation in the Gerania Mountains and in Rafina/Nea Makri and then to coordinate the operation in the field of Rafina and Nea Makri. The NDRT produced daily situational reports during its deployment and coordinated the implementation of services by the various teams: Emergency Health Unit (EHU), Emergency Psychosocial Support Unit (EPSSU), Samaritans (especially for First Aid and Search and Rescue) and Restoring Family Links (RFL). The team leaders of the NDRT participated in all coordination meetings in the affected municipalities (Rafina and Marathonas). By the 7th day of the response, the NDRT ceased its coordination role as HRC's EHU and EPSSU took over the coordination.

Relief: Due to the tragic nature of the event – this disaster was characterized as the third deadliest disaster, in terms of death toll in post-war Greece – substantial amounts of in-kind donations were given to HRC from the Greek community.



Most of it were distributed to affected cities in Municipality centres (especially Rafina); donated further to healthcare centres and hospitals or sent to other fire affected areas, for example some medicines and relief goods to the affected district of Glykia Zoi at Kinetta, belonging to the Megara Municipality, in which 14 houses were completely destroyed by the fires of western Attica.

Despite the relatively well-functioning supply chain scheme of HRC, they were not able to cope with this new situation, and the warehousing facilities as well as the whole supply-chain system became overwhelmed resulting in a temporary disorganised warehouse and incomplete lists of donations and distributions. HRC will improve its supply-chain systems and logistical infrastructure under this EA.


HRC opened an **earmarked bank account** to receive donations for the fire victims; and issued a press release which warned people from fake accounts and other organisations posing as the HRC, in order to protect the fire victims as well as HRC itself from financial 'exploitation' of private interest by misuse of the Red Cross name or distortion of public opinion. The press release warning was published by more than 100 Greek websites and media. Through this EA, a fundraising strategy will be developed to further build the preparedness of public donations.

The HRC **community engagement and accountability (CEA)** officer supported the HRC health team in designing brochures on 'Protection Measures after the Fires' that were disseminated to the communities. HRC's **cash transfer programme (CTP)** officer was also mobilized to the affected districts to conduct needs assessments and preparations for potential cash-based assistance.

The HRC has provided the following assistance to the affected population as of 5 August when the first immediate response phase ended:

Sectors	Service
 Health	<p align="center"><u>227 primary health care services consultations</u> (114 consultations provided to men, 104 to women and 9 to children)</p> <p><i>The emergency health unit (EHU) has been mobilised since the second day of the incident in order to provide health services to persons affected by the fire. There has been mobilization of a Mobile Unit in order to provide door to door services to those that are unable to reach the public health system.</i></p>
	<p align="center"><u>119 PSS Services</u> (56 services provided to men and 63 to female)</p> <p><i>HRC staff and volunteers have been deployed to provide PSS and PFA services to persons affected by the fires. Since the implementation of the mobile health unit they are also doing a door to door implementation of services.</i></p>
	<p align="center"><u>475 First Aid services⁷</u></p> <p><i>The Samaritans Division from Athens, Piraeus and Nea Smyrni branches were deployed since the first day of the fires. Field first aid posts were set up respectively according to the ongoing needs. 15 Search and Rescue patrols were also conducted in affected areas, in order to search for casualties, with a total of 480 volunteer hours provided by the Search and Rescue team; HRC lifeguards were also involved in underwater searches (at Kokkino limanaki). In total, 184 Samaritan volunteers were engaged in the operation.</i></p>
 Volunteer service	<p align="center"><u>258 volunteers</u></p> <p><i>Volunteers from all sectors have been deployed supporting services in Health, RFL etc. Most volunteers were from the Samaritan divisions with a total of 184 volunteers providing First Aid and Search & Rescue. 15 Search and Rescue patrols were conducted in affected areas, in order to search for casualties, with a total of 480 volunteer hours provided by the Search and Rescue team; HRC lifeguards were also involved in underwater searches (at Kokkino limanaki).</i></p>

⁷ A gender disaggregated breakdown of service provision was not monitored and tracked in the initial response

 <p>Restoring family links</p>	<p style="text-align: center;"><u>73 requests processed</u></p> <p><i>The RFL unit has mobilized two staff members and one volunteer who have been registering missing persons in the field. In total, 73 requests have been processed, 69 from Greece and 4 from abroad. They have also coordinated with the National Forensic Mechanism for Disasters which was activated by the state in order to process the missing persons files and assist in the identification process. ICRC provides technical and financial support to the Tracing Service of the HRC in the effort to help families find their missing relatives. ICRC also provides technical assistance to governmental forensic teams involved in the identification of dead bodies and has donated material equipment (such as personal protective equipment, body tags, and body bags) to forensic medical services.</i></p>
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HRC's capacity has been steadily increasing as a result of its extensive participation and coordination of assistance in the population movement response as well as other disasters. Therefore HRC with the support of IFRC has the relevant capacity to implement the interventions outlined in this plan.

Overview of Red Cross Red Crescent Movement in country

Since an Emergency Appeal was launched for Greece in 2015 to support the population movement response, the HRC has been supported by IFRC, ICRC and several Partner National Societies, out of which the Danish Red Cross (DRC) and Spanish Red Cross (SpRC) remain in country. IFRC continues to lead the coordination mechanism jointly with HRC among all Movement partners through bi-weekly Cooperation Management Group (CMG) meetings while the Spanish RC has the grant management lead for the ECHO-funded activities. IFRC takes an active role also in the Movement-wide technical working groups of community engagement and accountability (CEA) and Protection that are convening on a regular basis with participation of HRC, ICRC, IFRC, SpRC and DRC. The Protection WG is not only a coordination forum, but also a mechanism for joint advocacy initiatives.

HRC has been responding to the wildfire emergency since the early onset, supported by these same partners. IFRC is providing technical support for the coordination of the emergency, while Spanish Red Cross is supporting the Mobile Health Unit in addressing health-related needs. ICRC continues to provide some technical and financial support to the Tracing Service of the HRC in the effort to help families find their missing relatives. ICRC also provides technical assistance to governmental forensic teams involved in the identification of dead bodies and has donated material equipment (such as personal protective equipment, body tags, and body bags) to forensic medical services.

