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## DREF final report

### Bosnia and Herzegovina: Extreme winter conditions

 International Federation  
of Red Cross and Red Crescent Societies

**DREF operation n° MDRBA007**  
**GLIDE n° CW-2012-000006-BIH**  
**6 July 2012**

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

**Summary:** CHF 76,137 had initially been allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 5<sup>th</sup> February 2012 to support the Red Cross Society of Bosnia and Herzegovina in delivering immediate assistance to 1,568 families (approximately 5,488 beneficiaries). Due to the continuation of the adverse weather conditions and the newly arisen needs, the National Society had to revise its operational plans together with the budget.

The revised budget for this operation was **CHF 188,723**, aiming to address the needs of approximately **11,000 beneficiaries**.

With the help of Red Cross staff and volunteers, the purchase of the necessary items was completed in the shortest time possible, thus assisting the most vulnerable beneficiaries in receiving immediate assistance.

The IFRC Country Representation and the Red

Cross Society in Bosnia and Herzegovina established cooperation with the UNHCR who made their trucks available to deliver the relief items to the distribution points in each affected

area. Due to the fact that either trucks or any land vehicles could not reach the remote villages that were cut off, the Civil Protection Services supported the delivery of the relief items with an airlift. This operation was executed in coordination with the BiH Civil Protection Services (in both entities) and Red Cross staff and volunteers.

During the state of emergency in the entire country, the International Federation of Red Cross and Red Crescent Societies Country Representation was closely cooperating with the Red Cross Society in Bosnia and Herzegovina and with other partners.

The Canadian Red Cross and the Canadian International Development Agency (CIDA) contributed with CHF 23,069, and the Netherlands Red Cross and the Netherlands Government contributed with CHF 24,184 to the Disaster Relief Emergency Fund in replenishment of the allocation made for this operation. Due to the subsequent VAT reimbursement after the operation, there is a final balance of CHF 31,398 which will be returned to the DREF funds.



In February 2012, volunteers rushed to distribute food parcels and blankets. Photo: Red Cross Society of Bosnia and Herzegovina

The major donors and partners of DREF include the Australian, American and Belgian Governments, the Austrian Red Cross, the Canadian Red Cross and the Canadian Government, the Danish Red Cross and the Danish Government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian Governments, the Japanese Red Cross Society, the Luxembourg Government, the Monaco Red Cross and the Monaco Government, the Netherlands Red Cross and the Netherlands Government, the Norwegian Red Cross and the Norwegian Government, the Spanish Government, the Swedish Red Cross and the Swedish Government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors.

The IFRC would like, on behalf of the Red Cross Society of Bosnia and Herzegovina, to extend their thanks to all donors and partners for their generous contributions. Details of all donors can be found at [http://www.ifrc.org/docs/appeals/Active/MAA00010\\_2012.pdf](http://www.ifrc.org/docs/appeals/Active/MAA00010_2012.pdf)

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## The situation

On 2<sup>nd</sup> February 2012, heavy snowfall started and covered almost the entire country completely isolating villages in the areas of Srebrenica (Luka, Krusev Do, Bozici), Han Pijesak ( Brložnik, Podkozlovaca, Mrkov), and Canton No.10 (Glamoč, Drvar, Kupres). Moreover, the heavy snowfall caused damages on electric transmission pillars in the area of Herzegovina Neretva Canton, leaving hundreds of households without electricity and heating. In addition, temperatures dropped below minus 30 Celsius degrees. Therefore the state of emergency was announced for the whole territory of the Federation of Bosnia and Herzegovina on 5<sup>th</sup> February 2012, followed by the Republika Srpska, where the state of emergency was proclaimed for 18 of its municipalities.

People in the affected area were completely cut off from the rest of the country. Roads leading to the affected areas were snow blasted, making the access for basic food and non-food merchandise impossible. The Red Cross Society of Bosnia and Herzegovina immediately initiated actions to provide assistance to the beneficiaries in the most affected areas.

The Red Cross Society of BiH is a member of the national working group responsible for making decisions in time of natural and man-made disasters. Therefore, in cooperation with the BiH Ministry of Security, the Red Cross Society of Bosnia and Herzegovina was able to have helicopters at its disposal to deliver the relief items to the remote villages, where it was impossible for the Red Cross volunteers to access on foot.

