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## Emergency Plan of Action (EPoA)

### Croatia: Petrinja Earthquake

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation n°</b>	<b>MDRHR004</b>	<b>Glide n°:</b>	<a href="#">EQ-2020-000241-HRV</a>
<b>Date of issue:</b>	<b>7 January 2021</b>	<b>Operation timeframe:</b>	<b>7 January – 31 May 2021 (4 months)</b>
<b>Date of disaster:</b>	<b>29 December 2020</b>	<b>Expected end date:</b>	<b>31 May 2021</b>
<b>Category allocated to the disaster: Yellow</b>			
<b>DREF allocated: CHF 384,901</b>			
<b>Total number of people affected:</b>	<b>140,000</b>	<b>Number of people to be assisted:</b>	<b>most affected people 10,000 people to be assisted among the 26,250 people in need</b>
<b>Provinces affected:</b>	<b>Sisak-Moslavina County, Zagreb County</b>	<b>Provinces/Regions targeted:</b>	<b>Areas of RC Petrinja, Sisak, Glina, Hrvatska Kostajnica</b>
<b>Host National Society presence (n° of volunteers, staff, branches):</b> Staff and volunteers from RC City Branches Petrinja, Glina, Sisak and Hrvatska Kostajnica, the National HQ as well as RC County Branch of Sisak-Moslavina County are involved in the Petrinja Earthquake response activities – a total of 442 CRC staff and volunteers at any time (98 staff and 344 volunteers). The local branches of Croatian Red Cross (CRC) from other parts of Croatia are present on the ground with their emergency teams of 5 to 7 volunteers that are rotated daily, and are also providing logistics assistance to the operation. Some 50 local branches are actively involved in collecting and sorting humanitarian aid from citizens and other NGOs and then transport to affected area in coordinated manner. Present at the field also there are some 300 volunteers from other organizations as well as spontaneous volunteers coordinated by the CRC.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> Austrian Red Cross, RC of Serbia, Slovenian RC, RC of Bosnia and Herzegovina, RC Montenegro, Canadian Red Cross, Icelandic Red Cross, German Red Cross			
<b>Other partner organizations actively involved in the operation:</b> The Government of the Republic of Croatia, the County Headquarter for Crisis Coordination and three local Headquarters for Crisis Coordination for Petrinja, Glina and Sisak, Ministry of Interior, the Civil Protection Directorate, firefighters – local and state, Ministry of Health, Ministry of Economy, Crafts and Entrepreneurship – the State Commodity Reserves, Ministry of Defense, Ministry of Labour, Pension System, Family and Social Policy, Ministry of Foreign Affairs, Croatian Mountain Rescue Service, UNHCR, UNICEF, local NGOs			

## A. Situation analysis

### Description of the disaster

On 29 December 2020 at 12:19 PM CET (11:19 UTC), a devastating earthquake of 6.2 magnitude<sup>1</sup> struck with the epicenter approximately 3 km from Petrinja, which is located some 50 km from Zagreb. The European-Mediterranean Seismological Centre (EMSC) reported on upgraded magnitude to Mw 6.4. The earthquake was strongly felt throughout northern Croatia and especially in Zagreb, as well as in area of large parts of Slovenia, Bosnia and Herzegovina, Serbia, Austria, Hungary and Italy. Initial reports showed many buildings destroyed in towns of Petrinja, Sisak, Glina and Hrvatska Kostajnica. The maximum felt intensity was estimated at VIII (Heavily damaging) to IX ("Destructive") on the European macroseismic scale. In the 24 hours after the devastating earthquake, more than 100 aftershocks over Mw 2 struck, with two especially strong ones during the early morning hours on 30 December with a magnitude of 5.7 and 5.8. The most affected are following local communities: Petrinja with total population of 24,600 in Petrinja and 55 settlements, Sisak with total of 63,000 population (town of Sisak with 110 surrounding villages), Glina with total of 9,300 people from Glina and 69 surrounding settlements as well as Hrvatska Kostajnica with 148 villages.



Image 1 - Croatian Red Cross teams assist at the epicentre of a magnitude 6.2 earthquake at Petrinja, Croatia. Photo: CRC

Damage also happen in Sisak-Moslavina County as well as in neighbouring small communities in Zagreb and Karlovac counties (Zagreb County includes settlements around city of Zagreb without Zagreb itself) as well as further deterioration of buildings in Zagreb already damaged in Zagreb March 2020 EQ. The affected area of Sisak-Moslavina County is one of the poorest in Croatia.

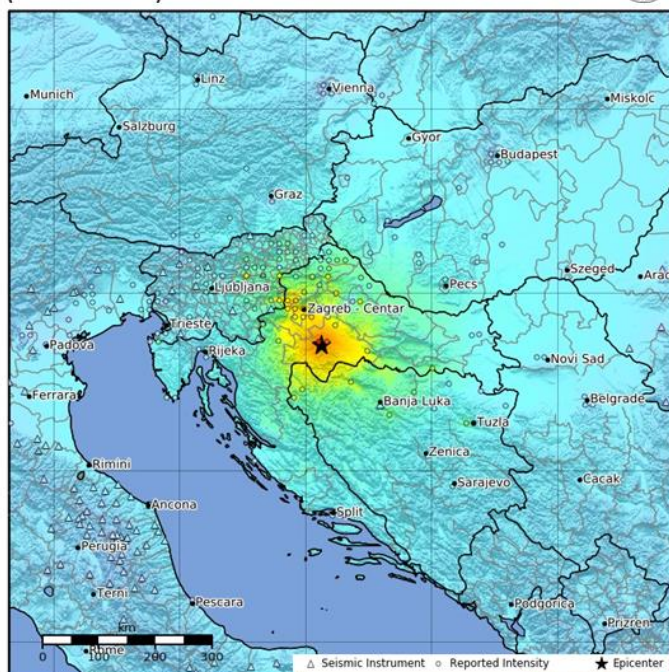
Immediately after the earthquake, search and rescue teams started to look for people in the rubble of collapsed houses in Petrinja and Glina. They worked on 29 and 30 December, looking for people who remained trapped beneath in the rubble. The CRC teams on the ground joined the search and rescue operation immediately, providing first aid to the people on the ground. Seven people were killed during the earthquake. The number of injured people is still not confirmed – some 30 people are injured, 10 of whom were severely injured.

Three foreshocks hit the same area the day before, on 28 December 2020, estimated by the CSS at 5:28 local time, at magnitudes 5.2, 4.8 and 5.0 respectively. There were no reports of injuries or fatalities, but there was moderate to substantial damage in some cases to buildings and structures in Petrinja and Glina mainly closest to the epicentre.

