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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 revised EPoA's issue: 22 June 2021			
Category allocated to the of the disaster or crisis: Orange			
EPoA budget: CHF 3,475,586			
IFRC-wide funding requirements: 11.8 million Swiss francs			
DREF allocated: CHF 384,901 (reimbursed to the Fund)			
Total number of people affected:	149,371	Number of people to be assisted:	69,000 through this EA 80,000 through CRC-wide interventions
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: Croatian Red Cross (CRC) staff and volunteers from the branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica, and the National headquarters as well as the county branch of Sisak-Moslavina remain engaged in the response - a total of 215 CRC staff and volunteers: 145 staff and 70 volunteers.			
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, local governments' Headquarters for Crisis Coordination, 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, Ombudsman, Ombudsman for Children, UNHCR, UNICEF, local NGOs			

Summary of major changes

The revised EPoA reflects changes in the [revised Emergency Appeal](#) issued on 22 April 2021, which seeks a total of **3.5 million Swiss Francs** (reduced from CHF 6.2 million).

The main change in the plan of action is the exclusion of the Cash and Vouchers Assistance from the Emergency Appeal's funding requirement, which initially targeted 10,000 people under Livelihoods and Basic Needs component of the EPoA. The CVA component has been already covered by donations reached through the Croatian Red Cross National Appeal and some 32,000 households whose homes are damaged were paid one time cash assistance.

The majority of other activities have remained as planned initially in the EPoA published on 5 March 2021 when the medium scale plan for post-earthquake recovery had been known with a clear CRC role in it. Some smaller adjustments were done under shelter, livelihoods, Health and WASH sectors to reflect the materials already covered from in-kind assistance raised so far as well as activities covered with projects funded from other sources.

A. Situation analysis

Description of the disaster

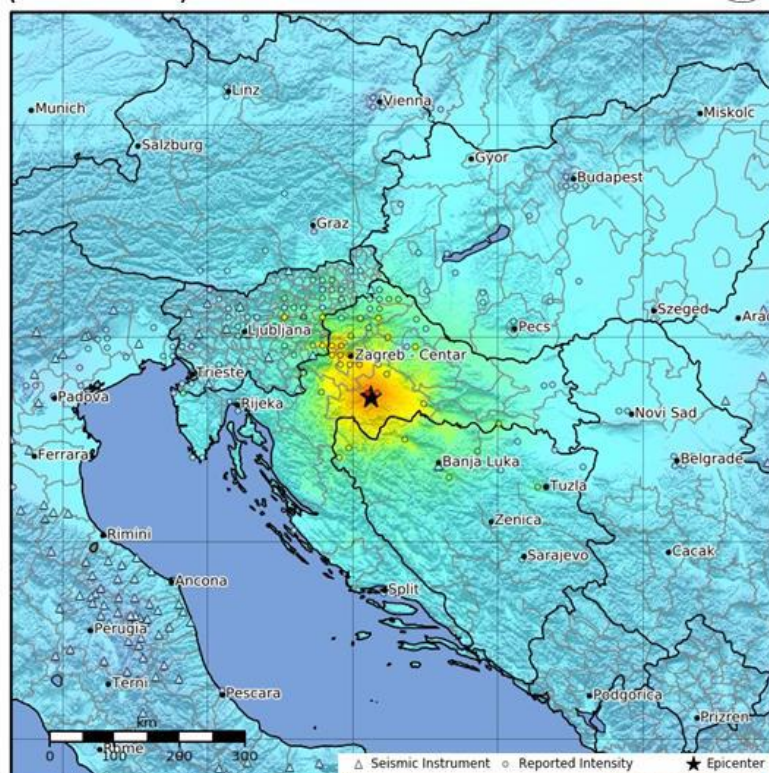
On 29 December at 12:19 CET (11:19 UTC), a 6.2 magnitude earthquake with the epicentre 3km from Petrinja, and some 50km from the capital Zagreb, struck Croatia. It was reported as the strongest earthquake to hit Croatia in more than 140 years. 8 people were killed and at least 36 people were injured¹, 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 February 2021, there have been an additional 1,244 aftershocks of 1.5 to 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 counties². On 4 January 2021, the Government declared a state of disaster for Sisak-Moslavina County and parts of Zagreb and Karlovac counties. The seismic activity has continued over next two months with weaker aftershocks but also some 30 stronger from 3 to 4,2 magnitude causing more damages on already damaged buildings and physical infrastructure.

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)



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

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+ years³. Approximately 20% of people living in the areas hit by earthquake have difficulty in performing actions of daily living, of whom 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 51,236 reports of damaged building and

¹<https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Croatia%20Situation%20Report%20No.3%20%28Earthquake%29%20-%202013%20January%202021.pdf>

