

# Operation Update Report – 6 Month Update

## Croatia: Petrinja Earthquake Response

<b>Emergency appeal n° MDRHR004 6-month update</b>	<b>GLIDE n° EQ-2020-000241-HRV</b>
<b>Date of issue: 26 July 2021</b>	<b>Timeframe covered by this update: 7 January – 30 June 2021</b>
<b>Operation start date: 7 January 2021</b>	<b>Operation timeframe: 12 months, ending 31 December 2021</b>
<b>Funding requirements (CHF): 3,475,586</b> revised from CHF 6,220,0007 <b>(IFRC-wide funding requirements: CHF 11.8 million)</b>	<b>DREF amount initially allocated: CHF 384,901</b> <b>(reimbursed to the Fund)</b>
<b>N° of people being assisted: 80,000 (69,000 through this EA, with rest through CRC-wide interventions)</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> The Croatian Red Cross (CRC); International Federation of Red Cross and Red Crescent Societies (IFRC); Albanian Red Cross, Austrian Red Cross, British Red Cross, The Red Cross Society of Bosnia and Herzegovina, Bulgarian Red Cross, Canadian Red Cross Chinese Red Cross, Cyprus Red Cross, Finnish Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Icelandic Red Cross, Italian Red Cross, Japanese Red Cross, Liechtenstein Red Cross, Red Cross of the Republic of North Macedonia, Red Cross of Montenegro, Monaco Red Cross, Polish Red Cross, Romanian Red Cross, Red Cross of Serbia, Slovenian Red Cross, Spanish Red Cross, Swiss Red Cross and Turkish Red Crescent	
<b>Other partner organizations actively involved in the operation:</b> The Government of the Republic of Croatia, the County Headquarter for Crisis Coordination and three local Headquarters for Crisis Coordination for Petrinja, Glina and Sisak, Ministry of Interior, the Civil Protection Directorate, firefighters – local and state, Ministry of Health, Ministry of Economy, Crafts and Entrepreneurship – the State Commodity Reserves, Ministry of Defence, Ministry of Labour, Pension System, Family and Social Policy, Ministry of Foreign Affairs, Croatian Mountain Rescue Service, UNHCR, UNICEF, and national and local NGOs	

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

The [Emergency Appeal \(EA\) was revised](#) at the end of April, with the Emergency Plan of Action (EPoA) issued on 22 June, the result of a lessons learning exercise in the initial phase of the operation, as well as a review of resources and capacity assessments. The revision included operational changes, the largest being the removal from the EA of cash assistance grants to 10,000 people, and changes to the budget that reflect CRC's bilateral cash and in-kind contributions. The EA funding requirements are reduced by around CHF 2.72 million.

The majority of activities remain as initially planned in the EPoA published on 5 March 2021, when the medium-term plan for post-earthquake recovery, with the clear CRC role within it, was established. Some smaller adjustments have been made under shelter, livelihoods, Health and WASH sectors to reflect the materials already covered from in-kind assistance, as well as activities covered by projects funded from other sources.

#### Operational changes in the revision of the EA:

- The **target of 10,000 people** to receive unconditional-multipurpose cash grants to address livelihoods needs and the procurement of a financial service provider, was taken out from the emergency plan of action, reducing the overall budget by CHF 2,466,000. **The disbursement of the one-off cash grants is covered by CRC domestic fundraising and bilateral cash contributions.** Given the importance of this cash assistance, the IFRC Regional Office for Europe CVA team will continue providing support as requested. The lesson learning workshop, to be informed by the post allocation monitoring of beneficiaries, for the operation is scheduled for the closing months of 2021. Specific CVA lesson learning initiatives are also being considered.
- **Beside CVA sector significant budget decrease, further budget cuts in sectors of PSS and WASH sectors** reflecting funding from sources outside EA, funding for PSS newly recruited field staff and WASH activities on cleaning the water wells.
- Three quad bikes are to be purchased replacing two vehicles initially envisaged for the delivery of humanitarian aid to remote villages, as they are more appropriate for the off-road conditions; as well as fully equipped kitchen containers will be procured to increase CRC's capacity to deliver hot meals. Procurement will start in quarter

three but is challenged by a key component in the vehicle manufacture shortage. Three CRC staff positions were added – a Coordinator of Restoring Family Links (RFL) and Psychosocial Support (PSS) field teams for identification of affected people, a Warehouse Manager and a Humanitarian Coordinator (to lead an NGO Coordination Forum) for 6 months.

**Budget changes included** in the revision of the EA funding requirements:

- Under **Shelter**, CRC has received a substantial amount of in-kind donations reflected in the revised EA budget.
- Under **Livelihoods & Basic Needs**, four new van vehicles and five forklift trucks will be covered by contributions from CRC bilateral partners. The reduction in the budget is partially offset by increases in the cost of sorting and packing food and hygiene assistance, procurement of quad bikes and equipped kitchen containers and four local branch DM Coordinators for 11 months (these staff are moved to Livelihoods & Basic Needs from Strengthen NS in the revision of the EA).
- Under **Health**, some PPE and hygiene materials and four local branch coordinators of PSS activities are covered by contributions from CRC bilateral partners. This will be partially offset by the printing/reprinting of PSS manuals for school and kindergarten children and their teachers.
- Under **WASH**, costs related to the procurement of one vehicle, equipment and running costs of the WASH team for the cleaning of water wells will be covered by contributions from CRC bilateral partners.
- Under **Protection, Gender & Inclusion**, costs related to the procurement of emergency kits for the RFL team are now to be covered by contributions from CRC bilateral partners. The reduction in the budget will be offset by the addition of supplies and materials to arrange activities for older people in collective shelters, and community-based protection activities, such as establishing child-friendly spaces.
- Under **Strengthening National Societies**, the budget for volunteer and staff transport and per diem to the operational site have been increased as these were significantly under-estimated at the beginning of the operation; mobile phones and laptops for local branches and one Finance Assistant costs will now be covered by contributions from CRC bilateral partners; and costs associated with developing the Preparedness for Emergency Response (PER) Plan of Action are reduced.
- Under **Ensure a Strong IFRC**, the level of planned support from ROE is reduced and the requirement for a time-bound in-country Operations Manager is extended. During this deployment, other appropriate modalities of support from IFRC will be established for the remainder of the operation.

Modifications to the planned activities saw the respective budget lines adjusted in the revision of the EA and Operational budget. However, planned outcomes, outputs and targets remain the same, with the exception of cash grant targets. **A Federation-wide approach, to paint the holistic picture of the operation CRC conducts, is being used for this Operations Update, and subsequent reports.**

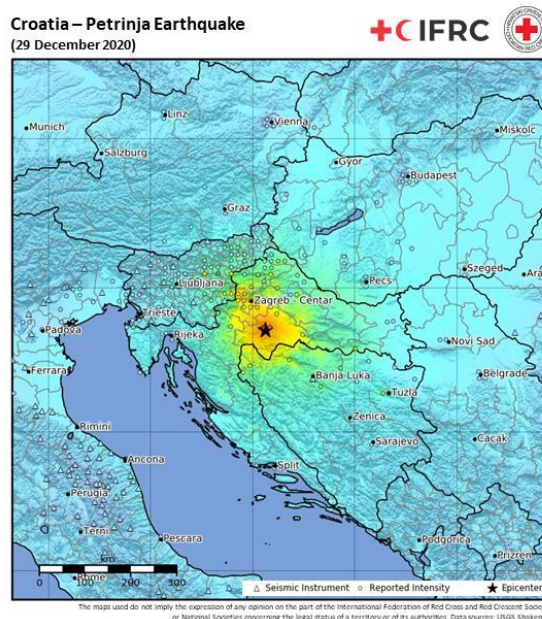
## A. SITUATION ANALYSIS

### 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 injured<sup>1</sup>, 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 counties<sup>2</sup>. On 4 January 2021, the Government declared a state of disaster for Sisak-Moslavina County and parts



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

<sup>2</sup><https://www.emsc-csem.org/#2>

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.