As a result of the earthquake on 29 December 2020, almost all buildings in Petrinja and Glina area have been damaged or destroyed, particularly those in the old historical center of Sisak as well as multilevel housing buildings in Hrvatska Kostajnica. Heavy damages to housing have been reported in outskirts of Zagreb County and Karlovac County, as well as in the center of Zagreb City, where the buildings already damaged in March 2020 earthquake. **There is currently no official data on how many houses and housing building were damaged, but according to the first estimations, there are at least 20,000 damaged buildings in Sisak-Moslavina County with damages estimated at HRK 3 billion (CHF 434,8 million) that will need reconstruction.**

A number of protected historical monuments as well as public buildings were destroyed in Petrinja and Glina including the hospital in Petrinja, schools, kindergartens, the home for older people, the city halls in both towns. The largest

Croatia – Petrinja Earthquake  
(29 December 2020)



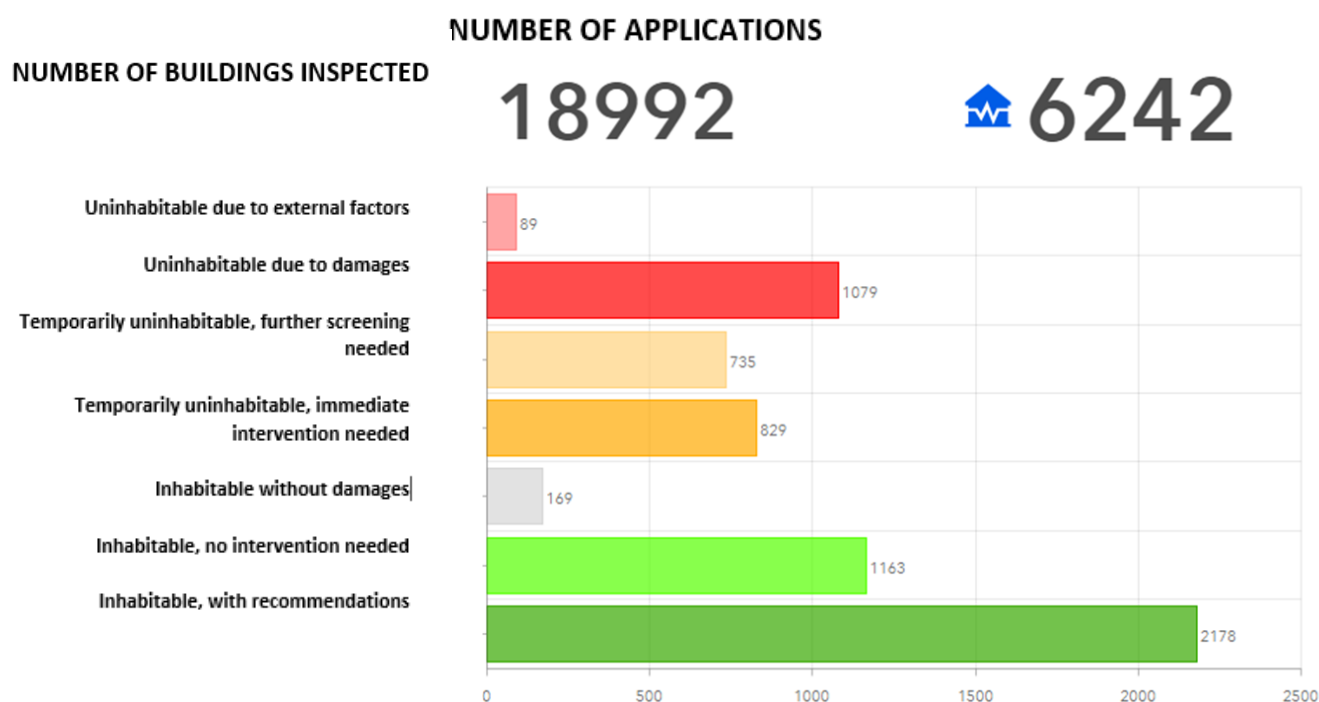
The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Data sources: USGS ShakeMap.

<sup>1</sup> As per the Croatian Seismological Service (CSS).

hospital in the area – County hospital of Sisak has been strongly damaged and all 250 patients have been immediately evacuated to other hospitals in Zagreb including all COVID-19 patients. Beside buildings, a lot of public utilities network are damaged - 16 local roads and 6 bridges as well as a number of electricity substations in the area.

The Sisak-Moslavina County has published a Public Call for property damage applications due to earthquakes. Since 30 December 2020 by 4 January 2021, the web application had recorded a total of cc. 18,992 claims for first building screening by construction engineers with quite more to be received. Around 700 construction engineers on the field already checked a total of 6,242 buildings out of which 19% with red marks and 25% with yellow marks which is quite higher than on buildings checked after the Zagreb earthquake. Screened are buildings including apartment buildings that are counted as one building which means that the number of damaged housing units is quite higher.

Table: first screening of damaged buildings in Sisak-Moslavina County by 4 January 2021



Source: : <https://www.hcpi.hr/> Damage assessment data as of 5 January, 2021 at 9 AM

Many people in villages refuse to go to temporary accommodation as they do not want or cannot leave their houses, especially people those with farms and cattle. The majority of people from villages are asking for temporary accommodation in housing containers or camp houses close to their houses. Only people from Glina city centre, mainly from apartment buildings and older people living in a care home, are able to be accommodated in the temporary shelters.

By 1 January 2021 a total of 833 people were in temporary shelters – the number has been changing from day to day as people are coming in or moving out. According to rough estimations, at least around 2,500 families, with 6,250 family members from the area who are temporary accommodated somewhere else or are waiting for housing containers outside their houses. The CRC estimates a much larger number of people who are still in need of temporary accommodation given the number of people in Petrinja, Glina, Hrvatska Kostajnica and Sisak who refuse temporary accommodation and the number of damaged houses. As the registration of displaced people in alternative accommodation by CRC RFL teams is still going on, there is no way to tell at the moment how many people are in some alternative accommodation or in need for it.

People have already continued to clear the rubble of their houses with the support of the Emergency Services, including firefighters, Croatia military and civil construction companies. Tragically, one volunteer who was working on clearing ruins in Petrinja accidentally died on 3 January 2021

The response in the affected areas is complicated due to rising rivers in the area and landslides emerging in the ground especially in the area of Hrvatska Kostajnica.

## Summary of the current response

### Overview of Host National Society Response Action

At the time the earthquake hit the city of Petrinja and surrounding towns, the CRC's COVID-19 outbreak operation was ongoing.

On 29 December, when the devastating 6.2<sup>2</sup> earthquake hit, the CRC staff from the headquarters and the city branch of Petrinja, Sisak, Glina and Sisak-Moslavina County were attending a coordination meeting for a 5.2 earthquake which happened on 28 December.

Following the earthquake, CRC has activated the Emergency Operations Centre (EOC) coordinating with neighboring National Societies to update on the situation, ongoing response and needs. CRC created in NICS software earthquake incident map and other NSs offering support also mapped available capacities through NICS for response in case of needs.

In response, 176 CRC staff and volunteers joined the search and rescue operation along with firefighters, police and civil protection department, providing first aid to the people rescued from the ruins. The search and rescue civil protection teams were operating on 29 and 30 December inspecting the ruins and looking for people who remained trapped beneath them.

Other CRC emergency teams arrived in the field during the afternoon of the 29 December and set up logistics and distribution points, as well as temporary accommodation. The CRC PSS team provided vital support for a family who's missing a daughter was found dead in a collapsed building. In Sisak at the request of the local crisis headquarters, CRC teams assisted with the evacuation of the hospital, transferring COVID19 patients to Zagreb, as well as preparing part of the hospital for the reception of victims, and triage.

