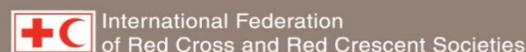




## Emergency Plan of Action (EPoA) Malaysia: Floods



<b>DREF Operation n°:</b>	MDRM005	<b>Glide n°:</b>	<a href="#">FL-2021-000001-MYS</a>
<b>Date of issue:</b>	05/01/2021	<b>Expected timeframe:</b>	3 months
		<b>Expected end date:</b>	31/03/2021
<b>Category allocated to the of the disaster or crisis: Yellow</b>			
<b>DREF allocated: CHF 127,374</b>			
<b>Total number of people affected:</b>	23,776 people (as per 4 January 2021)	<b>Number of people to be assisted:</b>	5,000 (1,000 households)
<b>Provinces affected:</b>	Johor, Pahang, Kelantan, Selangor, Terengganu and Perak	<b>Provinces/Regions targeted:</b>	Johor and Pahang states
<b>Host National Society presence (n° of volunteers, staff, branches):</b> 6,000 volunteers, 74 staff, and 16 branches.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> Malaysian Red Crescent Society (MRCS) has over 6,000 volunteers and staff, and 16 branches all over the country. The National Society is well known and respected in the country and works closely with the Government. The MRCS mandate is outlined in Directives No. 18, No. 20 and No. 21 of the National Security Council, where among its role is to support other government agencies in rescue and evacuation efforts and providing emergency medical services. IFRC has a dedicated team collocated with MRCS, at the national headquarters. The IFRC Malaysia Support Team is working closely with the MRCS headquarter counterparts in monitoring the situation and enhancing readiness measures. IFRC supported the MRCS with pre-positioned stocks that funded under Red Ready, that can be utilized to response to the flood.			
<b>Other partner organizations actively involved in the operation:</b> Government of Malaysia (GoM), MERCY Malaysia, National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, National Security Council (NSC) and the Social Welfare Department of Kelantan and Terengganu (JKM), Malaysian Civil Defence Force (APM).			

## A. Situation analysis

### Description of the disaster

Areas prone to flooding for Malaysia are approximately 29,800 square kilometers or nine per cent of land area of the country. Large floods usually occur in the northern states of Malaysia due to prolonged rainfall especially in the convening months of November and December. The states of Johor, Pahang, Terengganu, Pahang, Sabah and Sarawak are affected, and flooding occurs annually. Other states include Perlis, Kedah, Penang, Perak, Selangor, Negeri Sembilan and Melaka as well as the Federal Territories Kuala Lumpur often experience flash floods. Click [here](#) to see the map of affected areas.

Significant heavy rains which began on 2 January 2021 have caused flooding in five states in Peninsular Malaysia – Johor, Pahang, Kelantan, Selangor and Perak on the morning of 4 January. National Disaster Management Administration (NADMA) had estimated that 6,241 families and 23,776 people are affected by the floods (as of 4 January 2021). A total of 303 evacuation centres had been opened and below is the summary of families taking shelter in the evacuation centres.



One of the affected villages in Benta, Kuala Lipis, Pahang. (Photo: MRCS)

**Current figures of floods by states in Malaysia**

State	# of temporary shelter	# of families evacuated	# of people evacuated	Male	Female	Child	Senior Citizen	Disabled
Johor	62	1,721	6,506	2,296	2,258	1,952	473	53
Pahang	212	3,852	14,936	5,253	5,125	4,558	921	89
Kelantan	3	16	78	26	14	14	-	-
Selangor	4	52	174	57	67	50	26	5
Perak	12	265	1005	345	348	312	10	3
Terengganu	10	335	1077	393	405	589	115	14
<b>Total</b>	<b>303</b>	<b>6,241</b>	<b>23,776</b>	<b>8,370</b>	<b>8,217</b>	<b>7,475</b>	<b>1,545</b>	<b>164</b>

(Source: NADMA -, 4 January 2021)

The Malaysian Meteorological Department (MetMalaysia) had issued a bad weather warning on 4 January 2021, cautioning about incessant heavy rain for several areas in Pahang and Johor. In its statement, rain has been forecasted for Pekan and Rompin in Pahang, as well as Mersing in Johor. Districts of Raub, Bentong, Temerloh, Maran, Kuantan and Bera in Pahang as well as Segamat and Kluang in Johor, are expected to experience similar weather until 4 January 2021. Heavy rain is also expected in some areas in Kelantan, Terengganu, Pahang (Cameron Highlands, Lipis and Jerantut) and Johor (Tangkak and Muar). The floods have affected 6 states in 22 districts and 23,776 people.