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

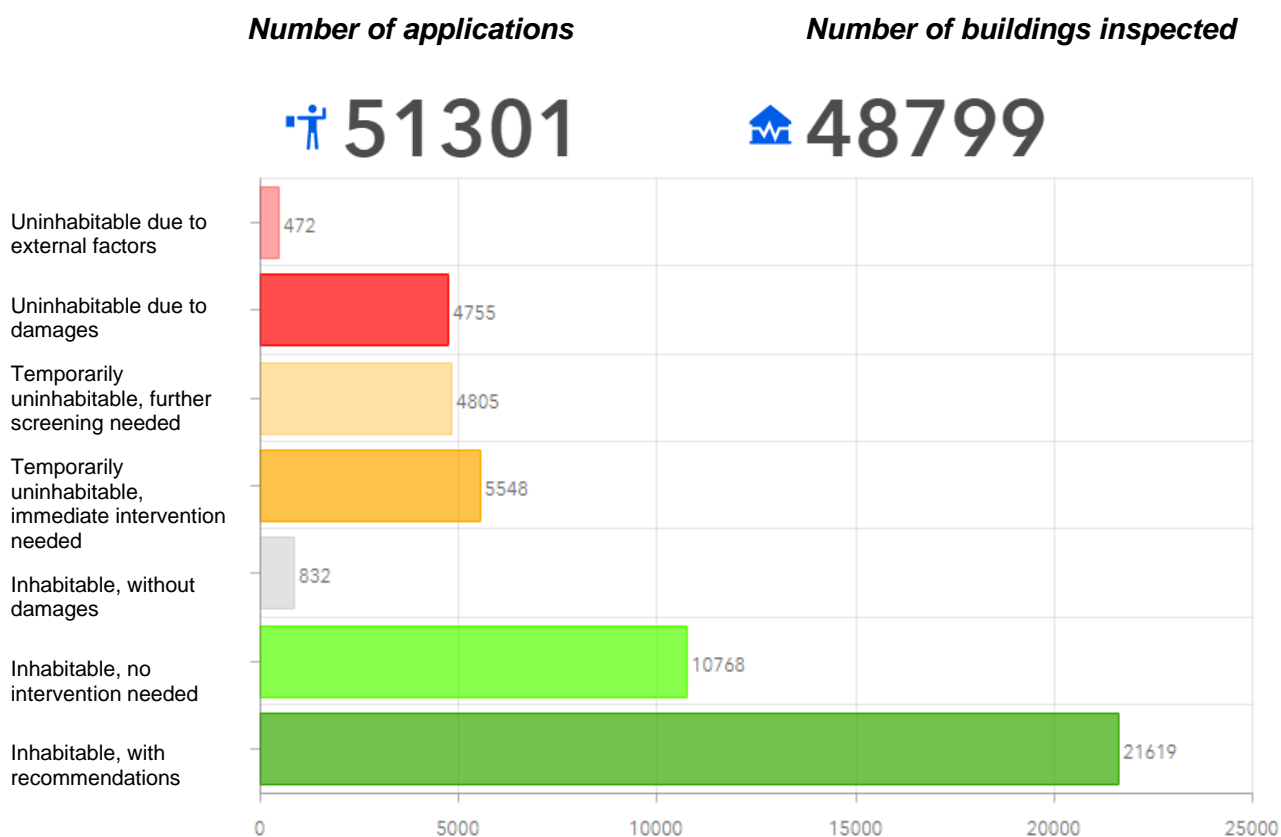
Location	Population	% Women	% Men	# villages	Area km <sup>2</sup>
Sisak	63,036	52.0	48.0	110	1,060.05
Petrinja	24,671	51.6	48.5	55	380.94
Glina	9,283	49.8	50.2	69	543.00
Hrvatska Kostajnica	7,664	51.5	48.5	38	366.32
Zagreb county (including Zapresic city)	31,198	52.1	47.9	43	290.20
Karlovac county	13,519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

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+ years<sup>3</sup>. 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 need urgent humanitarian assistance, including shelter, food and household items. To date, authorities have received more than 51,236 reports of damaged building and 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 30 June 2021**  
(Source : <https://www.hcpi.hr/>)



<sup>3</sup> Source: Croatian Bureau of Statistics

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 gynaecology have been functioning since then. The hospital building in Petrinja is still temporarily unusable as are 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).



*Image 1, 2, 3, 4, 5, 6: Photographs taken in the days and weeks following the earthquake on 29 December. There is still rubble and damage visible into late June, with reconstruction yet to take place.*

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 building 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 from 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, though trains still serve the station. 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. For 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 30 June 2021, 2,892 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 manner of alternative accommodation mainly with families or in leased undamaged property and some 749 people are in 15 collective shelters established in the earthquake-affected area. Among 15 collective shelters 12 are containers settlements and three are solid buildings.

**Table 4: Number of people registered in collective shelters on 30 June**

		NUMBER OF CONTAINER SETTLEMENTS	NUMBER OF HOUSEHOLDS	NUMBER OF PERSONS
1	SISAK	9	188	296
2	GLINA	1	40	49
3	H. KOSTAJNICA	0	0	0
4	PETRINJA	4	136	256
5	TOPUSKO HOTEL BUILDING	1	141	148
TOTAL:		<b>15</b>	<b>505</b>	<b>749</b>

A few container settlements have been recently finished 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 – a total of 148 elderly (106 + 42).

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 for the first two months of operation, whilst drinking water, food and hygiene packages are in-kind donations from the general public, businesses and government stocks are solely 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, increase of number of people below poverty line as result of wider earthquake impact on the area and the exposure of people to COVID-19 risks until vaccination is received, it is estimated that the provision of food support and basic household items aid will be prolonged for some time.

The organized reconstruction of damaged housing and public facilities funded by the state has started in June 2021 in line with the new Law on Reconstruction of buildings damaged by earthquake adopted by the Croatian Parliament in February 2021. The likelihood is this may be a lengthy, complicated process meaning people will be outside their homes for a considerable- years not months- period in the main. The application process for reconstruction assistance started in February is still going on including request for removal of fully collapsed building. The actual reconstruction works started on buildings with smaller damages to enable feasible housing for the most of affected population and enable public services delivery to population, while the reconstruction of fully demolished buildings will not start before end of 2021 as their reconstruction is more demanding and requires development of full project designs and construction permits. Some 160 fully destroyed buildings which were security risk have been removed so far especially in the centers of Petrinja, Glina and Sisak.

Four local CRC branch offices in Petrinja, Sisak, Glina and Hrvatska Kostajnica suffered serious damages. The premises of Petrinja and Glina branches are currently unusable and have to be fully reconstructed. Therefore, two RC local branches has been in need for temporary alternative solutions in terms of office containers as medium-term solution

and for new buildings as a longer-term solution. Through this EA, four containers were procured by CRC to be used as temporary offices by Petrinja and Glina branches. Meanwhile the Sisak local branch premises have been reconstructed to be fully operational by mid-July when its equipment will be finished.

By 30 June 2021, a total of 359,975 COVID-19 cases have been reported in Croatia and 8,209 deaths<sup>4</sup>. The number of cases and fatalities has been steadily increasing since March. Vaccinations in Sisak-Moslavina County started in early January, prioritising older people living in collective shelters and humanitarian workers. A national vaccination campaign is going on throughout Croatia with nearly 45% of the population have been vaccinated- promising given the hesitancy prevalent- with at least one dose of vaccine.

## **Summary of current response**

### **Overview of Host National Society**

The Red Cross has been active in Croatia since 1878 and has operated as the Croatian Red Cross (CRC) since 1991. It is active in first aid, protection and promotion of health, work on addiction diseases, preparation and response to crisis, saving lives on the water, environmental protection, care for international asylum seekers, prevention of human trafficking, care for socially vulnerable citizens, tracing service and youth education. CRC is comprised of 131 county, city and municipal Red Cross societies with 1,972 staff, 10,000 active volunteers and a membership of 188,841 people.

### **Overview of Host National Society Response Action**

At the time of the earthquake, the CRC was running its COVID-19 operation. 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 had 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 were coordinated by the CRC. They 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 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, in June, 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 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, except for construction materials, shelter and medicines.

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

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<sup>4</sup> World Health Organisation

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:

**Table 4: Relief items distributed by CRC until 30 June 2021**

Items	Quantity	Items	Quantity
Food	1,092 tons	Blankets	5,222 pieces
Water	621,288 litres	Heaters	3,470 pieces
Hot meals – affected population	879,400 portions	Generators	123 pieces
Hot meals – operational staff	77,783 portions	Mattresses & beds	475 pieces
Hygiene <sup>5</sup>	242,657 kg	Baby food & equipment	9,293 packages
Clothing	121,5 tons	Animal feed	2,317 packages

### CRC Domestic Fundraising

By the end of June, the CRC domestic appeal has raised HRK 50,613,695 (CHF 7.33 m) which is earmarked for cash assistance and has received in-kind donations valued at HRK 80,790,216 (CHF 11.7 m). Most in-kind donations have already been distributed to the affected population.

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

On 7 January 2021, **IFRC released a DREF for 384,901 Swiss francs**, a loan to the Emergency Appeal. In the first week after the earthquake, two staff members from the Regional Office for Europe (ROE) based in Budapest covering Communications and Partnerships & Resource Development were deployed to provide support CRC in emergency communications and drafting the Emergency Appeal. An IFRC Operations Manager was deployed from 26 January for three months through the rapid response mechanism, and as of 4 June a second rotation of this position started, again for three-months. During this mission, the ongoing support and interaction will be set out.

### Bilateral assistance – cash and in-kind:

Bilateral cash contributions to CRC by Red Cross Red Crescent 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 (Albanian RC, Bulgarian RC, Cyprus RC, Hungarian RC, Macedonian RC, RC of Montenegro, Romanian RC, Slovenian RC, Turkish RC and RC of Serbia). Out of that CHF 241,000 are from the Slovenian Red Cross alone and from two project-based contributions funded by Austrian Red Cross also member of NHF network, and Polish Red Cross,

- 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)
- The Red Cross of Montenegro launched a national appeal for financial assistance and 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.

<sup>5</sup> From the start of the operation, the most efficient form of measurement to track miscellaneous hygiene items was by kilo.

- The Red Cross Society of Bosnia and Herzegovina donated food items (cans, flour, coffee, oils, baby food) and basic household items: various clothes and laundry (male, female, children), hygiene supplies, bedding, mattresses, sleeping bags, heaters, blankets and folding beds.
- Slovenian Red Cross also donated medical equipment and didactic toys for kindergartens. 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 (60m<sup>2</sup>).

Support to Croatian Red Cross was also provided from RC local branches in the region:

- RC local branch Trieste, with the support of RC local branch Buje in Istria, Croatia donated food (pasta, oil, flour, cans), hygiene supplies (shampoos, shower gels, wipes, detergents) protective equipment and water (12 tons) RC local branch Esslingen from Germany delivered 2 donations: sleeping bags, hygiene items, blankets, bedlinen, clothes, toys, tools, folding beds, wheelchairs, laundry detergent, heaters, mattresses, tiles, tile glue (February) and in April: field kitchen, medical supplies, PPE and construction material to RC local branch Sisak. RC Esslingen also donated hygiene packages to RC local branch of Hrvatska Kostajnica.

Canadian Red Cross, British Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red Cross, Liechtenstein and Monaco Red Cross have all contributed to the EA operation with multilateral funds and in-kind support. This multilateral support allowed essential services to be provided in livelihoods and health, and at the same time allowing the Croatian Red Cross space to strategically prioritize the use of its domestically funded resources.