In the first 24 hours the CRC and our local branches teams reached at least some 8,000 people with search and rescue activities, evacuation and distribution of humanitarian aid in food and non-food items as well as first psychosocial assistance. In the first 24 hours, the CRC deployed a total of 261 staff and volunteers, many of the whom are victims of the earthquake themselves.

#### *Emergency stock distribution*

Immediately after the earthquake a spontaneous bottom-up humanitarian movement started in Croatia with many citizens and companies as well as smaller NGOs collecting huge quantity of food, hygiene and household items and transporting the items to affected areas. The Croatian Civil Protection Authority asked the CRC to take over warehousing, sorting and distributing material to affected communities.

On 30 December 2020, the Government of the Republic of Croatia recommended that all material donations and funds exclusively through the CRC in order to guarantee the help will reach those in need, to avoid misuse of the collected items. The CRC coordinates the receipt of donations and organize the distribution and delivery of supplies to affected people. On 4 January 2021, a total of 11,200 daily hot meals distributed as a joint collaboration with local Croatian restaurants and CRC. By 4 January 2021, CRC distributed a total of 287 tons of food, 203,930 litres of water in bottles, 61,782 hot meals, 10,725 litres of tea, 31,141 kg of hygiene items, 1,010 packages of children's food and household items, 41,6 tons of clothes, 1,091 blankets, 623 heaters, 76 electricity generators, beds and mattresses, cattle food as well as 10,911 hot meals for all Emergency Services on the ground.

#### *Staff involved*

Overall, 600 staff and volunteers have been mobilised as of the 3 January 2021, on rotation basis. Local CRC branches from other parts of Croatia are assisting on the ground with their emergency teams as well as logistics to the operation.



Image 2 Croatian Red Cross compiling household item kits. Photo: CRC

<sup>2</sup> As per the Croatian Seismological Service.

In addition, there are some 300 volunteers from other organizations as well as spontaneous volunteers coordinated by the CRC.

### *National Appeal*

The CRC launched a national appeal for contributions from citizens and private sector. By 4 January 2021, a total of HRK 36.5 million (CHF 5.28 million) has been raised that will be used to assist the affected people including the payment of multipurpose cash grants to those most affected by the earthquake for basic needs.

### *COVID-19*

The COVID-19 outbreak complicates the operation as the physical distance has to be maintained and personal protection equipment has to be used by response teams as well as affected people, especially at temporary accommodation where groups of people are residing. For that reason, CRC had to use more temporary accommodation facilities with fewer people in each.

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

Austrian Red Cross is supporting CRC with EUR 20,000 and is offering additional funds to support cash assistance through vouchers or other tools to affected population, PSS services, in-kind assistance/shelter needs and operational costs.

National Red Cross Societies of Slovenia, Bosnia and Hercegovina, Hungary, Serbia, Macedonia, Montenegro all members of Neighbours Help First Network (NHF) offered assistance and have opened national appeals for financial assistance. So far, the CRC is supported through fundraising through appeals by the following National Societies: Serbia, Slovenia, Bosnia and Herzegovina, Montenegro and Canada, there is no information yet on final figures of raised funds. The Icelandic Red Cross announced a soft financial donation in coordination with the Government of Iceland. The German Red Cross donated 4,200 hygiene kits for families and children and 140 tents to the Croatian Civil Protection.

ICRC Belgrade Office is supporting CRC in regular immigration detention, restoring family links (RFL) for migrants and missing file program. In the COVID-19 and Zagreb Earthquake operations in March 2020, ICRC supported with EUR 55,000 for immediate need of the CRC.

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

On 4 January 2021 the Croatian Government declared the state of disaster for areas of Sisak-Moslavina County as well as Zagreb and Karlovac Counties. The Civil Protection Directorate set up the National Headquarter on Civil Protection, of which CRC is a member, in the first 24 hours after the earthquake. The CRC. In coordination with the National HQ, CRC is responsible for meeting people's immediate humanitarian needs, to coordinate the warehousing and distribution of all food and non-food aid, and provision of emergency accommodation.

The Ministry of Defense cleared rubble from the streets. Croatian Military and firefighters are using water tanks to distribute water and will rehabilitate the water wells in villages, water network is maintained by municipalities. CRC is providing hygiene items from donations. Ministry of Demographic, Family, Youth and Social Policies organized evacuation of its residents from two homes for older people in Petrinja and Glina as well as the Ministry of Health who organized evacuation of patients from hospitals in Petrinja and Sisak.

UNHCR assesses situation and is raising additional funding earmarked for the earthquake affected people to be added to the existing Croatian Red Cross 2020 Project Agreement.

UNICEF is in process of needs assessment and delivery of plastic tarpaulins, hygiene supplies, 3 mobile teams with a focus on child protection.

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

### **Needs analysis**

The current urgent needs are based on initial assessment and observations conducted by CRC emergency response teams after the earthquake in the affected area.

The focus of CRC's overall operation is to provide the immediate humanitarian aid to affected people as well as psychosocial support the most affected people, including basic immediate such as temporary accommodation, humanitarian aid and multipurpose cash grants. As the CRC already received substantial in-kind donations including

food and hygiene items, the procurement of food and non-food items such as hygiene items are not included in DREF EPoA. The DREF operation will complement with funding that will be utilized for sorting, packaging, storing and distribution of those items. The DREF operation is aiming to establish sustainable presence on the ground.

Three local CRC branch offices are destroyed or damaged as a result of the earthquake. Petrinja, Glina and Sisak CRC branches will be accommodated in alternative offices for the duration of this DREF operation.

In general, socio-economic conditions in Croatia are exacerbated by COVID-19 outbreak, resulting in massive job losses, exacerbated by this earthquake being the second in 2020. Social programs are becoming key in response to the emergencies and the current situation is indicating high increase of demand for CRC involvement. These may change as the situation continues to evolve.

#### *Identification of people is a part of shelter activities as well as CVA request collection*

The process of identification (registration and targeting) has already started with registration of people in temporary accommodation and has been coordinated by CRC Restoring Family Links team. tailored-made humanitarian aid as well as cash assistance that will be funded from the financial donations raised through the CRC National Appeal. In order to continue these activities, the CRC RFL field teams need additional equipment such as backpacks for crisis situations, additional communication equipment to be set in temporary accommodation as well as phone chargers for people who lost theirs in the earthquakes.

#### *Food and household relief items - sorting, distribution and transportation*

The CRC adjust its response to the situation with disrupted ordinary supply chains and transportation in severely hit rural areas where lot of people need humanitarian aid in food and non-food items. Food assistance is planned for the short-term until markets are restored. As majority of humanitarian aid is raised in-country, the CRC is implementing a huge logistic operation on the ground, sorting and packing the items as well as transported for distribution. Supplies for packing of food and non-food items such as wrapping material and plastic containers for sorting, packing and distribution. In order to do that the local branches are in need for additional vehicles to transport all humanitarian aid. They are assisted with the CRC HQ vehicles at the moment and 344 volunteers at the field.

