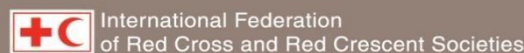




## Emergency Plan of Action (EPoA)

### Bosnia and Herzegovina: Floods



<b>DREF Operation n°</b>	<b>MDRBA013</b>	<b>Glide n°:</b>	<b>FF-2021-000189-BIH</b>
<b>Date of issue:</b>	<b>22 November 2021</b>	<b>Expected timeframe:</b>	<b>4 months</b>
		<b>Expected end date:</b>	<b>31 March 2022</b>
<b>Category allocated to the disaster: Yellow</b>			
<b>DREF allocated: CHF 112,812</b>			
<b>Total number of people affected:</b>	<b>250,000<sup>1</sup></b>	<b>Number of people to be assisted:</b>	<b>800 HHs (2,627 people)</b>
<b>Provinces affected:</b>	<b>18</b>	<b>Provinces targeted:</b>	<b>18</b>
<b>Host National Society presence:</b> Red Cross Society of Bosnia and Herzegovina (RCSBH) with 112 volunteers and 39 staff in the branches of Ilidza, Trnovo, East Ilidza, Trnovo (FBIH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBIH), Pale, Foča, Sokolac, Gacko, Foča (FBIH) and Novo Sarajevo.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> Croatian Red Cross, German Red Cross, Red Cross of the Republic of North Macedonia, Red Cross of Montenegro, Slovenian Red Cross, Turkish Red Crescent			
<b>Other partner organizations actively involved in the operation:</b> Civil Protection Agency of the Federation of Bosnia and Herzegovina (BiH), Civil Protection Agency of the Republic of Srpska, Municipal Authorities.			

## A. Situation analysis

### Description of the disaster

During the night of 5 November 2021, central, eastern and southern parts of the country were hit by flash floods caused by intensive rainfall. Rivers Zeljeznica, Miljacka, Bosna and Neretva, together with smaller rivers which flow into them, flooded the area, causing damages and prompting evacuations. There are currently 18 affected municipalities in the Federation of Bosnia and Herzegovina and in the Republic of Srpska. Affected municipalities are: Ilidza, Trnovo, East Ilidza, Trnovo (FBIH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBIH), Pale, Foča, Sokolac, Gacko, Foča (FBIH) and Novo Sarajevo. Another 5 municipalities were less affected. Landslides are recorded in different areas around the country. Wider area of Sarajevo remained without drinking water for up to three days, making the total number of affected people around 250,000.

In Ilidza, evacuation was needed at a care home for older people, where over 58 people were evacuated to a fire station as a temporary solution. Livestock was evacuated as well, where possible. After the first night, they all decided to stay with family and friends, even though accommodation was offered by the Red Cross and authorities. Lower floors of an additional care home for older people were flooded, prompting evacuation of the residents to the upper floors. 55 residents of the care eventually need to be accommodated, since accommodation in the affected facility is no longer possible. Since then, residents were re-allocated to other care homes or family members. Residents were in need of

<sup>1</sup> The total number of people who remained in need for humanitarian assistance was 3,663.

Mental Health and Psychosocial Support (MHPSS). 106 housing buildings were flooded or damaged. The immediate actions to mitigate risks, made in coordination with different actors have given successful results and no further damages were made. A total of 192 HHs were directly affected.

In Novi Grad, 80 people were evacuated from housing and industrial objects. 22 housing buildings are damaged. The only company that produces medical oxygen in the country is located in this municipality and their facility was in danger with the rising waters, prompting evacuation of parts of equipment and staff to a different location. After the initial flooding on the second day, water levels have been decreasing. A total number of directly affected HHs is 71.

In Municipality Trnovo (FBiH), 20 housing buildings are damaged, together with many roads. In Vogošća municipality, 20 housing objects were damaged. In Trnovo, 118 housing buildings were damaged. The livelihoods of people are damaged or destroyed, since the agricultural land is flooded, and more than 100 livestock drowned during the flooding of the river Zeljeznica. During the weekend of 6-7 November, flooding brought much material with the water, which decreases the capacity of the riverbed to take additional quantities of water, increasing the risk of further damages. Eventually, the situation resolved with minimum additional damages. In the immediate aftermath of the rainfall, landslides started which initiated further damage to housing objects. Livelihoods are also damaged.