Malaysian Meteorological Department has warned that there will be more inclement weather over the next few days in the first week of January 2021. Further heavy rain is expected to continue in Kelantan, several areas in Terengganu (Besut, Setiu, Kuala Nerus, Hulu Terengganu, Kuala Terengganu, Marang and Dungun) and Pahang (Cameron Highlands and Lipis) until 5 January 2021 while some parts of Selangor and Perak would also be facing bad weather. Heavy rain is also expected in Perak (Kinta, Kampar, Bagan Datuk, Hilir Perak, Batang Padang and Muallim) and in Selangor (involving the Sabak Bernam, Kuala Selangor and Hulu Selangor districts) until 4 January 2021.

The flood response and evacuation of affected households face further complications due to the COVID-19 pandemic. Johor and Selangor are within the five states with highest COVID-19 cases in Malaysia. The country is currently under the extended the recovery movement control order (RMCO) until 31 March 2021. The RMCO which was due to end on 31 December 2020, was further extended by the Malaysian government due to new record high of daily Covid-19 cases. Due to the evolving nature of the pandemic, the Ministry of Health in collaboration with the National Security Council (MKN) and NADMA have developed a SOP for the prevention and management of COVID-19 during the evacuation flood evacuees. This is to ensure the safety of first responders and flood evacuees and to curb the formation of new COVID-19 clusters.

**Summary of the current response****Overview of host National Society response action**

The MRCS along with IFRC Asia Pacific Regional Office (APRO) is closely monitoring the situation and coordinating the response with the Government of Malaysia (GoM) at national and district levels. MRCS volunteers in branches throughout the affected areas have been active since 22 November 2020 and throughout the operation. The MRCS branches of Pulau Pinang, Johor, Selangor, Perak, Melaka, and Pahang have activated their annual floods preparedness plan in anticipation of the monsoon season.

Heavy rains started on 2 January 2021 in the districts of Johor Bahru, Kluang, Kota Tinggi and Kulai. Due to the heavy downpour, the Johor branch despatched five volunteers to support the District's Social Welfare Department as part of its initial response.

Since 29 December 2020, Malaysian Red Crescent National Headquarters (IPK) have been coordinating preparedness on the "Program Flood Disaster Preparedness Briefing, CEA (Community Engagement and Accountability) and CVA (Cash and Voucher Assistance). The objective of the activity is to prepare each state on mainstreaming CEA throughout all operations and programmes and in implementing a CVA based on the existing guidance from IFRC. The briefing was also attended by a representative of NADMA, Chief Assistant Director of Disaster Operations, who presented the latest SOP on disaster response during the outbreak of the COVID-19 pandemic. This activity was held in coordination with the IFRC, where an Operations Coordinator explained the purpose of a DREF Operation and how MRCS could seek assistance through a DREF.

As part of its preparation in drafting the Emergency Plan of Action (EPoA), the MRCS Organizational Development (OD) Unit had requested information from all its branches on 20 November 2020. The branches were to provide IPK with information on the areas at risk of flooding, the number of trained and untrained volunteers, a list of food supply companies that would be functioning during floods and the contact details of officers on duty during disasters. Approximately about 1,106 volunteers across the state are on stand-by in case of needed for deployment, including those trained on CEA and CVA programs.

Furthermore, over the past two years, the MRCS have received support to enhance their response capacities as part of the Red Ready Programme, which is funded by USAID's Bureau for Humanitarian Assistance (BHA). The Red Ready programme helps to improve MRCS's capacity to respond to disasters and emergencies. In addition to training and equipping the National and State Disaster teams, it also assists with the prepositioning of hygiene kits in Pahang and Johor in anticipation of the annual/monsoon floods. As part of the Red Ready project, the two branches have had members of their State Disaster Response Team (SDRT) trained.

MRCS also provided assistance, in cooperation with JKM and the Fire Brigade when floods hit the Hulu Langat area on 5 November 2020. Two flood relief centres were opened to accommodate 190 evacuees.

