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# Operation Update Report Malaysia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n° MDRMY005</b>	<b>GLIDE n° <a href="#">FL-2021-000001-MYS</a></b>
<b>Operation update n° 1; 17 January 2021</b>	<b>Timeframe covered by this update:</b> 5 January to 14 January 2021
<b>Operation start date:</b> 04 January 2021	<b>Operation timeframe:</b> 4 months, up to 31 May 2021
<b>Funding requirements:</b> CHF 324,020 (2 <sup>nd</sup> allocation of CHF 196,646)	
<b>N° of people being assisted:</b> 12,500 people	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Singapore Red Cross supporting Malaysian Red Crescent Society (MRCS) bilaterally.	
<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).	

## Summary of major revisions made to emergency plan of action:

A second allocation of CHF 196,646 to the DREF Operation MDRMY005 (totaling to CHF 324,019.73) has been requested by MRCS to assist the people affected by floods in extended geographical areas (additional three affected states), due to continuous heavy rains in the east and southern region of Peninsular Malaysia, and in Sabah.

The revision includes new geographical areas as per the weather warning alert issued on 8 January 2021 and arising needs where MRCS included three more affected states (Kelantan, Terengganu, and Sabah) bringing the total people to be assisted to 12,500 people (2,500 households, with average of 5 family members per household) from five most affected states (Johor, Pahang, Terengganu, Kelantan, and Sabah), with one additional month for the timeframe of the activities.

## 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.

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. As of 8 January 2021, Malaysia National Disaster Command Centre (NDCC) had estimated that 11,973 families are affected by the floods (eight death) and 42,945 people have been evacuated to 397 evacuation centres in 27 districts of five states.

On 8 January 2021, The Malaysian Meteorological Department (MetMalaysia) had issued bad [weather warning alert](#) that it was expected continuous heavy rain to occur over the states of Terengganu, Pahang, Johor and Sarawak. It is also reported that heavy rain and thunderstorms to continue to hit Sarawak and Sabah until January 19. Those continues heavy rain resulted floods in



Floods in Kemaman district, Terengganu affecting the highest number of people in the state. (Photo: MRCS)

Terengganu, Kelantan, and Sabah. There were reported damages of roads and landslides plus minor damages of houses in the recent floods in those floods affected States.

## Summary of current response

### Overview of Host National Society

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) through respective National and State Civil Defence Force (Flood Response Taskforce) at national and district levels. MRCS volunteers in branches throughout the affected areas have been activated since 22 November 2020 and throughout the operation. The MRCS branches of Johor, Pahang, Kelantan and Terengganu have activated their annual floods preparedness plan in anticipation of the monsoon season.

MRCS has mobilized its local branch network to work alongside the authorities in addressing community needs. To meet the immediate needs of families in relief centres, MRCS released 1,500 hygiene kits from prepositioned stocks for immediate distribution to families in relief centres in Johor, Pahang, and Terengganu. The National Society deployed members of its State Disaster Response Teams (SDRT) to support rescue and evacuation efforts, to undertake rapid needs assessments and to distribute urgent relief. The SDRT are augmented by members of the Rapid Deployment Squad (RDS) and two personnel from the IFRC Regional Delegation for Asia Pacific.

### Overview of Red Cross Red Crescent Movement 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 launched a domestic appeal to support their flood response, through social media. Singapore Red Cross has provided bilateral support to MRCS to assist people affected by the floods.

### Overview of non-RCRC actors in country

Government of Malaysia (GoM) through National Disaster Management Administration (NADMA) and National Security Council (NSC) is coordinating the rescue and relief efforts in the affected states. NSC at district level and Social Welfare Department are establishing and managing evacuation centres and transferring affected people to the centres. Malaysian Fire and Rescue Department, Malaysian Civil Defence Force (APM) and local NGOs are supporting the rescue and relief efforts.

## Needs analysis and scenario planning

### Needs analysis

MRCS has mapped the current capacity of each branch in the anticipation of the flooding and has come up with a response plan for these branches. The continuous heavy rain has caused water levels to increase and this had led to further flooding in other areas.

With more states being flooded, MRCS has conducted rapid needs assessment from 8 to 13 January 2021 in Kelantan, Terengganu, and Sabah to map out needs and gaps to complement the relief efforts by the local authorities and NGOs. Based on the assessment, each state- and district-level Civil Defence Force is leading and coordinating flood relief efforts with local authorities and NGOs in the field. State- and district-level Civil Defence Force will be on standby until March 2021 within the duration of the Northeastern Monsoon period where subsequent floods waves are expected in these states.