Flooded houses in Trnovo. Red Cross of Republic of Srpsk. Photo: RCSBH

In Konjic, 20 residences of a Hotovlje local community were evacuated to the local mosque, and there are no available roads to approach them. This blockage is caused by heavy landslides, which started as a result of the rainfall. Civil protection teams are working on the field to find a solution trying to fix the connecting roads, while going on foot to provide assistance to the population. A power generator was delivered to the village, so the residents have electricity until the road is fixed. Most of the population consists of older people. Many housing objects around the municipality are damaged. Another 5 housing objects are damaged by the landslides.



River Zeljeznica in the center of Iliđa. Photo: RCSBH

In Jablanica, Gacko and Foča, landslides started as a result of rainfall, also damaging the livelihoods. In these municipalities, a total of 19 HHs were directly affected. Damages to livelihoods were recorded in Pale municipality, due to landslides and flash floods. A total of 180 HHs were directly affected. In Sokolac, the storm weather created damages to 6 HHs. In the municipality of Stari Grad in Sarajevo, there was no drinking water for two days straight, while electricity blackouts were recorded in several municipalities.

In other municipalities, damages on the infrastructure were recorded.

In most areas, population and authorities are calling for support in the form of equipment for cleaning the housing objects.

The HQ of the Red Cross Society of BiH suffered damage from the intensive rainfall. The damage was amplified since the incident happened while renovation works were ongoing. The HQ's space is still not available for work on a permanent basis. Red Cross of Federation of BiH HQ stayed without electricity, forcing the Disaster Management team to work at a displaced location.

On 5 November, the state of emergency had been declared in Republic of Srpska and in municipalities of Iliđa, Novi Grad, Konjic, Zivinice, Vogošća, Trnovo (FBiH) in Federation of BiH.

Table 1- Overview of the affected area

No.	Entity	Municipality	Number of affected people	Number of affected households	Number of evacuated people
1	RS	Trnovo	623	118	88
2	RS	East Ilidza	234	60	0
3	RS	Sokolac	58	22	4
4	RS	Foca	57	21	0
6	RS	Pale	712	180	0
7	FBIH	Ilidza	793	190	58
8	FBIH	Trnovo	241	60	10
9	FBIH	Novi Grad	514	130	80
10	FBIH	Vogosca	151	47	0
11	FBIH	Konjic	158	47	60
12	FBIH	Jablanica	122	34	0
		<b>TOTAL</b>	<b>3,663</b>	<b>909</b>	<b>300</b>

## Summary of the current response

### Overview of Host National Society Response Action

Three days before the disaster, IFRC sent a European Flood Awareness System (EFAS) notification of possible floods to the NS. Through the Emergency Operations Center (EOC) network, the National Society (NS) HQ disseminated information to the entity organizations, enabling preparation activities. This resulted in a rapid response, where NS teams were on the ground in a short period of time after the disaster, to provide emergency support for the population.

In the aftermath of the disaster, the Red Cross activated KoBo forms for local branches to send information on the response to enable information flow about the needs and resources available. Information sharing was possible due to existing capacities of EOCs.

Red Cross teams responded by providing food and water to the evacuated and affected population during the first response. Food was distributed in the form of lunch packs to both the population and the first responders. Where applicable, hot meals were also distributed. Food parcels were distributed to the affected population during the rapid response, but also in the aftermath of the disaster. Red Cross used its own resources, together with the support of the Turkish Red Crescent. A total of 380 food parcels and 10,000 bottles of water were distributed.



EOC of Red Cross of Federation of BiH at a temporary location.