Overview of non-RCRC actors in country

The main governmental body for the disaster response is the **General Secretariat for Civil Protection** as a competent statutory body, given that tackling the problem of forest fires involves the coordinated action of many agencies and bodies. The fire brigade, police (Ministry of Citizen Protection – Ministry of Interior), the army (Ministry of Defense), Periphery & Municipalities, with involvement of the Ministry of Health & National Health Operations Centre (EKEPY), are the main institutional bodies for coordinating and responding to the disasters. At the local level the Ministry of Health operates local health centers that provide primary healthcare services. The Municipalities are also involved in the disaster response through the provision of technical means (water tank vehicles, construction and earth-work equipment) but also through their respective social support networks and facilities. The social intervention of the municipalities could include relief and food distributions, cash assistance and psychosocial support depending on the needs of the affected in every municipality. On 9 August, Prime Minister Alexis Tsipras presented a new plan for civil protection that will include the coordination of agencies and forces (among them the Hellenic Red Cross) and will take into account the climate change experienced in Greece relating to the fire emergency.

The governmental bodies' response include, since the beginning of the emergency, the reduction of the wildfires, search and rescue, provision of temporary shelter for those displaced by the fire, collection and distribution of food and non-food items, provision of health services, setting up the registry of affected persons, and damage and needs assessment. Moreover, the government is taking actions to speedily implement the relief measures for the affected citizens.

Other actors in the field supporting the response efforts of the Government, include the following:

- **Medecins Du Monde (MDM)** providing psychological support services at the Health Centre of Rafina and health services with a mobile unit
- **Médicins Sans Frontières (MSF)** operating in Nea Makri (mainly in the area of Mati) with health services through a mobile unit
- The **Smile of the Child** providing health services and supporting with PSS in the 5th summer camp of St. Andrew, which houses about 120 fire victims of the Municipality of Marathonas (Nea Makri)
- **Medical School of Athens** providing doctors for health services at the 5th summer camp of St. Andrew.
- The **Association for Regional Development and Medical Health (EPAPSY)** providing psychological and psychiatric support to those affected at the Nea Makri Health Center

- **Οργανισμός Προγνωστικών Αγώνων Ποδοσφαίρου Α.Ε. (OPAP Lottery Company)** covering feeding costs of guests in the 5th summer camp of St. Andrew
- The **Association of Midwives of Attica** offering counseling services to pregnant women and mothers of infants and supporting with baby milk delivery once a week
- The "**Pamamkaristos**" **Foundation** supporting PSS activities for children

HRC is in constant communication with local authorities and other actors in the field. Meetings with municipalities and NGOs are being held to coordinate the assessment of needs, mapping of the area and ensuring that complementary services are being provided.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

HRC has been responding to immediate needs since the fires broke out. The recent fires in Greece have resulted in:

- Direct loss of lives;
- Loss of relatives' lives;
- Missing persons;
- Heavy injuries and immediate health needs;
- Loss of properties (houses, restaurants, shops etc.) and consequent financial loss;
- Need for direct psychological support due to traumatic experience and post-disaster PSS management for disaster victims and communities in the vicinity.

One of the most urgent need identified is for **psychosocial support (PSS) services**. The fire has had a vast impact on the psychological wellbeing of the people affected, but also on entire communities in the affected areas. There is a need for provision of psychological first aid (PFA) to address the immediate effects of the fire, as well as psychosocial support moving forward. PSS activities should include support by mental health specialists to support the victims of the fires, their relatives and the broader community, with the identification of missing people also being a priority. Furthermore specialized PSS intervention will be provided to the volunteers exposed at the traumatic experience of finding dead people and PSS sessions will be provided to all the HRC volunteers involved in the operations. There is also a **need for support in health-related areas**, especially for those with chronic conditions that depend on regular check-ups and continuous timely treatment. Health problems are related to exposure to the wildfires, such as burns (from minor to severe), respiratory complications due to exposure to smoke, eye irritation as well as fear and stress. People with acute or chronic health problems include older people reluctant to leave their homes or being unable to do so due to mobility restrictions.

However, as the fires were put out and infrastructure slowly being restored, **needs for recovery** have been emerging, and HRC is looking to understand how to complement the actions provided by the government.⁸ Considering the necessity for a more detailed needs assessment, HRC staff is continuously in contact with stakeholders in the field to receive the latest information on the current situation, including updates on where evacuated people are located. Based on the information received from the municipalities of Rafina, Marathonas and Megara and on the initial assessment of HRC's National Disaster Response Team, as of now, the needs of people affected include both **short-term** (i.e. health, PSS) **and mid-term recovery**. The immediate needs include shelter for the people who have lost their primary residence. As the damaged site is a relatively small geographic area with mostly upper-class holiday homes, insurance policies are in place and support is currently being provided by the Government.

A balanced needs-based approach for recovery will be applied for the implementation of cash based assistance to affected people, taking into consideration the government's measures towards fire victims and avoiding overlaps. The needs of each affected household can vary depending on the level of the damage to their homes (repairable or completely damaged) or their livelihoods. In this case, a multipurpose cash grant was defined as the most suitable response modality to cover the diverse needs according to the beneficiaries' priorities and assist the affected households in their self-recovery. The Red Cross cash assistance will help the selected households in their early recovery by covering basic needs, needs for household equipment and recurring cost for three months supporting their self-recovery.

In view of the above context of the direct, as well as indirect effect to a 12,600sq/km area population, there was also a collective call – further reinforced by the media – for a new disaster risk reduction context with preparedness and mitigation measures at a national level to support those populations (direct affect: vulnerable through cash; indirect affect: residents of the area and overall population in the country) on awareness with DRR awareness training and campaigns. **Community disaster preparedness** efforts, with a more proactive approach from the communities can prevent similar situations in the future in the area and also elsewhere in Greece.

⁸ A new law to compensate the victims was passed on 26 July in the Greek Parliament and it has been reported that the fund has at least 40 million Euros to be paid out to cover losses.