On 29 November 2020, Penang was hit by floods with water levels measuring about 1.5 meters and it showed an increasing trend due to high tide and heavy rain in the affected area of Machang Bubuk in Bukit Mertajam. (Machang Bubok, Bukit Mertajam). The high rainfall in the Kulim, Kedah area had also caused the water from the Junjong River to overflow. Heavy rain in Seberang Perai Utara District which started at 0:50 (local time) had caused lowland areas to be flooded. Three evacuation centres were opened for 160 families. MRCS National headquarters had delivered 500 hygiene kits to be used as a preposition stock.

In Terengganu, the branch had responded by evacuating a family of flood affected people from Kampung Kubur Timah, Kuala Nerus to their relative's house in Kampung Pengkalan Tetap on 23 November 2020. As part of its flood preparedness, the branch also conducted a survey on two temporary evacuation centres in Dungun and Sekolah Kebangsaan Tok Jembal districts.

Since the flood started on 2 January 2021 evening in Johor, MRCS National headquarters has been in coordination with the MRCS Johor to monitor the situation. On 3 January, MRCS Johor sent staff and volunteers to support and to assess the needs of the people in the evacuation centre. MRCS has pre-positioned stock of 500 hygiene kits in Johor, and they were distributing the hygiene kits to the families who moved in the evacuation centre. MRCS Pahang is also monitoring the flood situation there, and they are planning to distribute pre-positioned stock of 500 hygiene kits. Currently, MRCS technical team had been deployed to Johor to support MRCS Johor to conduct a Rapid Assessment. Based on the assessment result, there may be some adjustment needed to this EPoA in finetuning the activities. The situation remains precarious in the other states namely Pahang and Terengganu as continuous rain fall is causing their main rivers to reach dangerous levels. The MRCS branches in the respective states are doing assessment on the ground and based on this, there will be request for addition request of funds from the DREF.

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

The IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur has a dedicated team located with MRCS, at the national headquarters. The IFRC Malaysia Support Team is working closely with the MRCS headquarter counterparts in monitoring the situation and enhancing readiness measures. The IFRC continues to support MRCS in implementing the Red Ready Programme, with a key focus currently on enhancing Cash Readiness of the National Society's headquarters and branches. MRCS is also planning to launch a domestic appeal to support their flood response, through social media.

### **Overview of other actors' actions in country**

On 24 November 2020, NADMA held an online programme titled "NADMA Partner Webinar: Northeast Monsoon 2020/2021". This online program saw the participation of government agencies and NGOs such as the Royal Malaysian Police, Fire Brigade, MRCS and others. The aim of the webinar was to prepare leading disaster response agencies in the country for floods in the northeast during the COVID-19 pandemic. The challenge of dealing with disasters during the COVID-19 outbreak must be accordance with the new SOPs issued to facilitate the safety of first responders and evacuees.

### **COVID-19 safe operation**

MRCS will ensure that all staff and volunteers will abide to the national disaster management guidelines with regards to measures to minimize transmission of COVID-19. Summary of national COVID-19 Current Disaster Management Guidelines for NGOs, Private & Public Assistance can be accessed in [Annex 1](#).

With reference to the NADMA webinar, the distribution of goods must be approved by Movement Control Order as per the latest distribution guide. The Malaysian government is very concerned about the current COVID-19 transmission in line with the impending flood disaster. However, there will be no concern for MRCS to implement a CEA activity and CVA which have been implemented as in previous years during the flood response. The MRCS has informed and coordinated with local governments and the social welfare department on the MRCS target locations, recipients to avoid duplication of effort. Data and requirements will be informed by district with the cooperation of the government.

Based on the SOP issued by NADMA on 21 November 2020, all parties including NGOs and others are not allowed to distribute aid directly to flood affected people. It must be conducted through the permission of JKM and also accompanied by uniformed bodies such as the police, Armed Forces of Malaysia and the People's Volunteer Corps RELA. This includes no distribution of cooked food/delivery of cooked food from donors.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

MRCS has mapped the current capacity of each branch in the anticipation of the flooding. The data showed that the estimated areas affected by the flood disaster involved 500 districts around the state. Meanwhile, the Disaster Portal NADMA has four categories to indicate the severity of the floods. The following is a flood and hazard mapping table provided by the Disaster Portal NADMA. NADMA based on data obtained from Malaysian Meteorological Department, forecasted that floods will hit many states during the period of December 2020 to January 2021.