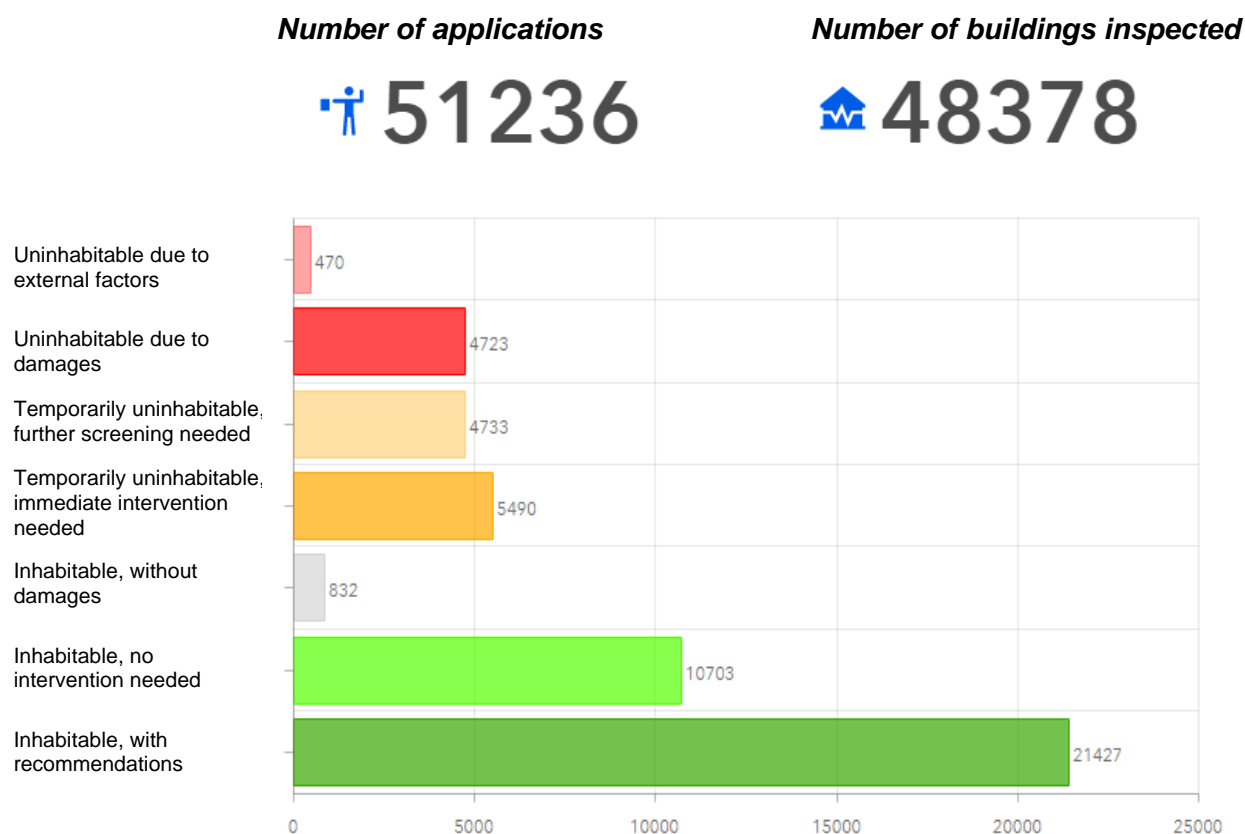
² <https://www.emsc-csem.org/#2>

³ Source: Croatian Bureau of Statistics

examined 48,378 buildings so far. 5,193 (10.73%) are classified as uninhabitable (red category) and 10,223 (21.13%) as temporarily uninhabitable (yellow category). Also, the majority of 32,130 buildings classified as green still need some reconstruction assistance. 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 10 June 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 buildings in Sisak and only one new building with originally gynecology have been functioning since then. The hospital building in Petrinja is still temporarily unusable as the health centre in Glina and a number of outpatient clinics in the area. The majority of general medical services are now moved to other undamaged buildings or are located in tents and containers in vicinity of the hospitals and clinics in Sisak, Petrinja and Glina. Patients in need for hospital medical services have been only triaged locally before being redirected to the closest hospitals outside the earthquake-affected area (mainly to Zagreb hospitals).

There are a total of 58 schools and higher education facilities in the earthquake affected area, including 21 schools in Petrinja, Glina and Sisak. **9 school buildings are unusable due to damages, 11 facilities are temporarily unusable and 7 are usable with a recommendation.** Where students have not been able to return to school, the Ministry of Science and Education equipped them and educators with IT equipment for remote learning while repairs and reconstruction is carried out. Due to COVID-19 restrictions, schools across Croatia were following remote learning modalities according to local contexts with students returning to physically attending school only from 6 May. In Sisak, depending on case incidence, some schools reopened from 10 May with containers providing a venue for classes in several locations where the school building was unusable, or nearby schools offering places to students of damaged schools. By September 2021 some of the school buildings with lower scale of damages will be reconstructed. Meanwhile the students are attending the alternative schools in the area in extra organized shifts. The fully destroyed school buildings will not be reconstructed before next year.

Some 150,000 users were left without electricity immediately after the earthquake. 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 was carried out 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 provides 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 main water supply network. CRC also started with the sanitation of wells in mid-April. So far, some 241 water wells were sanitized but many of them will need the second cleaning before fully functioning with water for human use. This has now been identified as an important priority.

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 assessed 3,556 farms, with damage 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 had died but this is more a case of accident than a widespread phenomenon. The earthquake affected also some 825 skill crafters businesses and some 700 small enterprises in the area whose buildings have been damaged as well. At the very beginning of June the Government has started allocating the small grants for small enterprises as well as for farms producing food for market with announced scheme for further grants by end of 2021. At the moment no more information is available.

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 for 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 130 sink holes have appeared in the area between Petrinja and Hrvatska Kostajnica.

As of 6 May 2021, 2,883 people have been registered by 75 CRC local branches who moved from the affected area across Croatia. Many people have stayed in the area in some kind of alternative accommodation mainly with families or in leased undamaged property and some 768 people are in 17 collective shelters established so far in the earthquake-affected area:

Table 4: Number of people registered in collective shelters

		NUMBER OF CONTAINER SETTLEMENTS	NUMBER OF HOUSEHOLDS	NUMBER OF PERSONS
1	SISAK	11	164	268
2	GLINA	1	35	47
3	H. KOSTAJNICA	0	0	0
4	PETRINJA	4	155	275
5	TOPUSKO HOTEL BUILDING	1	160	178
	TOTAL:	17	514	768

A few container settlements have been finished quite recently and people are still moving in. Topusko hotel building is used for accommodation of older people evacuated from Glina and Petrinja homes for elderly and some older people from Glina area (108+70).

People living in remote rural areas were identified as among the most affected from the start of this operation, in need of shelter, drinking water, food and hygiene items. This remains the case, given the complex nature of the repair and reconstruction programme, in what is a disadvantaged economic region of the country. With movements still restricted by COVID-19 and disruption to public transport- both physically to infrastructure, but also as certain routes became economically unviable to sustain- and infrastructure including utilities, huge quantities of food, drinking water and household items including hot meals, 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 but also distributed by CRC. According to the assessments of CRC teams, the majority of shops in the urban towns are re-open and well stocked. However, considering 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 for some time.