Another important activity was the distribution of essential household items to the affected population and first responders. Those essential household items include blankets, rubber boots and raincoats, where Red Cross used its own stock where possible, along with emergency procurements where the needs were bigger than stocks. This activity depleted the NS's stock. In total, 250 pairs of rubber boots, 330 blankets and 70 raincoats were distributed to the population.

As a mitigation measure, riverbanks were re-enforced during the first response, where bags with sand were set up. This in turn mitigated risks from further damage. Part of the bags was provided by the Red Cross via emergency procurements and its own stock. A total of 10,000 bags were provided.

After the water levels started decreasing, the mud remained in housing buildings and around them. Red Cross distributed hygiene parcels to the population, in cooperation with civil protection. A total of 220 hygiene parcels were distributed.

In Konjic municipality, the village Hotovlje was supported by the Red Cross of FBiH team, which came to the village on foot using forest roads. They provided food and basic household items to all residences. Since most of the population are older people and in need of medical therapy, which they missed for several days because it was not possible for medical staff to approach them, medicines were provided by the Red Cross in communication with the doctors, both from the health center and from the Red Cross. After the civil protection managed to connect the village in improvised way to the rest of the municipality, health staff continued providing the therapy, which means that there is no need for further intervention this way.

MHPSS is conducted by trained staff of the Red Cross in care home for older people in Ilidza that was hit by the floods. Standardized templates for MHPSS were activated. A total of 72 MHPSS services were provided.

Red Cross teams are already on the ground providing cleaning support to the affected population since the beginning of the operation on 6 November, by using a limited amount of available small equipment (e.g. shovels, trolleys, buckets). Since there is no established capacity in this area, improvised solutions were made, where there is a need to procure additional equipment.

A Restoring Family Links (RFL) assessment was done for all the areas with evacuated population, using the standardized templates. There was no need for RFL services to be provided in this emergency.

All activities were implemented with COVID-19 considerations and recommendations from the authorities were fully implemented by the staff and volunteers both on the ground and in coordination. Disinfection was distributed to the affected population. A total of 1,000 liters of disinfectant was distributed.

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

IFRC Sarajevo office is in touch with the NS focal points over coordination and damage assessment results. Development of the plan of action is supported by the staff of IFRC, together with the needs assessment. Coordination of the operation is done with the support of the Operations Coordinator in the country. Further action is pending the final findings of the needs assessment.

Turkish Red Crescent provided immediate support to the operation of the Red Cross on the ground, and to the affected population. The support provided was in the form of food and hygiene parcels, all of which was distributed to the population. That aid is going to be used for renewing of the NS's contingency stock that is currently depleted.

RCSBH organized a coordination meeting with all the interested Participating National Societies to provide information and the opportunity for the PNSs to ask questions on specific needs on the ground. The organization of the meeting was also supported by the [Neighbors Help First initiative](#), which focuses on regional support through the neighbouring National Societies.

Swiss Red Cross offered support to the NS assisting vulnerable population after the initial response in the form of cash and voucher assistance (CVA) form where appropriate.

Croatian and Slovenian Red Cross provided cash assistance to the NS.

German Red Cross and Qatar Red Crescent offered support to the NS.

Red Cross of Montenegro provided in-kind support with basic household items and food parcels, to be used for renewing of the NSs contingency stock.

These donations significantly supported the replenishment of Disaster Management stock that was used in the emergency.

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

According to the relevant laws on disaster risk reduction, Civil Protection Agencies (CPA) are in charge of response efforts during emergencies and natural hazards. The Federal Civil Protection Agency and Republic of Srpska Civil

Protection Agency provided coordination among all actors and supported the operation with operational capacities. Civil protection, together with the police and NGO actors in Sarajevo provided evacuations. In all the locations that have damaged infrastructure, Civil Protection is using heavy machines to enable the recovery. Additionally, the support of the Armed Forces of BiH was requested, even though it is yet to be approved.

Water pumping and cleaning efforts are done using the capacities of the Civil Protection Agency.

The assessment teams of municipalities and CPAs are on the ground, establishing the exact damages in housing and livelihoods.

Coca Cola provided support of 10,000 bottles of water, which were distributed to the population.