According to the National Society's preliminary assessment the most difficult situation was in the area of Kalinovik, Srebrenica, Livno, Tomislavgrad, and East Herzegovina where the snowdrifts were about three meters high due to the strong wind. Also, there was an extremely difficult situation in the entire Herzegovina area due to the fact that strong winds and heavy snow had destroyed electric pillars, and people were without electricity for several days at freezing temperatures.

## Red Cross and Red Crescent action

The Red Cross Society of Bosnia and Herzegovina has been actively involved in improving its capacities in regard to Disaster Management, in particular when it comes to emergency response. A Memorandum of Understanding was signed with the BiH Ministry of Security on 25<sup>th</sup> August 2011, ensuring the National Society's membership in the national working group responsible for making decisions at times of natural and man-made disasters.

Furthermore, the National Society's mobile teams are trained and ready to act in emergency situations together with the volunteers from the local Red Cross branches.

A workshop to share experience and lessons learned during the implementation of the DREF operation was planned that could have contributed to improve future operations of disaster management teams in the future. Unfortunately it was not possible to gather all stakeholders like volunteers, secretaries, coordinators, and representatives of Civil Protection to make the workshop successful.

Having established direct contact with the Ministry of Security of Bosnia and Herzegovina, the Red Cross Society was receiving regular Ministry reports on the situation, while closely working together with the media to raise public awareness in regard to the difficult situation in the cut-off villages and towns. In addition, a press conference was organized to present Red Cross actions and efforts to assist people during emergencies.

As a result, the Red Cross Society of Bosnia and Herzegovina was contacted by new donors. Consequently, the Swiss Cooperation Office, the Embassy of Switzerland, USAID, the Embassy of Norway, the Foreign Ministry of the Federal Republic of Germany, UNHCR, China, the Embassy of France, and the Ambassador of the Kingdom of Saudi Arabia provided support to the National Society as presented in the following table.

**Table 1: Donors' support**

	<b>DONORS</b>	<b>VALUE, CHF</b>	<b>USED FOR</b>
1.	<i>UNHCR ( logistic support )</i>	<i>24,000</i>	<i>4 trucks in the distribution</i>
2.	<i>China (Cash contribution )</i>	<i>10,000</i>	<i>Distribution of humanitarian support</i>
3.	<i>Norway(Cash contribution)</i>	<i>75,000</i>	<i>920 food parcels and 1,773 hygiene parcels purchased</i>
5.	<i>USAID ( in kind )</i>	<i>73,873</i>	<i>9,000 blankets, 800 hygiene parcels</i>
6.	<i>Federal Republic of Germany - Foreign Ministry (Cash contribution )</i>	<i>39,113</i>	<i>800 food parcels and 683 hygiene parcels purchased</i>
7.	<i>Ambassador of the Kingdom of Saudi Arabia (Cash contribution)</i>	<i>7,800</i>	
8.	<i>France Embassy (Cash contribution )</i>	<i>7,000</i>	<i>400 food parcels purchased</i>
9.	<i>Swiss Cooperation Office Bosnia and Herzegovina (Cash contribution )</i>	<i>160,000</i>	<i>2,814 food and 3,000 hygiene parcels purchased</i>
	<b>TOTAL</b>	<i>396,786.5</i>	<i>The items purchased from the donor contributions were used partly for replenishment and also for preparedness.</i>

The Disaster Management Coordinator of the Red Cross Society of Bosnia and Herzegovina established contacts and cooperation with the UNCHR office in the country. The UNHCR provided logistic support via trucks for distribution of relief items. The cooperation will be continued in the future as well, most probably supported by a Memorandum of Understanding.

An assessment mission was organised from the Europe Zone Office to Sarajevo to support the IFRC Bosnia and Herzegovina Country Representation and the BiH National Society in their capacity to develop a plan of action for extreme winter response operation and a contingency plan for the possible upcoming floods.

With the support of the Europe Zone Acting Disaster Management Coordinator and the Zone Planning and Reporting Officer, tools were developed and discussed with the National Society that enable them to set up a system for reporting, monitoring and evaluation of the implementation of the operation. A detailed situation analysis of the Red Cross Society of Bosnia and Herzegovina disaster management capacities was carried out as well as identification of the key areas requiring special attention in pursuit for a more efficient National Society Disaster Management programme.