This emergency response has allowed the HRC to utilise their recently enhanced disaster response mechanism. Starting with a Preparedness for the Response (PER) self-assessment, the National Society has been developing several actions during 2018 to strengthen their emergency coordination and operations. The actions have included developing of emergency structures, contingency planning, training of emergency response team and others. These measures have allowed staff and volunteers of the HRC to provide better assistance to those in need. Along with actions such as continuous disaster preparedness training, enhancing the response capacity of branches, a PER post-operational analysis will be conducted to monitor the progress so far and adjust the preparedness for response plan of action.

An added value to the above is given evenmore since, Greek PM Mr. Alexis Tsipras announced on the 9/08 the establishment of a National Emergency Management Service.⁹ The new service will replace the General Secretariat for Civil Protection. This service will be independent and will be subordinated directly to the Ministry of the Interior. As the Prime Minister (PM) mentioned, the Head of the new National Agency will be a person of high experience, operational capacity and scientific competence. In the structure of the service and at its highest level, a permanent Scientific Council is formed and operates by representatives of all the country's scientific research institutes and structures involved in the field of natural disasters. In addition, **the PM identified the important role and contribution of the Hellenic Red Cross in his announcement and highly ranked HRC next to the Fire Brigade and the port authorities as a considerable member for this National Emergency Management Service. The HRC President accepted this honorary invitation of the PM with a related press release.**¹⁰

Selection of target population

The target population to be reached are people who are directly and indirectly affected by the fires in municipalities of Rafina, Marathonas and Megara. Besides recognizing the **direct victims of fire** (those which had death losses, property losses, health issues and in need from in kind donations to PFA and PSS services), it is imperative to also identify the indirect victims (such as those who lost their livelihoods). On that note, HRC participated in related coordination meetings (starting with the ones held at the Municipality of Rafina) in order to fully understand both types of existing needs to respond as well as on any recovery plans on the way. The Red Cross approach is to prioritize families and individuals who are the most vulnerable, or who have not received any assistance to address particular vulnerabilities.

A reliable source of reference for HRC on identifying vulnerable groups is the draft legal Act of government published in National Gazette on the 26 July¹¹ in support to fire victims; an Act which provides an extended list of victims' categorization and identification of related vulnerabilities. The HRC **cash team** is coordinating directly with social welfare office of Municipality of Rafina, Marathona and Megara in order for HRC to receive the official registry of the affected populations. The application process for the financial aid of EUR 5,000 from the Ministry of Infrastructure is continuing. Altogether, 2,500 applications have been filed in the three affected municipalities of Rafina, Marathon (Nea Makri) and Megara (Kinetta). The entitled beneficiaries are the owners of houses which have been marked in yellow and red condition depending on the level of damage. Applications from 557 families, which were affected by the fires have been submitted to the Municipality of Rafina for emergency financial assistance of EUR 586, to cover for immediate living needs. Also the application process for the additional financial support from Municipalities of EUR 5,850 for household appliances has begun.

The area of intervention for **health and PSS** is being coordinated with other actors. The Ministry of Health/EKEPY divided the affected areas into different neighborhood zones and assigned them to the different actors. The HRC was requested to remain in Kokkino Limanaki – Rafina, one of the most affected areas. In that respect, the HRC's Nursing Division is in constant and direct interaction with the people affected, continuously assessing the present and future needs for health related services. The EPSSU provided PFA in the first period after the disaster until 5 August. From 6 August until 20 September, PSS (case management) will be provided once a week through visits at home - to identified cases based on respective referrals received by the Health Mobile Unit as well as other actors. According to the needs assessment, if necessary, the PSS visits to identified cases will be increased (more days weekly) or decreased.

In summary, government legal act and measures, municipality feedback, participation in related coordination meetings as well as direct assessments still on the field remain the main source of HRC targeting approach to the vulnerable population. This is combined with close media monitoring of the HRC Communications Office on the current trends on the needs of affected people.

Scenario planning

⁹ 'Tsipiras: A National Emergency Management Service is Established', 9 August 2018, TV without borders

¹⁰ 'The EES to the new Managing Authority. Emergency Needs', Hellenic Red Cross

¹¹ Government Gazette A 138 / 26.7.2018

Based on the information available so far, three scenarios can be established in order to facilitate operational planning:

Best case scenario

The state provide recovery and emergency services (cash compensation for destroyed houses and loss of lives, tax exemptions, housing repairs, psychosocial support, health services etc). The emergency appeal covers the beneficiaries' needs through livelihoods, health, PSS and community-based disaster risk reduction activities for nine months, and there are mechanisms in place for the HRC to coordinate with local authorities, other humanitarian agencies, and partners to respond effectively to the emergency.

Most likely scenario

Provision of state assistance may have some delays (based on the previous experience from disasters in Greece) due to bureaucratic delays and the required time to clean the area from debris and reconstruct the infrastructure. This may end up in medium term humanitarian needs that require the emergency appeal not only to support livelihood activities for covering basic needs of affected families, but also looking more into the early recovery activities and rebuilding social infrastructures for the use of affected communities.

Worst case scenario

The continuing heat wave causes additional fires and more people are exposed and require humanitarian support. High humanitarian needs, coordination mechanisms and recovery needs requiring a revised emergency appeal to support relief and early recovery activities for affected households.

Operation Risk Assessment

Adhering to the principle of 'do no harm' is fundamental to how the Red Cross Red Crescent Movement approaches any intervention. Below are some potential risks, assumptions and constraints identified and described. Some of these can be planned for and mitigation actions adopted, while others are still evolving and the impact upon implementation of the revised plan of action is yet unknown.

