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Emergency Plan of Action (EPoA) Croatia: Petrinja Earthquake

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal	MDRHR004	Glide n°:	EQ-2020-000241-HRV
Date of launch:	15 January 2021	Expected timeframe:	12 months
Date of disaster:	29 December 2020	Expected end date:	31 December 2021
Date of EpoA`s issue: 5 March 2021			
Category allocated to the of the disaster or crisis: Orange			
EPoA budget: CHF 6,220,000 ¹			
DREF allocated: CHF 384,901			
Total number of people affected:	149,371	Number of people to be assisted:	80,000 ²
Provinces affected:	Sisak-Moslavina county, Karlovac county, Zagreb county	Provinces/Regions targeted:	Red Cross branch areas of Petrinja, Sisak, Glina and Hrvatska Kostajnica
Host National Society presence (n° of volunteers, staff, branches): Croatian Red Cross (CRC) staff and volunteers from the branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica, and the National HQ as well as the county branch of Sisak-Moslavina are engaged in the response (a total of 240 CRC staff and volunteers at any time -125 staff and 115 volunteers-). At mid-January CRC staff and volunteers reached a total of 600 persons on daily basis supporting implementation of response activities. CRC branches from other parts of Croatia are present on the ground with their emergency teams, each comprising of 5 to 7 volunteers that are rotated daily or weekly. Branches are also providing logistics assistance to the operation. Some 75 local branches are actively involved in collecting and sorting humanitarian aid from the public and other NGOs before transporting them to the affected area in a coordinated manner, as well as registering and assisting people who have temporarily moved to other parts of Croatia following the earthquake. Some 300 volunteers from other organizations as well as spontaneous volunteers are also present in the field -all coordinated by the CRC-.			
Red Cross Red Crescent Movement partners actively involved in the operation: Croatian Red Cross – National headquarters, RC branches of Petrinja, Sisak, Glina and Hrvatska Kostajnica located in Sisak-Moslavina county; CRC local branches from other parts of Croatia; IFRC.			
Other partner organizations actively involved in the operation: 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 Defence, Ministry of Labour, Pension System, Family and Social Policy, Ministry of Foreign Affairs, Croatian Mountain Rescue Service, UNHCR, UNICEF, local NGOs			

¹ The Emergency Appeal and the Emergency Plan of Action are planned to be revised in the upcoming weeks. The revision will mainly focus on the exclusion of Cash and Vouchers Assistance (CVA) and downscaling the funding requirements of the Livelihoods and Basic Needs Area of Focus (AoF), along with some other edits under other sectors. The CVA component will be removed from the response intervention supported by IFRC in the revised EA, in line with the agreement reached between IFRC and Croatian Red Cross as the whole CVA component will be covered by the Croatian Red Cross national appeal. Therefore, with this Emergency Appeal and Emergency Plan of Action, IFRC is not seeking additional or earmarked contributions to the CVA component of the Livelihoods and Basic Needs AoF.

² To be reviewed based on upcoming revision of the EA as indicated above

A. Situation analysis

Description of the disaster

On 29 December at 12:19 CET (11:19 UTC), a 6.2 magnitude earthquake with the epicentre 3km from Petrinja, and some 50km from the capital Zagreb, struck Croatia. It was reported as the strongest earthquake to hit Croatia in more than 140 years. 8 people were killed and at least 36 people were injured³, 10 severely.

Three foreshocks hit the same area the day before, on 28 December 2020 at 05:28 UTC, 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.

Between 29 December 2020 and 28 January 2021, there have been an additional 1,244 aftershocks of more than 2.0 magnitude, 76 between 3.0-4.0 magnitude, 8 between 4.0-5.0 magnitude, and 2 between 5.0-6.0 magnitude causing additional damage to buildings, roads and infrastructure in Sisak-Moslavina, Karlovac and Zagreb counties. On 4 January 2021, the Government declared a state of disaster for Sisak-Moslavina County and parts of Zagreb and Karlovac counties.

The worst-affected areas are the towns of Petrinja, Sisak, Glina and Hrvatska Kostajnica, consisting of one medium size town, three small rural towns and a total of 272 villages, many of them in hilly remote areas with a population of nearly 105,000. An additional approx. 45,000 people living in Zagreb and Karlovac counties were also affected.

Croatia – Petrinja Earthquake
(29 December 2020)

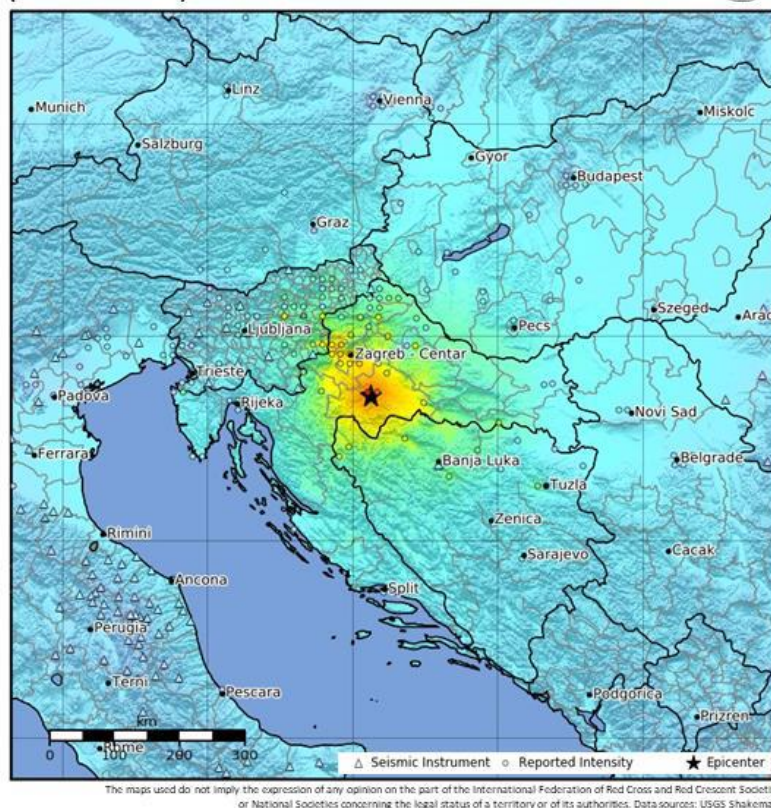


Table-1 Population, gender and geographical data per affected location (Croatian Bureau of Statistics)

Location	Population	% Women	% Men	# villages	Area km ²
Sisak	63,036	52.0	48.0	110	1,060.05
Petrinja	24,671	51.6	48.5	55	380.94
Glina	9,283	49.8	50.2	69	543.00
Hrvatska Kostajnica	7,664	51.5	48.5	38	366.32
Zagreb county (including Zapresic city)	31,198	52.1	47.9	43	290.20
Karlovac county	13,519	50.7	48.3	152	500.40
TOTAL	149,371	51.7	48.3	467	3,140.91

The affected population's gender and age disaggregation are as follow: approximately 52% female and 48% male, with 14.5% aged 0-14 years, 66% aged 15-64 years and 19.5% aged 65+ years⁴. Approximately 20% of people living in Sisak-Maslovina county have difficulty in performing actions of daily living, of which 51.6% are women and 48.4 are men.

It is estimated that 50,000 people in the affected area are in need of urgent humanitarian assistance, including shelter, food and household items. To date, authorities have received more than 48,546 reports of damaged buildings. Some 700 construction engineers have volunteered to examine 35,580 buildings so far. 4,211 (11.8%) are classified as

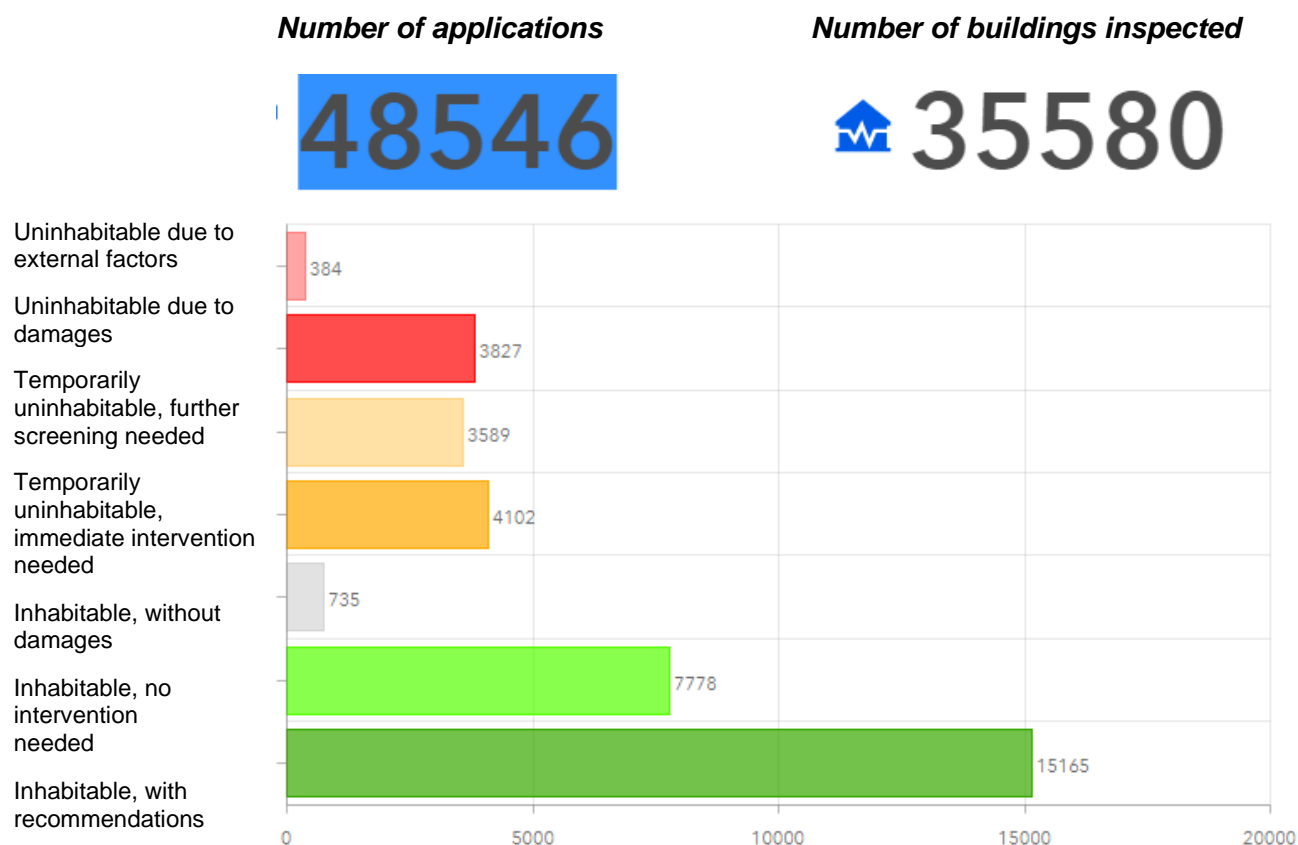
³<https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Croatia%20Situation%20Report%20No.3%20%28Earthquake%29%20-%202013%20January%202021.pdf>

⁴ Source: Croatian Bureau of Statistics

uninhabitable (red category) and 7,691 (21.6%) as temporarily uninhabitable (yellow category). Screened buildings also include multi-apartment buildings that are counted as one building although they were home to many families.

The Government initially estimated damages on public and residential buildings at HRK 3 billion (CHF 434.8 million).

Table 2: Screening of damaged buildings in Sisak-Moslavina earthquake up to 2 March 2021 (Source: <https://www.hcpi.hr/>)



There are three hospitals in the earthquake affected area, the largest is the county hospital, which is situated in six buildings in three locations, two in Sisak and one in Petrinja. The earthquake caused 90 per cent-damage to the hospital in Sisak and only gynaecology services, which are located in a newer building, have been functioning since then. The hospital building in Petrinja is temporarily unusable as are the outpatient clinics in Hrvatska Kostajnica and Zazina and the health centre in Glina. In Sisak two pharmacies were damaged and out of order. In-patients have been relocated to the closest hospitals outside the earthquake-affected area.

There are a total of 58 schools and higher education facilities in the earthquake affected area, including 21 schools in Petrinja, Glina and Sisak. A total of 42 school buildings have been inspected, 9 of which are unusable due to damage. 11 facilities are temporarily unusable, 7 are usable with a recommendation and 15 are unusable. Where students are not able to return to school, the Ministry of Science and Education will equip them and educators with IT equipment for remote learning while repairs and reconstruction are being carried out.