#### *Cash grant assistance – unconditional multipurpose cash grants*

The loss and damage of property has a severe financial impact on the affected families. A detailed assessment is needed to be done, but based on available data, most of the displaced people due to earthquake meet some of the usual vulnerability criteria (e.g. older people, single headed households, people with disabilities etc.). CRC will organize CVA for people in temporary shelters but also for people sheltered in housing containers in front of their houses and other private accommodation elsewhere in Croatia and is based on provided in the 2020 DREF operation. The CRC has a trained pool of staff and volunteers set up and run cash programme. This initiative will also capitalize on the CRC experience in CVA that has been build up to date and will further enhance the CRC's expertise in this area. The CRC will be able to utilize this expertise in the future, not only in response operations, but also in its development programmes.

#### *Psychosocial support*

Rapid assessment by the CRC PSS teams is still ongoing, but preliminary conclusions show that the earthquake affected all age and gender groups. As the majority of affected area is rural, there is higher number of older people displaced, around 20%, but the number in temporary accommodation is even higher than that. Displaced people report a high level of fear due to possible COVID infection at displacement sites. In addition, occasional aftershocks undermine people's sense of safety and security. Psychosocial support programming is required for affected communities as well as CRC staff and volunteers. New ways of peer support will be needed to be established with special regards to those affected with two disasters – COVID-19 outbreak and earthquake.

#### *Health*

This operation is running at the time of the COVID-19 outbreak in Croatia with high numbers of cases in November and December 2020. Some restrictions were lifted immediately after the Petrinja earthquake such as movement restrictions between counties, however the outbreak complicates operation on the ground as physical distance is maintained and personal protection equipment has to be used by assistance providers as well as people being assisted.

Ministry of Health is also taking actions in transferring the patients as well as considering the capacity for possibly increasing cases. People in temporary shelters as well as the CRC teams working in the temporary shelters have been vaccinated and quick anti-gen tests have been conducted.

#### *Protection, Gender and Inclusion (PGI)*

Vulnerable and marginalized groups (e.g. older people, Roma population, etc.) should also be considered when planning sectoral activities. Referral pathways will be identified and in place to enable support to those who need it the most. Older people are in most vulnerable situation, due to the merged emergencies. They are unwilling to leave their homes,

regardless of the house damage, but due to COVID-19 restrictions cannot leave their house and need support to access basic services, as well as transportation to the safe accommodation. In addition, CRC city branches have to ensure transport to people with disabilities as well as older people from their house to the safe accommodation or to medical assistance or public services especially in the situation of disrupted public transport.

### Target population

Based on the initial assessment and observations by CRC HQ and the local branches the DREF EPoA will target the most vulnerable groups :

1. **People who have their homes destroyed and/or are uninhabitable and need to seek shelter elsewhere or are in need of housing containers** – at least some 6,250 people according to the first data and estimations
2. **People who remain in their homes with no or minimal damage, do not need humanitarian assistance to meet basic needs, but suffer from high levels of stress** – a number cannot be determined at the moment as almost the entire population of Sisak-Moslavina County and parts of Zagreb and Karlovac County is affected. The people will be reached, identified and assessed by PSS mobile teams as well as by PSS hotline – 10,000 people

Some 26,250 people need humanitarian assistance, but the current DREF with focus on the 10,000 most affected people with totally damaged and destroyed houses. Primary selection criteria for the CVA will be displacement and damages to homes as well as vulnerability criteria. It should be mentioned here that the most affected area of Glina, Petrinja as well as Hrvatska Kostajnica are the poorest areas of Croatia. The whole Sisak-Moslavina County is one of the poorest of Croatia, behind the average development.

Possible vulnerability criteria that will be used (to be determined exactly):

- pre-existing reliance on state welfare system (inclusion in welfare system)
- single headed household
- persons with disability in household
- older people in household
- families with three and more children

As the majority of people in organized shelter in the affected areas are covered by these criteria, they will be prioritized. Current activities are widely based on the affectation criteria, targeting people the most affected by the earthquake and living in temporary accommodation. Psychosocial support via phone lines is available for everyone in need, not depending only on the displacement.

As the identification of the most affected population is still going on, no further data can be provided on the exact disaggregation, but assume that will be close to Croatian average with a slightly higher number of older population.

### Scenario planning

Scenario	Humanitarian consequence	Potential Response
Insufficient protective mask supply and lack of information in combination with high number of people in alternative shelters	People in higher risk of contamination, COVID-19 outbreak within shelter, potential riots	Hygiene promotion, <b>risk-communication messages</b> that explain the nature of the risk (COVID 19), how it is transmitted and what the individuals can do to prevent infection, advocacy to the local authorities, ensuring there is a referral system in place for suspected cases
Delayed recovery due to two combined emergencies (COVID-19 + earthquake) that require opposite coping measures – postquake recovery needs more social contact and COVID-19 response cut all social contacts	Prolonged need for humanitarian response	PSS, referral to relevant stakeholders, relevant information provision

### Operation Risk Assessment

This DREF operation and its operational strategy considers the risks related to the current COVID-19 pandemic and is aligned with the IFRC global COVID emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 (novel coronavirus) outbreak. As auxiliaries

to public authorities in the humanitarian field, Red Cross Red and Crescent National Societies have a strong role to play in supporting domestic operations focused on preparedness, containment and mitigation against the pandemic. National Society responses to COVID-19 are supported through the [global appeal](#), which will facilitate supporting them to maintain critical service provision, while adapting to COVID-19. Business continuity plans for IFRC at all levels have been developed and are continuously being adapted as the situation changes. Focus is given to supporting National Societies to maintain critical service provision through ongoing operations, while adapting to COVID-19. This includes ensuring the health and safety of staff and volunteers and developing plans specifically for emergency health service provision where relevant. As such, the National Society actions dedicated to COVID-19 and those conducted through ongoing operations will be mutually beneficial and built upon common synergies.

This DREF operation is aligned with and will contribute to the current global strategy and regional Emergency Plan of Action for COVID-19 developed by the IFRC Regional Office for Europe, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this particular crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, and movement of NS volunteers and staff as well as international staff.

Therefore, the below risk analysis has been prepared to list in advance mitigating measures as foreseen in the current situation.

Risk identified	Mitigation measures
<p><b>Strong aftershocks</b> Ongoing aftershocks may result in additional traumatization of already affected population. As a consequence, there might be higher number of people in need for accommodation. More people in self-isolation will need to be accommodated. People affected in need of first aid.</p>	<p>Higher number of PSS teams and additional PSS phone lines providing PFA (psychological first aid). Additional accommodation facilities for people in isolation Advocacy to the Government for timely possible solutions for affected people – for example allocation of housing containers and information on reconstruction of housing Providing FA and having appropriate referral systems in place.</p>
<p><b>Staff contamination (medium)</b> Frontline staff and volunteers are in constant contact with potentially COVID contaminated population as well as with people in high risk of contamination (e.g. older people)</p>	<p>Provision of adequate protective equipment to frontline staff and volunteers. Ad hoc information sharing to older adults</p>
<p><b>Reaching targeted population (medium)</b> Reaching the population in need as a number of people are still in their damaged houses or accommodated with relatives and friends, also as still ongoing assessment of damages</p>	<p>Search and development of new approaches toward affected population. Gathering more accurate data on damages and displaced people accommodation in order to do detailed needs assessment</p>
<p><b>COVID-19 alternative shelter outbreak (medium)</b> There is a risk of COVID-19 outbreak within student dormitory where population affected from earthquake is densely accommodated.</p>	<p>Provision of protective masks and disinfectants for staff and volunteers in contact with many people, hygiene promotion for affected people and risk communication messages on COVID 19</p>

## B. Operational strategy

### Overall Operational objective

This DREF operation aims to meet the immediate needs of the most vulnerable population affected by the Petrinja earthquake reaching at least some 10,000 people in need of humanitarian and other types of assistance.