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 (still pending as some procedures to be carried out first).

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.

CRC branches from other parts of Croatia were present on the ground during the first three months of the earthquake response operation with their emergency teams, each comprising 5 to 7 volunteers that were rotated daily or weekly. Branches were also providing logistics assistance to the operation. Some 75 local branches were 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. From the end of April only up to 10 volunteers from CRC branches in other parts of Croatia are present in the war affected areas

Since mid-January, the average number of operational staff and volunteers has reduced to 300 per day and then by end of February to 240. Currently there are 215 staff and volunteers engaged in the operation – 70 volunteers and 145 staff, including newly recruited staff funded through EA and other donations.

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 channeled 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, multiple 30m² tents, a 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 – 2 in Sisak and 1 each in 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.

CRC Emergency Response teams are familiar with recognising the signs of sexual exploitation and abuse (SEA) as this is part of PSS basic emergency training. If they suspect any SEA cases, they refer these to the PSS teams who conduct additional screening and can refer victims to the social welfare system 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 so far:

Table 4: Relief items distributed by CRC until 10 June 2021

Items	Quantity	Items	Quantity
Food	1074.45 tons	Blankets	5,135 pieces
Water	611,316 litres	Heaters	3,470 pieces
Hot meals – affected population	826,100 portions	Generators	123 pieces
Hot meals – operational staff	7,452 portions	Mattresses & beds	473 pieces
Hygiene ⁴	236,526 kg	Baby food & equipment	9,200 packages
Clothing	436 tons	Animal feed	2,317 packages

CRC Domestic Fundraising

As of June, the CRC domestic appeal has so far raised HRK 50,613,695 (CHF 7,33 m) which has been earmarked for cash assistance and has received in-kind donations valued at HRK 80,790,216 (CHF 11.7 m). Majority of in-kind donations have been already distributed to the affected population.

Bilateral cash contributions to CRC by Red Cross National Societies have raised a total of **CHF 1,035,000**. Out of that CHF 825,598 came from the Red Cross Red Crescent members of the “**Neighbours Help First**” (NHF) network – CHF 241,000 from the Slovenian Red Cross alone and from two project-based contributions funded by Austrian Red Cross and Polish Red Cross, also members of NHF network:

- Austrian Red Cross – EUR 215,000 (CHF 233,000) to support PSS services, in-kind assistance/shelter needs and operational costs
- Polish Red Cross – 1,550,000 HRK (CHF 225,000) to support distribution of humanitarian aid and WASH activities (wells sanitation)

German Red Cross with the support of the German Government donated 1,504 hygiene kits for families and 972 baby hygiene packages and 140 family tents (60m²).

Red Cross of Montenegro launched a national appeal for financial assistance and also provided in-kind donations. From 16-24 February, a 6-person team deployed to Petrinja to provide support in logistics, PSS, first aid and distribution of humanitarian assistance. British Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red Cross and Liechtenstein Red Cross have all contributed to the operation with multilateral funds and in-kind support.

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 (CHF 359.909,48 for CRC). 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.

Coordination and partnerships

CRC is a member of the **National Headquarters on Civil Protection** and is responsible for meeting people’s immediate humanitarian needs, to coordinate the warehousing and distribution of all food and household items for basic needs,

⁴ From the start of the operation, the most efficient form of measurement to track miscellaneous hygiene items was by kilo.

and provision of emergency accommodation. The National Headquarters, chaired by the Deputy Prime Minister, is comprised of government Ministries, the Directorate of Civil Protection (Croatian Red Cross, Croatian Fire Brigade, Croatian Police, Croatian Army and Croatian Mountain Rescue Service) and other relevant offices including Croatian Waters, Croatian Forests, Environmental Protection Fund, Office for Digitalization of Society, State Geodetic Administration and the Housing Fund. Daily meetings are followed by working group meetings; CRC is active in those dealing with nutrition (hot meals distribution), distribution of humanitarian aid in food and household items, drinking water, flood protection and social issues. At the government's request, CRC has also been leading the coordination of national and local NGOs active in the response in an **NGO Coordination Forum** and has recruited a Humanitarian NGO Forum Coordinator for six months.

Also, at the government's request, CRC established a **Psychosocial Support Coordination group**, gathering representatives of civil society organizations and institutions involved in provision of psychosocial support. CRC has partnered with Red Noses Croatia to support older people and children with disabilities, and with UNICEF to establish child-friendly spaces for the protection of children, adolescents and young adults.

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 household items for basic needs, 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 counties⁵. 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 totaling 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 2,800 housing containers have been delivered so far to affected people by the state and private donors in which some 2,600 households has been accommodated.

Container settlements are established in the towns of Petrinja, Glina and Sisak for people who lived in damaged apartment buildings as stated above. The Government delivered and set up container settlements and the Croatian Red Cross with its branches has taken over provision of overall care for people accommodated including delivering food and NFIs as well as other assistance. As well as using containers for residential purposes, it will be possible to use some for shops of local craftsmen.

Immediately after the earthquake the Central State Office for Reconstruction and Housing had 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.

The Disaster Headquarter appointed by the Government has developed the longer term recovery strategy with different Government ministries who developed the recovery plans for the sectors under their jurisdiction. The Law on Reconstruction of Earthquake Affected Areas has been drafted by the Croatian Government and adopted by the Croatian Parliament. The stakeholders to take part in reconstruction process has been gathered. At the very beginning of June the first demolitions organised by the State have started in the centres of affected towns. The reconstruction process will take at least two years starting in summer of 2021. It will cover some 20,000 houses and apartments with lower levels of damage as well as public buildings. The reconstruction of fully demolished properties will start but the first buildings will not be reconstructed before 2022. The affected families will need temporary shelter from 6 months to two years when majority of reconstruction will finish.

⁵ The end date of the state of emergency is not known yet.