Some 150,000 users were left without electricity. The total damage to the electrical network and facilities amounts to HRK 200 million (CHF 28.5 million). 320km of embankments of the small Banovina basin were inspected and urgent rehabilitation started on the most critical locations.

Damage to the mains water supply has been repaired in many areas but some places are still left without water. Water tanks have been provided in these locations, and CRC has also been providing bottled drinking water as part of their response activities. Emergency Services have been cleaning debris from the water wells that are not connected to the mains water supply, but it may be late spring and following a reduction in seismic activity before the wells are fully cleaned and functional.

Damage to state roads, bridges and structures will cost an estimated HRK 75 million (CHF 10.6 million) to repair. Damage to state, county, local and unclassified roads is estimated to cost HRK 20 million (CHF 2.8 million). Inspections

show no damage to railway infrastructure so far, apart from Sisak train station which has now been decommissioned. Damage to telecom infrastructure was repaired quickly with free Wi-Fi hotspots now established in some places.

The Ministry of Agriculture has so far assessed 3,556 farms. Damage is reported to buildings at 1,849 farms, to machinery at 269 farms, to production areas at 86 farms. Conditions for livestock were deemed inadequate at 43 farms and 306 head of livestock have been relocated. There were reports that a few animals died but this is more a case of accident than a widespread phenomenon.

The Sisak prison was damaged and its 61 inmates were evacuated on the day of the earthquake. The Glina Penitentiary was assessed later and a building housing 100 inmates was deemed unusable. Several Municipal court buildings were also significantly damaged.

A total of 120 sacral buildings were also destroyed or severely damaged including a cathedral, chapels, monasteries and parish churches.

Since the earthquake, more than 88 sink holes have appeared in the area between Petrinja and Hrvatska Kostajnica.

Some 50,000 people, out of the nearly 150,000 people affected by the earthquake, are estimated to be in need of urgent humanitarian assistance (food, household items, shelter). This number includes some 40,000 people who have been displaced/relocated from their damaged homes and are in need of longer-term accommodation as they are staying in temporary accommodation, i.e. collective shelters, housing containers next to their damaged houses, container settlements or hosted with relatives in neighbouring areas or in other parts of Croatia. It also includes people living in rural settlements who have limited access to transport and markets or, because of their age and health status, are shielding from COVID-19. Beside the provision of food and household items, the main priority is to provide displaced people with accommodation until their houses are reconstructed as weather conditions are currently deteriorating with snow and temperatures regularly below zero degrees. The organisation and management of temporary shelter is the responsibility of state and municipal authorities, whilst the Croatian Red Cross is taking the lead in distributing food, hygiene packages and household items.

The total number of people accommodated in temporary collective shelters reached 1,000 during the first five days after the disaster⁵. This number included older residents from care homes, together with their caretakers, who have since been relocated from these collective shelters to other homes for older people in Croatia. Following this relocation, the number of people in the collective centres is steady and around 400 – 500. Currently, a group of older people are accommodated in a hotel also with their caretakers and some nurses. Older people who are in their own houses are assisted by CRC mobile teams. People who have already received housing containers have also moved out of the collective shelters. The sanitary conditions in the organised shelters are generally good, with separate rooms and private bathrooms. Some housing containers have indoor toilet and washing facilities, whilst others are supplied with a separate toilet (Portaloo) and washing containers outside with separate facilities for women and men. Some of the housing containers set in front of the affected people houses do not have sanitary part that is already identified as an issue by the relevant government agency. For that reason, additional toilet and washing containers have been delivered to the people.

As of 2 March 2021, 2,883 people have been registered by 75 CRC local branches across Croatia, and 388 people are in collective shelters in the earthquake-affected area:

Table 3: Number of people registered in collective shelters (CRC Restoring Family Links)

Location	# people
Sisak – container settlements	163
Petrinja – Predrag Matanović barracks	63
Petrinja – container settlement “Češko selo”	76
Topusko - hotel	86
TOTAL	388

Container settlements are still under construction and the number of people living in the settlements will rise.

People living in remote rural areas are amongst the most affected, in need of shelter, drinking water food and hygiene items. With movements still restricted by COVID-19 and disruption to public transport and infrastructure including utilities, huge quantities of food, drinking water and household items including hot meals, drinking water, food and hygiene packages need to be delivered across a wide area to people’s homes, either their original still-habitable home or to a housing container next to their damaged homes, and to a number of local distribution points for those that can travel short distances. People who have been relocated to collective shelters, that do not have cooking facilities also need assistance with hot meals. The hot meals are provided by the government and distributed by CRC whilst drinking water, food and hygiene packages are in-kind donations from the general public, businesses and government stocks. According to the initial assessments of CRC teams, shops in the urban towns are open and well stocked. However, considering

⁵ Source: CRC daily sitrep 2 March 2021.

the need to take public transportation from rural areas to the shops, and the exposure of people to COVID-19 risks until vaccination is received, it is estimated that the provision of hot meals and other forms of food support will be prolonged.

Four local CRC branch offices in Petrinja, Sisak, Glina and Hrvatska Kostajnica suffered serious damages. The premises of Petrinja, Glina and Sisak branches are unusable at the moment and therefore three RC local branches need temporary alternative solutions in terms of containers or a longer-term solution. Through this EA, four containers are being procured by CRC to be used as temporary offices by Petrinja and Glina branches, and for Sisak local branch the roof reconstruction of branch premises is envisaged as a longer-term solution.

Summary of the current response

Overview of Host National Society Response Action

At the time of the earthquake, the CRC's COVID-19 operation was ongoing. CRC immediately activated the Emergency Operations Centre (EOC) coordinating with neighbouring National Societies to update on the situation, ongoing response and needs. CRC created an earthquake incident map in the NICS software and other NSs offering support also mapped available capacities through NICS for response in case of needs.

176 CRC staff and volunteers joined the search and rescue operation along with firefighters, police and civil protection department, providing first aid to 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.

Within the first 24 hours the CRC deployed a total of 261 staff and volunteers (many of whom were victims of the earthquake themselves) reached some 8,000 people with search and rescue activities, evacuation and distribution of humanitarian aid in food and household items to cover basic needs as well as psychological first aid (PFA).

By mid-January, CRC staff and volunteers deployed to the field reached a daily average of more than 600 people. In addition, some 300 volunteers from other organizations as well as spontaneous volunteers have been coordinated by the CRC. They have worked alongside approximately 2,000 members of various emergency services (fire fighters, police, mountain rescue service, military, etc) in the aftermath of the earthquake.

Since mid-January, the average of operational staff and volunteers has reduced to 300 per day.

Donations and relief distribution

A spontaneous grass-roots humanitarian movement started in Croatia with many citizens and companies as well as smaller NGOs collecting large quantities of food, hygiene and household items and transporting the items to affected areas. The Croatian Civil Protection Authority asked the CRC to take over receipt of in-kind donations, warehousing, sorting and distributing goods to affected communities.

On 30 December 2020, the Government of the Republic of Croatia appealed to the public to direct all in-kind donations to be channelled exclusively through the CRC in order to guarantee that the help will reach those in need and to avoid misuse of the collected items. The CRC coordinates the receipt of donations and organizes the distribution and delivery of supplies to affected people, with the exception of construction materials, shelter and medicines.

CRC released emergency stock items from its National logistic centre that included: 3 Rub Halls, 2 Alaska tents x 50m², many 30m² tents, 150m² tent, generators, lighting, heating, furniture, PPE, beds, CRC winter clothing for staff and volunteers, winter sleeping bags, blankets, food and water.

CRC set up its Field Operational Centre in Petrinja with a large warehouse, and 4 additional warehouses in Sisak x 2, Glina and Zagreb.

In Sisak, at the request of the local crisis headquarters, CRC teams assisted with the evacuation of the hospital, transferring COVID patients to Zagreb, as well as preparing part of the hospital for the reception of victims, and triage. PSS teams have provided 8,384 services to people in organised accommodation, in containers and in their own homes.

The CRC has a 24/7 toll-free phone line that directs callers affected by the earthquake to request food and medicine deliveries, PSS assistance or for general enquiries to the CRC call centre at the national headquarters. The call centre provides information on temporary accommodation, distributions, transportation as well referrals to the CRC PSS and RFL field teams. The call centre was receiving during the first week some 300 calls per day and on average 30 calls a day throughout January; however, once the cash assistance was announced on 29 January 2021, this has increased again to around 300 calls a day. To date, CRC has provided 10,976 PSS services.

CRC Emergency Response teams are familiar with recognising the signs of sexual exploitation and abuse (SEA) through working with victims of trafficking, asylum seekers and migrants. If they suspect any SEA cases, they refer these to the PSS teams who investigate and can refer victims to safe houses and to other external assistance.

The CRC tracing team has so far received 556 tracing requests from people looking for family members, has arranged over 450 phone calls connecting families and registered the location of 2,883 people who have relocated from their homes (as mentioned above).

The CRC has distributed the following items:

Table 4: Relief items distributed by CRC until 2 March 2021

Items	Quantity	Items	Quantity
Food	849.80 tons	Blankets	3,079 pieces
Water	522,652 litres	Clothing	67.11 tonnes
Hot meals – affected population	491,177 portions	Generators	115 pieces
Hot meals – operational staff	60,538 portions	Mattresses & beds	384 pieces
Tea	16,814 litres	Baby food & equipment	7,725 packages
Hygiene	175,652 kg	Animal feed	1,967 packages
Heaters	3,305 pieces	Fuel	1,520 litres

National Appeal

CRC has also been receiving contributions from public. By 2 March 2021, approximately CHF 7.1 million has been raised in cash. CRC planned to use the majority of this amount to provide cash assistance. Registration for cash assistance was open from 29 January to 19 February. The total value of in-kind donations received by CRC is estimated at more than CHF 7.3 million.

The Neighbours Help First network, comprising 17 members and 5 observer Red Cross Societies, has so far donated CHF 174,500 from the National Red Cross Societies of Albania, Cyprus, Romania and Slovenia. Austrian Red Cross is supporting CRC with at least EUR 80,000 and is offering additional funds to support CVA, PSS services, in-kind assistance/shelter needs and operational costs. The German Red Cross with the support of the German Government donated 4,200 hygiene kits for families and children and 140 tents to the Croatian Civil Protection. National Red Cross Societies of Bulgaria, Bosnia & Hercegovina and Montenegro have also made in-kind donations. National Red Cross Societies of Austria and Montenegro have launched national appeals for financial assistance, National Societies from Poland and Iceland (in coordination with the government of Iceland) have pledged their financial assistance.