At least some 6,250 persons will be supported with shelter, livelihoods and basic needs activities including CVA, health/PSS and RCCE/CEA activities and 10,000 people will be supported with PSS (including the former group). The focus of the operation will be on the areas of Sisak-Moslavina County and Zagreb County but in first place areas covered by CRC branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica as hit the hardest by the earthquake.

The EPoA outlines actions that not only seek to support the communities affected, but also urgent assistance to the local branches in the affected areas so that they can provide the disaster response that will be prolonged for at least a year. The lessons learned will contribute to the National Society's capacity and preparedness for future disaster response.

### Operational Support Services

#### Human Resources

The operation will be implemented by the Croatian Red Cross headquarters in cooperation with the affected branches: Petrinja, Glina, Hrvatska Kostajnica and Sisak located in Sisak-Moslavina County. The total number of CRC staff and volunteers who are expected to take part in implementation of the operation is 442 persons – 98 staff and 344 volunteers trained in emergency response and/or some of the technical areas (DM, PSS, RFL, Health). In addition, there are some 300 volunteers from other organizations as well as spontaneous volunteers coordinated by the CRC.

Due to the complexity and high demands of the operation, it will be coordinated by CRC DM, Logistics, PSS and RFL staff with experience in working in emergencies. All Croatian Red Cross volunteers are provided with collective insurance by Croatia based insurance company. The insurance cost is not included in the budget and it is covered by the CRC funding. Due to sensitive situation of COVID-19 outbreak from the DREF budget, personal protective equipment will be covered in order to enable staff and volunteers safe and secure work with affected population.

#### Logistics and Supply Chain

The CRC will conduct the procurement locally if items are available and, respecting the IFRC Procurement procedures. For all procurement with a total value equivalent or in excess of CHF 50,000, any vehicle or construction contract regardless of value and any procurement involving drugs and medical supplies including Personal Protective Equipment (PPE), complete file will need to be validated by IFRC (GHS & SCM) prior placing any order or signing any contract.

The CRC will conduct the procurement of PPE locally, respecting requirements and standards indicated in PPE supplies COVID-19 IFRC specifications and standards documents, available with IFRC (LPSCM).

Purchase of fuel for CRC vehicles included in the DREF budget will be used to transport and distribution of humanitarian assistance and CRC personnel in affected areas. Within this operation the costs of the CRC HQ Zagreb warehouse will be covered as well as cost of local branches in affected areas. The DREF will cover the costs of fuel, highway toll, vehicle maintenance for the vehicles of the Croatian Red Cross and local branches.

#### Communications

CRC posts updates on the operation on its webpage and Facebook page on a regular basis. CRC public relations team provide media with information and publishes press releases daily. The team addressing rumours and misinformation spreading on social media and among the local population. The CRC operation has strong media coverage by almost all media, including TV, social media and newspapers. The CRC spokesperson is on the ground every day giving interviews and managing media requests.

IFRC ROE Communications team provides technical support, published a press release on the day of the disaster, prepared key messages and profiled CRC work on social networks. Information and photos are distributed through the weekly Newswire. With the support of IFRC, the CRC is working on an emergency communications strategy, and an online workshop is organized for CRC management and communications team to discuss strategy and learnings from different emergencies in the past as well as similar experiences of other National Societies.

IFRC ROE Communications Officer has been deployed to Croatia on 31 December 2020 to support the CRC communications team with international media request and content production, including photos, videos and interviews

with affected people and volunteers. In addition, visibility items (Vest, T-shirt, Jackets, trousers) will be purchased for the local branches staff and volunteers to ensure access to sites.

### **Community Engagement and Accountability (CEA)**

Given Croatia Red Cross's government-appointed role as lead intermediaries between affected people and agencies responding to the earthquakes, effective Community Engagement and Accountability from CRC will be crucial. CRC will ensure people affected by the earthquakes are kept well informed about the CRC's mandate, activities and prioritization criteria. Through participatory, community-based and co-production approaches affected people and communities will be genuinely and meaningfully included and involved throughout the programme cycle: from programme design, development and implementation, through to ongoing monitoring, and evaluation. Feedback and complaints mechanisms will be easily available to affected people, with feedback gathered informing programme adaptation and decision making. Monitoring will also include satisfaction monitoring, both of the suitability and effectiveness of the support provided, but also the manner in which support is delivered. Information as aid and behaviour change communication will be integrated into the response where appropriate, with channels used and informational content included being guided by the expressed needs and preferences of affected people and communities.

### **Information technologies (IT)**

There is a need for additional communication between the CRC staff and volunteers due to ongoing earthquake operation, but in the first place there is a need to re-establish the communication of the local branches who lost almost everything in their destroyed and damaged office facilities – all IT equipment with computers, wi-fi routers as well as LAN network to establish communication, fixed phones, furniture and other office equipment and supplies etc.

For that the expenses for telecommunications (telephone and internet) but also telecommunication equipment will be included in the operation's budget. Dependent to situation with COVID-19 outbreak, the alternative communication channels will be used even for staff and volunteers meetings – as this is one of the lessons learnt during COVID-19 outbreak it will be used whenever possible. Similarly, there is an increased need for additional technical support for RFL and PSS teams to be available at all time, so necessary IT will be covered by the DREF.

### **Security**

Security conditions in Croatia are stable with ongoing restrictive measures of movement due to COVID-19 outbreak, which may become stricter. Currently all travel outside of place of residency are forbidden and citizens must have police permission to leave. The CRC is working on getting permission for staff and volunteers to be mobile and to be able to implement the activities in the given time.

### **Planning, monitoring, evaluation, & reporting (PMER)**

Planning of the activities is based on needs assessments done in the first days after the earthquake. All activities will be coordinated with local branches affected by the earthquake. Regular briefings and discussions with field operation will be done over phone and online webinars (due to current situation) to monitor the activities which are ongoing.

A post-distribution monitoring is also part of the CVA as well as humanitarian aid distribution. If the situation permits, other activities will be monitored through focus groups with people to be assisted. The methodology will be designed based on COVID-19 related measures and situation at given moment. Depending on the evolvement of the COVID-19 outbreak and taken measures, there is a possibility that activities will need to be reviewed.

Monitoring visits from IFRC Regional Office for Europe will be organised. A lessons learnt workshop with staff, volunteers and representatives of the other stakeholders of the operation will be organised at the end of operation with satisfaction survey and report on LLW. It is expected that this operation will be implemented within four months.