This assessment formed a base for drafting standard operational procedures and contingency plans. The disaster management technical staff from whole National Society structure actively participated in the assessment and the formulation of the emergency response processes. Afterwards as a follow-up on the IFRC mission, three meetings were held with the technical staff, where each participant contributed to the analysis of the current situation of the Red Cross Society in Bosnia and Herzegovina disaster management procedures. The meetings proved vital for the whole National Society as its outputs identified weaknesses and strengths of current disaster management processes in the National Society, highlighting problem areas that need to be strengthened.

## Achievements against outcomes

Relief distributions (food and basic non-food items)
<b>Objective: Providing emergency assistance (basic food and non-food items) to 3,449 families (approximately 11,000 people), one time distribution of basic food and non-food items will be done</b>
<b>Outcome: food parcels (3,449 pcs ), boots for volunteers ( 75 pairs ), blankets ( 1,568 pcs ), beech briquettes( 294,000 kg) are distributed to the beneficiaries, according to assessment and selection criteria that identified actual needs and vulnerable groups, careful registration and a system/process that controls the movement of such goods.</b>
<b>Outputs (expected results) and activities planned:</b> Output: The needs of 3,449 families are met <b>Activities planned:</b> <ul style="list-style-type: none"> <li>• Coordination with local emergency departments and social welfare authorities.</li> <li>• Preparation of final beneficiary lists.</li> <li>• Preparation of distribution plan.</li> <li>• Procurement of emergency items in Bosnia and Herzegovina</li> <li>• Distribution of emergency items by RC branches and their volunteers according to the prepared beneficiary lists (as per table above).</li> <li>• Beneficiaries will be notified regarding the time of distribution.</li> <li>• Monitoring and reporting.</li> </ul>

### Achievements:

Shortly after the announcement of the state of emergency, the Red Cross of Bosnia and Herzegovina initiated a disaster relief action, engaging 725 Red Cross volunteers and staff to support the affected people in remote villages by supplying them with basic food items and medicines from the existing Red Cross emergency stock. All activities were coordinated with the State's Civil Protection Service.

Unfortunately, the Red Cross emergency stock was not enough to cover the needs of all affected people. Furthermore, due to the difficult and deteriorating weather conditions in Bosnia and Herzegovina, the number of affected people almost doubled reaching approximately the total of 11,000 beneficiaries.

According to the assessments the Red Cross Society of BiH assisted a total of 3,449 families considered as the most vulnerable groups. The criteria for the beneficiary selection were according to the below list:

- Older individuals living alone (1,985 families)
- People living with disabilities (183 families)
- Families with small children (618 families)
- Alone standing mothers (212 families)
- Returnees, refugees and displaced persons (451 families)

Logistic macro-distribution took place on 9<sup>th</sup> February. Food parcels were directed to the RCFBIH main storage in Visoko and the Red Cross of Republika Srpska's main storage in Pale. Blankets were directed to the RCFBIH main storage in Visoko and Tuzla, and the Red Cross of Republika Srpska's main storage in Pale. From the main Red Cross storages, goods were delivered to the Red Cross municipal branches from 10<sup>th</sup> to 15<sup>th</sup> February. Each municipal Red Cross branch prepared a list of beneficiaries who were to receive support, which lists were afterwards delivered to the National Society Headquarters.

Table 2. Breakdown of distributed items purchased through the DREF:

Municipality / Canton	Food parcels	Blankets	Beech briquettes/ kg
UnskoSanski canton	120	50	11340
Posavina canton	100	40	6120
Tuzlanski canton	185	135	24300

Zenica-Doboj canton	158	60	10800
Bos. Podrinje canton	100	30	6120
Central Bosnia Canton	160	40	15840
HNK canton	230	120	14400
Zapadno-Herceg. Canto	80	20	6120
Canton Sarajevo	210	118	18900
Canton 10	260	140	18900
RCFBIH Stock	150	100	7560
Srebrenica	135	135	9450
Han Pijesak	30	30	9450
Sokolac	100	100	9450
IstocniStari grad	120	120	12285
Kalinovik	80	80	12285
Cajnice	250	250	9450
Berkovici	116	0	9450
Istocna Ilidza	55	0	12285
Istocno Novo Sarajevo	100	0	9450
Trnovo	50	0	9450
Pale	80	0	8505
Rogatica	40	0	9450
Novo Gorazde	100	0	9072
Foca	150	0	9828
Nevesinje	100	0	0
Gacko	60	0	0
Bileca	100	0	0
Istocni Mostar	30	0	0
Brcko District	0	0	13740
<b>TOTAL</b>	<b>3,449</b>	<b>1,568</b>	<b>294,000</b>

**Impact:** Through the provision of food, blankets, and boots for the volunteers and briquettes, the RCSBiH alleviated the sufferings of people who were exposed to the extreme winter conditions. The National Society Headquarters received a number of letters of gratitude from the field, expressing satisfaction with the distributed food and blankets: the same response came to the much needed beech briquettes provided. 'The winter is terrible, and we highly appreciate the efforts and support provided by the Red Cross', this is stated in almost every letter received from the beneficiaries.