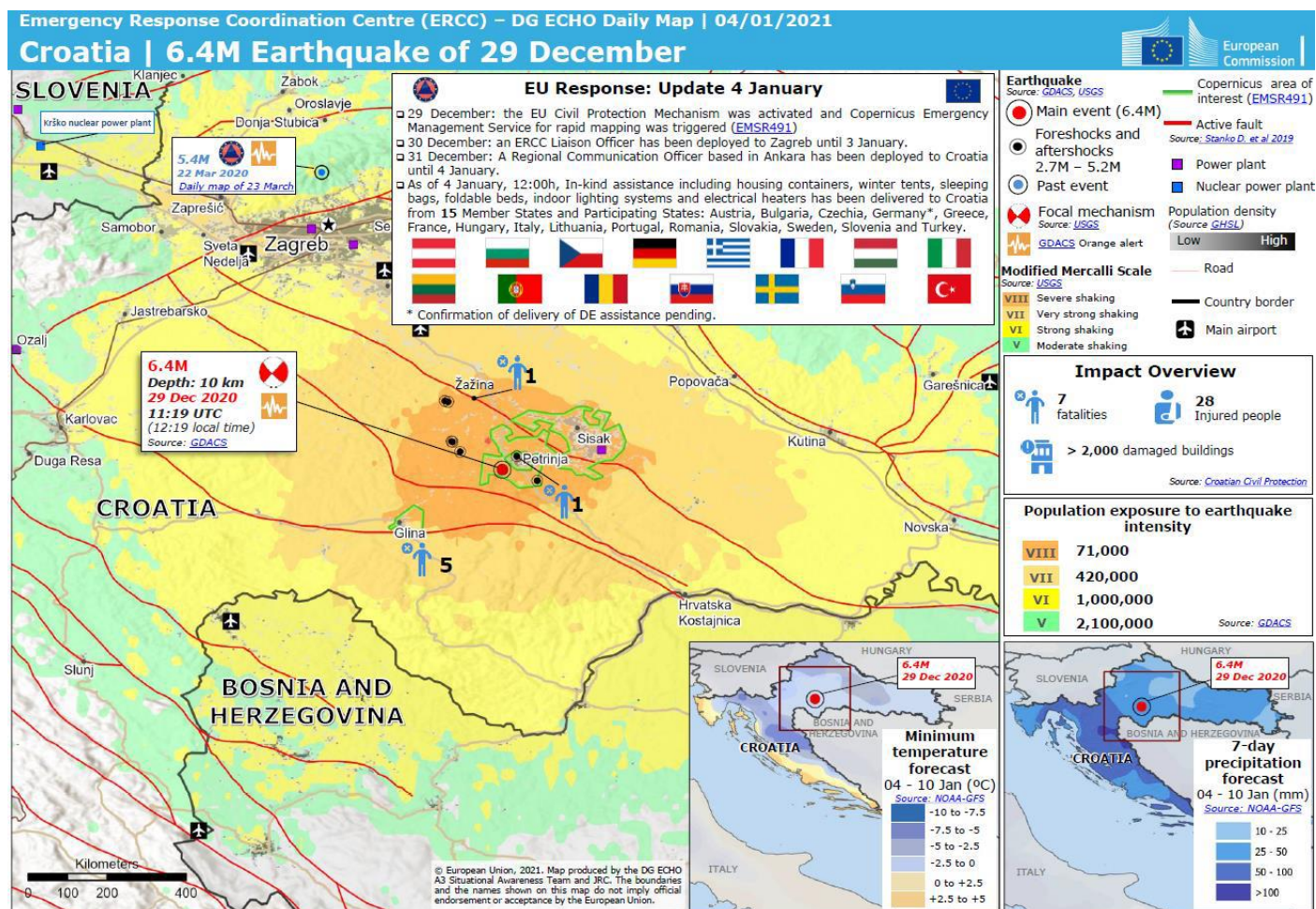
Overview of Red Cross Red Crescent Movement Actions in country

All CRC local branches across Croatia are involved in the operation and have deployed a total of 450 staff and volunteers on a rotational basis to the operation.

On 7 January 2021, IFRC released a DREF for 384,901 Swiss francs. In the first week after the earthquake which will be a loan from the Emergency Appeal, two staff members from the Regional Office for Europe (ROE) covering Communications and Partnerships & Resource Development were deployed to provide support CRC in drafting the Emergency Appeal and in emergency communications. An IFRC Operations Manager arrived in Zagreb on 26 January for the period of three months through the IFRC rapid response mechanism.

ICRC Belgrade Office is supporting CRC in regular immigration detention, restoring family links (RFL) for migrants and missing file program.

Overview of other actors' actions in country



Within 24 hours of the earthquake, the Civil Protection Directorate set up the National Headquarter on Civil Protection, of which CRC is a member and is responsible for meeting people's immediate humanitarian needs, to coordinate the warehousing and distribution of all food and non-food-related aid, and provision of emergency accommodation.

On 4 January 2021, the Croatian Government declared a state of emergency for areas of Sisak-Moslavina county as well as Zagreb and Karlovac counties⁶. The government launched an Earthquake Relief fund, with proceeds going directly into the state budget to support the relief and reconstruction effort. To date, around HRK 90,7m (13,14 million CHF) has been raised.

The Ministry of Defence cleared rubble from the streets. Croatian Military and firefighters used water tanks to distribute water and will rehabilitate the water wells in villages; the water network is maintained by municipalities. CRC is providing hygiene items from donations.

The government has requested EUR 111 million (CHF 120 million) from the European Union Solidarity Fund to support activities aimed at construction/reconstruction of housing in Sisak-Moslavina county, specifically for the "vulnerable/marginalised group" (older people and bedridden, people with disabilities, national minorities, people at risk of poverty).

An initial HRK 120 million (CHF 17 million) has been provided to affected counties for the temporary and necessary protection and repair of damage caused by the earthquake. This will cover family houses, residential and commercial buildings, multi-apartment buildings, business buildings, public buildings, utilities and other infrastructure. The largest disbursements totalling HRK 91.5 million (CHF 13 million) will go to Petrinja, Glina, Sisak and Sisak-Moslavina county.

The Croatian Civil Protection Authority has collected requests for housing containers to serve as temporary accommodation before construction recovery. Some 1,091 housing containers have been delivered so far to affected people by the state and private donors in which some 1,091 households has been accommodated (approx. 2,700 family members). A further 2,000 requests for housing containers are still pending, including around 800 requests from vulnerable families.

⁶ The end date of the state of emergency is not known yet.

Container settlements are or will be established in the towns of Petrinja, Glina and Sisak for people who lived in damaged apartment buildings. As well as using containers for residential purposes, it will be possible to use some for shops of local craftsmen. In Petrinja, one container settlement has been already set-up and a second, larger one will be installed in the next few weeks once the new containers have been delivered by the manufacturers. In Sisak, four container settlements have been established so far and two more locations are currently being prepared for the arrival of new containers.

The Central State Office for Reconstruction and Housing has made state-owned apartments available for temporary housing, and 500 hotel rooms, suites and mobile homes throughout Croatia have been made available for anyone who relocated away from the earthquake-affected area. To assist those who preferred to stay near their homes, the tourism sector has donated 106 mobile homes and 11 caravans.

As the overall recovery plans are still under development by the Disaster Headquarter appointed by Government, it is not easy to foresee for how long affected families will need temporary shelter – the officials estimate from 6 months to two years when majority of reconstruction will finish. The Law on Reconstruction of Earthquake Affected Areas has been already drafted by the Croatian Government and has been sent to Parliament pending Parliamentary discussion and adoption.

The most severe patients from Petrinja, Glina and Sisak were evacuated to hospitals in Zagreb, Arena Zagreb and OB Karlovac immediately after the earthquake. Social welfare patients in care homes were absorbed into the hospital system and relocated. Patient care has been arranged so urgent cases will be transferred to the nearest gravitating hospital that provides appropriate care. Psychiatric patients can still receive treatment at the Neuropsychiatric Hospital Polovaca. Containers have been set up at the health centres in Glina and Petrinja to provide primary health care, and a mobile pharmacy mobilised which will be followed by mobile clinics. Depots have been organised at locations in Petrinja and Glina for the dispensing of prescribed and over-the-counter drugs; mobile teams will be used to deliver medicine to the doorstep. Due to an increased epidemiological risk, supplies of the COVID vaccine and additional PPE have been redirected to Sisak-Moslavina county with vaccinations starting on 2 January and over 1,000 people a week in collective shelters and emergency service personnel have been vaccinated so far. All primary health care services are covered by the public health authorities.

The Ministry of Science & Education is providing tablets, laptops and textbooks for students and teachers to work online.

The Ministry of Agriculture has organised the delivery of 526 tonnes of animal feed (concentrated food, haylage and hay) to farms, and is also arranging a mediation system to link up farmers with representatives from the meat and dairy industry for the sale of livestock.

UNICEF has delivered 13.5 tons of emergency supplies and approximately 29,000 packages of hygiene products delivered to 24 public and health institutions – schools, kindergartens, general hospital and health centres in Petrinja, Sisak and Glina.

CRC is coordinating a committee of 23 humanitarian and religious organizations and local community groups that want to help the people affected by the earthquake, make the most out of existing capacities and achieve the most effective outreach.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Shelter

Whilst the assessment of damage to buildings is still ongoing, findings to date show around one-third of buildings are currently uninhabitable and in need of reconstruction or substantial repairs. A large proportion of these are residential buildings.

Some damaged buildings initially screened now need to be re-assessed due to the continued aftershocks, and due to the landslides and sink holes that have emerged in the Hrvatska Kostajnica area causing further damage. There is a concern that some houses originally assessed as habitable soon after the earthquake are no longer so, and the people who were living in them may be excluded from some assistance on the assumption that their homes are safe.

Buildings that are permanently unusable will be removed at the state's expense. In Sisak-Moslavina county, all sales and leases of state-owned real estate has been stopped. The government's Central State Office for Housing Reconstruction will take the lead on reconstruction and housing issues under a 100% state funding scheme comprising the state budget, EU Solidarity Fund, World Bank loans and other sources. The government will cover all reconstruction costs in government-assisted areas, which covers the majority of the earthquake-affected area⁷.

⁷ <https://vlada.gov.hr/news/plenkovic-says-gov-t-will-do-its-best-to-help-earthquake-victims/31350>

People who will be housed in temporary accommodation for the foreseeable future – housing containers next to their damaged and uninhabitable homes, container settlements in urban areas and those staying with family and friends – until a permanent shelter solution is available, will need some assistance with household furniture, appliances and equipment. Whilst the state and municipalities will provide the temporary shelter, many people will not have the financial resources to replace their damaged and lost belongings, such as people on a fixed income, e.g. pensioners, those on social welfare, unemployed and people who cannot work because of caring responsibilities.

Livelihoods and basic needs

Sisak-Moslavina county is one of the poorest counties of Croatia, behind the average development. The government's finance minister recently reported⁸ that unemployment in Sisak-Moslavina county was twice as high as in the rest of Croatia, and there was a need to not only reconstruct houses but also revitalise the economy and demography to encourage young people to stay. The economy minister has said his ministry would allocate HRK 10 million (CHF 1.4 million) in emergency aid for repairs to micro and small enterprises and tradesmen, with each receiving HRK 30,000 (CHF 4,300) to replace damaged equipment.

As well as damage to people's homes, there has also been damage to workplaces, businesses, schools, medical facilities and transport links, temporarily preventing people from working.

Remote rural settlements are home to a substantial proportion of older people, shielding from COVID-19 for the last one year and now, due to the earthquake, unable to easily access public transport to buy food and cover other basic needs. The severe winter weather and lack of available and appropriate vehicles to travel from these rural settlements to the closest town has created a demand for food and basic supplies to be delivered to them or to local accessible distribution points. The government has made the provision of hot meals available to those who do not have the means to cook food until they receive a housing container with kitchen facilities. It is not certain how long the government will continue to provide the hot meals, but it could take 3-6 months before there are sufficient housing containers for those that need them.

Health and PSS

In November and December 2020, there was an increased number of COVID-19 cases registered in Croatia. The government introduced travel restrictions between counties to reduce transmission. Following the earthquake, the government lifted these travel restrictions which facilitated the relocation of people away from the affected area and for the humanitarian response. As a consequence, this has increased the risk to people who are vulnerable to the effects of COVID-19. An outbreak was reported in one of the collective shelters in January that required the whole shelter to quarantine for 10 days.

The government's vaccination programme, which started on 2 January 2021 in the earthquake-affected area, will reduce the risk of transmission over the coming weeks and months but until then it is important that both people affected and humanitarian responders wear PPE, use sanitizer, observe social distancing as much as possible and employ good hygiene practices.

Irrespective of whether people's homes have been damaged, they lost their livelihoods or have experienced other negative impacts from the earthquake, many are still reporting fear and trauma from the event and concern over what the future holds. People have sought emotional support via the CRC PSS and general phone support lines, during the home deliveries or at distribution points, with follow-up visits organised by PSS mobile teams.

Water, Sanitation and Hygiene

Up to 20% of people living in rural areas in Croatia rely on water from wells, which are usually around 15m deep, that are not part of the public water network. Whilst a detailed assessment has yet to be carried out, it is likely the earthquake has caused the water to become contaminated as a consequence of increased geological activity, raised deep underground waters and debris from collapsed or damaged well walls. In the earthquake-affected area, the households that rely on these water wells are in the remote rural settlements. Currently, these households are being provided with bottled drinking water, which is unsustainable.

As people are steadily re-housed in new types of accommodation, especially the collective shelters and container settlements, community health and hygiene is a concern, particularly with the introduction of communal toilets and washrooms.

Protection, Gender and Inclusion

According to the World Bank⁹, place of residence plays an important role in determining welfare outcomes among both men and women in Croatia, with rural women faring the worst in terms of poverty, employment, education, and access to services, childcare, and aging care. 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. The destruction

⁸ <https://vlada.gov.hr/news/maric-govt-recognises-need-for-demographic-economic-revival-in-earthquake-hit-area/31354>

⁹ Croatia Country Gender Assessment, World Bank, 2019

and loss caused by earthquake disasters 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.