Based on the increasing needs from affected people in additional districts, MRCS will focus on the five most affected states namely Pahang, Johor, Kelantan, Terengganu and Sabah. For Kelantan and Terengganu, immediate assistance will be provided to the most affected households - house cleaning/disinfecting materials and kitchen equipment sets and assistance could also be rendered through multipurpose cash grants. Further

detailed assessment will be conducted to determine the specific villages in the selected districts which are in need of dire aid. Selection of targeted people and household will follow the DREF Operation selection criteria.



Floods consist of mud and debris inundating one of the affected areas in Kemaman, Terengganu. (Photo: MRCS)

### **Kelantan floods situation**

The Kelantan Civil Defence Force reported that recent floods have affected a lot of people. Nonetheless the magnitude of damage was not as bad as 2014 floods and there is no damage to roads or bridges. In addition, there are no significant number of reported cases of houses damaged due to the floods in the state. Currently, coordination among local authorities and existing NGOs are being coordinated smoothly to assist affected people. Kelantan Civil Defence Force confirmed that most of the affected people in Kelantan have been assisted with basic food supplies. Current needs that are yet to be covered in post-floods assistance are the cleaning and disinfection of houses from mud and flood debris, especially in Gua Musang and Kuala Krai districts, and most households especially in the rural areas require kitchen sets<sup>1</sup>.

A total 2,034 households are affected in six districts in Kelantan, majority of those households stated that they require support in house cleaning/disinfecting materials and kitchen sets.

### **Terengganu floods situation**

In Terengganu, the recent floods affect three districts namely, Hulu Terengganu, Dungun and Kemaman. Kemaman district is the most affected district and has the highest number of affected people (10,557 people / 2,608 households) while in Dungun district, 2,290 people (647 households) are affected by the floods. Most of the affected areas in Terengganu are located at rural areas/settlements. There were reported damages of roads and landslides plus minor damages of houses in the recent floods in some of the affected districts. Terengganu Civil Defence Force is coordinating the flood response in the state, but all parties providing aid/assistance are required to register with the District Office and Welfare Department to avoid duplication of assistance to the affected people. According to the Terengganu Civil Defence Force, the flood causes minor damage to the houses and the most affected people in Terengganu are beginning to return to their homes and have been provided with basic necessities. While the communities are returning home, cleaning of houses are still ongoing and some of the affected people especially, those from the lower income group and in the rural areas, are in need of support in cleaning/disinfecting their houses from mud and debris. In addition, similar to Kelantan, while there is no significant damage to houses, most of their essential house items were damaged. Most of the affected households need urgent support on basic kitchen equipment for daily living as they are unable to cook and feed their families. At the moment, these types of needs are not being covered under any assistance. Several families in Dungun require washing machines and refrigerators; as they are unable to wash their clothes since the flood began.

In total 3,276 households are affected by the floods in three districts in Terengganu, out of which majority of those households stated that they require assistance in house cleaning/disinfecting materials and kitchen equipment.

### **Sabah floods situation**

As of 13 January 2021, the flood situations in Sabah and Sarawak has become more critical with an increase in the number of evacuees, while the situation in Johor, Pahang and Kelantan have improved. In Sabah, the number of flood evacuees have increased to 1,054 people as of 4pm on 13 January 2021 and they are housed in eight temporary relief centres (PPS) in three districts, namely, Kota Marudu, Pitas and Beaufort. Heavy rains on the east coast of Sabah have caused five villages in Lahad Datu to be flooded. Four districts in Sabah, namely Kota Marudu, Pitas, Beaufort and Lahad Datu, involving 101 villages, have been affected by the floods, but there are no evacuees reported in Lahad Datu. From the rapid assessment finding, those households stated that they require assistance in house cleaning/disinfecting materials and kitchen equipment, and personal hygiene items.

### **Livelihood situation**

Household and foods assistance are well covered by Welfare Department and local NGOs. While more people are returning home and smaller evacuation centres are still in operations, affected people were seen to continue with their daily activities as per usual. During the MCO, and CMCO, essential services such as banks and markets are functioning as per usual. Additionally, MRCS has provided Cash and Voucher assistance to the affected people by the floods as means to complement government's social protection measures due to the recent announcement of the Conditional Movement Control Order by the government.

### **Health and WASH situation**

The health of the affected people is covered by respective District Health Offices, which is well functioning. There is no reported outbreak of diseases, nonetheless, diseases related to floods such as diarrhoea or other communicable diseases are well covered by District Health Office. No psychological traumatic experiences were reported. APM confirmed that there are no reports of damages to water supplies structures and sanitation facilities. However, information on the possible damage of sanitation facilities, especially in the rural areas have yet to be confirmed as water is just beginning to recede.