Warning stage weather	State / Province involved
<b>Storm Warning Lightning</b>	Thunderstorms, heavy rains and strong winds are expected in Negeri Sembilan (Kuala Pilah and Tampin); Johor (Batu Pahat, Kluang, Mersing, Pontian, Kulai, Kota Tinggi and Johor Bahru); and Sarawak: Kapit (Kapit and Belaga), Bintulu (Tatau and Sebauh) and Miri (Miri and Marudi) until 2:00 pm; Wednesday, December 2, 2020.
<b>Beware</b>	Heavy rains are expected in Kedah (Kota Setar, Pokok Sena, Yan, Pendang and Kuala Muda); Perak (Hulu Perak); Kelantan (Kuala Krai); and Terengganu (Besut, Setiu, Kuala Nerus and Kuala Terengganu) until Thursday, 3 December 2020. Heavy rains are expected in Perlis; Kedah (Langkawi, Kubang Pasu, Kota Setar, Pokok Sena, Padang Terap, Yan, Pendang, Kuala Muda, Sik and Baling); Perak (Hulu Perak); Kelantan (Tumpat, Pasir Mas, Kota Bharu, Jeli, Tanah Merah, Bachok, Machang, Pasir Puteh and Kuala Krai); and Terengganu (Besut, Setiu, Kuala Nerus and Kuala Terengganu) within the period of Tuesday, 1 December 2020 to Thursday, December 3, 2020.
<b>Bad</b>	Heavy rains are expected to continue in Perlis; Kedah (Langkawi, Kubang Pasu, Padang Terap, Sik and Baling); and Kelantan (Tumpat, Pasir Mas, Kota Bharu, Jeli, Tanah Merah, Bachok, Machang and Pasir Puteh) until Thursday, December 3, 2020.
<b>Dangerous</b>	None

It is predicted that the floods would hit several states. From the current six states that are currently affected by the flood, MRCS will focus its support to two states, Johor and Pahang. The Disaster Management Unit continues to monitor the situation through the Situation report (Sitrep) which have been submitted by each branch. Each state has provided its volunteers with training on CEA (Community Engagement and Accountability). The CEA activities will help assess the condition of the affected evacuees according to the population and the guide the implementation of the proposed activities by MRCS. The RDS (Rapid Deploy Squad) would act as an emergency squad ready for any critical disaster. Some of the states involved have trained volunteers under the RDS.

### Targeting

MRCS will target six districts in Johor - Johor Bahru, Kulai, Pontian, Kota Tinggi, Kluang and Batu Pahat, and six districts in Pahang for the flood response, that affected by the flood, and where there is no assistance provided by other agencies. Currently, the MRCS staff and volunteers are conducting a rapid assessment on the situation. The final list of the targeted villages will be selected based on the rapid assessment result. This DREF operation covers all flood-affected households from target villages in the districts. MRCS will verify information of targeted population with village heads, village committees and community members to include flood-affected households in the target community. The targeted families who will be eligible to receive the assistance would include but not limited to, families affected by the flood, families who have been evacuated to the temporary shelters, families who have yet to receive any assistance from other agencies.

### Scenario planning

Scenario	Humanitarian consequence	Potential Response
Most Likely Scenario	People from other villages which are not part of the MRCS's targeted areas (adopted villages), were subsequently not covered by the JKM cash assistance programme and that were left out without any support  There is potential COVID-19 outbreak in evacuation centres and among volunteers responding to the floods	This DREF would have to cover the 'additional' families based on the vulnerability criteria and a request for a top-up.  MRCS will include COVID19 SOPs into their response and ensure continuous COVID19 messaging throughout health promotion activities.
Likely scenario	Low precipitation and flood receding. Affected people who return to their homes and have to clean-up their flood affected villages/houses. Repairs for damaged houses if any	MRCS to continue providing support to the affected people upon the return to their houses.