Immediately following the earthquake, and with the rapid displacement of people affected, there was a need for RFL services as families were trying to locate and find information about their relatives. This was particularly evident for the older people moved from care homes to community shelters and then onto other care homes throughout Croatia, and for the older people in remote rural areas when regular communication channels were interrupted.

Older people, single-occupancy households, in remote rural areas, are more likely to suffer from a chronic illness and are less likely to have a mobile phone or be otherwise connected online in order to access services. A bigger proportion of these households will be older female as the life expectancy of women after the age of 65 is substantially better than that of men. Most of these households will have been shielding for the last year due to their increased risk of exposure to COVID-19. CRC mobile teams report that many of the older people to whom they have been delivering hot meals, basic needs packages and PSS services food have found such regular visits beneficial after the many months of loneliness and isolation prior to the earthquake.

Roma population are most likely to live in poor housing conditions, have inadequate clean water supplies and electricity infrastructure as well as poor health care and a below average level of education¹⁰. Just over 2,000 Roma people live in Sisak-Maslovinina county, some of whom have relocated to other counties in Croatia, including 51 people to Križevci (Zagreb county) and 103 to Slavonski Brod (Brod-Posavina county). The Romsko Nacionalno Vijeće (Roma National Council) represents the interests of the Roma population in Croatia and is one of the organisations that takes part in weekly coordination meetings in Petrinja with CRC, Civil Protection, local and Municipal authorities and other humanitarian organisations. In the days after the earthquake, media reports started emerging that Roma were looting houses left empty by the earthquake. These rumours have been investigated by the police and publicly invalidated. In January, CRC conducted seminars for teachers in Roma schools on DRR and stigma who then relayed this to their students.

Asylum seekers currently residing in a reception centre have been assisting the CRC with some response activities.

National Society local branches

Four CRC branch offices in Petrinja, Sisak, Glina and Hrvatska Kostajnica suffered serious damage which has not only affected CRC's ability to use them as emergency operational centres, but has stopped their ongoing programmes and services. Instead, CRC is operating from a privately owned sports facility and military barracks in Petrinja and, initially, from a privately owned sawmill business in Glina and now out of tents and containers on land owned by the local authority. Four containers are being procured by CRC through DREF funding, three of them to be used as temporary offices by the branches, and an additional container will be used by the Sisak branch whilst reconstruction of the roof is carried out to make the building habitable.

There is a high demand for transport so that CRC mobile teams can reach remote rural settlements, to distribute food and basic needs and also to provide PSS and RFL services. The more remote the settlement, the more the quality of the road deteriorates. After snow and rainfall many of these roads are only passable to 4-wheel drive (4WD) vehicles or tractors. Currently the local branches are dependent on vehicles provided by the headquarters, many of which are not 4WD.

Targeting¹¹

The most earthquake-damaged areas of Petrinja, Sisak, Glina and Hrvatska Kostajnica will be prioritised for assistance.

In line with their ongoing assessment of people in need of humanitarian assistance, CRC will target the following groups:

1. **People whose homes are destroyed or are uninhabitable and need to seek shelter elsewhere or are in need of housing containers (displaced or relocated from their houses)** – at least 40,000 people eligible to receive assistance with basic needs.
2. **People who stayed in their homes with minimal damage but need assistance due to market and public infrastructure disruption** – at least 10,000 people eligible to receive assistance with basic needs.
3. **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** – up to 10,000 people to be reached by PSS mobile teams and a PSS hotline.
4. **Kindergarten and school-aged children dealing with trauma and fear caused by the earthquake** – at least 25,000 children to be reached with education in emergencies

¹⁰ Croatian Office of National Minorities

¹¹ Targeting figures will be reviewed in the upcoming revision of the EA and EPoA as per previous indication

As there is some overlap of people in need of shelter and PSS support, the total number to be assisted is 80,000 people.

Selection criteria for eligibility of multi-purpose cash grants will be damaged houses and the proof of residency in the damaged house, while the selection for other humanitarian aid distribution will include the following vulnerability criteria:

- people living in organised temporary shelter
- pre-existing reliance on state welfare system (inclusion in pension and welfare system)
- single and two-person household with older people
- person with disability in household
- older people in household
- families with three and more children
- single headed households with children mainly headed by women
- people whose social well-being deteriorated rapid as a direct consequence of the earthquake – lost their livelihoods and jobs
- people living in remote villages with limited access to markets and grocery shops due to disrupted public transportation network.

The winter conditions, currently sub-zero both night and day, pose a particular risk to people with chronic health conditions and older people unless they are in an adequate or convenient shelter.

Estimated disaggregated data for population targeted:

Table-5 Sex and age disaggregated data of the targeted population (Croatian Bureau of Statistics)

Category	Estimated % of target group	% female	% male
Young Children (under 5 years)	4.5%	49.3%	50.7%
Children (5-18 years)	15.5%	48.8%	51.2%
Adults (19-64 years)	60.5%	48.9%	51.1%
Older people (>65 years)	19.5%	62.3%	37.7%
People with disabilities	20.4%	51.6%	48.4%

Scenario planning

Scenario	Humanitarian consequence	Potential Response
Prolonged aftershocks further damaging infrastructure	Need for search and rescue, first aid, additional temporary safe shelter, trauma support, essential health services	First aid Distribution of food, household items and cash, PSS and RFL services (Primary health services to be covered by public health authorities)
Insufficient PPE and lack of information combined with a high number of people in temporary shelters	Higher risk of exposure to COVID-19	Distribution of PPE. Hygiene promotion, risk communication messaging that explains the nature of the risk, 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, as well as prioritisation for vaccination.
Delayed recovery due to two combined emergencies (COVID-19 and earthquake) that requires competing coping measures – earthquake recovery needs more social contact whilst COVID-19 requires reduced social contact.	Prolonged need for humanitarian response Vulnerable groups (i.e. older people) may be in high risk of exposure to COVID19.	PSS, referral to relevant stakeholders, relevant information provision

Operation Risk Assessment

The remoteness of some households across the area affected by the earthquake, and poor roads makes it time-consuming to reach all affected people, and this is exacerbated by the lack of suitable 4WD vehicles to navigate the difficult terrain. An overall lack of vehicles is constraining all activities of mobile teams involved in distribution of humanitarian aid and hot meals as well as PSS and RFL teams.

Aftershocks may cause people to migrate away from the area, making it difficult to keep track of them when following up with relief distributions and PSS services.

There is a challenge of maintaining physical distance when delivering direct assistance to people. PPE has to be used by both assistance providers and earthquake affected people. This is particularly true when working around older people in the temporary collective shelters. The MoH vaccination campaign targeting those living in the collective shelters as well as the CRC teams working there has started, together with rapid anti-gen tests.

The CRC was subject to negative press on social media and print media which they feel contributed to decline in cash and in-kind donations to their National Appeal. Reactive lines were prepared to address allegations of a slow response, throwing away donated food, leaving out certain households from aid distributions and asking for people's ethnicity.

IFRC COVID-19 Response

The National Societies' responses to COVID-19 are supported through the [IFRC global COVID-19 appeal](#), which facilitate supporting them to maintain critical service provision, while adapting to COVID-19. This 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 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. To support the Croatian Red Cross in its efforts to alleviate the effects of the COVID-19 situation the IFRC Regional Office for Europe allocated funds under the global Emergency Appeal for COVID-19. With the help of this financial support the National Society has distributed food parcels to families suffering from the socio-economic impact of the pandemic, provided psychological support as well information on the symptoms of COVID-19 and on prevention measures. Staff and volunteers have also been assisted through psychological support, but also through provision of PPE. For more information, please consult the [COVID-19 operation page](#) on the IFRC GO platform.

B. Operational strategy

Overall Operational objective

This Emergency Appeal operation aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the earthquake in Croatia with specific focus on the worst affected towns of Petrinja, Glina, Sisak and Hrvatska Kostajnica and their surroundings. 80,000 people will be supported with Shelter, Health/PSS, WASH, Livelihoods and basic needs¹² and Protection, Gender and Inclusion and Disaster Risk Reduction will be mainstreamed into the operation.

The focus of the operation will be on the areas of Sisak-Moslavina county, Zagreb county and Karlovac county, prioritizing the areas in Sisak-Moslavina covered by the CRC local branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica.

Based on preliminary assessment from individual insight and access of CRC teams as well as information collected from partners and authorities, the targeted groups include people whose homes were collapsed and severely damaged, including some people with lighter damages in need for humanitarian aid and/or psychosocial assistance. The latter includes people in the affected area still with disrupted supply chains and reduced transportation availability who are in need of basic food and household items but also people who are vulnerable due to low level of income and household composition (disability, single-occupant households, older people, pregnant women, families with lot of children as well families with small children) and people solely in need of psychosocial support (please see the details in the targeting section).

¹² The Cash and Vouchers Assistance (CVA) component under the Livelihoods and basic needs will not be covered with the Emergency Appeal funding, as it is covered through the Croatia RC's bilateral funds.

This 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 two years. The lessons learned will contribute to the NS's capacity and preparedness for future disaster response.

This EPoA contributes to the overall CRC response plan of action to the earthquake and is complementing nationally and bilaterally funded activities of CRC in the respective sectors. Almost all funds received by the CRC through the National Appeal will be distributed as multipurpose – unconditional cash assistance mainly to cover the affected people's basic needs and may also cover some WASH activities and hardware needs of the National Society.

Objectives per sector

Shelter

At least 7,500 people (3,000 HHs) whose homes were destroyed or are temporarily uninhabitable, – people registered in collective organised shelters including housing container settlements, housing containers near their original homes and private host accommodation - will be assisted by CRC with temporary shelter and household items.

Livelihoods and basic needs¹³

At least 25,000 people whose homes were damaged or destroyed and who live in remote rural areas with reduced transport options, will be assisted by CRC with hot meals, food and hygiene packages, clothing, bedding and other items. CRC will also target 32,000 people whose house was damaged or destroyed with a one-off unconditional multipurpose cash grants to meet their basic needs with the bilaterally raised funding through CRC's national appeal.

Health and PSS

At least 10,000 people, including older people and children, will be supported by psychosocial support (outreach, organised activities and support line). CRC will also provide PFA if and when required. Additionally, CRC will conduct health and hygiene promotion activities with people in collective shelters (covered under WASH sector), while risk communication is covered under DRR. CRC's trained PSS staff and volunteers will provide their support face-to-face and via dedicated free phone lines. Mobile PSS teams will visit households and conduct organized activities when COVID-19 prevention measures allow. PSS outreach also includes CRC volunteers, some of whom are deployed from local Red Cross branches across Croatia, but many of whom live in the earthquake-affected area. Regular sessions are held with them to check how they are coping and gain their insight on how CRC services can be improved.

Water, sanitation and hygiene

Some 400 households (1,000 people) who remain living in their existing houses or in housing containers in front of their houses around Petrinja and Glina will have their water wells checked and the water tested by the Institute of Public Health and, if necessary, chlorinated. CRC will deploy specialised water well sanitation teams in the late spring to clean some 400 water wells, when the number of aftershocks and risk of flooding is expected to decrease. A further 1,000 people are to be reached with hygiene promotion activities.

Protection, gender and inclusion

Up to 500 people, people living with illness and/or disability, or suffering from loneliness and isolation, will be supported with delivery and transport services. Referral pathways will be in place for those at risk of human trafficking, SGBV, Child Protection and SEA to ensure access to PSS and RFL services, as well as external service providers. In addition, older people will have access to safe accommodation, food, medicine and other services.

People who relocated to other parts of Croatia after the earthquake to be temporarily accommodated by family and friends will be registered and identified for assistance by local Red Cross branches outside the earthquake-affected area.

Disaster Risk Reduction

Up to 25,000 children, teachers (and indirectly their family members) will be provided with education workshops in schools and kindergartens. The provision of first aid education materials and supplies, emergencies kits for the children and additional training of children and their teachers will enable the school system to integrate the content of the educational curriculum on emergencies developed by CRC into their school programmes. Each school will be provided with a defibrillator to enhance the impact of the first aid training. A public media information campaign will be organized to target all local communities in the most affected areas with messages on how to prepare for and protect themselves

¹³ The Emergency Appeal and the Emergency Plan of Action are planned to be revised in the upcoming weeks. The revision will mainly focus on the exclusion of Cash and Vouchers Assistance (CVA) and downscaling the funding requirements of the Livelihoods and Basic Needs Area of Focus (AoF), along with some other edits under other sectors. The CVA component will be removed from the response intervention supported by IFRC in the revised EA, in line with the agreement reached between IFRC and Croatian Red Cross as the whole CVA component will be covered by the Croatian Red Cross national appeal. Therefore, with this Emergency Appeal and Emergency Plan of Action, IFRC is not seeking additional or earmarked contributions to the CVA component of the Livelihoods and Basic Needs AoF.

in an emergency and on how to deal with fear as well as the overall situation as the reconstruction of housing and restoration of whole area will last at least a couple of years.