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

### **Needs analysis**

RCSBH addressed the immediate needs of the most affected people in 18 municipalities (Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBiH), Pale, Foča, Sokolac, Gacko, Foča (FBiH) and Novo Sarajevo) in the first 48-96 hours of the disaster. In the following period, in the form of providing medicine to the cut-off village in Konjic municipality, until health services were re-established.

The assessment conducted by the local Red Cross branches and local emergency HQ identified the following needs of the affected population:

- The nutrition needs of those who have been evacuated, as well of those whose houses were damaged. (These needs were covered by RCSBH during the rapid response).
- The nutrition needs of first responders, during their time in operation (These needs were covered by RCSBH during the rapid response).
- Distribution of household cleaning sets for households that are the most affected by the flood.
- Provision of emergency relief to affected households so their return is quicker, by the engagement of volunteers of the Red Cross.
- Distribution of hygiene parcels and basic household items (covered by RCSBH during the rapid response).
- Distribution of disinfection liquid that will protect flood-affected households from potential infection of COVID-19.
- Assistance for people in settlements that were isolated by providing the medicines, until the health services are re-established (These needs were covered by RCSBH during the rapid response).
- Water tanks and mud pumps need to be placed in the closest locations of the peoples' houses to support urgent water needs until the public water system is restored.
- Cash assistance to be provided to the most affected families, in order to support the restoration of shelter, livelihoods and basic needs.

The primary focus of the operation is to meet the immediate needs of affected people. However, planning has already started to also support their path to recovery, involving activities in the areas of water and sanitation, hygiene promotion and shelter.

RCSBH has depleted its stocks, and needs replenishing of the following items (minimum amount to ensure continuous support in following months):

- food parcels (according to tables below) – food parcels for 130 households,
- hygiene parcels (according to the table below) – hygiene parcels for 70 HHs,
- Medicines according to provided list,
- Disinfection 1,000 liters.

Stock distributed in blankets, rubber boots, raincoats and canned food is going to be replenished from in-kind donations described above.

At this time of year, many households are working on their agriculture land and this is one of the sources for their basic food needs. As agricultural land was destroyed by the flooding, there is a need to support most flood affected people with family food parcels.

Due to the RCSBH facing an increasing number of requests for assistance as the situation evolves, local RC branches provided a rapid assessment to identify further needs of the affected population. As the situation is still unstable and large areas are still covered in mud, continued assessments will be conducted to gain a clear picture on damages and

needs.

There is a high risk of contagion with COVID-19. In the last three weeks, the number of daily COVID-19 infections has been rising. In combination with flood response activities, there is a higher possibility for contacts between flood affected population, hosting families, and those supporting the response operations (firefighters, civil protection members, army, volunteers, other personnel). Mitigation measures are defined by the State (social distancing, wearing masks, washing hands, constraints related to the number of people that should be in closed and open space). There is a need to disseminate information on risks related to COVID-19 infection and implement prevention and protection measures by flood-affected people and those supporting the response operations.

## Targeting

RC Branches are members of the local emergency HQ and are participating in the analysis of the field damage assessments conducted by local governments. In addition, local branches also conduct rapid assessments among the affected people. The list of the most affected 18 municipalities was defined based on the above two sources.

Based on the assessment and available data, the proposed operation supports the immediate needs, both in the beginning of the operation and in the future period of **2,627 people** (412 households which are the most vulnerable), in 18 most affected municipalities (Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBiH), Pale, Foča, Sokolac, Gacko, Foča (FBiH) and Novo Sarajevo). It is planned in the operation to prioritize groups most at risk, who have been identified based on their level of vulnerability in coping with disasters, such as older people, women-headed households and children, Roma people in substandard settlements and people with disabilities, all of which had their houses or livelihoods damaged.

The list of people that RCSBH will support in the future steps of the operation was prepared by RC in cooperation with the Emergency Headquarters of the affected municipalities. The lists will be cross-shared in the local coordination meetings of the Emergency HQs.