### 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, 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 counties<sup>6</sup>. 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 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) was 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

<sup>6</sup> The end date of the state of emergency is not known yet.

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 took over provision of overall care for people accommodated including delivering food and basic household items 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 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 most of the reconstruction will finish.

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 basic household items assistance including distribution of hot meals for the affected population sheltered in container settlements and other affected people in the area. Besides the CRC having an important role in cleaning the water wells in the small settlements without water supply network, it is central in the provision of psychosocial assistance to the affected population.

CRC has been also appointed by the Disaster headquarters to coordinate the 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 severely affected 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-19 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 and scenario planning**

### **Needs analysis**

Current needs, six months after the earthquakes, based on data shared by the Government of the Republic of Croatia, CRC assessments and observations, remain in shelter, food, hygiene, protection and PSS. This had been a constant throughout since the immediate aftermath, though naturally the reasons and type of assistance has varied. CRC has kept its engagement with the communities and affected population, so that the needs it hears being expressed is translated into meaningful, appropriate response. A detailed analysis on needs is available in the revised EPoA [here](#).

Four local Red Cross branch buildings were badly damaged by the earthquake. The branch offices and other buildings in Sisak, Petrinja, Glina and Hrvatska Kostajnica will all need total reconstruction or significant repairs. The cost is estimated at CHF 2,138,000.

**Table 5 Summary of damage to CRC local branches**

Local branch	Building	Area	Remarks	Estimated cost (HRK)
City Society of the Red Cross Sisak	Office	250 m <sup>2</sup>	Partial collapse of the roof due to the collapse of the adjacent building	1,875,000
	Warehouse	350 m <sup>2</sup>	Minor damage, needs renovation	1,400,000
	Distribution centre	20 m <sup>2</sup>	Minor damage	50,000
City Society of the Red Cross Petrinja	Office	250 m <sup>2</sup>	Demolition and reconstruction required	2,875,000
	Warehouse	200 m <sup>2</sup>	Front of the building collapsed	2,300,000
City Society of the Red Cross Glina	Office	335.98 m <sup>2</sup>	Demolition and reconstruction required	3,863,770
	Warehouse	207.74 m <sup>2</sup>	Demolition and reconstruction required	2,389,010
City Society of the Red Cross Hrvatska Kostajnica	Office	200 m <sup>2</sup>	No damage to the interior but the whole building may need demolishing	0
	Warehouse	100 m <sup>2</sup>		0
<b>TOTAL</b>				<b>14,752,780</b>

It will cost an additional CHF 30,500 to replace furniture and office equipment, and CHF 41,500 to replace IT and communication equipment. Containers, which are currently under procurement through the EA resources, will provide office space for the medium-term for each of Petrinja and Glina local branches until the buildings are reconstructed or repaired. Office building of local branch Sisak is under reconstruction to be finished and will be moved in by mid-July. Most reconstruction works are funded from the bilateral donations raised by CRC, while some furniture and equipment to replace destroyed, will be funded through EA budget.

The COVID-19 outbreak exposes people to new vulnerabilities and the destruction and loss caused by the earthquake affects 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.

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 to access services. A bigger proportion of these households are older female as the life expectancy of women after the age of 65 is substantially better than that of men. Most of these households 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/food parcels, water well rehabilitation, basic needs packages and PSS services have found such regular visits beneficial after the many months of loneliness and isolation prior to the earthquake.

The 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 education<sup>7</sup>. Just over 2,000 Roma people live in Sisak-Moslovina 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 emerged that Roma were looting houses left empty by the earthquake. These rumours have been investigated by the police and publicly debunked. In January, CRC conducted seminars for teachers in Roma schools on DRR and stigma who then relayed this to their students.

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, from a privately owned sawmill business in Glina and now out of tents and containers on land owned by the local

<sup>7</sup> Croatian Office of National Minorities

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 must be demolished first.

There is high demand for transport so that CRC mobile teams can reach remote rural settlements, to distribute food and basic needs and to provide PSS and RFL services. The more remote the settlement, the lower the quality of the road. 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.

### 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	Psychological First aid 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 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 the 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 has stabilized with new alternative accommodation in container settlements and a number of people who found accommodation with families and friends 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. It must also be remembered the prevalence in this area of people already with psychological challenges from the trauma of earlier war of the 1990s and the hard social economic situation.

There is a challenge of maintaining physical distance when delivering direct assistance to people. PPE must 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 initially subjected to negative press on social and printed media which they feel contributed to a decline in cash and in-kind donations to their domestic fundraising. CRC, supported by the IFRC ROE, prepared reactive lines to address allegations of a slow response, throwing away donated food and leaving out certain households from aid distributions. A Public Relations company was appointed in mid-January to support CRC with their media scanning and external communications.

## B. OPERATIONAL STRATEGY

### Proposed strategy

The EA operation aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the earthquake in Croatia with a specific focus on the worst affected towns of Petrinja, Glina, Sisak and Hrvatska Kostajnica and their surroundings. It is harmonized and complementary to the holistic response of the CRC and its partners within the Federation, and without. This Operation Update gives the wider picture of the response, while reporting and reflecting on the achievements and activities made possible by resources mobilized through the appeal.

Based on assessment information, targeted groups include people whose homes were damaged (collapsed, severely damaged or uninhabitable until repairs are completed) and are vulnerable due to a low level of income, living in a remote rural local with limited transport, household composition (older people, disability, families with more than 3 children as well as families with small children), and people in need of psychosocial support.

Initially up to 80,000 people were targeted with Shelter, Health/PSS, WASH, Livelihoods and basic needs including cash assistance, Protection, Gender and Inclusion and Disaster Risk Reduction activities. Due to the evolving context and the needs, CRC's domestically raised funding and received in kind donations, some of these sectors are covered by CRC national fundraising resources and have been taken from the funding requirements in the revision of the EPoA. However, the progress among those sectors and / or activities will still be reported as part of the CRC overall response. For that reason, a total of 69,000 people are being supported through the EA funding.


During their regular meetings, the NGOs and PSS coordination forums are conducting capacity and gap analyses to reduce duplication of resources and address any gaps in services, as well as common methodologies and best practice.

The focus of the operation is on the areas of Sisak-Moslavina County, Zagreb County and Karlovac County, prioritizing the areas covered the CRC branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica in Sisak-Moslavina County.

The EPoA has outlined actions that not only seek to support the communities affected, but also urgent assistance to the local CRC branches in the affected areas. During the six months of EPoA implementation the CRC prioritized the activities on raising the infrastructural and human capacity of four local branches in affected areas to enhance their capability to take full responsibility to provide assistance to affected population and disaster response that will be prolonged for at least two years.

## C. DETAILED OPERATIONAL PLAN

Results marked with an asterisk (\*) are reflecting results reached through the joint efforts of CRC domestic resources and support from IFRC Movement partners.

	<p><b>Shelter</b></p> <p><b>People reached: 9,641</b></p> <p>Male: 50%</p> <p>Female: 50%</p>	
<p><b>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</b></p>		
<b>Indicator:</b>	<b>Target</b>	<b>Actual</b>
<i>% of people who report that the food and other humanitarian aids received were sufficient to cover their basic needs</i>	80%	Post-distribution monitoring survey (PDM) not yet completed
<p><b>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of people assisted with essential furniture and household items</i>	7,500	9,641
<p><b>Progress towards outcomes</b></p>		
<p>Many people have stayed in the area in some manner of alternative accommodation mainly with families or in leased undamaged property. Some 749 people are in 15 collective shelters established in the earthquake-affected area. Among 15 collective shelters 12 are containers settlements and three are solid buildings, with a further 3,000 people in 1,000 housing containers in front of their houses have received assistance with furniture, equipment and household items. Even more people have been assisted, but precise data on the latest still need to be aggregated</p>		

by the CRC field teams. In the shelter container settlements established by the authorities, CRC field teams conducted needs assessment to verify what items were needed as well as the quantity of plastic vestibules/canopies for housing containers (to provide a winter foyer/artic entry and heat/sun protection for containers). In other parts of Croatia, a total of 2,892 people have been temporary accommodated as identified by 75 Red Cross branches who have provided them with some shelter items assistance along with humanitarian aid in food.

Since the beginning of operation, a total of 9,641 people has received some shelter assistance provided by CRC: 749 people in collective shelters, 3,000 people in housing containers in front of their houses, some 3,000 in alternative accommodation with their families and leased undamaged property, as well as 2,892 people accommodated outside the area affected by earthquake. Now the main focus of CRC local branches teams is on people in collective shelters especially those recently moved in (during May and June 2021) including identification of people to be received the kitchen appliances received through in-kind national donations.

The Finish Red Cross contributed the following items from the mobilisation table for a total of EUR 85,976.69 – one Rubb hall tent (cc. 240 m2) and 10 oil heaters, delivered in February 2021.

**3,470 heaters, 5,222 blankets, 123 generators and 475 beds and mattresses** from donated in-kind items were distributed to people who are living in collective shelters, in housing containers in front of their damaged houses or have moved into collective shelters. Since there have been so many in-kind donations of household items received to date, the procurement of items under this plan has yet to start.

CRC has established distributions centres in Sisak, Glina, Petrinja and Hrvatska Kostajnica. As the response from the general public, local and national business has been so overwhelming, additional capacity has been needed to receive, sort and temporarily store the donated items whilst needs assessments were conducted. Many of the items have been distributed in the container settlements.