For more details on each section, please refer to the Detailed Operational Plan section of this document.

Operational Support Services

Human Resources

The operation will be implemented by the CRC headquarters in cooperation with the affected branches in 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 at least 240 persons – 125 staff and 115 volunteers trained in emergency response and/or some of the technical areas (DM, PSS, RFL, Health). Out of that 139 four RC local branches staff and volunteers (94 staff and 45 local volunteers) and 101 CRC headquarters staff and volunteers – among the last some 62 volunteers and staff recruited by CRC branches in other parts of Croatia. To date, more than 450 volunteers and staff from these branches have been deployed on weekly rotations.

The CRC HQ is on the ground with at least 24 staff working in the field every day as well as 20 staff providing logistics assistance, coordination of ground activities and deployment of volunteers in the field recruited by the CRC branches from other parts of Croatia. These other branches are actively involved in the operation in the affected area with their emergency teams of 5 to 7 volunteers and staff in daily rotations. Up to mid-January their daily average was some 200 people. Around 50 local branches are also 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 there are at the moment some 150 volunteers from other organizations that are coordinated by the CRC.

Due to the complexity and high demands of the operation, it will be coordinated by DM staff with experience in working in emergencies, logistics staff coordinator, volunteer coordinator, PSS staff coordinator, and RFL staff coordinator who will coordinate local branch activities, especially the PSS focal points as local coordinator of PSS activities with the affected population and RFL focal points to identify and register the affected population – a total of 5 coordinators. On top of that, two CRC headquarters staff are exclusively engaged in operational implementation and part of their salaries will be funded from the EA budget – PR officer (spokesperson) and CVA organization. The recruitment of new staff is planned, to be funded by the EA budget – 4 PSS local focal points and 4 DM local focal points in four local branches, as well as 3 headquarters staff to work on administration of in-kind donations, public relations and local communities risk reduction activities. Several headquarters staff are engaged full or part time on administration, accounting and reporting; at least 2 full-time staff positions will be funded by the EA including some new recruitment if needed.

As only a limited number of CRC staff will be funded by the EA, transportation and per diem for other staff fully engaged in field operations will be covered by the EA, as well as the deployment costs of volunteers and staff from RC local branches in other parts of Croatia.

Despite the COVID-19 outbreak, CRC staff and volunteers are working on a daily basis with people affected by the earthquake, respecting all restrictions and personal protection measures during in-person social contacts.

All CRC volunteers are provided with collective insurance by a Croatia-based insurance company. Due to the risk of COVID-19 exposure, personal protective equipment will be provided to enable staff and volunteers to carry out their duties safely and securely with the affected population.

IFRC will support the operation with the three-month deployment of an Operations Manager from the rapid response mechanism. The Regional Office for Europe has regular visits scheduled to provide technical support on Finance, Communications, Partnership & Resource Development, PMER, Information Management and CVA.

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, and any vehicle or construction contract regardless of value, the complete file will be validated by IFRC (GHS & SCM) prior to placing any order or signing any contract. Procurement involving Personal Protective Equipment (PPE – masks and disinfectant), will be done locally by CRC, respecting requirements and standards indicated in IFRC's COVID-19 specifications and standards, and following IFRC Directive for Simplified procurement management for emergency COVID-19 response. CRC has already established contracts for CVA Financial service providers, which will be in use for CVA programme. However, given that the CVA component will be taken out from the Emergency Appeal, there will be no validation / approval for those already established contracts in terms of confirming alignment with IFRC CVA procurement procedures.

The purchase of fuel for the CRC vehicles will be used for the transport and distribution of humanitarian assistance and the transportation of CRC personnel and volunteers as well as for local branches in affected areas. Within this operation the costs of the CRC HQ Zagreb warehouse and office supplies will be covered as well as the costs of the local branches

in the affected areas. The Appeal will also cover the costs of fuel, highway toll, vehicle maintenance for the vehicles of the CRC and local branches that are directly involved in the EA operation.

An overall lack of vehicles is constraining all activities of mobile teams involved in distribution of humanitarian aid and hot meals as well as PSS and RFL teams. The EPoA envisages the procurement of vehicles for RC local branches as well as CRC mobile teams. In consultation with CRC, the mobilization table was created including the items that CRC will be able to receive in-kind from the donors. The mobilization table is available at: <https://go.ifrc.org/emergencies/5027#reports>.

Communications

CRC posts updates on the operation on its webpage and Facebook page on a regular basis. The CRC public relations team also provides media with information and publishes press releases daily. The team is also addressing rumors and misinformation spreading on social media and among the local population.

The CRC operation has a 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 is providing technical support, published a press release on the day of the disaster, prepared key messages and profiled the work of the CRC on social networks as well. Information and photos will be distributed among other National Societies through the weekly Newswire. Videos and photos posted right after the disaster from the ground performed extremely well on IFRC Europe Twitter, reaching almost 500,000 people.

IFRC ROE Communications Officer was 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 people affected by the earthquake, and volunteers. IFRC Regional Communications Delegate, presented on 7 January 2021, to the CRC Executive President, CRC Communications Manager, CRC Communications Consultant, along with the IFRC Regional Director during an online session focusing on lessons learnt from a similar reputation issue to one the CRC was currently experiencing about donations, and how the Australian Red Cross managed the reputation crisis through its public communications, eventually restoring public confidence and trust during bush fires operation's response.

Visibility items (vests, t-shirts, jackets, trousers) will be purchased for the RC local branches staff and volunteers to ensure access to sites, but also for hygiene purposes: staff need to change clothes regularly after working in the temporary collective shelters and after direct contact with people affected.

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 design, development, and implementation, through to ongoing monitoring, and evaluation. Suitable, relevant feedback and complaints mechanisms will be available to affected people, with feedback gathered informing programme adaptation and decision making and systems in place enabling the appropriate handling of complaints, including those considered highly sensitive such as from people at risk of SGBV and SEA. Whilst CRC does not have a PSEA Policy in place, it does have extensive experience of working with migrants, asylum seekers and refugees and has developed PSEA training for border police and people working in reception centres, as well as for its own Emergency Response teams and volunteers. Monitoring will 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 being guided by the expressed needs and preferences of affected people and communities.

Information technologies (IT)

There is a need for additional communication means between the CRC staff and volunteers due to ongoing earthquake operation, as well as the need to re-establish the communication of the local branches which lost almost everything in their destroyed and damaged office facilities – all IT equipment with computers, wi-fi routers as well as LAN network, mobile and fixed phones, furniture and other office equipment and supplies etc. The IT software service for the web application and database for registration and processing of the multipurpose cash grant requests will be also upgraded.

For that the expenses for telecommunications (telephone and internet) but also telecommunication equipment are included in this Appeal. Depending on the COVID-19 outbreak, remote communication means will be used for staff and volunteer meetings wherever possible. Similarly, there is an increased need for additional technical support for RFL and PSS teams to be available at all time.

Security

Security conditions in Croatia are stable, with the exception of ongoing restrictions due to the COVID-19 outbreak but mainly limited to the closure of some service businesses (coffee shops, restaurants and gyms). Restrictions on movements between counties were lifted a day after the Petrinja earthquake. Since the end of January all children have returned to school with the exception of secondary school students.

The IFRC security plans will apply to all IFRC staff throughout. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC 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.

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 in person at regular field meetings, but also 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 activities. 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 organized. A lessons learned workshop (LLW) with staff, volunteers and representatives of the other stakeholders of the operation will be arranged at the end of operation with satisfaction survey and report on LLW.

A final evaluation will be organized and will include consultation with people affected by the earthquake, as well as with local authorities. The evaluation will examine the efficiency and effectiveness of the operation, as well as its alignment with the standards and policies of the IFRC and the CRC, as well as other relevant humanitarian standards, including Sphere.

It is expected that this operation will be implemented within one year.

Administration and Finance

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

C. Detailed Operational Plan



Shelter

People targeted: 7,500

Male: 50%

Female: 50%

Requirements (CHF): 501,254

Needs analysis:

Whilst state and municipality authorities are responsible for organizing the provision of collective shelters and housing containers with connections to electricity and water, many of these shelters are partially furnished or unfurnished. Individuals and families may not have the resources to adequately furnish and equip their temporary shelters and will need support in doing so. CRC estimates the following people will need assistance, a total of 7,500 people (3,000 HHs):

- 3,750 people (1,500 HHs) who are or will be accommodated in containers in front of their damaged homes
- 1,000 people (400 HHs) who will be accommodated in container settlements to be constructed in affected areas
- 2,750 people (1,100 HHs) in different type of private shelter temporary solutions (neighbors, relatives, etc.)

CRC is currently conducting assessments and registration of displaced people in various temporary facilities – collective organized shelters, housing containers and private host accommodation in the affected area and other areas of Croatia. The identification and verification actions are covering affected people in different target groups – inclusion factors integrate age, gender, diversity and disability in the response. As new container settlements are still under construction in Petrinja and Glina and additional containers have yet to be deployed to people who will stay near their homes, the registration and assessment of their needs will continue.

Nearly 3,000 people sought temporary shelter with family and friends outside the earthquake-affected area which has complicated the identification and registration. The registration process is coordinated by CRC Restoring Family Links team with, to date, 75 local Red Cross branches across Croatia, and then shared with other partners including state and local municipalities and NGOs. If and when these people decide to return to their homes within the earthquake-affected area, they may also need support with shelter and the provision of basic needs.

The majority of people targeted for this assistance will also receive assistance under Livelihoods and basic needs with the provision of hot meals, food and hygiene packages, will be eligible for the one-off cash assistance (supported by CRC's domestic fundraising campaign), and have access to PSS services and RFL services.

Risk analysis: Another devastating earthquake and significant aftershocks further damaging buildings may drive more people into alternative accommodation or to leave the immediate area to seek safety. Those who are unwilling or unable to leave their homes will be forced into more precarious living conditions and risk being cut off from assistance.

Population to be assisted: At least 7,500 of the most affected people whose homes are destroyed or are uninhabitable and need to seek shelter elsewhere.

Programme standards/benchmarks: The assistance provided will adhere to CRC and Croatian legal and technical standards, which are higher than Sphere standards.

P&B Output Code	Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions	7,500 people are provided with temporary shelter											
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.	7,500 people are assisted with HH items											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP005	Provision of assistance to displaced people in organised temporary shelters including assisting their moving and organisation of daily life	x	x	x	x	x	x						
AP005	Coordination with state and local municipalities and other stakeholders on daily management of organised temporary shelters	x	x	x	x	x	x	x	x	x	x	x	x
AP005	Packing and distribution of household items to meet basic needs (in-kind donations to CRC)	x	x	x	x								
AP050	Procurement of shelter and household items			x	x	x	x	x	x	x			
AP005	Distribution of shelter items (plastic vestibules for containers) and household items to the affected population	x	x	x	x	x	x	x	x	x	x	x	x
AP050	Procurement of tents for food distribution	x	x	x	x								
AP050	Replenishing of warehouse stock (tents, desks, benches)		x	x	x	x							
AP005	Identification and verification of affected people in different target groups – inclusion factors integrate age, gender, diversity and disability in the response	x	x	x	x								
AP005	Identification of the appropriate modality of support for each caseload	x	x	x	x	x							
AP005	Monitoring of the use of distributed shelter items (plastic vestibules for containers) and household items						x			x			x
AP005	Evaluation of shelter activities											x	x



Livelihoods and basic needs¹⁴

People targeted: 35,000

Male: 50%

Female: 50%

Requirements (CHF): 3,045,930

Needs analysis: The damage to homes has a severe financial impact on the affected families, many of whom will struggle to manage in the short-term. Even for those families who have not been displaced, the damage to workplaces, businesses, schools, medical facilities and transport links will have an impact.

In the 6 weeks following the earthquake, there was widespread blanket distribution of food, hygiene and other items to people living within the earthquake-affected area, supported by in-kind donations to CRC and government relief stocks. The number of people receiving these items has now been reduced to target those who really need them, with CRC working on distribution lists that reflect the vulnerability criteria. As a result, the main warehouse in Petrinja has recently reduced the days that people can collect basic needs assistance from 7 days to 2 days a week.