### **Administration and Finance**

National Society and IFRC Secretariat and ROE operational administrative support and office costs are included in the operational budget.

## C. Detailed Operational Plan



### Shelter

People targeted: 6,250

Male: 50%

Female: 50%

Requirements (CHF): 20,420

**Needs analysis:** CRC local branches of Petrinja, Glina and Sisak are damaged or destroyed. The buildings from which operate Petrinja and Glina RC branches are totally destroyed while office buildings of Hrvatska Kostajnica and Sisak has lost its roof due to the earthquake. A total of 68 employees are without facilities to work and run the operation.

With the assistance of the CRC HQ they are at the moment running 5 temporary accommodation centres, sheltering some 800 people and providing humanitarian assistance to many people who have stayed close to their destroyed houses. Some more temporary shelters might be opened. CRC is providing humanitarian assistance, distributing hot meals and providing PSS and PFA, as well as carrying out registration of affected people and establishing communication with their families in other areas. They also need all communication equipment including mobile phones, routers to set up wi-fi network to establish shelter offices but also for people living in the temporary emergency shelters. Additionally, some small equipment for people sheltered in housing containers will be procured such as electric heaters and electricity cord. Other household items required such as beds and mattresses, oil heaters and generators will be procured from other resources.

*Registration of affected people is part of shelter activities.* As there are a lot of people who are in need in quite huge area along with the people who already found temporary accommodation with their families and friends outside the area, there is a need to identify and register them to be able to provide them with tailored-made humanitarian aid as well as cash assistance that will be funded from the financial donations raised through CRC National Appeal. Some people are already in need to establish contacts with their families especially those evacuated from the Petrinja Home for Older People – many of whom are without mobile phones, left them behind when they were evacuated, or have lost their chargers. The process of identification has already started with registration of people in temporary accommodation and has been coordinated by CRC Restoring Family Links teams. The assessment of needs done by CRC teams will be exchanged and the response coordinated with other partners and stakeholders including the state and local municipalities and NGOs who are present at the field or want to assist. In order to continue aforementioned activities, the CRC RFL field teams need additional equipment such as backpacks for crisis situations and additional communication equipment to be set in temporary accommodation as well as chargers for affected people.

**Risk analysis:** Another devastating earthquake and deterioration of health situation to address to ensure a risk-informed response.

**Population to be assisted:** At least of 6,250 the most affected people whose homes are destroyed and/or are uninhabitable and need to seek shelter elsewhere as well as 2 local branches of Red Cross in Petrinja and Glina and Kostajnica.

**Programme standards/benchmarks:** The content of the assistance will follow Sphere standards as minimum but also the CRC and Croatian legal and technical standards requirements which are much higher.





## Livelihoods and basic needs

**People targeted: 6,250 (including 750 to be reached with multipurpose cash grants)**

Male: 50%

Female: 50%

**Requirements (CHF): 215,505**

**Needs analysis:** CRC have adjusted its response to disruption to the supply chains in severely hit rural areas where people need food and non-food items.

As the majority of humanitarian aid is raised in-country, CRC is implementing a huge logistic operation on the ground with humanitarian aid that has been accepted from the public, including sorted and packed as well as transport for distribution. The costs such as wrapping material and plastic containers is included under the DREF operation.

People in rural areas are the most affected, in need of food and non-food items with limited access to public transportation in remote rural areas. While market supply chains are currently disrupted and will take time to restore. The majority of shops are not open at moment with exception of Sisak. Consequently, huge quantities of food and non-food items including hot meals need to be delivered to their addresses and a number of local distribution points. In order to do that the local branches are in need for additional vehicles to transport all humanitarian aid – temporary at a moment, they are assisted with the CRC HQ vehicles and lot of volunteer at the field.

The damage of property has a severe financial impact on the affected families, many of whom are expected to have difficulties recovering on their own. A detailed assessment is needed, however based on available data most of the displaced people meet the usual vulnerability criteria (e.g. older people, single headed households, people with disabilities etc.). The complex emergency contravened the everyday life of affected people (especially those displaced) not only because of damage property but also in terms of workplace, individual and family businesses and education.

Individuals and families will need support to cover their basic needs until they can meet their basic needs with dignity. Based on assessment information, at least 25,000 people will need multipurpose cash grants (with destroyed or damaged houses). CVA will be a modality to assist them in organising their lives out of their homes. The transfer value is CHF 246 (HRK 1,700) which is closely linked to the social benefit a person can receive in any type of outstanding need from Croatian Social Welfare Center (HRK 2,000) but still lesser than one the mentioned social benefit once. CRC plan to target 750 vulnerable families whose houses have been totally destroyed by the earthquake. Selection and verification process will be done in close cooperation with governmental bodies and municipalities. Following the criteria CRC planning to reach 750 people in the affected area those who are not included to the list of social welfare net recipients. The amount of 246 CHF will provide support for the affected targeted population with supplementary money to cover their essential food needs, as well as expenses on health, transportation and communication costs for one month (*according to the Croatian Bureau of Statistics the average basic expenditures amount HRK 20 400 per person, per month = 246 CHF*).

As the main target group will be people who had to abandon their houses and apartments as totally destroyed and dangerous to stay in and among them lot of people without or limited access to web (especially older people), CRC has to organize collection of CVA requests in temporary shelters but also for people sheltered in housing containers in front of their houses and other private accommodation elsewhere in Croatia. The RFL teams of CRC and local branches will need additional equipment to do so – for example backpacks for crisis situations. RFL costs are budgeted under “Migration”, however, it is to be noted that it only for technical purposes and no corresponding operational migration sector was developed. As we already have set up system for collection of CVA requests as well as developed web application and data base, we can move on with this activity very soon. We just have to adapt the criteria as well as web application and move on with CVA requests collection.

**Population to be assisted with unconditional/multipurpose cash grants: People who have their homes destroyed and/or are uninhabitable and need shelter support** – at least some 6,250 people out of who some 750 people will be covered from DREF budget and others from the funding raised by the CRC national appeal

**Programme standards/benchmarks:** The content of the assistance will follow Sphere standards as minimum but also the CRC and Croatian legal and technical standards requirements which are much higher.