So far, all evacuated people and all people who have remained in their homes but were affected by the floods, have been supported with food and hygiene parcels (tables below), while the most vulnerable received assistance in hot meals. In addition, the aforementioned population is and will be assisted with COVID-19 prevention sets and with smaller tools to support their cleaning efforts of their affected houses.

On average, 48% of the population in Bosnia and Herzegovina lives at or below the poverty line, meaning that people who were the most affected, have already been experiencing financial distress or hardship. This financial distress has been exacerbated during the state of emergency that was in place because of COVID-19 outbreak. After the flooding, affected households thus have limited resources and providing cash assistance could help them alleviate their financial situation. Based on the results of the detailed assessment to be completed in the following days, selected families will be supported through the DREF operation. People found to be the most affected and the most vulnerable will be supported with cash assistance to cover *shelter* and *livelihoods* needs.

When selecting people for cash assistance, priority will be given to households where buildings were most damaged, livelihoods damaged, economic criteria, single parents HHs, people with multiple children and people with disabilities and to:

- HHs evacuated and hosted by relatives or friends, and also to those hosting them.
- Economically disadvantaged HHs.
- HHs with women as breadwinners (including widows), older couples, young couples with small children, with disabilities and chronically sick members.
- HHs with significant damages to their livelihoods.
- HHs with multiple children.
- HHs who are not recipients of any substantial assistance, by government, NGOs and other organizations.

## Scenario planning

Scenario	Humanitarian consequence	Potential Response
Best case scenario: in the coming weeks the weather conditions will significantly improve with no further rainfalls and with increasing temperatures, and there is no worsening of the COVID-19 situation (number of infected people are not increasing in targeted municipalities).	<ul style="list-style-type: none"> <li>- Speed up the cleaning of affected households</li> <li>- Disinfect and dehumidify houses which will take at least one month. This will enable people to have access to safe accommodation, with no risk of spread of water-borne and other communicable diseases.</li> <li>- Ensure affected population's access to local services and ability to restore their livelihoods.</li> <li>- Complete reconstruction works of the damaged infrastructure (roads, electricity, and water system) in the affected municipalities is sped up because of weather conditions.</li> </ul>	<p>Provide assistance as it is planned through this EPoA.</p>
Most likely scenario: in the coming weeks the weather conditions will significantly improve, after which colder weather is forecasted with no further rainfalls, but with worsening of the COVID-19 situation (number of infected people are increasing in targeted municipalities).	<ul style="list-style-type: none"> <li>- Speed up the cleaning of affected households.</li> <li>- Disinfect and dehumidify houses which will take at least two months, but with much more effort by affected households (they cannot rely on others because of the possibility of COVID-19 infection). Due to lack of access to water and sanitary facilities, affected population are in high risk to be infected with water-borne and other communicable diseases including COVID-19. Local RCB are in high risk to be infected with COVID-19.</li> <li>- Complete reconstruction works of the damaged infrastructure (roads, electricity, and water system) in the affected municipalities is prolonged because of prevention measures related to COVID-19. Affected population is having difficulties with movement and conducting basic activities and filling their needs.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide assistance as it is planned through this EPoA.</li> <li>- Apply additional protection measures for safe Implementation of activities (PPE for staff and volunteers, safety protocols, etc.)</li> </ul>
Scenario	Humanitarian consequence	Potential Response
Worst-case scenario: additional rainfall resulting in high or increasing water levels, paired with decreasing temperatures and with development of COVID-19 situation (number of infected people are increasing in targeted municipalities).	<ul style="list-style-type: none"> <li>- Additional and same households are affected by new heavy rainfalls and flooding. Affected population are in high risk of infection with water-borne and other communicable diseases including COVID-19.</li> <li>- Local RCB staff and volunteers are in high risk of being infected with COVID-19.</li> <li>- Infrastructure (roads, electricity, and water system) in the affected municipalities is additionally damaged. Affected population is not having possibility to move from their communities and conduct basic activities and meet their needs. Serious lack of access to water and sanitary facilities and safe shelter/accommodation conditions.</li> </ul>	<ul style="list-style-type: none"> <li>- Provide assistance as it is planned through this EPoA.</li> <li>- Apply additional activities planned with developing situation. Apply additional protection measures for safe implementation of activities (PPE for staff and volunteers, safety protocols, etc.)</li> <li>- Deploy neighboring local Red Cross branches and HQ and their capacities to respond to humanitarian needs.</li> </ul>