The disruption to infrastructure and supply chains has left people especially in the remote rural areas in longer-term need of food and hygiene items with limited access to transport to reach markets and shops in urban areas. These items need to be delivered directly to people's homes or to local distribution points. It is a vast logistics operation requiring significant manpower and other resources to complete the timely sorting, packaging, transportation and distribution with 5 additional warehouses to organise and manage. There is an urgent need for suitable vehicles that can navigate the poor roads to transport food and in-kind humanitarian assistance, as well as conduct assessments and collect data.

The government will continue to provide hot meals for the unforeseeable future; at the moment it is unclear when this assistance will end. CRC will cover basic needs with warehousing and distribution of food and hygiene packages, including menstrual hygiene items, and other basic items such as clothes and bedding. Some doorstep deliveries will continue for older and disabled people and others who are not able to leave their homes, but CRC has also set up food distribution points and will procure freezer containers for the storage of fresh food.

People whose homes have been damaged by the earthquake and aftershocks will be eligible for an unconditional multipurpose cash grant (CVA). The total CVA caseload is estimated around 32,000 and the funding for the CVA programme will be totally covered through CRC domestic fundraising efforts and other contributions. Therefore, during the Emergency Appeal revision, the Livelihoods and Basic Needs component will be revised with downscaling of the funding requirements.

CRC will apply lessons learned from the Zagreb earthquake operation in 2020 to simplify the registration process so people whose houses were destroyed or badly damaged are not excluded due to complicated paperwork, and every effort is made to practically assist people who are eligible to register.

The initial transfer value has been calculated based on a yearly household consumption expenditure and estimated around HRK 1,755 (CHF 246) per person per month¹⁵. The amount was calculated on minimum basic household needs. CRC has so far received approximately CHF 7.1 million (HRK 49 million) through its National Appeal, to be allocated to cash grants payments. The definitive transfer value that CRC will apply for their national appeal funding's CVA programme is HRK 900 (CHF 130) for households with a single occupant and HRK 1,900 (CHF 276) for households with two or more occupants.

¹⁴ The Emergency Appeal and the Emergency Plan of Action will be revised soon. The revision will mainly focus on the exclusion of Cash and Vouchers Assistance (CVA) and downscaling the funding requirements from "Livelihoods and Basic Needs", along with some other minor edits under other sectors. Therefore, with this Emergency Appeals and Emergency Plan of Action, IFRC is not seeking additional or earmarked contributions to the CVA component in the Livelihoods and Basic Needs AoF. This component will be removed from the response interventions supported by IFRC in the revised EA, in line with the agreement reached between IFRC and Croatian Red Cross. The whole CVA component is covered by the Croatian Red Cross national appeal.

¹⁵ The initially intended amount equates to the average basic expenditure amount of HRK 20,400 annually per person. This amount is closely linked to, but still less than, the maximum social benefit a person can receive from the Croatian Social Welfare Centre (HRK 2,000 per month) – more info on HH income statistics at: https://www.dzs.hr/default_e.htm

Table-6 Croatian Average Household Consumption (Croatian Bureau of Statistics)

Item	Expenditure HRK
Food and beverages	20,832
Clothing and footwear	6,037
Housing and energy consumption, water supply / electricity, gas and other fuels	9,901
Furnishings, HH equipment and routine maintenance	4,524
Health	2,215
Transport / only transport services	824
Communication	4,113
Total for HH per year	48,446
Total for HH per month	4,037
Total per person, per month	1,755

The table above shows the minimum expenditure basket in Croatia, based on average household consumption data. Only items that constitute basic needs are included – food and beverages, clothing, house utilities, basic furnishings, health, transport and communication to provide an amount of HRK 1,755 (CHF 246) per person per month or HRK 4,037 (CHF 565) per HH per month. The government has assisted people affected by the earthquake with a one-off cash grant - CHF 362 for single occupant households and CHF 507 for multi-occupant households). Consequently, the CRC Main Board decided on the transfer value amount once the application process has finished and the value of cash grant assistance per family has already been published on CRC website¹⁶ as well as in the national media.

The eligibility criteria and verification process has been done in close cooperation with governmental bodies and municipalities to ensure this cash assistance is prioritised for those who need it the most – people with damaged housing especially those who had to abandon their destroyed and collapsed homes.

The development of the application database and the running costs of the teams who have been conducting the registration and application for relief and CVA programmes will still be supported through the Emergency Appeal funding. The system for collecting CVA requests, including web application and database, was developed by CRC during the operation following the Zagreb Earthquake in March 2020 (see DREF operation MDRHR003). Instructions for how to register are online at <https://www.hck.hr/novosti/ovdje-mozete-preuzeti-zahjev-za-isplatu-jednokratne-pomoci/10740>. CRC mobile teams will collect CVA applications in person from people in hard-to-reach locations, who are immobile or have limited or no access to online services. People who have moved away from the earthquake affected area can submit their applications at any of 130 CRC branches around Croatia, 21 post offices and specified local authority offices.

CRC has an overview of market availability and capacities in the affected area including an assessment related to cash assistance modalities. The shops where basic food products and household items are available, already started to function. CRC will conduct with field teams and local branches a rapid assessment to confirm the accessibility of markets in all affected locations. It has been planned to deliver CVA as it was implemented through the DREF operation for the Zagreb earthquake in March 2020 – direct transfer of the cash grants to bank accounts. However, assessments have shown that banks sustained damage to their branches and ATMs, as well to wired and wireless point-of-sale terminals. All banks are working to restore or move their branches and ATMs and resume their work. As an alternative to banks, CRC is also delivering CVA through the

¹⁶ <https://www.hck.hr/novosti/hrvatski-crveni-kriz-krenuo-s-uplatama-jednokratne-novcane-pomoci/10785>

Croatian postal system – under this modality, people have been given the possibility to choose whether to receive their payments in their bank account, delivery to their address by post or payment at the nearest post office. As the only supplier delivering postal payments to remote rural areas and having postal offices in all areas of Croatia, the Croatian Public Postal Service has been selected as a CVA provider. According to signed agreement the Croatian Postal Service is providing all its services without payment. Still some targeted people may decide to be paid to their home bank accounts.

CRC will ensure close coordination with the relevant authorities and partners to avoid duplication and ensure that the CRC CVA complements rather than substitutes cash assistance provided by the Government (which is targeting veterans, employers whose business and production process has been reduced or disabled and workers who have suffered loss of earnings). Currently, no other actors are planning cash assistance for affected households except the Croatian Government and CRC.

CRC CVA activities will include clear public communication of the criteria decided upon and why these were selected, and feedback and complaint mechanisms to support people in submitting application - including overcoming any technical or logistical issue - and to ensure any grievances are addressed appropriately and effectively. A transparent appeals process will also be established and formally endorsed prior to implementation to ensure the consistent handling of any disputes. Systems for managing the data submitted through feedback and complaints systems will also be in place to enable identification of trends and recurring issues that can be addressed through programme adaption.

The Croatian Government has announced its Public Works Program will employ 500 people in the earthquake affected area to help repair damaged and provide services needed for restoring the affected areas. Some of them will be employed by CRC and its local branches to work in CRC warehouses and to deliver humanitarian aid to the field as well as to work in delivering other CRC services in the affected areas – their salaries will be reimbursed by the Croatian Government.

Risk analysis: Based on the number of eligible applications received and the amount of funding raised, the transfer value for CVA programme applied by CRC under their national Appeal is lower than the transfer value amount based on the minimum expenditure basket which was communicated in the Emergency Appeal and DREF documents initially. The damage to bank branches, ATMs and point-of-sale systems threatens the access recipients may have to their cash disbursements. The Post Office provides an alternative means for cash disbursements. As the recovery of market is ongoing and shops and banks are reopening, the people will have places where they can buy items they need from the cash grants they receive. Shops and supermarkets have been observed to be re-opening, and a rapid market assessment will verify basic commodities are available. The distribution of hot food and basic needs to remote areas across the earthquake affected area is putting a toll on the CRC transport capacity; additional vehicles are urgently needed so assistance is not disrupted – it includes 4WD vehicles as some of the remote hilly areas cannot be reached at all by other vehicles during winter, spring and autumn (muddy off-roads and snow).

Population to be assisted: CRC will register CVA applications from people whose houses have been assessed as permanently and temporarily uninhabitable immediately after the earthquake or have become so with subsequent aftershocks. As all of them have to organise their lives and livelihoods elsewhere due to their displacement, no additional criteria will be applied except the damages to their real-estate and proof of residence in the damaged property. Some of them have been already accommodated in alternative shelters but many of them are still looking for more permanent alternative shelter.

Selection for the in-kind humanitarian aid and hot meals distribution will include additional vulnerability criteria below:

- people living in organised temporary shelter
- pre-existing reliance on state welfare system (inclusion in welfare system)
- single and two-person household with older people
- person with disability in household
- older people in household
- families with three and more children
- female headed, single parent households with children
- people whose social well-being deteriorated rapidly as direct consequence of earthquake – lost their livelihoods and jobs
- people living in remote villages with narrow access to markets and grocery shops due to disrupted public transport.

Programme standards/benchmarks: The content and criteria for assistance eligibility will follow CRC and Croatian legal and technical standards requirements. CRC will follow its best practice standards gained through the regular distribution of humanitarian aid to vulnerable people as well as assistance provision to people affected by disasters of different kinds with emphasis on those applied in the 2020 Zagreb earthquake response.

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	35,000 people are provided with basic needs support											
	Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities	25,000 people are provided with food and in-kind basic needs support											
	Activities planned/ Month	1	2	3	4	5	6	7	8	9	10	11	12
AP008	Packing, storing and distribution of in-kind food and household items already donated to CRC to meet basic needs of affected population	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Procurement of wrapping materials and plastic containers for packing, sorting and distribution of in-kind donations (cardboard boxes, plastic bags, plastic foils, etc.)	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Storing in-kind donations to be used for provision of hot meals prepared by volunteers	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Organising post distribution monitoring following the food distributions						x					x	x
AP008	Analysis of the local market in the affected area to identify availability/access to purchase different items	x	x	x	x	x							
AP008	Procurement of vehicles for 4 RC local branches (4 transport vans and 4WD) to be used for the teams` and relief items` transportation		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 ¹⁷	10,000 people are supported with one-off multipurpose cash grant											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP081	Design of Cash & Voucher Assistance to meet basic needs of the affected population including re-design of CRC web Application and Database for registration of cash grant requests	x	x										
AP081	Identification of training needs for CRC staff and volunteers regarding the implementation of CVA ¹⁸	x	x	x									
AP081	Identification of target population – CVA applications and registration	x	x	x									
AP081	Analysis of the local market in the affected area to identify availability/access	x	x	x									
AP081	Planning and implementation of community engagement, consultation, communication and feedback activities	x	x	x									
AP081	Selection of cash disbursement mechanisms and procurement of financial service provider ¹⁹	x	x	x									
AP081	Disbursement of one-off unconditional multipurpose cash grants			x	x	x							
AP081	Post distribution monitoring on the use of unconditional cash grants, including satisfaction survey				x	x	x						

¹⁷ Activities related to disbursement of CVA support to affected people will be reviewed and excluded from the Emergency Appeal during the upcoming EA and EPoA revision

¹⁸ The level of training will be identified based on the needs assessment.

¹⁹ CRC is considering the CVA assistance either through individual bank accounts of affected people, in case they have an open bank account, or through post office for the people who don't have a bank account / access to the bank branches / ATMs. FSP options in this case are 1) the FSP identified during the Zagreb EQ CVA distribution back in March 2020 and 2) post office.



Health

People targeted: 10,000

Male: 50%

Female: 50%

Requirements (CHF): 221,502

Needs analysis: The increase in COVID-19 cases in November and December 2020, and the lifting of travel restrictions between counties in Croatia following the earthquake has increased the risk of transmission. The wearing of PPE, using sanitizer and maintaining social distance is necessary both for CRC and other humanitarian providers but also the affected population, particularly those in temporary collective accommodation, and especially older people, to ensure their safety.

National health authorities are present on the ground providing a full range of health care services, including vaccinations for COVID-19.

The fear and trauma experienced by many people as a result of the earthquake and continued aftershocks, as well as concerns for the future requires multiple approaches to provide psychosocial support (and PFA when required). CRC's trained PSS staff and volunteers can provide their support face-to-face support and via dedicated free phone lines. Mobile PSS teams visit households in both urban and rural settings and conduct organized activities in collective shelters. As there is a high demand for PSS services and current resources are stretched, additional staff and volunteers are needed to increase the size of the team.