**Challenges:** Due to the fact that most roads could not be cleared in time, it was very difficult to reach some remote villages and beneficiaries. The staff and volunteers were trying to reach the beneficiaries by foot or with the support of helicopters. Strong winds hindered the distribution process in some areas. One of the helicopters of the BiH Army crashed while delivering relief items to the beneficiaries in the area of Kalinovik. Fortunately no personnel were injured.

## Contact information

**For further information specifically related to this operation please contact:**

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## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.



Selected Parameters	
Reporting Timeframe	2012/2-5
Budget Timeframe	2012/1-4
Appeal	mdrba007
Budget	APPROVED

All figures are in Swiss Francs (CHF)

## I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
<b>A. Budget</b>	188,723					188,723	
<b>B. Opening Balance</b>	0					0	
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>	188,723					188,723	
<b>C4. Other Income</b>	188,723					188,723	
<b>C. Total Income = SUM(C1..C4)</b>	188,723					188,723	
<b>D. Total Funding = B +C</b>	188,723					188,723	
<b>Coverage = D/A</b>	100%					100%	

## II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
<b>B. Opening Balance</b>	0					0	
<b>C. Income</b>	188,723					188,723	
<b>E. Expenditure</b>	-157,325					-157,325	
<b>F. Closing Balance = (B + C + E)</b>	31,398					31,398	

Selected Parameters	
Reporting Timeframe	2012/2-5
Budget Timeframe	2012/1-4
Appeal	mdrba007
Budget	APPROVED

All figures are in Swiss Francs (CHF)

### III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
<b>BUDGET (C)</b>		<b>188,723</b>					<b>188,723</b>	
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	27,440	25,597				25,597	1,843	
Food	76,263	60,542				60,542	15,721	
Other Supplies & Services	49,327	46,172				46,172	3,155	
<b>Total Relief items, Construction, Supplies</b>	<b>153,030</b>	<b>132,311</b>				<b>132,311</b>	<b>20,719</b>	
<b>Land, vehicles &amp; equipment</b>								
Others Machinery & Equipment	5,000						5,000	
<b>Total Land, vehicles &amp; equipment</b>	<b>5,000</b>						<b>5,000</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring	7,000						7,000	
Transport & Vehicles Costs		8,995				8,995	-8,995	
<b>Total Logistics, Transport &amp; Storage</b>	<b>7,000</b>	<b>8,995</b>				<b>8,995</b>	<b>-1,995</b>	
<b>Personnel</b>								
International Staff	1,500						1,500	
National Society Staff	950	945				945	5	
Volunteers	725						725	
<b>Total Personnel</b>	<b>3,175</b>	<b>945</b>				<b>945</b>	<b>2,230</b>	
<b>Consultants &amp; Professional Fees</b>								
Professional Fees		746				746	-746	
<b>Total Consultants &amp; Professional Fees</b>		<b>746</b>				<b>746</b>	<b>-746</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	3,000						3,000	
<b>Total Workshops &amp; Training</b>	<b>3,000</b>						<b>3,000</b>	
<b>General Expenditure</b>								
Travel	2,000	1,233				1,233	767	
Information & Public Relations	1,850						1,850	
Office Costs	400	2,237				2,237	-1,837	
Communications	1,000	994				994	6	
Financial Charges	750	263				263	487	
<b>Total General Expenditure</b>	<b>6,000</b>	<b>4,727</b>				<b>4,727</b>	<b>1,273</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recov	11,518	9,602				9,602	1,916	
<b>Total Indirect Costs</b>	<b>11,518</b>	<b>9,602</b>				<b>9,602</b>	<b>1,916</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>188,723</b>	<b>157,325</b>				<b>157,325</b>	<b>31,398</b>	
<b>VARIANCE (C - D)</b>		<b>31,398</b>				<b>31,398</b>		