## Operation Risk Assessment

Some areas of the affected municipalities still are having infrastructure that has been damaged, roads have been blocked. These circumstances create operational risks, which could have an impact on relief and other assistance efforts. In some areas, authorities issued warnings about the risk of quality of drinking water. Falling temperatures increase the risk of epidemics and spread of COVID-19 infection.

In order to mitigate these risks, protection equipment (boots and raincoats) and cleaning sets and hygiene parcels have been sent to affected municipalities. In order to support protection of household members, staff and volunteers from COVID-19 infection, a protocol will be in place related to social distance, wearing masks, disinfection of equipment, washing hands and disinfectant (70% alcohol) will be distributed, as well as COVID-19 prevention parcels.

The RCSBH response to COVID-19 is supported through the IFRC global appeal, which will facilitate supporting the National Society to maintain critical service provision, while adapting to COVID-19. This DREF operation is aligned with and will contribute to the current global strategy and [regional Emergency Plan of Action for COVID-19](#) developed by the IFRC Regional Office for Europe, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, movement of NS volunteers and staff as well as international staff (if needed). For more information please consult the [COVID-19 operation page](#) on the IFRC GO platform.

## B. Operational strategy

### Overall operational objective

The overall operational objective is to provide immediate assistance to a total of **2,627 people**, including with the provision of safe drinking water, food, hygiene and household items and cleaning sets. Additional 20 people were supported via the provision of medicines, which are going to be replenished through this operation and 1,000 people will be targeted with COVID-19 prevention packs, as well as 52 people who receive MHPSS services. Finally, 200 households would be supported with shelter assistance to rehabilitate/clean their houses and 150 households will receive cash assistance.

Operations will be carried out in 18 municipalities affected by floods and flash floods: Ilidza, Trnovo, East Ilidza, Trnovo (FBiH), Stari Grad, Konjic, Jablanica, Novi Grad, Kiseljak, Goražde, Pale (FBiH), Pale, Foča, Sokolac, Gacko, Foča (FBiH) and Novo Sarajevo.

### Proposed strategy

In order to accomplish the overall objective, the RCSBH with its structure, staff and volunteers, will continue their presence and activities in the affected areas. The RCSBH will be focusing on the provision of emergency food, water, hygiene items, shelter (through cleaning kit), psychosocial support and cash assistance, with different items and services provided to recipients based on need.

The RCSBH is planning to implement the following key activities:

- Detailed needs assessment including the collection of data from other institutions related to household vulnerability and flood damage, and finalization of the list of people to receive cash assistance with 150 households to be supported. Distribution of Cash assistance to 150HH/ 480people.
- Distribution of household and cleaning sets to 200HH/ 640people.
- Replenishment of 130 family food parcels (one parcel per family for one month) to most affected families who continue to be in need after receiving immediate assistance in the form of emergency canned food parcels. All these parcels need to be replenished for the stock of the COVID-19 ongoing operation.
- Distribution of small tools for cleaning efforts, where a total of 200 families would be supported.
- Replenishment of medicines.
- Replenishment of 70 hygiene parcels.
- Distribution of 250 COVID-19 prevention sets.
- RCSBH will implement lessons learned workshops with engaged local RCSBH branches and volunteers in order to identify gaps in the operational strategy and to bridge them in the future by updating the plans, SOPs, and introducing new ways of communication and reporting.