Risks during implementation:

- **Health and Safety of Red Cross staff:** There has not yet been a complete removal of debris and hazardous substances from the field, many houses may still have damaged or exposed power network cables, and connected appliances may also be malfunctioning and there could be a hazard. All trained staff and volunteers operating in the area have received proper basic training and have been informed that work in damaged buildings (Yellow or Red marked) should only be performed upon great necessity and always with protective equipment and safety methods as there could be a case of falling debris. The emergency field-deployed units of EHU and EPPSU (staff and/or volunteers) will be issued with special uniforms and equipment, suitable for field work. Working hours will be modified so that no works will be performed in the affected areas, especially in the areas where there is no public lighting, after sunset due to lack of safe lighting conditions. On windy days when the atmosphere in the affected areas have a higher concentration of asbestos dust and ashes, staff and volunteers will avoid working long hours and always have the minimum breathing and eye protection equipment on (goggles, conical dust mask etc.).
- **Access/ Road Network:** The road network in the affected areas (especially in Mati) is very small and narrow, and transportation with large vehicles should not be considered as a first choice. When in an area with narrow roads, vehicle drivers will always have a contingency route of exit planned as well as an auxiliary one.
- **Security:** There have been reports of looting, and arrests have been made by the police. Red Cross staff and volunteers will be made aware on appropriate Red Cross emblem usage when doing field visits/works. (Red Cross staff and volunteers to also be made aware on any possible negative repercussions when using the emblems.)
- **Re-ignition of fire:** As Greece is still in the period of substantial risk of fires, all personnel will be ready to evacuate the field area with short notice in the event of a fire, always thinking proactively towards the relevant actions they need to take in order to be safe. Red Cross staff and volunteers will be trained on standard safety and evacuation measures.

For all of the above risks listed, Red Cross staff and volunteers will be briefed on SoPs in emergencies as well as staff safety procedures.

Risks for Programme Management, National Society Development and Support Services:

- **Potential duplication:** Every action made by the local and national authorities as well as from other actors are closely monitored and followed by appropriate coordination in order to avoid duplication of services, and to identify gaps where RC services should be prioritized.

- Difficulties to identify planned number of households: Cooperation continue to work closely with local authorities' social services at municipal level based on assessments, discussions and agreements. If necessary, revise the number of targeted households or extend the geographic area in order to keep to vulnerability criteria set up.
- Changes in Civil Protection policies: Maintain a good relationship with national civil protection authority as well as local services (Fire Department, Emergency Medical Services, Police, etc.) Maintain Red Cross's unique role and mandate: Advocate the role of the Red Cross with authorities at all levels to confirm the contribution of HRC. Endeavour to establish agreements between HRC and authorities.
- Security of petty cash; risk of loss or theft at field whenever cash payments are needed. The actions taken to mitigate include prioritisation for payments through bank, minimize the level of cash transported/ handled by one unique person, and declare immediately security incident report for thefts or loss.

B. Operational strategy

A main priority at this time is to understand the full scope of the disaster; therefore, **continuation of detailed assessments is essential**. The plan is to have a comprehensive approach, including addressing the immediate needs and early recovery of people directly affected by fires, but also those who are indirectly affected. Based on the assessments so far, currently the overall objective is to **support the needs of 7,100 people** of the most vulnerable affected communities with appropriate immediate and medium-term assistance in a timely, effective, and efficient manner. The aim is also to help people recover from the impact of the fires and increase their resilience to future emergencies. Therefore this plan will encompass mainly the following sectors: **Health, Livelihoods and Disaster Risk Reduction** with integrated elements of **protection, gender and inclusion and community engagement**. However, more specific activities are currently being designed. In the short term, information materials will be prepared with a detailed description of the services provided by the Hellenic Red Cross. Protection services are mainly offered through **Restoring Family Link** services, addressing people in search of their missing relatives.

These sectors of interventions will complement one another, to provide a holistic approach in assisting the affected population:

1. **Cash-based assistance**: The main focus of operations will be on providing those who have been directly or indirectly affected by the fires with cash-based assistance to support their **early recovery**. This appeal aims to support 600 affected families with cash assistance, providing multi-purpose cash grants through bank transfers to cover basic needs and recurring costs, to help people recover and reduce the sense of insecurity. As part of the ongoing assessments, market access will be checked and selection criteria will be defined and developed based on social and economic indicators, taking into consideration the Government's current assistance plan to the people affected.
2. **Health**: The proposed areas of intervention in the **short term** are health (mainly first aid at the initial stage, primary health care services and psychosocial support services). In the **mid-term**, activities will focus on early recovery and preparedness activities, which will include the delivery of integrated community-based training activities (stage I), incorporating First Aid, PFA and RFL modules, targeting people residing in districts of the affected municipalities. **Psychosocial support** will also be provided in the mid term, depending on the needs. More concretely PSS (case management) will be provided once a week in the frame of visits at home, to identified cases, after respective referrals received by the Health Mobile Unit or other actors. According to the needs assessment if necessary the PSS visits to identified cases will be increased (more days weekly), or decreased as well as extended after September 20th.
3. **Disaster Risk Reduction**: Following the severe impact of the fires, HRC will carry out activities to support vulnerable communities to better prepare for possible disasters, as the recent events (e.g. flash floods on 26 July which occurred a few days after the fires) have shown the need for an **increased focus on preparedness** to avoid future tragedies. This intervention focuses on a community-based approach to risk mitigation and preparedness to ensure that communities at risk can have more tools and knowledge to cope with possible disasters. Continuous building of HRC's capacity disaster response mechanism is a significant step to deliver on this outcome which is covered further under Strategy for Implementation.
4. Underpinning these interventions will be the capacity building of HRC's systems, as well as staff and volunteers to increase HRC's efficacy and accountability in delivering assistance to the affected people. Capacity building efforts will include upgrading of systems, in particular improvement of monitoring, tracking and reporting on inventories and relief items, as well as training of HRC staff and volunteers and establishment of relevant SOPs and procedures.

C. Detailed Operational Plan



Livelihoods and basic needs

People targeted: 600 households (approx. 1,800 people)

Male: 900

Female: 900

Requirements (CHF): 1,112,110

Needs analysis: Cash Transfer Programming (CTP) has been identified by the NDRT assessment as a suitable response option to assist affected population on their early recovery. The recent NDRT training included a CTP component, which helped the team to be prepared, easily briefed and include in their assessment and direct observation information regarding the local market and community preference.