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	# of people provided with livelihoods and basic needs support (target: 6,250)															
	Output 1.2: Basic needs assistance for livelihoods security including food and non-food items is provided to the most affected communities	# of people reached with food assistance (in-kind donations and hot food) (target:6,250)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP008	Packing, storing and distribution of food items that are already donated to CRC (in-kind) to meet the basic needs of affected population	x	x	x	x	x	x	x	x	x	x	x	x				
AP008	Wrapping material for packing of food and humanitarian aid (for lunch packs, cardboard boxes, plastic foils)	x	x	x	x	x	x	x	x	x	x	x	x				
AP008	Plastic containers for sorting, packing and distribution of humanitarian aid (food and hygiene items)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Organizing post distribution activities following the food items distributions	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
P&B Output Code	Livelihoods and basic needs Output 1.5: People are provided with unconditional/multipurpose cash grants to address their basic needs	# of people supported with unconditional/multipurpose cash (target: 750)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP005	Design of Cash & Voucher Assistance (cash, vouchers, etc.) to meet shelter needs to the affected population as well as unconditional multipurpose needs of the most affected population including re-design of CRC Web Application and Database for registration of cash grants requests	x	x	x	x												
AP081	Identification of target population – CVA request collection	x	x	x	x	x	x	x	x	x	x						
AP081	Selection of cash modality and financial service provider		x	x	x												
AP081	Distribution of unconditional multipurpose cash grants to the target population				x	x	x	x	x	x	x	x	x	x	x	x	
AP081	Post distribution monitoring, including satisfaction questions on the use of unconditional multipurpose cash grant												x	x	x	x	x



## Health

People targeted: 10,000

Male: 50%

Female: 50%

Requirements (CHF): 31,489

### Needs analysis:

This operation is running at the same time as the COVID-19 outbreak in Croatia, with high numbers of cases recorded in November and December. Immediately after the Petrinja earthquake, some of the restrictions were lifted such as movement between counties. But this complicates the operation on the ground as the physical distance has to be maintained and personal protection equipment has to be used by assistance providers as well as for affected people. CRC staff and volunteers are participating in direct assistance to affected population and always have to ensure the necessary measures for protection are taken. Due to this there is a high need for protective equipment for staff and volunteers as well as for affected people in group temporary accommodation to ensure their safety (primarily older people).

Psychosocial support will continue to be provided by trained staff and volunteers through in-person contact at the field – in temporary organized shelters and at their temporary addresses as well as through dedicated free phone lines for other people affected by the earthquake,

There is need for PSS support for staff and volunteers through online sessions to safeguard provision of services to affected people during the upcoming period.

**Risk analysis:** *access to the people affected by the earthquake due to COVID-19*

**Population to be assisted:** *At least 10,000 people, including children, will be supported with psychosocial support (outreach and PSS phone lines). Protection of the CRC staff and volunteers will be enabled and they will be prepared for direct work with affected population. PSS activities under the EQ response operation, will have different approach than usual due to the COVID-19 outbreak measures and will focus on needs assessment and provision of psychosocial support to displaced people due to earthquake*

**Programme standards/benchmarks:** *The content of the psychosocial support training and provision of the psychosocial support will follow IFRC MHPSS standards.*

P&B Output Code	Health Outcome 4: Transmission of diseases of epidemic potential is reduced	# of people in assisted with PPE, risk communication and CEA activities (target: 10,000)															
	Health Output 4.1: Community-based disease control and health promotion is provided to the target population	# number of people reached with PPE (target: 10,000)															
	Activities planned / Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP021	PPE procurement for staff and volunteers that are deployed to the EQ response as well as people in temporary organized shelter – masks and disinfectants	x	x	x	x												
AP084	Risk communication and CEA activities to promote community-based disease control and health promotion	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
P&B Output	Health Outcome 6: The psychosocial impacts of the emergency are lessened	# of people provided with PSS assistance (target: 10,000)															

Code	Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff	# of PSS services provided to affected population (target: 10,000)																				
		Activities planned / Week						1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP023	Assessment of PSS needs and resources available in the affected community	x	x	x	x																	
AP023	Provision of psychosocial support to people affected by earthquake via outreach and phone which includes procurement of PSS material for the most affected especially children in temporary shelter	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Peer support to staff and volunteers	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Online training sessions for staff and volunteers on PSS	x	x	x	x																	



### Protection, Gender and Inclusion

**People targeted: 400**

Male: 150

Female: 250

**Requirements (CHF): 0**

**Needs analysis:** Other vulnerable and marginalized groups (e.g. older people, Roma population, etc.) are considered when planning sectoral activities. Referral pathways should be in place to enable support to those who need it the most.

Older people are in most vulnerable situation, due to merged emergencies. As mentioned above, they are attached to their homes and unwilling to leave regardless of the house damage, but due to COVID-19 restrictions cannot leave their house and need support to access basic services, as well as transportation to the safe accommodation. In addition, Red Cross city branches have to ensure transport to people with disabilities as well as older people from their house to the safe accommodation or to medical assistance or public services especially in the situation of disrupted public transport.

The destruction and loss caused by earthquake disaster, can affect multiple aspects of people's well-being, both physically and socially. Effects are manifested in health and living conditions, as well as in interactions within the family and wider community. Looking at the impacts of earthquake with a protection and gender lenses is vital not only in order to uncover patterns of vulnerability (i.e. who was most affected) but also to better understand their capacities (i.e. how people cope with and recover from shocks and stresses) of self-protection. As Croatia is older, they are also affected by earthquake. This specific group are at the highest risk of being denied access and support. Likewise, in the current time the COVID-19 outbreak means more stressors to the daily life of people, exposing them to new vulnerabilities and leaving them on margins of society with no social network and support.

**Population to be assisted:** Up to 400 vulnerable people (older people and people with disabilities) will be supported with delivery and transport services. Referral pathways are established and vulnerable groups have access to psychosocial support. In addition, older people have access to safe accommodation, food and medicine.

**Program standards/benchmarks:** Activities will be according to the IFRC minimum standards for protection, gender and inclusion in emergencies.





## Funding Requirements

The budget for this DREF operation is **CHF 384,901**. [Please click here](#) to see the budget.

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

### In the Croatian Red Cross:

- Robert Markt, Secretary General; phone: +385 1 4655 814 (ext. 106); email: [robert.markt@hck.hr](mailto:robert.markt@hck.hr)
- Anna-Maria Radić, Head of EU Department; phone: +385 1 4655 814; email: [anna-maria.radic@hck.hr](mailto:anna-maria.radic@hck.hr)

### In the IFRC

- **IFRC Regional Office for Europe:**
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### In IFRC Geneva

- Antoine Belair, Senior Officer, Operations Coordination, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)
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## How we work