The emergency response developed by the Governmental Disaster Headquarters includes the temporary accommodation of the displaced population and provision of overall assistance to them. It includes families who are sheltered in housing containers, and the even greater number of people who found alternative accommodation by themselves with their families or by lease of undamaged housing in the affected areas. In this plan the Croatian Red Cross has one of the primary roles as the main provider of food and non-food items assistance including distribution of hot meals for the affected population sheltered in container settlements and other affected people in the area. Beside that the CRC has an important role in cleaning the water wells in the area in the small settlements without water supply network as well as in provision of psychosocial assistance to the affected population.

The Croatian Red Cross has been also appointed by the Disaster HQ to coordinate response of different smaller NGOs who have taken part in assisting the recovery of the affected area. 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.

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 Popovaca. 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. 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. All people in collective shelters and emergency service personnel of CRC and its local branches 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.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Shelter

The assessment of damage to buildings continues at the six-month mark and given the nature of buildings in the affected area will a process that is ongoing into the future months. Findings have revealed that around one-third of buildings are temporarily uninhabitable and therefore in need of reconstruction or substantial repairs. A large proportion of these are residential buildings.

Some damaged buildings initially screened were re-assessed due to the aftershocks – 1,244 were experienced up to the end of February as well as due to the landslides and sink holes that emerged in the Hrvatska Kostajnica area causing further damage. Some houses originally assessed as habitable soon after the earthquake are no longer so, and the people living in them are also eligible for assistance despite were excluded initially based on the assumption that their homes had been safe.

Buildings that are permanently unusable are to 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 is 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 is to cover all reconstruction costs in government-assisted areas, which covers the majority of the earthquake-affected area⁶.

People are being housed in temporary accommodation for the foreseeable future. The three modalities being employed for accommodation in early June are housing containers next to their damaged and uninhabitable homes, container settlements in urban areas and staying with family and friends. Until a permanent shelter solution is available, these people will continue to need some assistance with household furniture, appliances and equipment. Whilst the state and municipalities provide the temporary shelter, many people will not have the financial resources to replace their damaged and lost belongings. The Croatian Red Cross has identified people on a fixed income, e.g. pensioners, those on social welfare, unemployed and people who cannot work because of caring responsibilities, as especially facing such challenges.

⁶ <https://vlada.gov.hr/news/plenkovic-says-gov-t-will-do-its-best-to-help-earthquake-victims/31350>

Livelihoods and basic needs

Sisak-Moslavina county is one of the poorest counties of Croatia. Development is behind the average, with the Ministry of Finance reporting⁷ that unemployment was twice as high as in the rest of Croatia. Hence, there is a need to not only reconstruct houses but also revitalize the economy and demography, so as to encourage young people to stay. The Ministry of Economy allocated some HRK 10 million (CHF 1.4 million) in emergency aid for repairs to micro and small enterprises and tradesmen to replace damaged equipment as a first aid.

As well as damage to people's homes, there is substantial damage to workplaces, businesses, schools, medical facilities and transport links. This temporarily prevents people from working, and six months following the earthquake continues to bear a negative impact. As many people lost their livelihoods because of the earthquake, the number of people in need of assistance in food and non-food items to meet their basic needs has increased in the area.

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 lack of available, 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.

Transport so that CRC mobile teams can reach remote rural settlements is vital, 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 with 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.

From the beginning of May the Croatian Red Cross has introduced clear social criteria to identify the people in need of continued, regular food and non-food items distribution every week. This has enabled the CRC and its local branches to move away from the swift, blanket humanitarian assistance distribution that took place for the first four months of emergency response.

Health and PSS

In November and December 2020, there was an increased number of COVID-19 cases registered in Croatia, leading to the government introducing travel restrictions between counties to reduce transmission. The government lifted these travel restrictions following the earthquake to facilitate the relocation of people away from the affected area and for the humanitarian response. As a consequence, this increased the risk to people vulnerable to the effects of COVID-19.

The government's vaccination programme, which started on 2 January 2021 in the earthquake-affected area, is reducing the risk of transmission with some 40% of population vaccinated so far. Personal protection equipment is still obligatory especially for humanitarian responders to wear PPE, use sanitizer, keep social distancing as much as possible and employ good hygiene practices.

Needs assessments in Sisak–Moslavina county placed emphasis on diversity in tailoring psychosocial response when considering various accommodation types and the remoteness of each town and its surrounding. Those early assessment results are supported by the engagement that CRC has had with these residents over the past six months and are still relevant today. Depending on the age group and the type of accommodation needs vary: in container settlements there are many older people who are having difficulties in coping with the situation. They have to adjust to living in a very different environment than before e.g., many people were living in villages, having a house, animals and big yards and now they live in quite small containers without outdoor space. Older people living in remote areas have more difficulties accessing services, but the neighboring community often supports them as much as they can. One of the most common reactions stated by this population is loneliness as they are lacking mostly social support. At present, kindergartens and schools are operational (live or online) and mental health interventions, combined with DRR will be focusing on them.

The main source of fear for the people affected is the uncertainty about the future which is usually related to their accommodation and reconstruction plans. As this is a war affected area, affected populations often draw on their previous experiences: for some of the war veterans the earthquake was a trigger for reappearance of PTSD symptoms and feelings of injustice. In addition, the aftershocks are now not that often, but some were quite strong, which evokes all the acute reactions they had in the beginning, with an accent on fear as some people living in the yellow or green marked houses do not feel safe anymore.

It is concerning that PSS teams noticed higher consumption of alcohol among war veteran populations and in container settlements. This has been tackled already with the Centres for social welfare and psychiatric hospital to confirm referral protocols in these cases. As per other coping mechanisms, people are trying to return to their daily routines and focus

⁷ <https://vlada.gov.hr/news/maric-govt-recognises-need-for-demographic-economic-revival-in-earthquake-hit-area/31354>

on renovation of houses, gardening and taking care of those in higher need (e.g. older people and/or people with disability). Many of them stated how early Red Cross psychosocial support was very beneficial for them.

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. The first assessment of wells in the affected area has showed that the earthquake 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. The first cleaning and sanitation of wells has also indicated that one procedure will not be enough to access clean and healthy water from the wells. 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 Bank⁸, 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.