Worst Case Scenario	Second wave of heavy rains could worsen the flood situation, leaving the evacuees unable to return home and to spend an extended period in evacuation centers.	MRCS will continue its response as outlined in this DREF plan of action. MRCS will continue monitoring the situation and stand ready to scale-up.
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### Operation Risk Assessment

Apart from the difficulty of road access in some affected areas and increased health risks considering on-going COVID-19 crisis, mosquito and water-borne diseases, debris and vehicle accidents, there are no major threats in Malaysia which may directly interrupt the implementation of operational activities. However, to mitigate the security risks, adequate measures will be put in place. There is already a field implementation guide for MRCS branches, volunteer considering the current COVID context which will be followed for this DREF implementation to minimize risk. During the implementation of this operation, MRCS will follow the existing government and movement guidance related to the COVID-19 crisis.

## B. Operational strategy

### Proposed strategy

The primary objective of the operation is to meet the immediate needs of the **1,000 households** in flood affected villages of two states (Johor and Pahang) through distribution of hygiene kits during the first days of the disasters and through distribution of unconditional multipurpose cash grant.

### Cash distribution process and rationale

Cash and Voucher Assistance (CVA) will be provided to 1,000 targeted families, who will return to their homes. The amount of cash assistance will be MYR 300 (approximately CHF 70) per family and will be given through bank transfer or other means if the family does not have a bank account. The CVA will be implemented with the assumption that the market is back to its full operation after the flood, and the community has access to the markets. Cash assistance will be pivotal for those returning to their homes. Families to be targeted are those who evacuated to the designated government temporary shelters. Cash assistance is planned to be provided before they return to their houses or once they leave the temporary shelters. Cash assistance aims to support immediate basic needs once they return back to their respective houses once flood water receded and or to compensate the loss income while they are in the temporary shelters or recover loss household items affected by flooding. Some of the villagers from the affected district are employed as informal workers and are paid on daily basis. Days spent at evacuation centres meant a considerable loss of income to them. The cash assistance will enable to support families to fulfil their immediate recovery needs including purchasing of food, drinking water, hygiene products, repair materials for their houses etc. The cash grant is expected to revive the local market as well, which will in turn create multiplier effects of increased livelihood opportunities and flow of money in the market. MRCS has the required capacities to distribute cash assistance with the support of IFRC. MRCS has prior experience and capacity with cash transfer programming using direct bank transfer to beneficiaries' bank account. Recently, MRCS completed cash assistance to 2,962 families in response to COVID-19 in mitigating socioeconomic impact. Experienced staff on CVA will be dedicated to support the operations and Cash assistance for three months. Cash in emergencies toolkit will be used throughout the operation.

### Community engagement and accountability (CEA)

Community feedback mechanisms are integrated to relief operations to ensure that affected communities can share their questions, suggestions and concerns and that those are documented and addressed. In this DREF operation, MRCS has started to implement community engagement activities. MRCS was able to build trust and acceptance within the target communities and local authorities through coordination and information sharing sessions. MRCS also identified appropriate communication and feedback channel. Based on feedback from the cross-sectoral feedback mechanism MRCS will share information on the nature and scope of services provided by MRCS and other topics the affected community asks about.

It is important to incorporate sustainable behaviours and practices within this operation. Actions taken should cause no harm to the communities being supported. Staffs and volunteers will be oriented and trained in CEA as part of the response. Throughout the operation, MRCS is ensuring a regular flow of information between the community, MRCS district units and departments at NHQ to maintain transparency and address the immediate needs, questions, concerns and suggestions of the most vulnerable people. The relief operation will maintain Red Crescent visibility in the field through appropriate branding such as banners, flags and clothing. Key messages for the cash assistance were developed with community input and is being used for the IEC material development. Staff and volunteers are sensitized on gender, age, disability specific needs and on how to communicate respectfully with persons with physical, sensory and intellectual disabilities, persons with mental health disabilities, and elderly. Female staffs and volunteers were encouraged to organize the community information sharing sessions with a focus group of women in the communities.

### WASH activities

MRCS will distribute hygiene kits to 1,000 families in the evacuation centres. Along with the distribution, there will be accompanying hygiene promotion activities. The promotion activities will focus predominantly on the COVID-19 pandemic. MRCS will distribute the hygiene kits from pre-positioned stocks and will replenish those stocks with this DREF operation.

### **Communication**

The IFRC will support the communications team of the National Society to communicate with external audiences on the situation and the Red Cross Red Crescent humanitarian response, with the aim of generating visibility and support for the humanitarian needs and the Red Cross Red Crescent response. Close collaboration will be maintained between the IFRC regional communications unit, IFRC country office / CCST and the National Society to ensure a coherent and coordinated communications approach.