A call centre in CRC HQ is open 24/7, with a team of 20 volunteers experienced in social work, psychology and behavioural sciences. The call centre provides information as aid, referrals to CRC services and referrals to external organisations. Frequently Asked Questions (FAQ) information is continually updated to respond to new requests, and a data management system identifies referrals, complaints, feedback and information requests.

To safeguard the provision of CRC services to people affected by the earthquake, CRC staff and volunteers also need to receive psychosocial support. Briefings for spontaneous volunteers, most of whom live in the earthquake-affected area, are already taking place. Group experience exchange meetings will be organised as and when possible.

A regional experience exchange workshop on PSS in an earthquake response, with the participation of PSS experts from neighbouring national societies and other relevant stakeholders, will provide valuable learning for future similar events.

The health of people who have been displaced from their homes and are now living in collective shelters for the foreseeable future may be at increased risk in communal areas. Health and hygiene promotion activities and risk communication can reduce the threat to people's health, particularly the older people and those already suffering from a disability or chronic illness. CRC is well prepared in community-based health promotion thanks to the IFRC and Movement partners' prior investment.

Risk analysis: Trauma and fear can be felt long after the original event that triggered it. PSS services may be required long after shelter and basic needs are met. People who have been displaced from damaged or destroyed homes may have a false sense of security on moving to more secure accommodation and not recognise the threat of COVID-19 and communicable diseases to their health and well-being when living in close proximity to others.

Population to be assisted: Up to 1,000 people living in collective shelters, as well as the staff and volunteers who work there, will be equipped with PPE. At least 10,000 people, including children, will be supported by psychosocial support (outreach, organised activities and support line). Protection of CRC staff and volunteers will be prioritised so they can work directly with the affected population. PSS services will be adjusted dependent to COVID-19 outbreak measures with preference to outreach approach whenever possible and with full respecting all protective measures.

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

P&B Output Code	Health Outcome 4: Transmission of COVID-19 is reduced	<i>1,000 people are assisted with PPE, risk communication and CEA activities</i>											
	Health Output 4.1: Community-based disease control and health promotion is provided to the target population	<i>1,000 people receive PPE</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP021	Procurement of PPE (masks and disinfectant) to staff and volunteers that are deployed to the earthquake response and to people living in temporary organised shelters	x	x	x	x	x	x						
AP021	Delivery of health and hygiene promotion activities as well as risk communication with special focus on preventing the transmission of COVID-19 and communicable diseases (workshops and leaflets are budgeted under WASH and DRR)	x	x	x	x	x	x	x	x	x	x		
P&B Output Code	Health Outcome 6: The psychosocial impacts of the emergency are lessened	<i>10,000 people affected by the earthquake receive PSS services</i>											
	Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff	<i>30,000 PSS services provided to the affected population</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP023	Assessment of PSS needs and resources available in the affected community	x	x	x	x	x	x	x	x	x	x		
AP023	Provision of PSS to people affected by the earthquake via outreach, phone and organised activities which includes the procurement of PSS materials for the most vulnerable people, e.g. children and older people	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Training of new staff and volunteers on PSS in Emergencies, including how to keep track of information using KoBo	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Provision of PSS to staff and volunteers through group support (team building) and exchange experience meetings		x		x		x		x		x		x
AP023	Revision and translation of CRC PSS in Emergencies manual in consultation with IFRC Regional health team and in line with PSS Reference Centre resources.	x	x	x	x								
AP023	Regional experience exchange workshop: PSS in earthquake response (accommodation, venue, consumables)									x	x	x	



Water, sanitation and hygiene

People targeted: 2,000

Male: 50%

Female: 50%

Requirements (CHF): 229,518

Needs analysis: Up to 20% of people living in rural areas in Croatia rely on water from wells, which are usually around 15m deep, that are not part of the public water network. It is likely the earthquake has caused the water to become contaminated as a consequence of increased geological activity, raised deep underground waters as well as debris of collapsed well sides.

Some 400 water wells serving up to 1,000 people who remain living in their existing houses or in housing containers in front of their houses around Petrinja and Glina will have their wells checked and the water tested by the Institute of Public Health institutes and, if necessary, chlorinated. CRC will deploy specialised water well sanitation teams in the late spring to clean some 400 water wells, when the number of aftershocks and risk of flooding is expected to decrease. CRC has had such teams in place since the late 1990s when, with the support of IFRC, the capacity of CRC for water well sanitation was developed.

As the current capacity of the CRC wells sanitation team is 1,000 wells per year, an additional sanitation team is needed to check all the wells in the affected area. One team is comprised of 3 to 5 members working together.

The well cleaning activities will be accompanied by community-based hygiene and health promotion activities, including awareness raising sessions for affected population with special focus on the ways of prevention of water-borne diseases and waste management that includes distribution of leaflets and provision of information to affected communities. This hygiene and health promotion activities will also cover topic on prevention of communicable diseases for people in collective organised shelters including workshops if applicable. These hygiene and health promotion activities will be provided to an additional 1,000 people, together with the provision of household cleaning equipment for use in collective shelters and other community spaces.

Risk analysis: There may be damage to the water wells themselves (i.e. fully or partially collapsed), which will require coordination with the public authorities to complete any remedial work before the sanitation of well water and chlorination can be done.

Population to be assisted: 1,000 people in remote rural locations in Siska-Moslavina with no access to the public water network as well as some 1,000 people in organised collective shelters who will be involved in health and hygiene promotion activities. For the well water activity, priority will be given to households with older people, persons living with disability, families with young children, and households that are not able to clean the wells themselves because of the cost.

Programme standards/benchmarks: Water quality standards as determined by the Croatian Institute of Public Health.

P&B Output Code	WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities in the recovery phase	# people reached with key messages to promote personal and community hygiene % of people who state the hygiene promotion activities were relevant to their needs											
	WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	1,000 people are reached by hygiene promotion activities											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP030	Procurement of hygiene and cleaning supplies and tools to organize cleaning of communal areas in temporary collective shelters and areas for group activities, to be performed by inhabitants of the shelters				x	x	x	x	x	x	x	x	x
AP030	Production of informational and engagement resources focused on health and hygiene for priority affected communities					x	x	x	x	x	x	x	
AP030	Organise events and workshops to establish dialogue and engage people on issues around communicable and water-borne diseases and waste management				x	x	x	x	x	x	x	x	
AP030	Organizing post distribution monitoring activities with a sample group of targeted people										x	x	x

P&B Output Code	WASH Outcome 2: Sustainable reduction in risk of waterborne and water related diseases in targeted communities in the recovery phase	1,000 people are provided with safe water services that meet agreed standards according to specific operational and programmatic context											
	WASH Output 2.2: Community managed water sources giving access to safe water is provided to target population	1,000 people are provided with access to an improved water source 400 water wells are tested and cleaned											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP026	Procure the well sanitation equipment and tools including 4WD drive vehicle to get to remote areas, including off-road locations			x	x	x							
AP026	Form new water well sanitation team to perform sanitation activities by October/November 2021				x	x	x	x	x	x	x	x	
AP026	Conduct survey of households using water wells				x	x	x	x	x	x			
AP026	Arrange for water to be tested and analysed at a public health institute for contamination				x	x	x	x	x	x	x	x	
AP026	Cleaning and sanitation of water wells				x	x	x	x	x	x	x	x	



Protection, Gender and Inclusion²⁰

People targeted: 500

Male: 45%

Female: 55%

Requirements (CHF): 23,090

Needs analysis:

According to the World Bank²¹, place of residence plays an important role in determining welfare outcomes among both men and women in Croatia, with rural women faring the worst in terms of poverty, employment, education, and access to services, childcare, and aging care. 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. The destruction and loss caused by earthquake disasters 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.

The registration of people who have been displaced by the earthquake, particularly those who have moved to other parts of Croatia, provides some assurance that they are accommodated in a suitable and safe shelter and their basic needs are being met. Up to 75 local Red Cross branches are currently conducting weekly checks on nearly 3,000 people who have moved within the areas they cover and have been providing some material assistance and information on services such as the CRC cash assistance. Information is shared with other partners, including state and municipal authorities and NGOs so other services can be offered and accessed. RFL teams have so far responded to 70 tracing requests and arranged 450 phone calls to reunite family members. Registration is also ongoing in the collective shelters where between 400-500 have been residing since the earthquake.

20.4% of the population of Sisak-Moslavina (approximately 21,000 people) is living with some form of disability or chronic illness, the majority of whom fall into the 19-64 year age group, i.e. employment age.

Table-7: Population with difficulties in performing activities of daily living in Sisak-Moslavina country (Croatian Bureau of Statistics)

Category	Estimated % of target group	% female	% male
Young Children (under 5)	4.50%	49.3%	50.7%
Children (5-18 years)	15.50%	48.8%	51.2%
Adults (19-64 years)	60.50%	48.9%	51.1%
Older people (>65 years)	19.50%	62.3%	37.7%
People with disabilities	20.40%	51.6%	48.4%

²⁰ Migration section in the published Emergency Appeal was only included for technical reasons, in order to indicate the need to equip the RFL teams, but there is no migration intervention planned by the CRC. The RFL teams are conducting the assessment and registration for earthquake response for all sectors. In the EPOA, that section has now been removed and included under Protection Gender and Inclusion sector, and there will not be any Migration section and budget under EPOA.

²¹ Croatia Country Gender Assessment, World Bank, 2019

Older people and people living with illness and disability, sometimes in single-occupancy households, are in the most vulnerable situation due to merged emergencies. Some are attached to their homes and unwilling to relocate regardless of the house damage. Due to COVID-19 restrictions and disruptions to public transport, they have not been able to leave their house to access basic services, medical appointments or transportation to safe accommodation. Immediate response interventions have included home delivery of basic needs, medicines and hot food, transportation to access services and prioritisation of space in the collective shelters and for the temporary housing containers placed near their damaged homes. Referral pathways have been established so they also receive assistance from PSS teams and to access other support, such as registering for cash assistance, organised tailor made PSS activities for women in collective shelters and referrals of specific cases (keep the referral pathways updated, inform staff and volunteers, disseminate information, etc). In the longer-term, local RC branches have specialized staff in place and experience working with this target group through Home Care related services. This will ensure that this target group is appropriately reached and included in CRC response activities.

There is gender parity up to the age of 65 years but after that age around 63% are women and 37% are men. There are noticeably more women than men in the collective shelters, and also living by themselves in remote villages. As this vulnerability pattern quite clearly emerges, additional attention will be given to older women along with other older people. The assessment and tailor-made activities are and will be developed by CRC PSS teams with large experience to work with this target group.

Initially, there were a number of children living in temporary collective accommodation who are not at school, and who had organised activities such as theatre and child-friendly playing areas to occupy them. Currently, there are only babies and 2-3 young children living in the shelters. When all the housing container settlements are complete, (still under construction in Petrinja and Glina), CRC teams will assess playing areas for children and suitable activities, and child friendly spaces with organisations like UNICEF. CRC has been setting aside donated children's toys, books, backpacks and other items to allocate to families with children, kindergartens and schools.

Tailor-made activities suitable for older people living in housing containers, container settlements and collective shelters, some specific for older women. Special attention should be given to the empowerment of women so they are not only recipients of assistance but take an active role in providing assistance to other people and in community life. They will be included into programme the CRC is developing on recruitment of older people as volunteers providing assistance to other people in need and disabled including peer to peer assistance. As mentioned above, the affected areas, and especially older people, are prioritised for the vaccination programme by the Ministry of Health – probably before the summer 2021 the majority of them will be vaccinated, which will reduce the risk from infection and allow development of new activities and engagement of older people.

CRC has previously developed Sexual and Gender-based Violence (SGBV) SOPs for reception centres hosting asylum-seekers and CRC has experience in organising “women's spaces” to hold workshops and focus groups on issues relating to SGBV. Whilst CRC does not yet have a policy of Prevent Sexual Exploitation and Abuse (PSEA), it does have extensive experience of working with migrants, asylum seekers and refugees and has developed PSEA training for border police and people working in reception centres, as well as for its own Emergency Response teams and volunteers,

4WD vehicles and combi vans are required in order to ensure access and transportation for people in remote hilly areas.