As of 13 January 2021, total COVID-19 case is 141,533 cases, with 3,309 new cases as of 12 Jan 2021. There is no COVID-19 cases among any flood evacuees reported. Malaysian government just announced on 11 January 2021, a Movement Control Ordered (MCO), often referred as a partial lockdown as a preventive measure by the federal

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<sup>1</sup> One gas stove, rice cooker, a cooking pot and kitchen utensils.

government of Malaysia in response to the COVID-19 pandemic in the country, in Penang, Selangor, Malacca, Johor, Sabah, Kuala Lumpur, Putrajaya and Labuan. MCO begins from midnight Jan 13 until the end of Jan 26; a conditional MCO (CMCO) in Pahang, Perak, Negeri Sembilan, Kedah, Terengganu and Kelantan. In addition, Kuching, Sibul and Miri in Sarawak are also under the conditional MCO; and a recovery MCO in Perlis, and Sarawak (except Kuching, Sibul, and Miri).

### Operation Risk Assessment

Apart from the difficulty of road access in some affected areas and increased health risks with the on-going COVID-19 crisis, mosquito and water-borne diseases, debris and vehicle accidents; there are no other major threats in Malaysia which may directly disrupt 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, volunteers that takes into account the current COVID context and this will be adhered to closely during the implementation of the DREF operation to minimize risk. During the implementation of this operation, MRCS will follow the existing government and movement guidance related to the COVID-19 crisis. During the MCO, MRCS staff and volunteers are still allowed to operate as usual, considering that MRCS are providing essential services to people. MRCS will still be able to provide the assistance that planned under the DREF operation, which distribution of hygiene kits and provision of cash assistance to the targeted affected people.

## B. OPERATIONAL STRATEGY

### Proposed strategy

With the revision of the DREF Operation, the objective of the operation is to meet the immediate needs of 2,500 **households** in flood affected villages of five states (Johor, Pahang, Kelantan, Terengganu and Sabah) through the distribution of hygiene kits from the pre-position stocks (Johor, Pahang, Terengganu and Sabah) and distribution of unconditional multipurpose cash grant in all five states, which is expected to be completed within 4 months. The other original strategy which includes CEA remain the same.

### Support services

Support services such as human resources, communications, information technology, PMER and IM, logistics and security shall remain the same as the original DREF Operation.

## C. DETAILED OPERATIONAL PLAN

 <p><b>Livelihoods and basic needs</b>  <b>People reached: 2,500 HH (12,500 people)</b>  Male: 1,500 HH  Female: 1,000 HH</p>		
<b>Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of targeted household that have enough (food, cash, income) to meet their survival threshold	2,500 (1,500 additional HH)	To be reported in the next OU
<b>Output 1.1: Household are provided with multipurpose cash grants to address their basic needs</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of household reached with cash for basic needs	2,500 (1,500 additional HH)	To be reported in the next OU
Progress towards outcomes		
<ul style="list-style-type: none"> <li>Based on the findings from the rapid assessment in Pahang, Johor, Terengganu, Kelantan, and Sabah, people are in need of cash to clean or to do minor repairation of their houses affected by the flood, and also to buy necessary households items such as mattresses, blankets, basic kitchen equipment, and other basic needs. MRCS is setting up the Cash and Vouchers Assistance and will be ready to roll out the programme in the targeted states. The plan for this CVA implementation on the 3<sup>rd</sup> week of January 2021. The amount of cash will remain the same as the original plan, which is estimated 70 CHF.</li> </ul>		



## Health

People reached: 2,500 HH (12,500 people)

Male: 1,500 HH

Female: 1,000 HH

### **Outcome 1: The immediate risks to the health of affected populations are reduced**

Indicators:	Target	Actual
# of targeted household at evacuation centre and district effected by flood	2500 (1,500 additional HH)	To be reported in the next OU

### **Output 1.1: Community-based disease prevention and health promotion is provided to the target population**

Indicators:	Target	Actual
# of household reached by NS with services to reduce relevant health risk factors	2,500 (1,500 additional HH)	To be reported in the next OU
# of volunteers involved in health programmes		

#### Progress towards outcomes

- MRCS is currently preparing health promotion and diseases prevention materials. The volunteers are trained and briefed on how to conduct the hygiene promotion activities in the targeted communities. The health promotion and disease prevention activities will be focusing on COVID-19 messaging and water-borne diseases such as cholera and typhoid that are more commonly associated with flood.
- MRCS will also be utilising their PFA hotline established in Sabah for the COVID-19 response since January 2021 to extend their hotline for flood victims.