### **Human resources**

The MRCS branches as selected have technical capacity and experience to deliver the interventions planned in this DREF-supported response but with substantial technical assistance from the national headquarters. Relief activities in targeted states will be led and carried out by MRCS staff and volunteers at the branch level, with support of disaster management of the national headquarters, the cash focal point staff of the national headquarters, the IFRC operations manager and IFRC Regional Cash Coordinator. To complete the DREF operation within the timeline, MRCS appointed focal persons for the DREF operation in each of the target states and Headquarter to mobilize its staff and engage volunteers as required and appropriate. Existing IFRC staffs (including an Operations Manager for Malaysia operations) are assisting MRCS in terms of planning, coordination, information management, need assessment, etc. In addition, IFRC staff will provide technical support for operational management. With the support of IFRC APRO, additional technical surge capacities may be engaged when there is a need.

### **Information Technology and Information Management**

For accurate, reliable and timely data collection, mobile data collection – kobo toolbox was used for the needs assessment. The same toolbox will be used to collect information from the beneficiaries on post-distribution monitoring after the encashment. Cooperation will be with Information Management (IM) and Program personnel to analyse data and evaluate actual targeted population requires for assistance. WhatsApp group and Online Session is in place for sharing regular operational information among the MRCS and IFRC. IFRC APRO IT & Telecommunication team is in Kuala Lumpur to provide technical support at any situation to the volunteers about any communication issues. IT facilitation ensures both the IFRC and MRCS ICT sections. IT complications and technical solution in field areas will advise and closely monitor with all the deployed volunteers. For CVA implementation, MRCS will use a Red Rose Data Management Platform, that MRCS had used it previously in their COVID-19 CVA activities.

### **Logistics and Supply Chain**

Procurement for cash related services will be done by MRCS in accordance with the operation's requirements, and aligned to IFRC's logistics standards, processes and procedures. Logistics for the Cash transfer programming will include the bank transfers to the recipient affected families via national banks considering all banking services are fully operational in the affected states. The DREF budget will cover the bank and other fees related to these transfers. Considering the MRCS procurement policies and procedures, and the cost of the financial service (that will not be higher than CHF 100 per person), MRCS will use the cash related service with partner banks, which has a valid agreement to procure this kind of services to MRCS, national coverage and lower fees than other banks. This procurement process complies with IFRC procurement policies and has been evaluated with the technical support provided by the Global Humanitarian Services and Supply Chain Management (GHSSCM), Asia Pacific in Kuala Lumpur. Logistics also involves the distribution of hygiene kits.. The role of logistics will ensure that all requirements can be implemented including vehicles and others.

### **Quality programming**

PMER activities will be rolled out to ensure quality of implementation throughout the operational management cycle. MRCS will be responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. MRCS and IFRC monitoring teams, including the volunteers, will visit operation sites on a regular basis to measure the progress of the implementation and provide support for the better accomplishment of the proposed actions in the intervention areas. After the encashment, post distribution survey will be conducted. The survey will enable the gathering of information about the impact of the assistance and other feedback from recipients of the relief. An internal lesson learned workshop is planned under this DREF to reflect the achievements, challenges and learnings from the operation. There will be adherence to protection, gender and inclusion (PGI) measures, the collection of sex-age and disability disaggregated data, application of Minimum Standards on PGI in Emergencies through the project cycle (including monitoring and reporting). There will be efforts made to ensure equitable balance of male and female staff and volunteers; as well consideration made to promote the participation of women, men, girls and boys of all ages and backgrounds in the affected population, and of people with disabilities.

### **Administration and Finance**

IFRC and MRCS operations and finance team will work closely to ensure the supply chain of cash towards the field. The operation will rely on existing financial management and administration systems in MRCS and IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses.

**Security**

The National Society's security framework will be applicable for the duration of the operation to their staff and volunteers. For personnel under IFRC security's responsibility, including surge support deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident management will be applicable. All IFRC staff must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training. Staff and volunteers to be aware of the security situation and briefed on reactions in emergency before deployment to the operational area.