*The in-kind donations of big electric and oil tent heaters, generators, table & bench sets as well as more than 30 tents for food and basic household items distribution and tarpaulins from bilateral partners and other donors received so far by CRC, have been all distributed to 4 local branches in Sisak-Moslavina County. The items initially specified in the mobilisation were mainly received from in-kind donation including the Finish Red Cross donation of oil heaters and Rub Hall tent under auspices of EA.*

*The reduction in the revision of the EA funding requirements is offset with 3 additional 'Alaska' tents and increase in the furniture and equipment for beneficiaries in housing containers and other types of temporary accommodation.*



## Livelihoods and basic needs

People reached: 30,300

Male: 50%

Female: 50%

### Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
% of people who report that the food and other humanitarian aids received were sufficient to cover their basic needs	80%	PDM not yet completed

### Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# of people are provided with food and in-kind basic needs support	25,000	30,300

### Output 1.2: People are provided with unconditional/multipurpose cash grants to address their basic needs\*

Indicators:	Target	Actual
People are supported with one-off multipurpose cash grant (fully funded from CRC domestic resources, so removed from IFRC EA/EPoA budget.)	32,000	31,939

### Progress towards outcomes

Initially there were blanket distributions of food and hygiene packages across the earthquake-affected areas distributed by CRC local branches. An estimated 27,400 people received humanitarian aid at this time in the earthquake-affected area as well as around 2,900 people displaced to other areas of Croatia who have been assisted by 75 local branches. Majority of food and hygiene for the first almost 5 months had been collected by CRC

in country from donations of citizens and companies and since mid-May most of it has been received from the government relief stock.

From the beginning of May the CRC has fully applied the vulnerability criteria to identify the people in need for food and hygiene assistance targeting people displaced from their damaged homes (with red and yellow marks) as well as people in social need – people who lost their livelihoods and jobs as the earthquake consequence and other vulnerable groups including people under poverty line and dependent to state welfare assistance. The number of affected 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 have been reduced from seven to two days a week and initial number of 30,300 beneficiaries has been decreased to 9,699 people covered with each month assistance in food and hygiene packages. The distribution is organized in distribution centers organized in few locations in Sisak, Petrinja, Glina and Hrvatska Kostajnica including locations of all collective shelters, while the mobile local branches teams are delivering assistance to population in remote rural areas to their doorsteps.

One of the challenges is in distributing assistance to people in remote rural areas into the long-term. Available vehicle and human capacity of the local branches challenges the long-term feasibility in this situation of protracted need. Four coordinators for branch DM activities have been recruited since January- whose salaries are funded by EA- to increase the capacity of the four local branches in the affected area by the end of 2021. Since mid-March an additional 28 staff has been employed in local branches funded by the Governments scheme of public works.

For the first 4 months of operation by mid-April 2021 the local branches in the affected Sisak-Moslavina area were assisted with volunteers mobilized by CRC local branches from other areas of Croatia with an average of 50 to 70 volunteers working on weekly shifts. After March most daily duties in distributing food and other assistance to affected population has been taken over by the four local branches and their newly recruited staff. CRC volunteers from other areas of Croatia are now mobilized when and where they are needed.

Since the earthquake, to end of February, CRC had been distributing an average of 7,400 hot meals every day for people in the affected area. Prior to 14 January when the “Pleter Usluge” company, a state-owned company working in the public sector, took over the preparation of hot meals, CRC organized the preparation of hot meals through the kitchens organized by the volunteers (professional cooks) as well as by use of its own field kitchens with limited capacity. From March, distribution of hot meals prepared by “Pleter Usluge” company was taken over by the local communities except the area of Hrvatska Kostajnica where the CRC local branch continued distribution of hot meals; by end of May the hot meals distribution had stopped for that area too.

Funding of fully equipped kitchen containers was added to revised EA to complement the industrial refrigerators (2) and freezers (2) included in the original EPoA so that there is a preparedness capacity within CRC to provide meals. It is of the essence in the situation when it is not foreseeable for how long the Government will organize the hot meals preparation having in mind that Hrvatska Kostajnica area is already ceased from further distribution of hot meals.

Formal post-distribution monitoring surveys have not yet been completed, however, CRC staff and volunteers are continuously collecting feedback from community members. Information received this way is being utilized to make adjustments to the type of support provided to members of the community.

#### ***Wider CRC operation in this sector:***

Immediately after the earthquake a spontaneous bottom-up 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 good to affected communities.

On 30 December 2020, the Government of the Republic of Croatia appealed to the public to direct all in-kind donations to be channelled exclusively through the CRC 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.

In the first 6 months of the earthquake response, the CRC has distributed: **1,092.1 tons of food, more than 621,288 litres of water, more than 879,400 hot meals for the affected population and 77,783 hot meals for all emergency services members present on the ground. Additionally, 242.6 tons of hygiene items, 121.5 tons of clothes, 9,293 packages of baby food and baby supplies were delivered, along with 2,317 animal feed for cattle, 3,470 heaters, and 123 generators along with other humanitarian aid.**



**Image 7, 8, 9, 10, 11, 12:** Croatia Red Cross distributing essential items to people living in hard to reach rural areas most affected by the earthquake.



**Image 13, 14, 15, 16, 17:** The CRC logistic and warehousing operation behind the distribution to vulnerable people in Sisak Petrinja.

Registration for cash assistance took place from 29 January to 19 February. 34,580 applications were received, of which 31,939 were approved, with a total of HRK 50,178,100 (CHF 7.27m) disbursed to 10,506 single households and 21,433 to households of two or more people.

Initially 30,000 people were planned to be covered by CRC domestic fundraising and up to 10,000 people under this Emergency Appeal, with an initially planned transfer value of CHF 246 per person. At the end of registration, CRC

applied a transfer value of HRK 900 (CHF 130) for households of one person and HRK 1,900 (CHF 275) for households of two or more people; calculations based on the amount of cash raised domestically and the number of approved applications. As this did not reflect the minimum expenditure basket calculated at the outset of the operation, the target of 10,000 cash grants was removed from the Emergency Appeal in a total of CHF 2,460,000 initially planned EA funding as well as the procurement of financial services provider. These costs have been fully covered by CRC domestic fundraising and bilateral cash contributions.

The CVA ROE team will follow up on the cash assistance through remote or in-country support and participating in the related lesson learning exercises.

*Costs related to cash grants for 10,000 people and financial service providers have been covered by CRC domestic fundraising as well as 4 van vehicles and 5 forklift trucks that will be covered by CRC bilateral partners. Together with vehicles initially planned in other sections of the EA the total reduction of vehicles is 6 vehicles to be covered by other funds outside EA. The reduction in the revised EA budget is partially offset by increases in the cost of sorting and packing food and hygiene assistance and the addition of fully equipped kitchen containers for the preparation of hot meals.*



## Health

People reached: 4,924

Male: 50%

Female: 50%

### Outcome 1: Transmission of diseases of epidemic potential is reduced

Indicators:	Target	Actual
# of people assisted with PPE, risk communication and CEA activities	1,000	>1,000

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

Indicators:	Target	Actual
# of people who receive PPE	1,000	>1,000

### Outcome 2: The psychosocial impacts of the emergency are lessened\*

Indicators:	Target	Actual
# of people affected by the earthquake who receive PSS services	10,000	3,924

### Output 2.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff\*

Indicators:	Target	Actual
# of PSS services provided to the affected population	30,000	14,191

### Progress towards outcomes

Psychosocial problems and suffering of both individuals and families, as well as whole communities were identified through the following **reactions**: fear of repeated earthquakes; loss of home (many in the area previously lost their house during the war); anxiety due to uncertain future; perceived unfair distribution of aid and shelter; fear of being left alone with limited resources (which are already short from their perspective); bitterness towards the government, both local and national, but also to the Red Cross and other humanitarian organizations; hopelessness due to the slow reconstruction process; exhaustion, helplessness due to prolonged stress; sleeping problems; constant alertness; anger; lack of energy; links among people and community support network are poor and need to be rebuilt.

The services provided by the CRC mobile outreach teams, working in coordination with the Association for Psychological Assistance, have included a full range of assistance – psychological first aid; psycho-education; reduced stress reactions; practical assistance and humanitarian aid based on direct needs assessment; comfort and reassurance; supported people to take action and regain control of their lives; encouraged social support of family, friends and the community; provision of relevant information and prevention of rumors; referral to other organizations and institutions. The mobile teams identified some people during needs assessment visits of remote villages, but acted mostly on a notification basis, e.g., they were called by other teams visiting people be it from the CRC, other organizations working in the area and from the volunteers' team working in the CRC call centre.

Total number of people provided with PSS assistances (until June 30): 3,924 people – a total of 1,383 people who were or are still in collective shelters, 2,110 people living in their homes or near their home in housing containers or living temporary with their families or in lease property, 168 school children and 120 people assisted over the PSS

support telephone line. A total of services provided to the affected population is 14,191 – 13,854 PSS services provided in person, 120 PSS services provide over phone and some 217 organized group workshops and activities



**Image 18:** CRC conducting first aid sessions for children at the evacuation center Brezovica in Sisak

Activities initially focused on collective centres in Petrinja, Sisak, Glina and Topusko together with visits from mobile teams to remote villages. More recently container settlements in Sisak and Petrinja have been visited daily. As COVID-19 restrictive measures are still in place, activities have been mostly individual or family oriented.

Support for children has included daily play, first aid and outdoor activities. Theater plays and performances have been organized with local artists.

Psychosocial support has also been provided to **staff and volunteers**, as many of them felt exhausted after many days of

continuous pressure and long working hours. Through psychoeducation, daily operational debriefings, individual and group support sessions a better working environment has been created. However, much more work is needed to set up adequate and sustainable system of care for helpers. A psychosocial support session was organized for **27** spontaneous volunteers in Petrinja to prevent further distress as many of them had been directly affected by the earthquake. A total of **81** staff and volunteers have been supported through group and individual sessions.