Based on the NDRT feedback, general assessment and direct observation in the affected areas, the local market despite the shock of the disaster is open and functioning and basic household items are available. In addition, all affected areas are located in close proximity to Athens or other urban areas where all kinds of household equipment can be found. Online purchases and delivery services are also available and common in order to assist beneficiaries who may have difficulties accessing the market on their own transportation means (i.e. private cars destroyed by the fire). People already have bank accounts and no obstacles exist from the Government to transfer cash.

The needs of each affected household can be very different depending on the level of the damage (repairable or completely damaged). A multipurpose cash grant was defined as the most suitable to cover those needs according to the beneficiaries' priorities and assist the affected households in their self-recovery. Those needs include household equipment such as electric appliances, beds, mattresses, bed linen, kitchen sets, restoration works to get connected to the power and water supply system, etc. Those items and services are available in the market in a variety of quality and prices. The Red Cross cash programme can cover part of those needs with an acceptable quality.

Population to be assisted: The programme will target 600 households directly or indirectly affected by the recent disaster in East and West Attica. The total amount to be transferred will be EUR 1,500 (approx. CHF 1,730) per household in a period of three months, based on an analysis prepared by HRC cash team. The objective is to assist the selected households (especially the most vulnerable such as the elderly, single headed families, family size above 5, etc) with multipurpose cash grants in order to cover basic needs and mitigate the sense of insecurity and contribute to early recovery. The calculation of the amount is based on the basic needs of a household that has been utterly or partially destroyed taking into consideration the cash assistance and benefits announced by the Greek Government. As part of the designing of the programme it is proposed that the split of the cash assistance of EUR 1,500 per household will consist of a higher amount as a first tranche (50%+) followed by two even tranches as follows: EUR 800 (450+350), EUR 350, EUR 350. The first tranche will include an amount of EUR 450 to help the beneficiaries replace household equipment and items that was destroyed by the fire (appliances, utensils, cooking items/kitchen sets, bed linen, clothing etc.); EUR 350 will help the beneficiaries supplement to their basic needs such as food, medicines, bills, rent, and other recurring cost to mitigate the sense of insecurity that follows the disaster. The second and the third tranches of EUR 350 will follow the same logic of helping the selected households to their own recovery by covering recurring cost.

There are a number of measures announced for the recovery of the affected areas covering cash assistance for basic needs, construction works, tax relief measures, provisions for those who lost family members, etc. The Red Cross cash assistance will supplement in particular the following measures announced by the State: a) a one-off EUR 586,94 through the affected municipalities for basic needs, b) a one off EUR 5,000 for electric appliances and reconstruction works; c) one-off payment of two extra monthly pensions as a top up for the pensioners directly affected by the fire; and d) for those who were indirectly affected, employees and workers who are suspended from work due to the

disaster, by registering them to the unemployment allowance of approx. EUR 360 per month (depending on the family size) and by granting a lump sum of 45 days of the unemployment allowance equal to approx. EUR 650 as one-off payment. The HRC participates in the coordination meetings organized by the Prefecture of Attica at the municipality level and follows up on the priorities set by the Government to the different sectors. Discussions at a higher level are expected in the following weeks with the involvement of the HRC Leadership to ensure better coordination with the Government for the Red Cross CTP programme.¹²

The **selection of beneficiaries** will be based on criteria to ensure Red Cross allocates cash assistance to the most vulnerable households. The criteria will be set by the HRC CTP team and will combine context-specific and social welfare criteria (such as households with elderly, disabilities, low-income etc.). The HRC cash team will work closely with the social services of the affected municipalities and other involved services, aiming at identifying the most vulnerable among those directly or indirectly affected by the disaster. The HRC is working closely with the authorities in order to be able to access necessary information. The registration process will follow the selection of the beneficiaries who will be included to the programme. The registration and the implementation of all relevant activities will be organized and carried out by the HRC CTP team. Three registration teams will be set-up and respective registration points will be organized at the three affected municipalities to assist the selected households with their registration. Exit surveys by sampling will be conducted at the end of the registration process by the CEA team.

An **information package** including a brief description, the purpose of the programme and Questions & Answers will be part of the preparation of the registration teams (HRC staff and volunteers). Additionally, a description of the programme and Questions & Answers will also be shared with the beneficiaries following guidance and inputs by the CEA team.

A **help desk** will be set-up in each respective municipality to assist beneficiaries through provision of proper information about the programme, objectives and selection criteria. The help desk will be maintained during the registration and for as long as it is necessary. The HRC will also make accessible a CTP hotline for information as well as feedback and complaints. CEA will be integrated in each stage of the design of this programme to ensure good quality throughout (briefing of the help desk and hotline staff, inputs and guidance on the information material).

As soon as the beneficiaries' list is ready, the CTP will work on preparing the payment files and the encashment plan, which will be internally shared with the team and relevant sectors such as Finance, CEA, etc. HRC Finance will conduct bank transfers through the existing HRC e-banking system directly to beneficiaries' bank accounts.

Post Distribution Monitoring will be also conducted based on a sample, using questionnaires to measure impact of the programme and beneficiaries' satisfaction.

Furthermore, the CTP programme will give the opportunity to the HRC to use its funding scheme for emergencies to channel funds raised domestically and internationally directly to its beneficiaries.

P&B Output Code	Livelihoods and basic needs Outcome 3: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	600 households able to cover basic needs, mitigate insecurity and self recover									
	Livelihoods and basic needs Output 3.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs	600 selected households supported with multipurpose cash grants (to cover basic needs, mitigate insecurity, support self-recovery)									
	Activities planned Month	1	2	3	4	5	6	7	8	9	

¹² [Complete set of measures for fire victims unveiled by the government](#), Greek News Agenda.

AP081	Distribution of multipurpose cash grants (conduct bank transfers in 3 tranches)								
AP081	Prepare and conduct Post Distribution Monitoring activities		Prepare PDMS		PDM after tranche 1 payment		PDM after tranche 3 payment		
AP081	Reconciliation (cross check beneficiaries list/bank transfers)								
AP081	Conduct a lessons learnt workshop								
AP081	Final Report								



Health

People targeted: 400¹³

Male: 200

Female: 200

Requirements (CHF): 90,720

Needs analysis: Needs for health services include issues related to exposure to the wildfires, such as burns (from minor to severe), respiratory complications due to prolonged exposure to smoke, eye inflammation and other conditions. Additionally, another expected difficulty is that some people have lost their means of transportation, which could prevent them from accessing health services (e.g. for people with chronic diseases). There is a need to have mobile medical units present, which can deliver primary health care directly to the affected areas.