[illegible]



AP081	Community meetings and consultation with local authority		x	x													
AP081	Dissemination of IEC materials and community engagement		x	x													
AP081	Engage a suitable money transfer facility for cash distribution	x	x	x	x												
AP081	Disburse cash grants to 1,000 households					x	x	x	x								
AP081	Price and marketing monitoring		x	x	x												
AP081	Conduct post-distribution monitoring on the usage of cash transfers and reporting (covering at least 10% of target households)											x	x	x			

**Population to be assisted:** Up to 1,000 households to receive hygiene kits. Prioritization will be given to the most vulnerable families who will have spent extended timeframe in evacuation centres, women-headed households, households with pregnant and lactating women, infant family members, disabled people and/or primary school children within the pre-agreed locations in coordination with local authorities.

P&B Output Code	WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities							# of households reached with WASH services (Target: 1,000)															
	WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population							# of people provided hygiene kits (Target: 5,000)															
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16					
AP030	Distribute hygiene kits for the 1,000 households							x	x	x													
P&B Output Code	WASH Output 1.4: Hygiene promotion activities which meets Spheres standards in terms of the identification and use of hygiene items provided to target population							# of people provided with hygiene promotion (target: 5,000)															
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16					
AP030	Hygiene promotions activities							x	x	x	x	x											



**People targeted: 5,000**

Male: 3,000

Female: 2,000

**Requirements (CHF): 1,917**

**Risk analysis:** For disaster management this time, the risk is very high as health system is overwhelmed by increase in cases of Covid-19, MRCS need to comply with the SOP for disaster management and deliver hygiene promotion more carefully according to established procedures

PFA-trained volunteers will provide psychological first aid to the people affected by the floods by incorporating the “look, listen and link”. Those required further assistance will be referred (LINK) to other agencies for more specialised support. There will also be provision of duty of care for the staffs and volunteers working on the ground for this response to ensure their wellbeing.

**Programme standards/benchmarks:** Program evaluation is based on the promotion of hygiene that has been implemented previously under community service. This promotional target will be implemented in evacuation centers under JKM regulation.

[illegible]





**People targeted: 5,000**

Male: 3,000

Female: 2.000

**Requirements (CHF): (integrated with other areas)**

**Risk analysis:** In conjunction of pandemic COVID-19 need to follow SOP as produce by NADMA.

**Population to be assisted:** Measures will be taken in order to ensure that the operation will comply with the minimum standards for protection, gender and inclusion in emergencies. Should assessments prove that there are specific protection risks, targeted activities will be considered.

**Program standards/benchmarks:** Rapid Assessment Tools.

[illegible]

## Strategies for Implementation

Requirements (CHF): 17,573

P&B Output Code	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								# of NS branches that are well functioning in the operation (Target :2)									
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected								# of volunteers involved in the operation provided with briefing/orientation (Target: 50)									
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Ensure that volunteers are insured		x															
AP040	Provide complete briefings on volunteers’ roles and the risks they face		x	x	x	x												
AP040	Provide psychosocial support to volunteers		x	x														
AP040	Ensure volunteers are aware of their rights and responsibilities		x	x	x	x	x	x	x	x	x	x	x					
AP040	Ensure volunteers’ safety and wellbeing		x	x	x	x	x	x										
AP040	Ensure volunteers are properly trained		x	x	x	x	x											
P&B Output Code	Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards								Procurement is carried as per IFRC standards and items replenished in the operation timeline. (Target: 100% compliance)									
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP050	IFRC country office provides procurement support as needed to the National Society’s logistics unit for replenishment		x	x	x	x	x	x										
P&B Output Code	Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.								# of NS launched and workshop conducted (Target: 1)									
	Output S3.2.1: Resource generation and related accountability models are developed and improved								# of assessments in 2 states (Target: 2)									
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP058	Needs assessment in two states		x	x														
AP058	Lesson Learned workshop for DREF operation												x	x				
P&B Output Code	Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders								Finance Department provides consistent support to the national society to ensure quality to financial reporting (Target: Yes)									
	Activities planned	Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP064	IFRC APRO will support MRCS finance team to comply with financial procedures and reporting standards		x	x	x	x	x	x	x	x	x	x	x					