In February 2021, two local PSS coordinators were appointed in Sisak and in Hrvatska Kostajnica. In March 2021, another two PSS local coordinators were appointed in Glina and in Petrinja. In all 4 locations PSS staff and volunteers since the beginning and still are providing individual support for people living in container settlements, other organized accommodation as well as in remote areas. Fear of another earthquake is still high and loneliness, sleeping difficulties and slow reconstruction is slowing down the recovery process. Older people are often faced with lack of information and access to various services, legal and administrative illiteracy (e.g., in evacuation centre in Topusko, remote areas surrounding affected towns) and RC PSS team is usually the only one still following up and providing support.



**Image 19 & 20:** CRC's visit to the older person at remote area in Petrinja



**Image 21:** CRC leading outdoor physical exercise session in container settlement in Sisak



**Image 22:** Gardening workshop in container settlement in Sisak

Except individual support, various activities were organized to enhance people self and community efficacy and raise hope. Those activities are focused on organized accommodation, kindergartens, schools and local libraries. Activities include gardening and planting, art therapy, physical exercises, various social activities for older people (e.g. bingo), activities for children. In addition, PSS coordinator in Hrvatska Kostajnica is providing acupuncture sessions for affected people: for both beneficiaries and affected RC staff and volunteers.

As addition to already ongoing activities this year Red Cross week was dedicated to mental health and psychosocial support. Part of the program included hanging garden workshop for affected people placed in container settlement in Glina. For affected older people, RC PSS newspaper were published to educate them how to cope with the situation and possible stressful situations (in attachment).



**Image 23:** A hanging garden workshop in container settlement in Glina

The main challenges include coordination among local stakeholders in case of referrals (e.g., family violence, drinking problems), a lack of information for the service providers, sudden opening of the new container settlements (e.g. there are 11 settlements in Sisak) and covering a very scattered area.

#### ***PSS for staff and volunteers***

As there were many spontaneous volunteers from the affected community group PSS support sessions were organized for total of **49 volunteers**. In addition, individual support was provided for 5 more volunteers. Group sessions were facilitated by the volunteer's coordinator and PSS expert. The feedback was very positive as they felt appreciated, had the opportunity to share their feelings and exchange experience. From the PSS perspective through the meetings there were possibility to identify volunteers for additional PSS follow up, provide psychoeducation, support and motivate them for further engagement in Red Cross activities.



**Image 24:** CRC support session for spontaneous volunteers in Petrinja



**Image 25: CRC support session for spontaneous volunteers in Petrinja**

In addition to support to spontaneous volunteers, staff from the local RC branches gain support via psychoeducation group session and individual support. In some of the branches staff was supported with acupuncture sessions. Local PSS coordinators have regular monthly supervisor meetings with the national PSS coordinators.

### **Capacity building**

A training on PSS in large scale emergencies was organized from 6 to 8 May for 14 PSS staff and volunteers from Sisak – Moslavina County. Additional training was also held from 28 to 30 May for one of the most active PSS emergency response teams from Karlovac County. Total of 15 staff and volunteers participated. Topics of the training included: Crisis events, Psychosocial support in emergencies in phases (stress, trauma, loss, PSS intervention pyramid, Hobfoll principles, how to deal with people vulnerabilities), Coordination with relevant organizations, Support to staff and volunteers, Reporting and information management (Kobo). Facilitators were PSS focal points from the CRC NS, as well as experienced PSS staff from RC city branches of Sisak and Karlovac. One part of the training included sessions from Centres for Social Welfare with topics from their area of expertise: Financial Assistance and services in Social Welfare system, legal capacity and guardianship and family violence. In this way participants had the opportunity to connect with the local PSS staff and volunteers, to present their work and discuss further cooperation as their work is intertwined with each other.

An international *Experience exchange workshop on mental health and psychosocial support (MHPSS) in emergencies* was held from 19 to 23 May. It gathered MHPSS focal points from neighboring countries as participants in both practical and theoretical parts of the workshop. The facilitators were the respected MHPSS experts. One part of the workshop was dedicated to experiences of the countries with experience working the earthquake response amid COVID-19 pandemic.

As the number of complex emergencies is rising, mental health consequences and effects on everyday life are becoming more visible. Hence, the aim of the workshop was to exchange experiences from multiple countries and to learn from each other as the anticipation is that complex emergencies will continue in various forms and combinations. During the day in the field participants had the opportunity to visit organized accommodation sites as well as remote areas to understand better how the psychosocial support (PSS) program is implemented. In addition, they had a possibility to talk to the affected people to later connect theory with practice. Theoretical part of the workshop had two parts: 1) presentations of the psychosocial response to earthquake amid COVID-19 pandemic by Albanian Red Cross, Turkish Red Crescent Society and Croatian Red Cross, and 2) effects of complex emergencies on mental health, including the planning of response facilitated by international experts in psychosocial support. Key recommendations:

- Field visit experience supported with the scientific approach and expert knowledge is a combination with the greatest learning impact.
- 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. Language is not a barrier in providing support.
- 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).

- NS should consider developing and specializing in a few areas (PSS, PGI, relief, and/or other) to provide efficient, sustainable, and structured response. With this approach RCRC NS could avoid requests outside its mandate.
- When planning interventions, the cultural background, values and living conditions of vulnerable groups should be taken into consideration.
- Participation of affected population in planning and response should be prioritized by RCRC NS, as well as advocating to relevant institutions to do the same to prevent even more difficult consequences and enable faster psychosocial recovery.
- From the psychosocial perspective crisis communication can have tremendous effect – how we communicate messages can influence on people’s wellbeing and recovery as has been shown in many studies. Psychosocial experts should be included in the development of crisis communication plans.
- To ease the long-term effects of complex emergencies, there is a need to support the local communities and increase their resources already in the preparedness phase.
- MHPSS principles must be implemented for staff and volunteers on organizational, team and personal level to enhance their stress coping mechanisms. Operational forces and local administration participating in response should not be left out.
- 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

### Coordination

The CRC was asked to lead the coordination of all non-governmental organizations that are helping affected population in Sisak-Moslavina county. After the first initial meeting, it was decided to have two clusters – one on PSS activities and the other on humanitarian aid and logistics. Members of PSS cluster were non-governmental organizations and initiatives, representative of Center for social welfare, ADRA, UNICEF, Ombudsman, Ombudsman for children, MoI - Prevention Department. Meetings were held regularly on weekly basis, during the period from beginning of February until April. After that period, majority of other organization did not have human resources, logistics and other capacities to continue providing support to the affected population. The only organizations that continued to provide PSS were ADRA for the villages around City of Glina and Local Red Cross Branches and it’s PSS local coordinators in Sisak, Petrinja, Glina and Hrvatska Kostajnica.

Also, the CRC signed MoU with the Society for Psychological Assistance in January 2021. According to this MoU, their volunteers joined CRC PSS teams and conducted PSS individual assistances in Sisak and Petrinja area. This activity was implemented jointly until 31 March 2021, during the first acute response phase. Another important collaboration was established with the Red Noses (MoU was signed until 30 June 2021). Their contribution was significant in activities for specific age groups – children and elderly.

Another MoU was signed with the Red Noses Croatia, also in January 2021. According to it, CRC PSS teams will identify the needs of the affected population and accordingly coordinate the Red Noses where the needs are the highest. Through this cooperation, all evacuation centres and afterwards container settlements were visited, as well as nursing homes, kindergartens, schools and local NGOs working with children with disabilities. Two workshops were held also for the Red Cross volunteers. Based on the excellent cooperation, a long-term contract was signed.

*Costs related to 4 local branch coordinators of PSS activities and CRC coordinator are now covered by CRC bilateral partners. This will be partially offset by the printing/reprinting of PSS manuals for school and kindergarten children and their teachers.*



### Water, sanitation and hygiene

People reached: 5,000  
Male: 50%  
Female: 50%

#### Outcome 1: Immediate reduction in risk of waterborne and water-related diseases in target communities in the recovery phase

Indicators:	Target	Actual
# of people reached with key messages to promote personal and community hygiene	1,000	2,000

% of people who state the hygiene promotion activities were relevant to their needs	80%	80%
<b>Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached by hygiene promotion activities	1,000	3,000
<b>Progress towards outcomes</b>		
Activities commenced when people began moving into housing containers and container settlements organised and planned by the authorities. CRC hygiene promoters engaged with the communities, providing services and information that was well received- informal surveys, that will be reinforced later in quarter four with formal reviews as part of the operation evaluation to support lesson learning, show approval rates at 80 per cent- <u>and visibly acted upon.</u>		

*The following outcome has been removed from the IFRC Emergency Appeal, as it will be covered by a project-based bilateral contribution from the Polish Red Cross and the Finnish Red Cross:*