- **First aid:** A number of people who lived at the mostly affected districts and had survived the fire sustained injuries and minor burns which were in need of first aid (FA). Samaritans provided FA within a few hours after the fire occurred and continued to do so through 24 hours shifts at various posts, like the Rafina Municipality area, the Sports hall of Rafina (where people were sheltered the first two nights following the fire) and the Sports hall of Nea Makri (where all relief donations were collected and distributed). The FA services were provided for six days since the onset of the fires (from Monday to Sunday) and was no longer needed thereafter.
- **Mobile Health Unit:** Due to the fires on 23 July, there had been people with health problems caused by the exposure to the wildfires (burns, injuries, respiratory problems and eye inflammations). The medical team of the Emergency Health Unit treated these people who were coming to the Municipality hall for information and support. After assessing the situation and getting referrals from various parties - the Municipality, field workers of other agencies, as well as from the people who were being treated - of people with acute health problems in need of medical services but refusing to leave their homes, the Emergency Health Unit started providing mobile health services through home visits. Through ongoing assessment, it was identified that also people with chronic problems, eg diabetes, asthma, hypertension and disability, were in need of health services at home, as people were in an emotional numbness and their normal rhythm of living was affected, consequently affecting their behaviour towards their own health needs (disrupted medicine supply and intake; food supply and irregular scheduling of mealtimes) which led to an unregulated health condition (unbalanced sugar levels, worsening of asthma, development of ulcers). As the mobile unit is already committed elsewhere, this led to the need to involve the HRC's "Nursing at home" services for sustainability.

¹³ The number of people targeted for the health intervention is at least 400 with possible overlapping of services. A breakdown of each sub-sector will be further established in the M&E plan.



Protection, Gender and Inclusion¹⁴

People targeted: 400 (300 with general protection targeting HRC staff and volunteers, 100 with RFL targeting affected communities)

Male: 200

Female: 200

Requirements (CHF): 9,650

Needs analysis: The primary protection concern is the high number of missing people, and people who are trying to find their relatives. People from inside and outside Greece are continually reaching out to report on missing people. Restoring family link (RFL) is an essential component in the short term – in the long-term, there is a need for RFL preparedness activities. In general, specific protection activities will be needed for both the community and the disaster responders to ensure that the different needs of the most vulnerable groups will be considered early on in preparedness and response phase.

Additionally, the protection mainstreaming, which is proposed through Protection capacity development in terms of systems and trainings for staff and volunteers, is crucial to this response as elderly, very young children and people with chronic illnesses have been amongst the affected population. By training all volunteers and personnel to be able to identify and understand the different needs of vulnerable groups (i.e. elderly, young children), correct prioritization and appropriate response will be achieved. Lastly, all activities will be informed by the protection principles, based on the idea that proper understanding the different needs of the vulnerable groups saves lives in emergencies. As a protection measure, NS staff and volunteers will also be provided with training on RC code of conduct.


Population to be assisted: The RFL team will follow up with all requests to locate missing people received from people in the affected areas, individuals living outside Greece who have established contact with RFL services as well as from various national societies. Volunteers and Staff will be targeted for capacity building and ensuring protection principles are informing everyone's actions. This will include the uniformity around the Code of Conduct/ Child Safeguarding Policy.

P&B Output Code	Inclusion and Protection Outcome 6.1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs									
	Inclusion and Protection Output 6.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.									
	Activities planned Month	1	2	3	4	5	6	7	8	9
AP031	Conduct an assessment of specific needs of the affected population based on criteria selected from the minimum standard commitments on gender and diversity									
AP031	Establish a system to ensure NS staff and volunteers have signed and understood the Code of Conduct and the Child Safeguarding Policy.									
AP031	Support different sectors on upholding minimum standards of the new European general data protection regulation (GDPR)									

¹⁴ This area of focus is a merge of what previously was Social Inclusion and Culture of Non-violence and peace. It is under development, so for now it represents the physical merge of three existing relevant outputs.

AP031	Conduct basic ½ day training with NS staff and volunteers of Protection, Gender and Inclusion in Emergencies (standalone or part of DRR trainings).									
AP031	Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated data									
AP031	Support NS to establish protocols for safe and ethical way to respond to protection concerns (abuse and others) based on recognised good practices and national referral pathways.									

P&B Output Code	Inclusion and Protection Outcome 1: Restoring family links¹⁵	Please include an indicator from the Key Data Sheet with a target								
	Inclusion and Protection Output 1.1: Assess and identify needs Output 1.2: Providing RFL services	# of requests received								
	Activities planned Month	1	2	3	4	5	6	7	8	9
ICRC funding	Get in touch with regional ICRC Delegation									
ICRC funding	Registration of missing and putting monitoring system in place (both in field and in the office)									
ICRC funding	Streamlining communication through the tracing services									
ICRC funding	Visits to hospitals and to the forensic authorities									
ICRC funding	Dealing with requests from abroad									
ICRC funding	Following up in cooperation with authorities									
ICRC funding	Ensure mobility of RFL services (transportation etc).									



Disaster Risk Reduction

People targeted¹⁶: 4,500

Male: 2,250

Female: 2,250

Requirements (CHF): 63,400

Needs analysis: Recent experience shows that Greece is frequently faced with small- to medium-scale disasters such as floods, forest fires and earthquakes. The recent wildfires in East and West Attica have affected thousands of households, resulting in great livelihoods insecurities among affected populations. Loss of lives, destroyed houses and family businesses, and loss of livelihoods have created insecurity and post-traumatic stress, which are difficult to overcome. In addition, this has led to negative impact to

¹⁵ Outcome and output invented as no standard RFL output for non-migration related services was found. This portion is funded by ICRC

¹⁶ Reference to the guidance on counting people targeted guidance

the environment in terms of pollution, deforestation etc. Communities affected by the wildfires continue to be at risk of fire-related disasters – mostly due to factors like the weather conditions during the summer season, density and type of forest coverage (pines mostly, highly flammable species of tree when dry), topography and urban setting. The potential risks highlighted by these wildfires indicate a need to ensure that community preparedness and risk reduction measures are implemented alongside relief and recovery interventions. Therefore, community-based disaster risk reduction (CBDRR) activities are necessary to ensure that communities at risk are better prepared to face and reduce the impact of future disasters in areas that are prone to natural disasters.