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

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



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

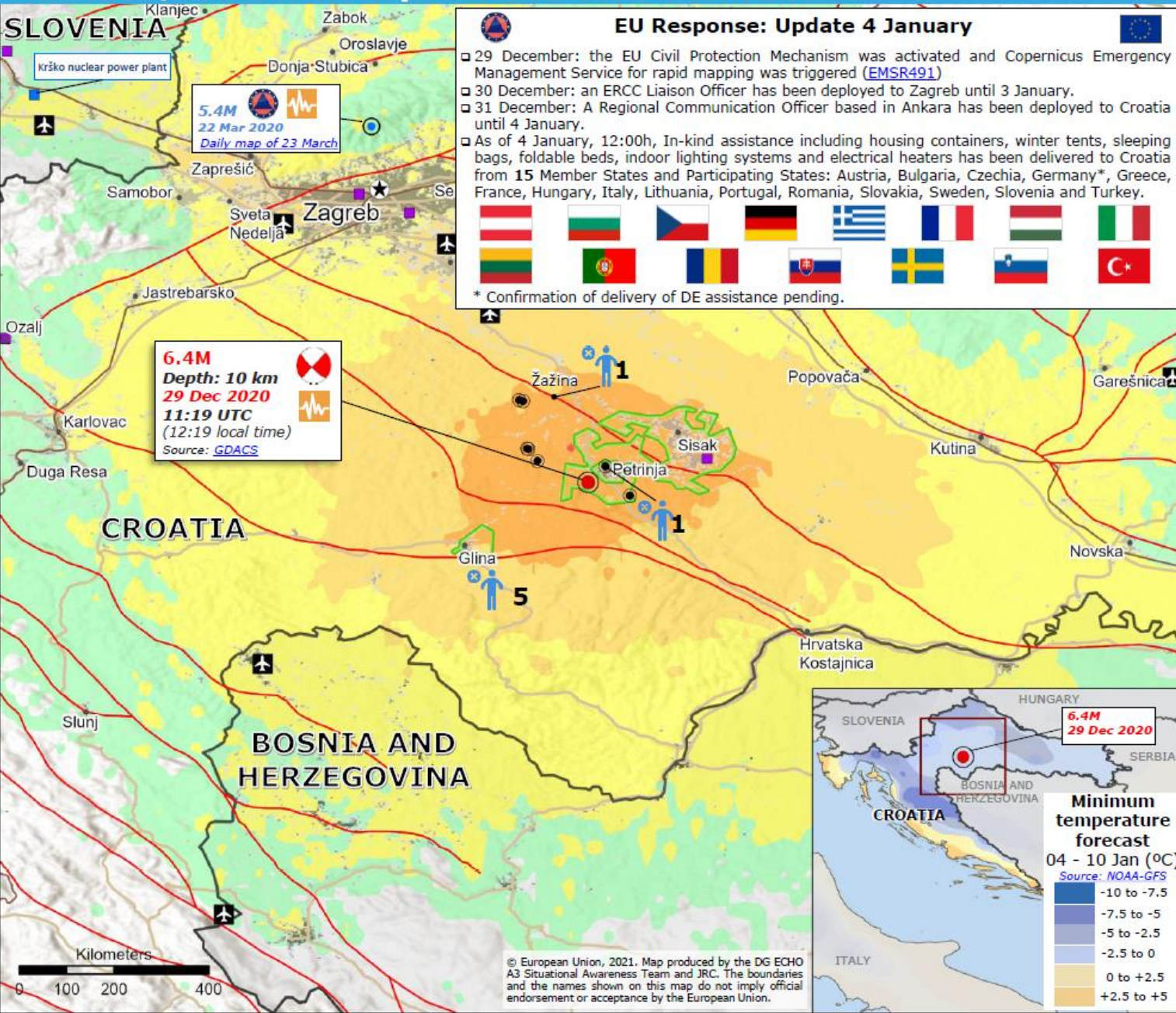


Enable **healthy**  
and **safe** living.



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

# Croatia | 6.4M Earthquake of 29 December



**6.4M**  
 Depth: 10 km  
 29 Dec 2020  
 11:19 UTC  
 (12:19 local time)  
 Source: [GDACS](#)

### EU Response: Update 4 January

- 29 December: the EU Civil Protection Mechanism was activated and Copernicus Emergency Management Service for rapid mapping was triggered ([EMSR491](#))
- 30 December: an ERCC Liaison Officer has been deployed to Zagreb until 3 January.
- 31 December: A Regional Communication Officer based in Ankara has been deployed to Croatia until 4 January.
- As of 4 January, 12:00h, In-kind assistance including housing containers, winter tents, sleeping bags, foldable beds, indoor lighting systems and electrical heaters has been delivered to Croatia from 15 Member States and Participating States: Austria, Bulgaria, Czechia, Germany\*, Greece, France, Hungary, Italy, Lithuania, Portugal, Romania, Slovakia, Sweden, Slovenia and Turkey.

\* Confirmation of delivery of DE assistance pending.

### Earthquake

Source: [GDACS](#), [USGS](#)

- Main event (6.4M)
- Foreshocks and aftershocks 2.7M – 5.2M
- Past event
- Focal mechanism Source: [USGS](#)
- [GDACS](#) Orange alert

Copernicus area of interest ([EMSR491](#))

- Active fault Source: [Stanko D. et al 2019](#)
- Power plant
- Nuclear power plant
- Population density (Source: [GHSL](#))
- Low High
- Road
- Country border
- Main airport

### Modified Mercalli Scale

Source: [USGS](#)

- VIII Severe shaking
- VII Very strong shaking
- VI Strong shaking
- V Moderate shaking

### Impact Overview

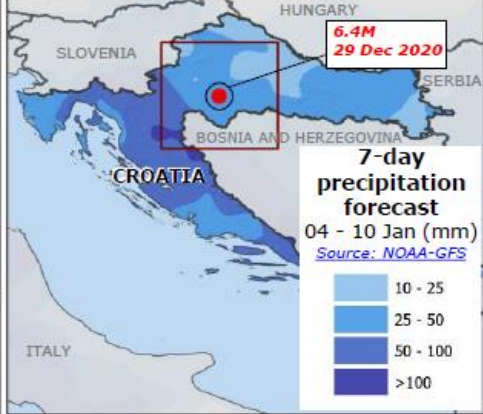
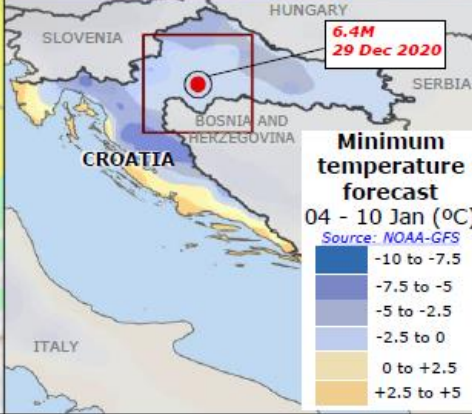
- 7 fatalities
- 28 Injured people
- > 2,000 damaged buildings

Source: [Croatian Civil Protection](#)

### Population exposure to earthquake intensity

VIII	71,000
VII	420,000
VI	1,000,000
V	2,100,000

Source: [GDACS](#)



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**DREF OPERATION**

MDRHR004 - Croatia - Earthquake

07/01/2021

**Budget by Resource**

Budget Group	Budget
Food	14,493
Medical & First Aid	11,016
Other Supplies & Services	6,725
Cash Disbursement	187,859
<b>Relief items, Construction, Supplies</b>	<b>220,092</b>
Storage	3,043
Transport & Vehicles Costs	4,783
<b>Logistics, Transport &amp; Storage</b>	<b>7,826</b>
National Society Staff	42,899
Volunteers	13,623
<b>Personnel</b>	<b>56,522</b>
Workshops & Training	1,500
<b>Workshops &amp; Training</b>	<b>1,500</b>
Travel	1,500
Office Costs	57,826
Communications	16,143
<b>General Expenditure</b>	<b>75,469</b>
DIRECT COSTS	361,409
INDIRECT COSTS	23,492
<b>TOTAL BUDGET</b>	<b>384,901</b>

**Budget by Area of Intervention**

AOF2 Shelter	20,420
AOF3 Livelihoods and Basic Needs	215,505
AOF4 Health	31,489
AOF7 Migration	6,112
SFI1 Strengthen National Societies	108,074
SFI2 Effective International Disaster Management	3,195
SFI4 Ensure a strong IFRC	107
<b>TOTAL</b>	<b>384,901</b>