<b>Outcome 2: Sustainable reduction in risk of waterborne and water-related diseases in targeted communities in the recovery phase</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people provided with safe water services that meet agreed standards according to specific operational and programmatic context* <sup>8</sup>	1,000	710
<b>Output 2.2: Community managed water resources giving access to safe water is provided to target population*</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
People are provided with access to an improved water source	1,000	710
# of water wells tested and cleaned (Activities covered by CRC bilateral partners since EA revision)	400	285
<b>Progress towards outcomes</b>		
<p>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.</p> <p>Activities to repair and clean water wells that are not connected to the main water supply have started in late March 2021 and so far, a total of 285 wells have been cleaned and sanitized.</p> <p>The Finnish Red Cross contributed a trailer for a 4WD vehicle to be used for WASH activities, delivered to CRC on 24 February 2021.</p> <p>Posters and leaflets were prepared, one pertaining to preventing <b>water-related diseases</b>, one to hygiene promotion, and placed in schools and public buildings of the affected areas. This complements leaflets given as part of the well rehabilitation programme directly to people. Immediate feedback on an informal basis indicates these were relevant leaflets, and complementarity with Covid-19 awareness was maintained.</p> <p><u>Distribution of bottled water</u></p> <p>As a result of the earthquake, the water utility infrastructure in Petrinja, Sisak, Glina, Hrvatska Kostajnica and in more than 300 villages was destroyed or damaged. From the first day, the population's demands for drinking water were huge. The Croatian Red Cross's bottled water reserves were immediately made available. An appeal was raised to citizens and donors. State commodity stocks have made their reserves available. The Croatian Red Cross organized the reception and storage of donated bottled water and organized distribution to users. Distribution points were organized in large cities, while mobile teams of the Croatian Red Cross went to each village and distributed directly to citizens on a daily basis. Mobile teams paid special attention to vulnerable groups who were visited and to whom water was delivered to their home address. In the first 6 months of the earthquake response, the Croatian Red Cross distributed <b>621,288 litres of bottled water</b> to the population.</p> <p><u>Water Wells</u></p> <p>Sisak-Moslavina County is one of the underdeveloped areas of the Republic of Croatia with a large number of the rural population engaged in agriculture and livestock. In many villages there is no water supply network and the</p>		

<sup>8</sup> This is a Federation-wide target.

only source of water is from wells. If there is a water supply network, the population also uses well water to reduce overhead costs. After the earthquake, most of the wells were damaged and the water source disappeared or was significantly reduced. Due to the turbidity of the source, the water in the wells was contaminated.

The Croatian Red Cross activated the well cleaning team in mid-March when the weather made it possible to work. After receiving the application from the user or visiting them, CRC team would go to the field. The condition of the well would be checked visually (constructional condition of the well so that sanitation could be performed in a safe way). The depth of the well and water in the well would be measured and based on that, the dosage of chlorinated water for rinsing and disinfection of the well walls would be determined. For wells that have a roof, the correctness of the structure on which the pulley is used to remove mechanical impurities would be checked separately.

With the help of water pumps the well would be emptied and the walls of the well would be washed with chlorine solution. An electricity generator will be used in locations where there is no electricity connection. At the end of the cleaning process, when the well is filled with water, the well water is disinfected with chlorine again.

To the owner of the well is given advice on maintaining the well. For this purpose, a leaflet with useful tips was made and distributed to the affected people.

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ili se javite u najbliže društvo Crvenog križa

**HRVATSKI CRVENI KRIŽ**

**Upute:**

- Redovito dezinficirajte svoj bunar.** Kloriranje privatnih bunara u kućanstvima obavlja se kod čistih voda bez zamućenja koje se stalno koriste. Klorina se dodavanjem dva grama preparata izasaniG na jedan kubni metar vode. Preporučuje se potrebnu količinu sredstva prethodno otopiti u prikladnoj posudi (kantni), dobro izmiješati i taj otopljeni sadržaj ubaciti u vodu/bunar koji se dezinficira.
- Uredite svoj bunar** - izbetonirajte bunarski plašt, kako biste spriječili ulaz prilivnih površinskih voda, izgradite nadgrađe bunara, ogradite bunar kako biste spriječili pristup životinjama.
- Osigurajte nepropusnost vaše septičke jame,** kako priljava voda iz nje ne bi zagađivala okolne podzemne vode.
- NE pretvarajte stare bunare u septičke jame,** jer tako zagađujete zemlju i podzemne vode, stari bunari moraju se zatrpati/inapuniti nezagađenom zemljom.

\*Zdravstvenu ispravnost vode može potvrditi samo ovlaštena laboratorij.

**ASANACIJA BUNARA**  
Financirano sredstvima Ministarstva zdravstva

**Bрините се за свој бунар, како бисте били сигурни да имате здравствено исправну воду. Чак и ако Ваша бунарска вода изгледа бистро, она може бити загађена.**

Hrvatski Crveni križ provodi program asanacije bunara od 1997. godine. Tijekom 20 godina očišćeno je više od 20 000 bunara i na taj način omogućen pristup čistoj vodi za više od 50 000 ljudi na ruralnim područjima Republike Hrvatske.

**Što Vaš lokalni Crveni križ može učiniti :**

- Stručno pregledati stanje Vašeg bunara
- Očistiti i dezinficirati Vaš bunar
- Savjetovati Vas kako dalje održavati svoj bunar

**KAKO SAMI MOŽETE POBOLJŠATI KVALITETU SVOG BUNARA**

Površinske vode ulaze u bunar izravno ili nakon prodiranja kroz površinske slojeve tla, te zagađuju bunarsku vodu.

Bunar treba biti konstruiran tako da se osigura ulaz samo podzemne vode. Betonski plašt sprječava ulaz površinskih voda. Podzemni plašt bunara ima zadatak spriječiti prodore površinske vode, a izvodi se iz gline, betona ili cigle zacementirane jakom zbučkom koja taj sloj čini nepropusnim. Podzemne vode ulaze u bunar. Ako je moguće na dno može se staviti sloj šljunka kako bi se spriječilo ulazak zemlje u bunar.

TRADICIONALNI BUNAR
POBOLJŠANI BUNAR

### Education of new members in Petrinja

**Image 26: Training on wells cleaning in Petrinja, CRC**

Due to the great interest of the population (more than 700 applications), another team was formed which started working in mid-May. In April, training for new members was organized in Petrinja. 20 employees and volunteers participated.

Public

In the first 6 months of the earthquake response, CRC has received more than 700 applications. During March, April and May, **200 wells were cleaned**. The plan of the Croatian Red Cross is to implement a program of cleaning wells in earthquake-affected areas for as long as necessary.



Analysis of well water samples

**Image 29 & 30: Well cleaning in Petrinja. Source: CRC**

Croatian Red Cross team took water samples for **85 cleaned wells**. Samples were sent for analysis to the Croatian Institute of Public Health in Zagreb. Due to the damage caused by the earthquake, the laboratory of the Public Health Institute of Sisak-Moslavina County is out of order, and until further notice, water samples will be taken for analysis to Zagreb, which will result in increased costs than originally planned. Also, in addition to microbiological analysis, the turbidity parameter was added to the examination of the samples because turbidity of the water was observed after the earthquake.

Tests are performed for the purpose of water quality control on treated wells and are carried out for at least two weeks after treatment.

Most of the wells are in very poor condition due to long-term maintenance and damages after the earthquake. As a result of the earthquake, groundwater vessels are contaminated, so even after the remediation procedure, the analysis of water samples shows that the water does not meet the standards necessary for human use. In some wells, the construction and structure were damaged. In the area of operation of the Red Cross branch Sisak, many wells are covered with sand and remediation is impossible without entering the well and digging. Due to the constant shaking of the ground, team members will not enter the well for safety reasons for time being.



Image 31 & 32: Well cleaning in Sisak area. Source: CRC

#### Results of laboratory tests after remediation

When testing turbidity in 85% of cases, the water is correct according to the Ordinance on the maximum permissible concentration. All other parameters in 98% of cases exceed the maximum allowable concentrations and the final assessment is that the water is not suitable for human use.

Regardless of all the above facts, well remediation improves well capacity and water quality. Most households engaged in some form of livestock or agriculture use well water as technical water and thus reduce daily costs.

#### Hygiene

The Croatian Red Cross organized the reception and storage of hygiene supplies and organized distribution to users. Distribution points were organized in large cities, while mobile teams of the Croatian Red Cross went to each village and distributed directly to citizens monthly. Mobile teams paid special attention to vulnerable groups who were visited and to whom hygiene package delivered to their home address. In the first 6 months of the earthquake response, the Croatian red cross distributed more than **242,645 kilos of hygiene supplies** to the population.

Costs related to the equipping and running costs of two WASH teams are to be covered by CRC bilateral partners since the EA revision, with a reduction of CHF 168,000 in this sector of the revision of the EA funding requirements.



### Protection, Gender and Inclusion

People reached: >3,800

Male: 45%

Female: 55%

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

Indicators:	Target	Actual
Older people, disabled and children have access to food, medical supplies and public services	500	>9,970
<b>Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors*</b>		
Indicators:	Target	Actual
People displaced to other areas in Croatia provided with PGI services	N/A	2,892

Number of services provided to people in temporary accommodation	N/A	>5,000
People supported with delivery services	N/A	2,749
People supported with transportation services	N/A	Data to be collected
At-risk people using referral services	N/A	2,749

### Progress towards outcomes

A feature of the CRC response has been the systemic and holistic approach taken with emphasis on vulnerable groups – older people, children, refugees and Roma people.

A case in point is the shelter programme, where the Restoring Family Links Team is in the field providing assistance in:

- connectivity services - providing safe and well phone calls to restore and maintain family links
- registering evacuated people in collective centres in the affected area and people accommodated in other parts of Croatia
- tracing requests initiated by concerned family members from Croatia and abroad,
- providing other information on separated family members and RFL activities through CRC Hot Line (in the place for all CRC activities and as well RFL).

RFL was **registering evacuated people** and collecting information from other sources of information (such as Social Welfare centres, National Protection and Rescue Directorate or the management of the accommodation centres) on the people evacuated to the collective shelters in the affected area and to other parts of Croatia. This allowed preventive measures and avoided further separation of the family members and permit the informing of the families of the persons' whereabouts.