Implementation: Helping families to be aware of the hazards they are facing, and the potential vulnerabilities that can lead to significant impacts in potential future disasters will allow them to plan and be more prepared. As part of establishing community resilience to disasters, CBDRR activities will be undertaken aiming at helping communities to identify vulnerabilities and capacities to strengthen the resilience of families and promoting preparedness and disaster planning. For the better implementation of this the HRC will develop and carry out a **community-based training package** with an integrated DRR scheme. The package will involve two stages of training: Stage 1 (for the individual), which will include elements from RFL, Community First Aid and PFA (please refer to the health section). Stage 2 of these community based trainings (for families), will involve training on family disaster plans (the development of such a training package for families will be part of the budgeted activities). This training package will be rolled out for the families of the affected municipalities to guide them in the development of their family disaster plan with the necessary information (e.g. emergency contact information, official information sources, existing risk, safe zones, family evacuation plan, etc) to better prepare for a disaster.

The HRC will also develop a **disaster risk reduction-focused communication campaign**; material with key information on how to be prepared for different hazards will be developed and shared through social media, local authorities of the affected areas and printed material to be distributed while delivering other services to the affected persons. For fire, messages will also include prevention measures. HRC may also consider environmental activities such as tree plantation, but more internal discussions is needed internally as well as with municipalities before any concrete activities can be developed.

HRC staff and volunteers from the nursing, social welfare and Samaritans will also be provided training and refresher on PFA, RFL and FA to enhance confidence and preparedness level when it comes to emergencies.

Population to be assisted: The targeted population to be assisted are communities in settlements of affected areas in eastern and western Attica region (4 settlements at Marathon, 3 settlements in Rafina and 3 settlements at the municipality of Megara). The disaster risk reduction-focused communication campaign mainly targets the communities affected by the fires, but, through social media, it also seeks to reach other areas with similar vulnerabilities and risk conditions. Since there are no active Red Cross branches in the affected areas, the activities will be assisted through HRC HQ staff and Athens-based volunteers.

P&B Output Code	DRR Outcome 1.1: Communities in high risk areas are prepared for and able to respond to disaster	Community preparedness plans in place									
	DRR Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.	# people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks # of people reached through RCRC programmes for DRR and community resilience (excluding public awareness and education campaign)									
	Activities planned Month	1	2	3	4	5	6	7	8	9	
AP001	Development/Adaptation of training packages for family/community response plans										
AP001	Training in family/community response plans										

Strategies for Implementation Requirements (CHF 666,533)

IFRC is committed to supporting the HRC in the following areas in order to deliver on the Areas of Focus outlined in this plan.

Volunteer Management

The volunteers in HRC do not currently have an insurance policy, although some volunteers directly involved in the Migration EA were covered¹⁷. This EA will contribute to sign up all 5,500 active HRC volunteers (1,900-2,000 Samaritans, 1,550 Social Welfare, 1,900-2,000 Nursing and ca 50 Tracing Divisions) in Greece for the IFRC insurance scheme for the period until December 2018, after which HRC will have found another funding modality and take over the responsibility of covering this cost in 2019 and onwards. Volunteers from all four divisions (as per above) will also be trained in FA, PFA and RFL and joint volunteer policies will be prepared.

Communication

In order to improve HRC's visibility, credibility and standing in the general public, the development of a comprehensive and accessible website is critical with a capacity for digital giving. Additionally a documentary film is currently being produced to "tell the story" of the affected people and their relation with the HRC and will be one of the mechanisms contributing to social change and raise awareness about the importance of disaster preparedness and prevention. A fundraising strategy and policy (including digital media) will further be drafted to be better prepared for similar emergencies. A volunteer resource will be used for fundraising and awareness raising campaign implementation.

Disaster Preparedness

As Greece is frequently faced with various disasters, HRC aims to continuously ramp up efforts to be better prepared to respond to similar, and other disasters nationwide. The preparedness initiatives will include the:

- Development of HRC's Disaster Management Policy that frames the National Society's mandate, and
- Continuation of the Disaster Response Planning through the development of contingency plans (based on collaboration with the General Secretariat of Civil Protection on the main identified risks, for which there will be contingency plans for floods, fires and earthquakes).

Supply Chain

Within the framework of this appeal and related to the relief distributions of donated items conducted during the fires, IFRC aims to support HRC in improving the following components of the supply chain:

- Expansion of the storage space which helps in receiving goods, proper stock management and transportation of the items¹⁸;
- Upgrading of the warehousing systems to better track and report on items;
- Standardization of the relief items according to the technical specifications;
- Development of training material on warehousing systems and stock management;
- Training of the HRC warehouse staff on logistics and warehouse management;
- Technical assistance (including training) that is required will be provided in coordination between country office, regional office Europe and LPSCM department.

Community Engagement and Accountability

Community engagement and accountability (CEA) helps to put communities affected by the disaster at the centre of Red Cross actions by integrating communication and participation throughout the operation. CEA ensures that the affected community receives potentially life-saving information in a timely manner, that negative behaviours

¹⁷ For Migration EA, lists of names of volunteers engaged in that operation was provided. This modality will not be possible to implement in this more integrated response.