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 education⁹. Just over 2,000 Roma people live in Sisak-Maslovina 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.

The Ministry of Interior (Mol), in coordination with the local CRC branches, has conducted prevention workshops in schools and settlements where the majority of the population are Roma people.

From the three refugee families who were living in Sisak, one has moved out to another city in the east of Croatia due to damages in the rented accommodation and two families are still residing in one of the evacuation centres in the city centre of Sisak. The CRC PSS/Integration team is supporting them through their regular and earthquake response activities, e.g. provision of psychosocial support. In the same city area, one person under international protection who was placed in foster family due to his physical disability was displaced from the family due to violence towards him which was reported by one of the CRC's PSS volunteers.

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,

⁸ Croatia Country Gender Assessment, World Bank, 2019

⁹ Croatian Office of National Minorities

from a privately owned sawmill business in Glina and now out of tents and containers on land owned by the local authority. Four containers have been procured by CRC and at the end of April set up in Petrinja and Glina through DREF funding to be used as temporary offices by the branches. The Sisak branch is still waiting to be able to reconstruct the roof of their office building to make it habitable – the neighboring state-owned building have to be demolished first.

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.

Targeting¹⁰

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 continue targeting 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 34,000 people eligible to receive assistance with shelter assistance, WASH and basic needs.
2. **People who remain in their homes with no or minimal damage, do not need humanitarian assistance to meet basic needs, but suffer from high levels of stress** – up to 10,000 people to be reached by PSS mobile teams and a PSS hotline.
3. **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

The total number to be assisted is 69,000 people.

Selection criteria for eligibility of multi-purpose cash grants were 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 organized temporary shelter
- pre-existing reliance on state welfare system (inclusion in pension and welfare system)
- person with disability in household
- older people in household
- families with three and more children
- single headed households with children
- 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.

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%

¹⁰ Targeting figures will be reviewed in the upcoming revision of the EA and EPoA as per previous indication

Scenario planning

Scenario	Humanitarian consequence	Potential Response
Prolonged aftershocks further causing fear and uncertainty among affected population	Need for psychosocial assistance and support as well as for professional assistance	First aid PSS assistance to be replaced with prolonged psychosocial assistance tailored for different groups of the affected population Identification and referral to professional PSS assistance
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 prioritization 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 COVID-19.	PSS, referral to relevant stakeholders, relevant information provision Distribution of food, household items and cash, PSS and RFL services (Primary health services to be covered by public health authorities)

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 including quad bikes to access the hilly settlements without any roads. 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 in the first 4 months of 2021 caused a lot of people to migrate away from the area, making it difficult at the time to keep track of them when following up with relief distributions and PSS services. Since May 2021 the situation stabilised with new alternative accommodation in container settlements and a number of people who found accommodation with families and friends even leasing the rest of inhabitable housing in the area. It makes it easier for CRC to identify all people in need for basic needs assistance and move from blanket distribution to targeting the most vulnerable and application of vulnerability criteria.

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

By 10 June 2021, 358,061 a total of COVID-19 cases have been reported in Croatia and 8,103 deaths¹¹. The number of cases and fatalities has been steadily increasing since March. Vaccinations in Sisak-Moslavina country started in early January, prioritizing older people living in collective shelters and humanitarian workers. A national vaccination campaign started throughout Croatia with total of 1,919,071 people vaccinated, nearly 40% of the population, have now been vaccinated.

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

¹¹ World Health Organization

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. 69,000 people will be supported with Shelter, Health/PSS, WASH, Livelihoods and basic needs with Protection, Gender and Inclusion and Disaster Risk Reduction 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).

This EPoA outlines actions that not only seek to support the communities affected, but also urgent assistance to the local CRC branches in the affected areas so that they can provide the disaster response that will be prolonged for at least two years. This concretely consists of increasing their material and infrastructural capacities so that they have vehicles and premises suitable to the context. Developing the skills and competencies of the staff in the branches to take over responsibility of the operation is also paramount so that the experience of the past months is harnessed positively. 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 needs

At least 25,000 people whose homes were damaged or destroyed and who live in remote rural areas with reduced transport options, are assisted by CRC with hot meals, food and hygiene packages, clothing, bedding and other items. Due to increased number of people in social need compared to pre-earthquake situation, one of the objectives is to increase the NS food and humanitarian aid provision capacities, including strengthening the capacities of the local CRC branches. This goes hand in hand with the need for more vehicles, of different kind, for assistance distribution especially in remote hilly areas of the affected region and the need for food preparation and storage of fresh food to be distributed.

A total of 32,000 households, whose homes were damaged or collapsed due the earthquake and aftershocks, have been assisted with cash grants by CRC through domestic fundraising and bilateral cash contributions. In order to do so the CRC has benefited from the development of an IT software service in order to upgrade existing web application and database for registration and processing of unconditional multipurpose cash grant requests (this has been made

possible through funds of the EA). Post Distribution Monitoring is planned, with a comprehensive engagement with affected populations scheduled for the latter phases of the operation. Preparations are underway with a review of tools.

The target of 10,000 people for cash assistance grants has been removed, reducing the number of people to be assisted in this sector from 35,000 to 25,000; b) cash grants for 10,000 people and procurement of the Financial Services Provider has been removed from the funding requirements as these will now be covered by CRC's domestic fundraising and bilateral cash contributions; c) three quad bikes will be procured to deliver humanitarian aid to remote rural communities instead of two 4WD vehicles; d) fully equipped kitchen containers will be procured to increase CRC's capacity to deliver an average of 7,000 hot meals a day for people who have no access to cooking facilities; e) the substantial volume of in-kind donations of food, hygiene and other basic needs received has increased the cost of sorting, packing and distributing and f) the mobilisation of trained volunteers and staff (Intervention Teams) from headquarters and branches from other parts of Croatia to deliver humanitarian aid for the first three months of the operation has been added

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. As part of strengthening locally employed experts, a psychosocial support training in emergencies will be organised.

Water, Sanitation and Hygiene

Some 400 households (1,000 people)¹² 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. The Polish Red Cross project funding will cover the costs of one vehicle, WASH equipment and the cleaning of water wells through their project-based contribution.