Construction and provision of more suitable accommodation is underway, such as container settlements, for people who cannot return to their homes because it was destroyed or damaged. As highlighted, this process will not be a short-term one. In other parts of Croatia, a total number of 2,892 people are accommodated within the area of operation of **75** Red Cross branches (30 June 2021)

RFL Team offer a **connectivity service** – trying to assist the people in need of such services in different activities to restore and maintain contact with their family members. Phone calls - safe and well – were provided to the people accommodated in the collective centres and in remote villages with no or poor phone/mobile connections. The purpose of these phone calls was for the beneficiaries to restore and maintain contact with the separated family members (with family members accommodated in the hospitals, other parts of Croatia or abroad). Mostly phone calls were provided to the older people who lost their estate, had to be evacuated to shelters across the area and do not have at their disposal regular means of communication to contact with their family members. In some of the cases video calls were organized. Total number of **656** (475 HCK +181 DCK) phone calls were organized.

Detached from their daily routine, for older people it is very difficult to maintain regular communication with their families. CRC stepped in by donating simple cell phones and teaching the elderly population on how to use them. RFL Team distributed phone cards to the people who were unable to ensure cards on their own, purchase mobile chargers in the cases where they were not take them while they were fleeing from their homes. RFL Team distributed 100 phone cards and 20 cell phones and chargers.

For the family members who do not have information about their loved ones, family members can contact Family Links Network to **trace their family members** separated due to evacuation of the people from the area. As Croatia has significant diaspora in Bosnia and Herzegovina, Serbia, and other countries in the region, as well in USA, Canada, Australia, and Western EU countries, RFL Update with information about RFL activities was sent to the Red Cross/Red Crescent Family Links Network. Total number of **86** (75 HCK + 11 DCK) request was received, out of 7 was from other countries. RFL Team was able to provide information about the traced person by checking list of the evacuated persons or by carry out an active tracing on the field.

From the very beginning of the operation the older people who are living alone in remote and rural areas or in senior two-member households were assisted with delivery of food and basic household items assistance to their doorsteps (also mentioned under Livelihoods and Basic Needs sector) – since May 2021 when the vulnerability criteria for food distribution was applied some 2,000 older people are covered with this delivery service. This people are visited on regular basis especially with PSS teams and at any visit checked if their need some additional service. Also, all 749 people in collective shelters are covered with delivery service of food and basic household items.


After that initial phase of operation when the emphasis was on identification and registration of people in collective shelters during the first three months of the operation, the second phase of operation introduced some new activities targeting specifically older people and children in collective shelters but also school and preschool children as well as older people in remote and rural areas who are living alone or in two-member households. Many of the activities

targeting children and elderly have been mentions under Health sector (PSS activities) and Disaster Risk Reduction sector as well as under Livelihoods and Basic needs sectors.

Some specific actions have been meanwhile organised targeting elderly and children as it follows:

- Distribution of Easter gifts to children with earthquake-affected areas located in container settlements was organized on 29 March 2021. Some 300 children were given the Easter packages containing scooters, toys, promotional products from the Croatian Football Association, school supplies and sweets. The funds were provided from Red Cross in-kind donations.
- During the Red Cross week from 8 to 15 May 2021, CRC organized action under title “My 5 minutes of peace”. During the action a total of 1000 packages were distributed to adults over 65 who were visited in their homes and housing containers and provided with gift packages. Packages contained 2 mugs for coffee and tea, some coffee and tea. The mugs were funded by CRC bilateral financial donations and coffee and tea from in-kind donations.
- Some 6,670 school children in Petrinja, Glina, Sisak and Hrvatska Kostajnica was provided with packages of school material (notebooks, different type of pens and crayons, pencil boxes etc.). The distribution of packages was organized in 25 primary schools in the area and 6,670 packages were provided for the same number of children.
- In cooperation with the Croatian Chamber of Pharmacists, CRC organized distribution of drugs without prescription in the first place for older people and families with children in collective shelters and other people in need. A total of 8.320 boxes of over-the-counter medicines have collected from different in-county donors and distributed to the population in the earthquake-affected area.
- In collective shelters in Glina and Petrinja the children’s workshops have been organized on a regular basis once or twice a week as well as in Glina kindergarten and premises of primary schools in Sisak and Petrinja since April 2021 and May 2021. For older people organized group activities have been organize once or twice a week - playing chess and tombola workshops in Glina and Sisak and older people club organized in Topusko)
- For older people in Sisak collective shelters the gardening activities and workshops have been organized where gardening soil is available. Also, the local branch Sisak is in the process of acquiring some additional land to be used by older people.
- Some 135 theater performances and workshops for children has been organize – 35 in cooperation with different theater troops and 100 in cooperation with Red Noses organization, performed in schools and kindergartens in Sisak-Moslavina County.

*Costs related to the procurement of emergency kits for the RFL team will now be covered by CRC bilateral partners. The reduction in the revision of the EA funding requirements is offset by the addition of supplies and materials to arrange activities for older people in collective shelters, and community-based protection activities.*

 <p><b>Disaster Risk Reduction</b>  <b>People reached: 6,779</b>  Male: 50%  Female: 50%</p>		
<b>Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached through activities in communities, kindergartens and schools	25,000	<b>6,779</b>
<b>Output 1.1: Schools take active steps to strengthen their preparedness for timely and effective response to disasters</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>

# of schools with an earthquake contingency plan	60	0
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### Progress towards outcomes

The CRC PSS team arranged psychosocial support sessions combined with the disaster risk reduction education for teachers in two schools in Sisak and one school in Dvor. A total of **88** teachers participated. Feedback was very positive as their knowledge improved to support children in case of a strong earthquake. This is a preliminary training with planned activities yet to commence properly, and subject to available funding.

#### Emergency Preparedness education

Since 2001, Croatian Red Cross has been conducting trainings for the Human Values (HV) Programme within the curriculum of Civic Education. After the earthquake struck, Croatian Red Cross conducted numerous seminars on "emergency preparedness with the focus on preparation for earthquakes". All educational materials and trainings have been approved by the Ministry of Science and Education and seminars are conducted in partnership with the Education and Teacher Training Agency for preschool teachers, schoolteachers and other experts working within the formal educational system.

This educational seminar consists of two parts – emergency preparedness and psychosocial support. Croatian Red Crosses education on the topic of "Emergency preparedness" aims to raise awareness of educators about the importance of preparing for emergencies to acquire knowledge and skills to prepare individuals and local communities for emergencies. Education is focused on effective and safe action during and after the emergencies with the aim of reducing the negative consequences and faster recovery of the affected local communities. This can only be achieved through continuous education, which includes the education of preschool children. Education also includes the part related to psychosocial support in emergency situations because it is equally important to learn positive ways to deal with stress during and after an emergency. In addition, psychological preparation can help prevent the development of serious psychological disorders after critical events and allow a person to recover faster and engage in daily life.

Due to COVID-19 situation, most of the seminars were conducted online through ZOOM platform. In addition to the online seminars, on the territory of Sisačko-moslavačka County, we organized three face-to-face seminars. Face-to-face seminars were attended by 70 teachers and other experts who stated that seminars were very helpful for them. We also conducted workshops and training on the topic of first aid for 40 pupils in town of Petrinja.

During the first six months of 2021. CRC held education on the topic of **"Emergency preparedness" for 2,642 participants** - preschool teachers, schoolteachers and other experts working within the formal education system. After participating in our education, for preschool teachers, schoolteachers and other experts will share forward their knowledge and skills to the pupils and students.

CRC also organized seminars to present educational online platform "Safe children" developed through the Erasmus+ project *"Safer schools and kindergartens"*. The Safer Schools and Kindergartens project and the educational platform aims to raise awareness and improve the emergency preparedness system. Educational platform offers methodological and standardized content with various educational materials, activities, and tools on the topics of emergency preparedness, first aid, psychosocial support and general school and kindergarten safety. Schools and kindergartens which carry out activities from the educational platform can achieve "safe school" or "safe kindergarten" certificate. This program is also approved by the Ministry of Science and Education.

CRC presented the **educational platform to 4,049 participants** - preschool teachers, schoolteachers and other experts working within the formal education system during this first 6 months of year 2021.

#### CRC education for preschool teachers, elementary and high school teachers and other experts in kindergartens and schools from January to June 2021.

	Number of educations	Number of participants
"Emergency preparedness – emphasis on earthquake"	20	2,642
Presentation of program and educational platform "Safer schools and kindergartens"	24	4,049

Also, CRC developed a basic online video training for all volunteers involved in volunteering activities. After the earthquake in Sisačko-moslavačka County, Faculty of Teacher Education in Zagreb wanted to be involved in volunteering activities so based on their existing memorandum of understanding with Croatian Red Cross organized various activities for children to provide educational care for children of early, preschool and school age. Beside educational support, this was also a way to give psychosocial support because organized activities made everyday life easier for children in the affected community. Organized activities (games, playroom, sports activities, creative activities, musical activities, etc.) helped children to overcome the difficulties in which they found themselves. 27 students were involved in activities organized for children from container settlement.

In September, a simulation exercise and lessons learning exercise that will help CRC prepare for future events will be held. Preparations are to begin in July, with IFRC Ops Manager supporting in the design as appropriate.

*Costs related to the salaries of two CRC Public Officers to develop and disseminate DRR messages to communities is reduced from 11 months to 8 months. Overall, there is a reduction in this sector of the revision of the EA funding requirements.*

## Strengthen National Society

**Outcome S1.1: National Society capacity building and organisational development objectives are facilities to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform**

Indicators:	Target	Actual
% of CRC staff and volunteers, who when asked, agree that this operation has enhanced the National Society's operational capacities	80%	80%

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# of volunteers recruited and deployed to the affected area	250	450

**Output S1.1.6: National societies have the necessary corporate infrastructure and systems in place**

Indicators:	Target	Actual
# of Red Cross local branches sheltered and equipped for provision of assistance to the affected population	4	4

**Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened**

Indicators:	Target	Actual
People with whom the human capacity of CRC is enhanced (5 coordinators, 1 PR Officer, 1 CVA coordinator)	7	5
PER assessment to assess and analyse disaster management and disaster preparedness capacities	1	0

### Progress towards outcomes

Every day, there have been between 19 – 160 *volunteers deployed to the operation*, depending on the phase of the operation and accompanying needs. Most of these are trained volunteers from local branches within the earthquake-affected area and other branches across Croatia. Up to 300 spontaneous volunteers have also been active on any given day.