**Table 1. Content of emergency food parcel (Red Cross of Federation of BiH):**

Item	Unit measures	Quantity
Salt 1kg	Pcs.	1
Rice 800g	Pcs.	2
Wheat 10kg	Pcs.	1
Chicken pate 95g	Pcs.	2
Sugar 1kg	Pcs.	3
Sunflower oil 1l	Pcs.	3
Paste 400g	Pcs.	2

Spaghetti	Pcs.	2
Spices 250g	Pcs.	1
Chicken soup	Pcs	3
Sardine	Pcs	2
Concentrated tomato	Pcs	1
Cardboard box	Pcs	1

**Table 2. – Content of emergency food parcel (Red Cross of Republic of Srpska):**

Item	Unit measures	Quantity
Sugar 1kg	Pcs.	3
Corn wheat 800g	Pcs.	1
Salt 1kg	Pcs.	1
Spice 250g	Pcs.	1
Rice 800g	Pcs.	1
Jam 700g	Pcs.	1
Beef goulash 200g	Pcs	3
Yeast for baking	Pcs.	1
Sunflower Oil 1l	Pcs.	3
Pasta 400g	Pcs.	2
Wheat 1kg	Pcs.	5
Canned meat – beef	Pcs	2
Chicken soup	Pcs.	4
Sardine	Pcs	2
Package	Pcs	1

**Table 3 – Content of family hygiene parcels for replenishing - COVID-19 operation:**

Item	Unit measures	Quantity
Cleaning and disinfection liquid 750ml	Pcs.	1
Detergent for clothes 3kg	Pcs.	1
Soap 100 gr	Pcs.	2
Dishwashing detergent - 1 liter	Pcs.	1
Toothpaste for adults, 100 ml tube	Pcs.	2
Shampoo 1l	Pcs.	1
Packaging cardboard box	Pcs.	1
Sanitary pads 20/1	Pcs	1
Face masks – COVID 19 prevention	Pcs	20

**Table 4. List of medications for replenishment**

Item	Quantity
Xarelto 20mg	1
Dilatrent 12.5mg	1
Lanibos 0.25mg	1
Cornelin 10mg	1
Ampril 5 + 25mg	1
Atoris 20mg	1
Lodix 40mg	1
Productal 35mg	1
Melox	1
Analgin	2
Difen 100	1
Iruzid 30mg	1
Aldizem 90	1

Teocap SR 200mg	1
Anginal 20mg	1
Aspirin 100	1
Lopril H10	1
Midol 100	1
Nebilet 5mg	1
Inzulin	1
Nitroglicerine tablets 0.5mg	1
Spilak 25mg	1
Dilatrent 6.15mg	1
Lasix 75mg	1
Aminol 50mg	1
Prilenap 10mg	1
Melpamid 1mg	1
Aspirin 100mg	1
Xiclav 1000mg	1
Lexilium 1.5mg	1
Amlodipine 5mg	1
Bosaurin 2mg	1
Analgain 500mg	5
Voltaren 50mg	3
Angla S 2mg/0,5 mg	1

Table 5. COVID-19 prevention set:

Item	Quantity
Face masks (Pcs)	10
Hand sanitazier (Pcs)	2
Info brochure	1

Table 6. Cleaning set content:

Item	Quantity
Trolley	1
Shovel	1
Ruber Boots	1
Disinfection pump	1
Disinfection – chlorine (litres)	5

## Operational support services

### Human resources

112 volunteers and 39 staff from RCSBH structure have been involved in the emergency operation, out of which 50 volunteers will remain engaged in the operation after the initial assessment /response phase. No international staff deployment is foreseen within the DREF implementation timeframe. There will be volunteer insurance in place throughout the operation.

### Logistics and supply chain

RCSBH has a logistics department and procurement guidelines which follow the IFRC's procurement standards and the locally pertaining legal requirements. The warehouse of the NS is well maintained, and the transport capacities are ready to respond to an emergency situation. Procurement will be done by the RCSBH in consultation with IFRC office in Sarajevo if and when required, ensuring implementation of IFRC procurement rules for all individual procurements conducted.

The logistics capacities of the RCSBH structure were fully engaged in this response. Priority adaptation was made in the schedule related to the implementation of other activities.