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 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 has taken part in implementation of the operation was initially 240 persons at the beginning of February – 125 staff and 115 volunteers trained in emergency response and/or some of the technical areas (DM, PSS, RFL, Health). Due to hiring of additional staff by April the number of volunteers has been decreased to 70 and the number of staff increased

¹² The repair and sanitization of water wells will be covered by a bilateral project-based contribution from Polish Red Cross

to 145 – a total of 215 staff and volunteers. It includes a total of 37 new staff hired in four local branches in March and April – 9 of them funded through Emergency Appeal funding and other Red Cross funding and 28 through the Government's Public Works scheme.

For the first four months of operation some 62 volunteers and staff were recruited by CRC branches from other parts of Croatia with a total of more than 450 volunteers and staff from these branches deployed on weekly rotations.

The CRC HQ has been 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 have been 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. From the end of April only up to 10 volunteers from CRC branches in other parts of Croatia are present in the war affected areas.

Around 50 local branches have been also actively involved in collecting and sorting humanitarian aid from citizens and other NGOs and then transport to affected area in coordinated manner.

Due to the complexity and high demands of the operation, it is coordinated by the Croatian Red Cross DM staff with experience in working in emergencies (Operation manager), logistics staff coordinator, Petrinja Field coordinator, warehouse manager, RFL and PSS teams coordinator to identify and register the affected population and Fundraising and Humanitarian Aid coordinator. 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 has been planned, to be funded by the EA budget – 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.

PSS new local branches staff with 5 psychologists and CRC Coordinator of PSS activities (1) will be funded by the Austrian Red Cross project.

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 provided support to the operation with the three-month deployment of an Operations Manager from the rapid response mechanism. This mission has then been followed up with the short-term deployment of an operations manager. 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.

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 frequently. 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 has been on the ground 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 are 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 bushfires operational response.

Visibility items (vests, t-shirts, jackets, trousers) have been 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 behavior 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 times.

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, and Reporting (PMER)

Planning of the activities is based on needs assessments done in the first days after the earthquake, with activities adapted based on the evolution of the situation and contextual changes within the NS and thanks to funding received by the NS. 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 lesson 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: 3,750

Female: 3,750

Requirements (CHF): 562,354

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 continues to conduct assessments and register 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. As these people return to the earthquake-affected area, they also need support with shelter and assistance to cover their basic needs. CRC is aiming at providing this support through PSS and other service requirements.

The majority of people targeted for this assistance are receiving assistance under Livelihoods and basic needs with the provision of hot meals, food and hygiene packages, and were eligible for the one-off cash assistance (supported by CRC's domestic fundraising) 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	<i>% of monitored and surveyed households who report that received households' items and temporary shelter assistance were relevant for their need – target: 80%</i>											
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.	<i>7,500 people are assisted with essential furniture and household items</i>											
	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	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	x	x						
AP050	Procurement of shelter and household items			x	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	x	x						
AP050	Replenishing of warehouse stock (especially tents)		x	x	x	x	x	x					
AP050	Set up facilities to hold group and community meetings and activities, training sessions, workshops, etc.* ¹³	x	x	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	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 and sun shelters for containers), furniture and household items							x			x		x
AP005	Evaluation of shelter activities*											x	x

¹³ New activities throughout the revised EPoA are marked with an asterisk.



Livelihoods and basic needs

People targeted: 25,000

Male: 12,500

Female: 12,500

Requirements (CHF): 821,568

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 reduced to specifically target the most vulnerable - CRC and its local branches developed distribution lists with people that reflect the vulnerability criteria, in close cooperation with the Department of Social Welfare. As a result, distributions of basic needs assistance has been reduced from seven to two days a week. From beginning of May the CRC has introduced the vulnerability criteria into targeting people to receive the humanitarian aid in food and non-food items to cover their basic needs (stated below).

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. 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 were destroyed or damaged by the earthquake and aftershocks were eligible for an unconditional multipurpose cash grant (CVA) from CRC. **10,506 single households** and **21,433 households of two or more people** received **HRK 900 (CHF 130)** and **HRK 1,900 (275)** respectively. The cash grants were totally covered by CRC's domestic fundraising and bilateral cash contributions.

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). The updating of the application database and the running costs of the teams who have been conducting the registration and application for relief and CVA programmes is supported through this Emergency Appeal.

The Croatian Government announced its Public Works Scheme will employ additional people in the earthquake affected area to help repair damaged and provide services needed for restoring the affected areas. 28 new recruits from Public Works Scheme have been seconded to CRC local branches for 6 months and their salaries will be reimbursed by the Croatian Government with addition of hiring 4 coordinators to Local Branches to be funded by EA budget.

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

- people whose houses are uninhabitable as a result of the earthquake
- 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	<i>% of people who report that the food and other humanitarian aids received were sufficient to cover their basic needs – target: 80%</i>											
	Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities	<i>25,000 people are provided with food and in-kind basic needs support</i>											
	Activities planned/ Month	1	2	3	4	5	6	7	8	9	10	11	12
AP008	Deployment of trained CRC staff and volunteers from headquarters and local branches*	x	x	x	x								
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	Recruit CRC DM coordinators in four local branches*	x	x	x									
AP008	Organising post distribution monitoring following the food distributions							x				x	x
AP008	Procurement of new container kitchen facilities, refrigerators and freezers to increase CRC capacity to provide hot meals				x	x	x						
AP008	Procurement of vehicles for 4 RC local branches (4WD vehicles, transport vans as well as quad bikes) to be used for the teams` and relief items transportation		x	x	x	x	x	x	x				

Cash and voucher assistance has been provided through CRC domestic fundraising and bilateral assistance and therefore not included in the IFRC Emergency Appeal funding requirements:

P&B Output Code	Livelihoods and basic needs Output 1.5: People are provided with unconditional/multipurpose cash grants to address their basic needs ¹⁴	32,000 households are supported with one-off multipurpose cash grant ¹⁵											
		Activities planned / Month											
		1	2	3	4	5	6	7	8	9	10	11	12
AP081	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 ¹⁶	x	x	x									
AP081	Identification of target population – CVA applications and registration	x	x	x									
AP081	Post distribution monitoring on the use of unconditional cash grants, including satisfaction survey				x	x	x	x				x	x



Health

People targeted: 10,000

Male: 5,000

Female: 5,000

Requirements (CHF): 97,674

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 increased the risk of transmission. In Croatia, as of 6 June there have been 358,504 confirmed cases of COVID-19 with 8,132 deaths, reported to WHO. As of 6 June 2021, a total of 1,919,071 vaccine doses have been administered¹⁷. As other restrictions have eased, such as schools opening and the opening of restaurants and bars for outdoor dining, the number of cases has steadily increased. 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 including 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.