The total number of CRC staff and volunteers who has taken part in implementation of the operation for the first three months was initially 240 persons as daily average – 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 as daily average and the number of staff increased 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 62 CRC branches from other parts of Croatia mobilized a total of more than 450 volunteers and staff that were deployed on weekly rotations to affected areas. 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.

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.

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.

Croatian Red Cross (CRC) staff and volunteers from the local 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.

Induction training has been provided to 11 new employees, which included some personnel seconded under the government's Public Works scheme. Also, CRC developed a basic online video training for all volunteers involved in volunteering activities that was published and sent to all CRC local branches on 15 January 2021 for education of their newly recruited volunteers. Link available at: <https://youtu.be/PZyn72Q5bRM>

Education includes general information about the Red Cross Movement and Croatian Red Cross, fundamental principles of the Red Cross and Red Crescent, information about volunteer's rights and obligations, first aid knowledge and skills, psychosocial support in emergency situations. During March there were two face-to-face trainings for volunteers – one in Petrinja and other in Glina.

Branches	Number of educations	Number of participants
Petrinja	1	11
Glina	1	18

Four office containers have been procured and equipped with furniture and IT equipment to provide a medium-term office space for the local branches Petrinja and Glina whose office premises including warehouse have been severely damaged by the earthquake. Meanwhile *the Sisak local branch premises have been reconstructed – damaged roof and interior of the building, to be fully operational by mid-July when its equipment will be finished.* Many reconstruction works are funded from the bilateral funding raised by CRC, while some furniture and equipment will be funded through EA budget.

81 staff and volunteers, and 27 spontaneous volunteers, received psychosocial support through group and individual sessions.

In mid-January, CRC appointed a Public Relations company to support their external communications. The company was engaged by end of May in media scanning, written press releases which were published by press and online media, prepared press conferences, designed visual materials, and developed updates for the CRC website (<https://www.hck.hr/>).

The PER has not begun, and due to the EA funding situation, priorities and demands on the CRC it is highly unlikely that this will be conducted.

*Costs related 12 mobile phones and 6 laptops for local branches, and the support of one Finance Assistant for 6 months will be covered by CRC bilateral partners; and two vehicles will be replaced by quad bikes (and moved to Livelihoods & Basic Needs sector). This will be offset by an increase in staff and volunteer transportation and per diems and the extension of the contract with a PR company to manage external communication. Overall, there is a reduction of CHF 137,000 in the revision of the EA funding requirements.*

## International Disaster Response

**Outcome S2.1: Effective and coordinated international disaster response is ensured perform**

**Output S2.1.1: Effective and respected surge capacity mechanism is maintained**

Indicators:	Target	Actual
% of surge requests with a successful response and deployment	80%	100%

**Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved**

Indicators:	Target	Actual
Data collected from affected communities through post-distribution monitoring:		
% target population satisfied with the support received	60%	60%
% target population satisfied with the level of consultation information and involvement in the operation	60%	60%

### Progress towards outcomes

CRC staff and volunteers maintain a very close contact with the affected communities. Given the nature of the activities, and the interactions that happen daily, feedback is constantly provided on the relevance and appropriacy of CRC services and support. Also emerging or changing needs are identified and passed between service providers- departments within CRC or other partners- to inform modifications. A formal review of the operation for the purpose of lessons learning is planned for the closing months of the operation.

Technical assistance by IFRC ROE was provided by the deployment of a Communications officer and a Senior Officer, Partnership & Resource Development in the first week of the disaster. An IFRC Operations Manager was deployed to Croatia on 26 January for three months through the rapid response mechanism. This role was resumed

from June for additional 3 months, during which time modalities for support to CRC for the remainder of the operation will be established. In the process of fostering these relations, it is envisaged there will be several IFRC missions

*Costs related to the deployment of an in-country Operations Manager will be increased, which will be offset by a reduction in the number of technical missions from ROE. Overall, there is an increase of CHF 21,600 in the revision of the EA funding requirements.*

## Influence others as leading strategic partner

**Outcome S3.1: The programmatic reach of the National Society and IFRC is expanded**

**Output S3.2.3: National Societies are supported in resource and partnership development (from both domestic markets and foreign sources)**

Indicators:	Target	Actual
Final evaluation and lessons learned workshops organised	2	0

### Progress towards outcomes

The new position of humanitarian coordinator has been recruited for 6 months to lead the coordination of NGOs active in the response. *The new Humanitarian coordination role and an additional regional workshop on earthquake response is included in the revision of the EA.*

A lesson learning workshop, together with a simulation, is in the planning and scheduled for mid-September. In early July the IFRC Ops Manager will work with the CRC team on the methodology and content to facilitate this even to the maximum benefit.

In the final months of the year more focused, formal feedback on the operation will be sought to complement the constant engagement that has provided input from affected communities/persons and partners. Findings, as well as being used to improve future CRC practices and policies, will be shared through the EA Final Report, and other reports as appropriate.

## Effective, credible and accountable IFRC

**Output 4.1.3: 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**

Indicators:	Target	Actual
Financial reports produced on time	100%	100%

**Output S4.1.4: Staff security is prioritized in all IFRC activities**

Indicators:	Target	Actual
CRC staff and volunteers aware of security regulations	100%	100%

### Progress towards outcomes

Nil to report beyond that already explained on the reduced number of IFRC finance missions and support to CRC of a finance delegate.

## D. Financial report

Please click [here](#) to see the interim financial report.

## Contact information

### Reference documents



Click here for:

- [DREF](#)
- [Emergency Appeal](#) (the Emergency Plan of Action (EPoA) is accessible from the EA document)

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

#### **In the Croatian Red Cross**

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

#### **In the IFRC Regional Office for Europe**

- **Frido Robert Herinckx**, Head of Disaster Climate and Crisis a.i. [Frido.HERINCKX@ifrc.org](mailto:Frido.HERINCKX@ifrc.org)

#### **For IFRC Resource Mobilization and Pledges support:**

- **Andrej Naricyn**, Head of Partnerships and Resource Development; [Andrej.naricyn@ifrc.org](mailto: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](mailto:aysegul.bagci@ifrc.org)
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#### **For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)**

- **David Kohlmann**, PMER Manager a.i., [david.kohlmann@ifrc.org](mailto:david.kohlmann@ifrc.org)

#### **In IFRC Geneva**

- **Antoine Belair**, Senior Officer - Operations Coordination – Response and Recovery: [antoine.belair@ifrc.org](mailto: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.

# Emergency Appeal

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/1-6	Operation	MDRHR004
Budget Timeframe	2021/1-12	Budget	APPROVED

Prepared on 22 Jul 2021

All figures are in Swiss Francs (CHF)

### MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Dec 2021; appeal launch date: 15 Jan 2021

## I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	675,000
AOF2 - Shelter	565,000
AOF3 - Livelihoods and basic needs	825,000
AOF4 - Health	100,000
AOF5 - Water, sanitation and hygiene	55,000
AOF6 - Protection, Gender & Inclusion	115,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	940,000
SFI2 - Effective international disaster management	45,000
SFI3 - Influence others as leading strategic partners	50,000
SFI4 - Ensure a strong IFRC	130,000
<b>Total Funding Requirements</b>	<b>3,500,000</b>
<b>Donor Response* as per 22 Jul 2021</b>	<b>939,082</b>
<b>Appeal Coverage</b>	<b>26.83%</b>

## II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	20,420	0	20,420
AOF3 - Livelihoods and basic needs	215,505	475,275	-259,771
AOF4 - Health	31,489	0	31,489
AOF5 - Water, sanitation and hygiene	0	0	0
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	6,112	0	6,112
SFI1 - Strengthen National Societies	108,074	0	108,074
SFI2 - Effective international disaster management	121,065	1,093	119,971
SFI3 - Influence others as leading strategic partners	0	0	0
SFI4 - Ensure a strong IFRC	107	0	107
<b>Grand Total</b>	<b>502,771</b>	<b>476,368</b>	<b>26,402</b>

## III. Operating Movement & Closing Balance per 2021/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	925,113
Expenditure	-476,368
<b>Closing Balance</b>	<b>448,745</b>
Deferred Income	0
Funds Available	448,745

## IV. DREF Loan

* not included in Donor Response	Loan :	384,901	Reimbursed :	384,901	<b>Outstanding :</b>	<b>0</b>
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# Emergency Appeal

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/1-6	Operation	MDRHR004
Budget Timeframe	2021/1-12	Budget	APPROVED

Prepared on 22 Jul 2021

All figures are in Swiss Francs (CHF)

### MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Dec 2021; appeal launch date: 15 Jan 2021

## V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
British Red Cross	85,930				85,930		
Finnish Red Cross	110,743	78,322			189,064		
Italian Red Cross	82,212				82,212		
Japanese Red Cross Society	42,880				42,880		
Liechtenstein Red Cross	10,000				10,000		
Mondelez International Foundation	3,850				3,850		
On Line donations	628				628		
Red Cross of Monaco	21,998				21,998		
The Canadian Red Cross Society (from Canada - Private)	122,458				122,458		
The Canadian Red Cross Society (from Canadian Government)	366,091				366,091		
<b>Total Contributions and Other Income</b>	<b>846,791</b>	<b>78,322</b>	<b>0</b>	<b>0</b>	<b>925,113</b>	<b>0</b>	
<b>Total Income and Deferred Income</b>					<b>925,113</b>	<b>0</b>	