## Water, sanitation and hygiene

People reached: 2,000 HH (10,000 people)

Male: 1,200 HH

Female: 800 HH

### **Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

Indicators:	Target	Actual
# of households reached with WASH services	2,000 (1,000 additional HH)	To be reported in the next OU

### **Output 1.4: Hygiene promotion activities which meets Spheres standards in terms of the identification and use of hygiene items provided to target population**

Indicators:	Target	Actual
# of people provided with hygiene promotion	10,000 (5,000 additional people)	To be reported in the next OU

### **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**

Indicators:	Target	Actual
# of people provided hygiene kits	10,000 (5,000 additional people)	To be reported in the next OU

#### Progress towards outcomes

Pre-positioned hygiene kits have been distributed in the states of Johor, Pahang and Terengganu. This activity is still on-going. The actual number of hygiene kits distributed will be reported in the next OU.



## Protection, Gender and Inclusion

People reached:

Male:

Female:

### Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable

Indicators:	Target	Actual
The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services	Yes	To be reported in the next OU

### Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors

Indicators:	Target	Actual
NS that ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors	Yes	To be reported in the next OU

#### Progress towards outcomes

This has been included in the rapid assessment activities, to ensure that the information would capture the specific needs from a diverse group of people. For example, the assessment team were also looked into non-Malaysian citizen who may be affected by the floods, because there is a significant number of people from southern Thai living in Kelantan and Terengganu. Government agencies acknowledged their existence but cannot support their welfare.

## Strengthen National Society

### Outcome 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

Indicators:	Target	Actual
# of NS branches that are well functioning in the operation	5 (original target was 2)	To be reported in the next OU

### Output 1.1: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers involved in the operation provided with briefing/orientation	125 (original target was 50)	To be reported in the next OU

#### Progress towards outcomes

- The Flood Response Team had been activated and has started the assessment, and the distribution of hygiene kits in Johor and Pahang. These teams include staff and volunteers that have been briefed on the project activities. A daily update communication system channel has been activated through WhatsApp group, to ensure that the operations on the field received necessary support from the National Headquarters.

## International Disaster Response

### Outcome S1: Effective and coordinated international disaster response is ensured

### Output 1.1: Supply chain and fleet services meet recognized quality and accountability standards

Indicators:	Target	Actual
Procurement is carried as per IFRC standards and items replenished in the operation timeline	100%	To be reported in the next OU

#### Progress towards outcomes

- A Requisition of 1,000 hygiene kits have been submitted to the IFRC procurement department for the replenishment of the initial hygiene kits that were distributed from MRCS's pre-positioned stocks. There will be another 1,000 hygiene kits requisition will be requested to replenish the hygiene kits that will be distributed in Terengganu and Sabah. A total 2,000 hygiene kits is needed for replenishment.

## Influence others as leading strategic partner

**Outcome 1: The programmatic reach of the National Societies and the IFRC is expanded**

Indicators:	Target	Actual
# of NS launched and workshop conducted	1	To be reported in the next OU

**Output 1.1: Resource generation and related accountability models are developed and improved**

Indicators:	Target	Actual
# of assessments in 5 states	5 (original target was 2)	To be reported in the next OU
Lessons learned workshop is conducted	Yes	To be reported in the next OU

Progress towards outcomes

- Rapid assessments had been conducted in Johor, Pahang, Terengganu, and Kelantan. While in Sabah, this is still on-going. The full report of the assessment will be reported in the next OU.

## Effective, credible and accountable IFRC

**Outcome 1: The IFRC enhances its effectiveness, credibility and accountability**

**Output 1.1: 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**

Indicators:	Target	Actual
Finance Department provides consistent support to the national society to ensure quality to financial reporting	Yes	To be reported in the next OU

Progress towards outcomes

n/a

## D. BUDGET

International Federation of Red Cross and Red  
Crescent Societies

*all amounts in  
Swiss Francs  
(CHF)*

### **DREF OPERATION**

MDRMY005 - MALAYSIA - FLOOD  
RESPONSE

14/1/2021

#### **Budget by Resource**

<b>Budget Group</b>	<b>Budget</b>
Water, Sanitation & Hygiene	36,000
Cash Disbursement	7,125
<b>Relief items, Construction, Supplies</b>	<b>43,125</b>
Transport & Vehicles Costs	5,000
<b>Logistics, Transport &amp; Storage</b>	<b>5,000</b>
National Staff	3,000
<b>Personnel</b>	<b>3,000</b>
Consultants	1,000
<b>Consultants &amp; Professional Fees</b>	<b>1,000</b>
Travel	2,000
Financial Charges	18,569
<b>General Expenditure</b>	<b>20,569</b>
Cash Transfers National Societies	231,550
<b>Contributions and Transfers</b>	<b>231,550</b>
DIRECT COSTS	304,244
INDIRECT COSTS	19,776
<b>TOTAL BUDGET</b>	<b>324,020</b>



Click here for:

- [DREF Operation](#)

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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**.