¹⁴ 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

¹⁵ This target is a Federation-wide target and not included in the EA target

¹⁶ The level of training will be identified based on the needs assessment.

¹⁷ <https://covid19.who.int/region/euro/country/hr, valid 14 June>.

A call centre in CRC HQ is open 24/7, with a team of 30 volunteers experienced in social work, psychology and behavioral sciences on rotation basis with 3 telephone lines open at all times. 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 neighboring national societies and other relevant stakeholders, held in May provided valuable learning for future similar events. Key recommendations coming are for field visit experience to be supported with the scientific approach and expert knowledge is a combination with the greatest learning impact. It was noted that there are many similarities of NS working in the PSS response, but differences as well. MHPSS principles have to be adapted to the given context. Psychosocial support should be integrated better in other areas of response as emergencies are becoming more complex; the influence on mental health is more obvious (e.g. earthquake amid COVID-19 pandemic). Spontaneous volunteers should not be neglected in the response – with a structured volunteer coordination they can be a valuable resource when faced with complex emergencies. The full report is available from CRC.

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 recognize 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, organized activities and support line). Protection of CRC staff and volunteers will be prioritized 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.

This sector has been revised as the majority of PSS activities funding has been taken over by the Austrian Red Cross project funding including staff providing PSS assistance to affected population.

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	x	
P&B Output	Health Outcome 6: The psychosocial impacts of the emergency are lessened	<i>10,000 people affected by the earthquake receive PSS services</i>											

Code	Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff	30,000 PSS services provided to the affected population											
		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	x	
AP023	Provision of psychological first aid, comfort and reassurance 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	Follow up requests for PSS assistance and referrals with home visits*	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 and manual for kindergarten and school manual in consultation with IFRC Regional health team and in line with PSS Reference Centre resources.							x	x	x	x	x	
AP023	Regional experience exchange workshop: PSS in earthquake response (accommodation, venue, consumables)				x	x				x	x	x	



Water, sanitation and hygiene

People targeted: 1,000

Male: 500

Female: 500

Requirements (CHF): 50,419

Needs analysis: On 24 February, the Sisak-Moslavina County Public Health Institute reported that water from the main water supply was safe for human consumption. However, this assurance is not yet in place for people who are not connected to water supply network and instead are using water from wells. 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 CRC capacity for well sanitation 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 majority of funding needed for the well sanitation and cleaning will be covered by other funding sources (mostly through the project-based contribution of the Polish Red Cross and some other donations). The water tests after wells sanitation will be funded through this EA. There is a great degree of complementarity between the well sanitizing teams and other activities of CRC, notably in PSS. In remote villages people with need for their well to be sanitized can also be referred to the PSS teams who engage, or vice versa, the PSS teams discover people who also have need for their water source to be rehabilitated.

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 organized 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 ¹⁸											
	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 – trailer for 4WD drive vehicle to get to transport equipment to remote areas, including off-road locations	x	x	x	x								
AP026	Form the 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	Cleaning and sanitation of water wells				x	x	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	x



Protection, Gender and Inclusion

People targeted: 500

Male: 225

Female: 275

Requirements (CHF): 112,230

Needs analysis:

According to the World Bank¹⁹, 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

¹⁸ This is a Federation-wide target. This outcome will be covered by a project-based bilateral contribution from the Polish Red Cross

¹⁹ Croatia Country Gender Assessment, World Bank, 2019

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%

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. In the container settlements there are a maximum of 40 to 50 children. 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.

All CRC emergency response teams have a basic training which includes PSS. The PSS module includes protection (how to recognize and steps for reporting). In addition, all volunteers checked by the Ministry of Justice for any kind of criminal past. The PSS teams receive additional training on child protection and violence.

CRC PSS teams work in close collaboration with the Centres for Social Welfare and the Mol regarding prevention of any form of violence, with reporting and referral systems in place. The Mol has conducted a series of workshops in Roma and container settlements, as well as in schools focusing on prevention. CRC is coordinating weekly psychosocial support meetings where all relevant Government and non-government organizations are present (including the Ombudsman and Ombudsman for Children), which is a place for discussing and tackling various Protection questions. The Republic of Croatia has defined protocols for combatting trafficking in human beings which apply to this situation²⁰

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.

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.

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

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.	<i>500 older people, disabled and children and at-risk individuals have access to food, medical supplies, public services and referral services</i>											
	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.	<i># 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)</i>											
	Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11	12
AP033	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
AP033	Ensure people meeting the vulnerability criteria have their basic needs covered	x	x	x	x	x	x	x	x	x	x	x	x

²⁰ [Protocol on Identification, Assistance and Protection of Victims of Human Trafficking.pdf](#), [Protocol on Procedures during Voluntary return of Victims of Human Trafficking.pdf](#), [Protocol on the Integration of Victims of Trafficking in Human Beings](#)

AP033	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
AP033	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
AP033	Comply with existing mechanisms to refer at-risk people to Centres for Social Welfare and the Ministry of Interior	x	x	x	x	x	x	x	x	x	x	x	x
AP033	Support sectoral teams to ensure collection and analysis of sex, age and disability disaggregated data		x	x	x	x							
AP033	Organize child-friendly spaces and community-based child and elderly people protection activities, including educational ones, tailored according to needs assessments			x	x				x			x	
AP033	Ensure volunteers and staff emergency response teams receive basic training that includes PSS (including information on protection and reporting); and PSS staff and volunteers are trained on child protection and violence.			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	Assist with the registration of people displaced by the earthquake*	x	x	x	x								
AP031	Procure mobile phones for RFL team for registration of CVA requests and people in temporary accommodation	x	x	x									
AP031	Procure 4WD vehicle for PGI team*								x	x	x	x	x



Disaster Risk Reduction

People targeted²¹: 25,000

Male: 12,500

Female: 12,500

Requirements (CHF): 672,339

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.