¹⁸ At the time of this emergency, HRC was in the process of closing the large warehouse used during the Migration EA and move remaining items to the smaller Central Warehouse.

identified by the community are addressed in a participatory manner, and that their concerns are communicated and addressed. The collected feedback from the beneficiaries and the community will be used in the terms of advocacy and improving our delivery services. In this emergency appeal, the focus of CEA is based on a cross-cutting approach, meaning that CEA will be part of all sectors and programmes, as this seems more effective than having stand-alone activities. However, based on future discussion with communities, some stand-alone CEA activities might be considered. For health, focus on information provision, e.g. leaflets have been designed with input from the CEA focal person on how to mitigate health risks in the aftermath of the fire when dealing with the cleaning activities. For PSS, efforts will be put to include a space for feedback collection in the templates/forms, to ensure that feedback is documented adequately and can be systematically addressed. For CTP, CEA will support the operation of the help desk and conduction of PDMs.

Planning, Monitoring, Evaluation and Reporting

There is currently a gap within the HRC in terms of PMER that needs to be filled. IFRC will continue advocating for a dedicated PMER person in HRC, as the current response has shown that this is a clear need. IFRC PMER focal point will continue to further capitalize and reinforce HRC's learning experience and adoption of PMER practices. On spot support and individual coaching and mentoring is being provided to HRC key people. A final evaluation will be conducted at the end of the emergency appeal.

P&B Output Code	Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform	100% of volunteers are protected through training, development, and institutionalized mechanisms.								
	Output S1.4: National Societies have effective and motivated volunteers who are protected	5550 of HRC volunteers insured 100% of volunteers aware of individual roles and risks of operation 100% of volunteers accessed psychosocial support when needed								
	Activities planned Month	1	2	3	4	5	6	7	8	9
AP040	Ensure that volunteers are insured									
AP040	Provide complete briefings on volunteers' roles and the risks they face*									
AP040	Refer volunteers to psychosocial support service where needed*									
AP040	Ensure volunteers are aware of their rights and responsibilities*									
AP040	Ensure volunteers' safety and wellbeing* ¹⁹									
P&B Output Code	Output S1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened	100 of volunteers and 45 staff trained 3 Contingency Plans developed 1 Disaster Management Policy developed 5 RFL kits/backpacks ready to be mobilised 1 RFL box, 1 RFL mobile unit establish								
	Activities planned Month	1	2	3	4	5	6	7	8	9
AP002	Development of a Hellenic Red Cross Disaster Management Policy									
AP002	Development of three regional contingency plans for fire hazards									
AP002	Training for BDRTs for three Branches of the Hellenic Red Cross									
AP002	Emergency Assessment training for HRC staff and volunteers									
AP002	Preparedness for the Effective Response (PER) Post Operation Evaluation									

¹⁹ All activities marked * does not have a specific output code because these activities will be integrated across all programmes in their respective training sessions.

Budget

Please click [here](#) to see the budget of the Emergency Appeal.

Reference documents



Click for:

- [Information Bulletin No. 1](#)
- [Information Bulletin No. 2](#)
- [IFRC Press Release](#)

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**.

EMERGENCY APPEAL

MDRGR003 GREECE WILDFIRES

Budget Group		Budget		
		Multilateral Response	Bilateral Response	Appeal Budget CHF
500	Shelter - Relief	0		0
501	Shelter - Transitional	0		0
502	Construction - Housing	0		0
503	Construction - Facilities	0		0
505	Construction - Materials	0		0
510	Clothing & Textiles	0	7,000	7,000
520	Food	0		0
523	Seeds & Plants	0		0
530	Water, Sanitation & Hygiene	0		0
540	Medical & First Aid	5,300		5,300
550	Teaching Materials	0		0
560	Utensils & Tools	0		0
570	Other Supplies & Services	1,460	5,783	7,243
571	Emergency Response Units	0		0
578	Cash Disbursements	285,136	758,864	1,044,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES		291,896	771,647	1,063,543
580	Land & Buildings	0		0
581	Vehicles	0		0
582	Computer & Telecom Equipment	7,879	8,671	16,550
584	Office/Household Furniture & Equipment	0		0
587	Medical Equipment	0		0
589	Other Machinery & Equipment	0		0
Total LAND, VEHICLES AND EQUIPMENT		7,879	8,671	16,550
590	Storage, Warehousing	0	24,000	24,000
592	Distribution & Monitoring	0		0
593	Transport & Vehicle Costs	3,000	17,550	20,550
594	Logistics Services	0		0
Total LOGISTICS, TRANSPORT AND STORAGE		3,000	41,550	44,550
600	International Staff	80,250		80,250
661	National Staff	42,700		42,700
662	National Society Staff	27,483	362,567	390,050
667	Volunteers	4,163		4,163
Total PERSONNEL		154,595	362,567	517,162
670	Consultants	10,000		10,000
750	Professional Fees	33,600	100,600	134,200
Total CONSULTANTS & PROFESSIONAL FEES		43,600	100,600	144,200
680	Workshops & Training	16,500	80,130	96,630
Total WORKSHOP & TRAINING		16,500	80,130	96,630
700	Travel	5,450	6,000	11,450
710	Information & Public Relations	7,027	2,473	9,500
730	Office Costs	3,405	20,455	23,860
740	Communications	2,410	7,357	9,767
760	Financial Charges	1,234	3,266	4,500

EMERGENCY APPEAL

MDRGR003 GREECE WILDFIRES

		Budget		
		Multilateral Response	Bilateral Response	Appeal Budget CHF
Budget Group				
790	Other General Expenses	700		700
799	Shared Office and Services Costs	0		0
		0		0
Total GENERAL EXPENDITURES		20226	39551	59777
830	Partner National Societies	0		
831	Other Partners (NGOs, UN, other)	0		
841	Operational Provision	0		
Total TRANSFER TO PARTNERS		0	0	0
599	Programme and Services Support Recovery	34,950	91,307	126,257
Total INDIRECT COSTS		34,950	91,307	126,257
597/8	Pledge Earmarking & Reporting Fees	0		0
Total PLEDGE SPECIFIC COSTS		0	0	0
TOTAL BUDGET		572,647	1,496,023	2,068,669
Available Resources				
	Multilateral Contributions	572,647		572,647
	Bilateral Contributions	1,496,023		1,496,023
TOTAL AVAILABLE RESOURCES		2,068,669	0	2,068,669
NET EMERGENCY APPEAL NEEDS		0	0	0