Risk analysis: The destruction and loss caused by the 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. The specific group of older people is at the highest risk of being denied access and support as well as people at risk of SGBV, Child Protection, Trafficking and SEA. 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: Some 500 older people, people living with illness and disability and families with young children will be supported with delivery and transport services; and people at-risk of SGBV and SEA will have access to referral services and safe spaces.

Program standards/benchmarks: IFRC minimum standards for protection, gender and inclusion in emergencies.

P&B Output Code	Protection, Gender & Inclusion Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.	500 older people, disabled and children and at-risk individuals have access to food, medical supplies, public services and referral services											
	Protection, Gender & Inclusion Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.	# of people displaced to other areas in Croatia provided with PGI services (target N/A) # of services provided to people in temporary accommodation (target N/A) # of people supported with delivery services (target: N/A) # of people supported with transportation services (target: N/A) # of at-risk people using referral services (N/A)											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP021	Ensure the minimum standards for PGI in emergencies are used to assess the specific needs of the affected population and in the other sector activities.	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Ensure people meeting the vulnerability criteria have their basic needs covered	x	x	x	x	x	x	x	x	x	x	x	x
AP008	Ensure older people and people living with disability are able to access critical services	x	x	x	x	x	x	x	x	x	x	x	x
AP021	Tailor-made activities established and delivered especially in organised collective shelters for older people, and among them, females			x	x	x	x	x	x	x	x	x	x
AP083	Ensure referral systems are in place, publicised and accessible to people at-risk from SGBV, Child Protection, trafficking and SEA	x	x	x	x	x	x	x	x	x	x	x	x
AP021	Support sectoral teams to ensure collection and analysis of sex, age and disability disaggregated data		x	x	x	x	x						
AP033	Organize child-friendly spaces and community-based child protection activities, including educational ones			x	x				x			x	
AP033	Ensure volunteers and staff are screened and trained on PGI, SGBV, Child Protection PSEA and child safeguarding			x	x				x			x	
AP031	Reunite people who have lost contact with family members as a result of the earthquake	x	x	x	x	x	x	x	x	x	x	x	x
AP031	Procure mobile phones and backpack for emergencies kit (laptop, mobile phones, routers, chargers etc.) for RFL team for registration of CVA requests and people in temporary accommodation	x	x	x	x	x	x	x	x	x	x	x	x



Disaster Risk Reduction

People targeted²²: 25,000

Male: 50%

Female: 50%

Requirements (CHF): 686,539

Needs analysis: Educational facilities were badly damaged by the earthquake, which fortuitously occurred during a school holiday. The start of the new term has been delayed whilst the Ministry of Science & Education arranges online classes for students and educators whose schools require reconstruction or alternative premises.

Education workshops for children in schools and kindergartens and, indirectly, their teachers and parents, can be used to promote preparedness for emergencies. The workshops will be enhanced by the provision of first aid education materials and supplies (including defibrillators and mannequins) to encourage continual first aid training as well as emergencies kits for each child that takes part. This training of children and their teachers can enable schools to integrate the content of the educational curriculum on emergencies developed by CRC into their school programmes.

A public media information campaign targeting all local communities in the most affected areas can be used to promote messages on how people can protect themselves in an emergency, how to deal with fear, as well as keep people informed on the reconstruction of housing and restoration of the earthquake affected area, which may take up to two years.

Risk analysis: Croatia is prone to disasters including floods and earthquakes, the frequent impact of which highlights the need to ensure that community preparedness and risk reduction measures are implemented alongside relief and recovery interventions. School-based DRR activities address the vulnerability of children and seek to integrate DRR learning into the school curricula.

Population to be assisted: 25,000 school children, their teachers and communities living in the most earthquake-affected areas.

Program standards/benchmarks: IFRC minimum standards for disaster preparedness.

P&B Output Code	DRR Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster	25,000 people reached through activities in communities, kindergarten and schools											
	DRR Output 1.1: Schools take active steps to strengthen their preparedness for timely and effective response to disasters.	Number of schools with an earthquake contingency plan (target 60)											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP001	Enhance preparedness of schools and kindergarten children through emergency education and provision of first aid education materials and kits, and emergency kits				x	x	x	x	x	x	x	x	x
AP001	Raise community awareness of risk and appropriate actions through Community Engagement activities and dissemination of Public Awareness and Public Education for DRR: Action-oriented key messages for households and schools			x	x	x	x	x	x	x	x	x	x
AP001	Work with affected and vulnerable people to develop and disseminate targeted messages and communication assets (social media materials) for media, volunteers,			x	x	x	x	x	x	x	x	x	x

²² Reference to the guidance on counting people targeted.

local and traditional leaders, churches, schools and other stakeholders for bigger community preparedness actions following the Participatory Campaign Planning approach														
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Strategies for Implementation

Requirements (CHF): 1,506,557

Needs Analysis:

The CRC branch offices in Petrinja and Glina are totally destroyed while the branch office Sisak has lost its roof. A total of 68 employees are without facilities to work in and run both the response operation and regular programmes. This Emergency Appeal will cover the procurement of four containers of the damaged branch buildings as well as the roof repair of one branch. IFRC is also ready to support CRC in developing the architectural design for the CRC branches that will also include the working space and logistics facilities.

CRC will undertake Preparedness for Effective Response (PER) to be able to assess and analyze overall disaster management and preparedness capacities and to better identify areas for improvement. PER will be undertaken by CRC in order to ensure that National Society have the necessary legal, ethical and financial foundations, systems and structure, competences and capacities to plan and perform. Through the PER approach (where health component is also equally represented), the CRC will be able to assess and analyze overall disaster management and preparedness capacities and to better identify areas for improvement in disaster management effort - more specifically the self-assessments proposed. The approach will provide CRC with practical indicators for overall planning and setting up a multi-year action plan, that will guide further capacity development in inclusive way.

CEA is mainstreamed in sectoral activities including;

- People from affected communities are involved in the needs assessments and decision-making to ensure assistance is appropriate and relevant, people are kept informed of plans and progress
- Feedback mechanism (including rumour tracking) are established, and feedback acted upon and used to improve the response operation

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	<i>% of CRC staff and volunteers, who when asked, agree that this operation has enhanced the National Society's operational capacities (target: 80%)</i>											
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected	<i>250 volunteers recruited and deployed to the affected area</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP040	Ensure volunteers are insured	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure volunteers have access to psychosocial support	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure volunteers' safety and wellbeing	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure volunteers are properly trained	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure volunteers receive the necessary incentives to carry out their role (pre- and post-paid phones, transportation, lunch, per diem)	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure the visibility of volunteers with the procurement of appropriate clothing and materials				x	x	x	x	x	x	x	x	

P&B Output Code	Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place	4 Red Cross local branches sheltered and equipped for provision of assistance to the affected population											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP042	Provision of temporary shelter for 2 RC local branches of Petrinja and Glina – procurement of office containers	x	x	x	x								
AP042	Reconstruction of roof of the Local Branch Sisak office building - roofing and other smaller damages		x	x	x	x	x						
AP042	Project designs for construction of new buildings of local branches Petrinja, Glina, Hrvatska Kostajnica and Sisak at new locations as a long-term solution						x	x	x	x	x		
AP042	Procurement of laptops and mobile phones for 4 RC local branches	x	x	x	x	x	x						
AP042	Activities on strengthening organisational capacities of the national society HQ to ensure effective logistic support to ground operation and ensure EA reporting	x	x	x	x	x	x	x	x	x	x	x	x
AP042	Employ staff paid by the government's Public Works Program to assist 4 local Red Cross branches in the target area for 6 months			x	x	x	x	x	x				
P&B Output Code	Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened	# of people with whom the human capacity of CRC is enhanced (5 coordinators, 1 PR officer, 1 CVA coordinator) (target: 7) PER assessment is conducted to assess and analyse disaster management and preparedness capacities (target: yes)											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP002	Disaster response and risk reduction capacity building activities are well managed and coordinated by 5 CRC Coordinators	x	x	x	x	x	x	x	x	x	x	x	x
AP002	Disaster response well managed and coordinated by CRC PR officer and CVA coordinator (last for 6 months)	x	x	x	x	x	x	x	x	x	x	x	x
AP002	Disaster response of CRC enabled by deployment of its staff to the affected area	x	x	x	x	x	x	x	x	x	x	x	x
AP002	Employ 4 DM coordinators in 4 local branches in target areas	x	x	x	x	x	x	x	x	x	x	x	x
AP002	Procurement of 3 vehicles – 2 combi vans and 1 4WD vehicle as well as warehouse and IT equipment (laptops and printers) to ensure efficient response to disaster (equipment to be deployed to field operation)	x	x	x	x	x	x	x	x	x	x	x	x
AP002	PR Agency Community communication service provided to CRC	x	x	x	x	x							
AP002	Undertake Preparedness for Effective Response (PER) to be able to assess and analyse overall disaster management and preparedness capacities and to better identify areas for improvement.							x	x	x	x	x	x
P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured	# number of IFRC missions to CRC field operation and headquarters (target: 21)											
	Output S2.1.1: Effective and respected surge capacity mechanism is maintained	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11
AP046	Rapid response missions and technical and monitoring missions from ROE		x	x	x	x	x	x	x	x	x	x	x
P&B Output	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved	Data collected from affected communities, e.g. through post-distribution monitoring <ul style="list-style-type: none"> 60% of target population satisfied with the support received 											

Code	Activities planned / Month	<ul style="list-style-type: none"> 60% of target population satisfied with the level of consultation, information and involvement in the operation 											
		1	2	3	4	5	6	7	8	9	10	11	12
AP084	CEA is mainstreamed into sectoral activities – methods are put in place to ensure communities can participate in the response and influence decision-making		x	x	x	x	x	x	x	x	x	x	x
AP084	People affected are involved in needs assessments and decision-making to ensure assistance is appropriate and relevant and people are kept informed of plans and progress.		x	x	x	x	x	x	x	x	x	x	x
AP084	Feedback mechanisms (including rumour tracking) are established, and feedback acted upon and used to improve the operation		x	x	x	x	x	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.												
P&B Output Code	Output S3.2.3 National Societies are supported in resource and partnership development (from both domestic markets and foreign sources).	<i>Number of final evaluation and LLW organized: (target:2)</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP061	Organise a lessons learned workshop at the end of the operation with staff and volunteer participation to review and revise the CRC DRR strategy											x	x
AP061	Conduct a final evaluation of the 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	<i>% of financial reports produced on time (target: 100%)</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP064	Financial management of IFRC			x	x	x	x	x	x	x	x	x	x
AP065	Administration work		x	x	x	x	x	x	x	x	x	x	x
AP065	IFRC audit												x
P&B Output Code	Output S4.1.4: Staff security is prioritised in all IFRC activities	<i>% of CRC staff and volunteers aware of security regulations (target100%)</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP066	Security regulations are in place and followed by all RC staff and volunteers	x	x	x	x	x	x	x	x	x	x	x	x

Funding Requirements

The budget for this EA operation is **CHF 6,220,000**. [Please click here](#) to see the budget.

Reference documents



Click here for:

- [DREF Emergency Plan of Action \(EPoA\)](#)
- [Emergency Appeal](#)

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

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How we work

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

Budget by Resource

Budget Group	Budget
Shelter - Relief	449,212
Construction - Facilities	315,942
Water, Sanitation & Hygiene	215,510
Medical & First Aid	117,258
Teaching Materials	644,638
Other Supplies & Services	11,594
Cash Disbursement	2,469,648
Relief items, Construction, Supplies	4,223,802
Storage	149,221
Transport & Vehicles Costs	429,275
Logistics, Transport & Storage	578,496
International Staff	132,000
National Society Staff	433,116
Volunteers	99,711
Personnel	664,827
Workshops & Training	81,442
Workshops & Training	81,442
Travel	19,846
Information & Public Relations	15,000
Office Costs	160,247
Communications	61,449
Financial Charges	30,000
General Expenditure	286,542
DIRECT COSTS	5,835,109
INDIRECT COSTS	379,282
TOTAL BUDGET	6,214,391

Budget by Area of Intervention

AOF1	Disaster Risk Reduction	686,539
AOF2	Shelter	501,254
AOF3	Livelihoods and Basic Needs	3,045,930
AOF4	Health	221,502
AOF5	Water, Sanitation and Hygiene	229,518
AOF6	Protection, Gender and Inclusion	23,090
SFI1	Strengthen National Societies	1,289,723
SFI2	Effective International Disaster Management	44,304
SFI3	Influence others as leading strategic partners	23,430
SFI4	Ensure a strong IFRC	149,100
TOTAL		6,214,391