²¹ Reference to the guidance on counting people targeted.

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	Provide emergency and first aid education, as well as first aid 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
AP001	Work with affected and vulnerable people to develop and disseminate targeted messages and communication assets (social media materials) for media, volunteers, local and traditional leaders, churches, schools and other stakeholders for bigger community preparedness actions following the Participatory Campaign Planning approach				x	x	x	x	x	x	x	x	x

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 office containers for Glina and Petrinja temporary branch offices as well as the design and construction of permanent.

CRC will 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. 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.
- A Feedback mechanism is established and there will be a lessons learned activity planned to take place with the military in July.

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	<i>4 Red Cross local branches sheltered and equipped for provision of assistance to the affected population</i>											
		Activities planned / Month	1	2	3	4	5	6	7	8	9	10	11
AP042	Provision of temporary shelter for 2 RC local branches of Petrinja and Glina – procurement of office containers	x	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 (3 coordinators, 1 PR officer, 1 CVA coordinator) (target: 5) 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 3 CRC Coordinators	x	x	x	x	x	x	x	x	x	x	x	x
AP002	Disaster response well managed and coordinated by employment of additional CRC staff	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	Procurement of 1 combi van 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	Contract PR Agency to provide media and communication services to CRC	x	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	% of surge requests with a successful response and deployment (target: 80%)											
	Output S2.1.1: Effective and respected surge capacity mechanism is maintained	1	2	3	4	5	6	7	8	9	10	11	12
AP046	Rapid response and short term deployment of IFRC operations manager		x	x	x		x	x	x				
AP046	Technical and monitoring missions from ROE	x	x			x				x		x	
P&B Output Code	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 60% of target population satisfied with the level of consultation, information and involvement in the operation 											
	Activities planned / Month	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

D. Funding Requirements

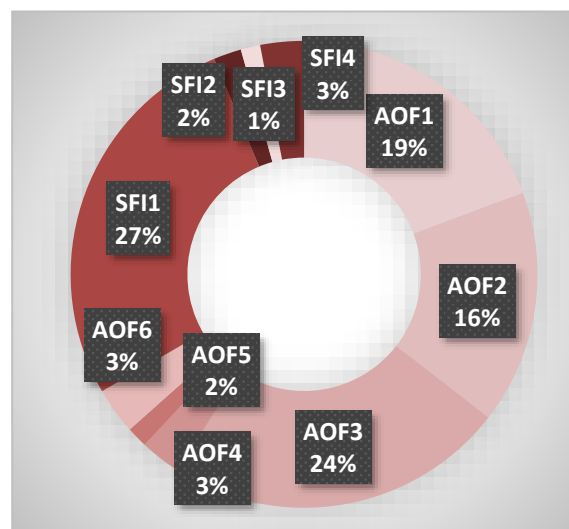
The budget for this EA operation is **CHF 3,475,586**.

Budget by Resource

Budget Group	Budget
Shelter - Relief	429,481
Construction - Facilities	315,942
Water, Sanitation & Hygiene	41,885
Medical & First Aid	2,000
Teaching Materials	630,435
Utensils & Tools	38,884
Other Supplies & Services	46,600
Cash Disbursement	9,000
Relief items, Construction, Supplies	1,514,227
Vehicles	312,500
Other Machinery & Equipment	84,000
Land, vehicles & equipment	396,500
Storage	148,000
Transport & Vehicles Costs	57,631
Logistics, Transport & Storage	205,631
International Staff	117,000
National Society Staff	409,035
Volunteers	178,337
Personnel	704,372
Consultants	3,986
Professional Fees	24,496
Consultants & Professional Fees	28,482
Workshops & Training	95,792
Workshops & Training	95,792
Travel	14,974
Information & Public Relations	13,000
Office Costs	212,194
Communications	48,290
Financial Charges	30,000
General Expenditure	318,458
DIRECT COSTS	3,263,461
INDIRECT COSTS	212,125
TOTAL BUDGET	3,475,586

Budget by Area of Intervention

AOF1	Disaster Risk Reduction	672,339
AOF2	Shelter	562,354
AOF3	Livelihoods and Basic Needs	821,568
AOF4	Health	97,674
AOF5	Water, Sanitation and Hygiene	50,419
AOF6	Protection, Gender and Inclusion	112,230
SFI1	Strengthen National Societies	940,055
SFI2	Effective International Disaster Management	67,095
SFI3	Influence others as leading strategic partners	46,949
SFI4	Ensure a strong IFRC	104,903
TOTAL		3,475,586



Reference documents

Click here for:

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

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

In the Croatian Red Cross

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

In the IFRC Regional Office for Europe

- Seval Guzelkilinc, **Head of** Disaster Climate and Crisis (Prevention, Response and Recovery), phone: +36 70 430 65 02, seval.guzelkilinc@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- Andrej Naricyn, Head of Partnerships and Resource Development a.i., andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support:

- Aysegul Bagci, Advisor, Global Logs&Supply Chain Mgt, +41-78-915 0936, aysegul.bagci@ifrc.org
- Nikola Jovanovic, Advisor, Global Logs&Supply Chain Mgt, +41-79-915 3449, Nikola.jovanovic@ifrc.org

For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- David Kohlmann, PMER Manager a.i., david.kohlmann@ifrc.org

In IFRC Geneva

- Antoine Belair Senior Officer - Operations Coordination – Response and Recovery: antoine.belair@ifrc.org

How we work

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