## Funding Requirements

International Federation of Red Cross and Red Crescent Societies

*all amounts in  
Swiss Francs  
(CHF)*

## DREF OPERATION

MDRMY005 - MALAYSIA - FLOODS

05/01/2021

### Budget by Resource

Budget Group	Budget
Water, Sanitation & Hygiene	18,000
Cash Disbursement	850
<b>Relief items, Construction, Supplies</b>	<b>18,850</b>
Transport & Vehicles Costs	2,500
<b>Logistics, Transport &amp; Storage</b>	<b>2,500</b>
Travel	4,000
<b>General Expenditure</b>	<b>4,000</b>
Cash Transfers National Societies	94,250
<b>Contributions and Transfers</b>	<b>94,250</b>
DIRECT COSTS	119,600
INDIRECT COSTS	7,774
<b>TOTAL BUDGET</b>	<b>127,374</b>

## Reference documents



Click here for:

- 

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

**In the Malaysian Red Crescent Society**

- Haji Hakim Bin Haji Hamzah, honorary secretary general; phone: +60 125389835; email: [hakim@redcrescent.org.my](mailto:hakim@redcrescent.org.my)
- Abi Said Al Khudri Bin Hussin, operation manager; phone: +60 172242353; email: [abi@redcrescent.org.my](mailto:abi@redcrescent.org.my)

**In Asia Pacific Regional Office, Kuala Lumpur**

- Alexander Matheou, regional director; email: [alexander.matheou@ifrc.org](mailto:alexander.matheou@ifrc.org)
- Gwendolyn Pang, deputy regional director; email: [gwendolyn.pang@ifrc.org](mailto:gwendolyn.pang@ifrc.org)
- Necephor Mghendi, head of DCC unit; email: [necephor.mghendi@ifrc.org](mailto:necephor.mghendi@ifrc.org)
- Vinod Muniandy, operations coordinator; email: [OpsCoord.SouthEastAsia@ifrc.org](mailto:OpsCoord.SouthEastAsia@ifrc.org)
- Siokkun Jang, logistics manager, email: [siokkun.jang@ifrc.org](mailto:siokkun.jang@ifrc.org)
- Antony Balmain, Communications Manager; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

**In IFRC Geneva**

- Christina Duschl, senior officer, operations coordination; email: [christina.duschl@ifrc.org](mailto:christina.duschl@ifrc.org)
- Eszter Matyeka, senior officer, DREF; email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)
- Karla Morizzo, senior officer, DREF; email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)

**For resource mobilization and pledges**

- **In IFRC Asia Pacific Regional Office:** Alice Ho, partnership in emergencies coordinator; email: [partnershipsEA.AP@ifrc.org](mailto:partnershipsEA.AP@ifrc.org)

**For planning, monitoring, evaluation and reporting (PMER) enquiries**

- **In IFRC Asia Pacific Regional Office:** Siew Hui Liew, PMER manager; email: [siewhui.liew@ifrc.org](mailto:siewhui.liew@ifrc.org)

## How we work

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

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



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



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



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

## Annex 1

### COVID-19 CURRENT DISASTER MANAGEMENT GUIDELINES (NGO, PRIVATE & PUBLIC ASSISTANCE)

1. All assistance should be referred to the disaster management control centre (PKOB), information requirements:
  - Contributor / organization information.
  - Types and forms of donations / assistance.
  - Suggested amount of aid and number of recipients.
  - Location of donation / assistance distribution.
  - Donation / assistance delivery schedule.
2. Movement Control Order will determine the relevant agencies for coordination such as the Social Welfare Department (food & basic necessities), District Health Office (Medical), Public Works Department and Civil Defence Force (post-disaster cleaning) and other relevant agencies.
3. Do not make direct surrender to the affected people to prevent the spread of COVID-19 except with the permission of Movement Control Order and accompanied by Movement Control Order staff either PDRM, APM, JKM or RELA.
4. Not allowed to enter Enhanced Movement Control areas.
5. No delivery programme or assistance in-kind which involves the gathering, or an assembly of a crowd is permitted. It is not allowed to create a program needs delivery gimmicks involving people gathering or assembling.
6. Permission must be obtained from PDRM if there are any cross-district or state movements.
7. Auxiliary personnel should:
  - Check body temperature and make sure it is not symptomatic.
  - Always wear a face mask.
  - Always wash your hands with soap or hand sanitizer.
  - Practice physical distance of at least 1 meter between individuals.
  - Minimize the number of aid workers, subject to PKOB permission.
8. Must always comply with the Movement Control Order (PKP), PKPB / PKPD) or any regulations in force.

## Map of affected areas