**Information technologies (IT)**

The RCSBH will maintain the communication with its operational RC branches, teams and volunteers using mobile phones. Staff and volunteers will use tablets and android phones for orientation and data collection purposes during the needs assessment and operational reporting. Kobo toolbox will be used for data collection.

**Communications**

The visibility of the RCSBH will be reinforced through information dissemination to the media on all activities related to relief distribution and emergency shelter. Operation-related news and photos will be shared through electronic media, newspapers, social media and the RCSBH structure's own websites. Ad hoc communication channels will be used to reach out to the most isolated people, including older people with limited knowledge of electronic media, if needed.

**Security**

Due to the flash floods, and in a few locations due to the damaged infrastructure, the risk of injury to volunteers during relief and recovery activities is medium. RC staff and volunteers will receive proper briefing before beginning activities in the field in order to be informed about risks in flooded areas. All disaster response volunteers of the National Society have participated in first aid training and basic disaster management training.

Security measures are in place since the beginning of the response. These measures are related to volunteer and staff protection (individual PPE) from injury and COVID-19 infections. All engaged RC personnel are using PPE during their activities and are implementing COVID-19 protection protocols. The emergency system was alerted on time by the weather forecast institute, firefighters/civil protection and police members are engaged for saving lives and building temporary dams. Additional safety measures are in place by RCSBH (individual PPE and COVID-19 protection-related protocols).

**Planning, Monitoring, Evaluation and Reporting (PMER)**

The RCSBH and the IFRC office in Sarajevo will monitor the implementation of activities. Brief weekly updates will be provided by the National Society to the IFRC on the general progress of the operation.

At the end of the operation, a two-day Lessons Learned Workshop (LLW) will be organized in order to evaluate the operation together with major partners such as the entity and local CPAs, as well as representatives of the municipal authorities where the operations took place.

**Community Engagement and Accountability**

The RCSBH will ensure that affected people in areas of the operation are consulted regarding their needs and understand why assistance is provided, based on what criteria and to whom. Post-distribution monitoring will include satisfaction and quality elements to ensure that the data collected reflects recipients' experiences of Red Cross services and activities, and provides guidance for the identification of best practice, future adaptation and improvement. Appropriate feedback/response mechanisms (PDM and hotline for complaints) will be in place to ensure people affected by the emergency and Red Cross activities are able to effectively provide feedback and raise issues, and that this will be acted on and reported back to individuals and communities. Specific measures will be adopted to make sure that the distribution process will be inclusive and gender sensitive. Community engagement and information dissemination activities will be undertaken in a participatory manner (community leaders/representatives would be included in the selection process), with information, and the channels used, tailored based on input from affected communities.

**Administration and Finance**

The operation will rely on the existing financial management and administration systems in the country, as well on the financial procedure of the RCSBH and support - if needed - from IFRC.

## C. Detailed Operational Plan



### Shelter

People targeted: 802

Male: 433

Female: 369

Requirements (CHF): 32,964

**Needs analysis:** 722 households (3,004 people) were directly affected by the floods (damage in house or its surroundings) in 18 municipalities in BiH. Most affected households are in need of support to clean and dry the humidity at their damaged house (small tools, disinfection).


**Population to be assisted:** RCSBH structure will assist 200 households (802 people) in 18 flood-affected municipalities with the provision of household cleaning sets, including shovels, trolleys and rubber boots to local branches, along with volunteers support.

Local volunteers and staff during relief distributions will provide to affected households' hygiene and health promotion instruction, and distribute produced leaflets.

**Programme standards/benchmarks:** Sphere standards.

P&B Output Code	Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions	# of people reached with safe and adequate shelter and settlement assistance (Target: TBC)															
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.	# of people provided with cleaning materials and/or tools to clean and disinfect their houses (Target: 802)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP005	Completion of the detailed assessment of shelter needs, capacities and gaps																
AP005	Completion of list of households for RCSBH to support with cleaning tools																
AP005	Procurement and distribution of 200 HH sets for cleaning																
AP005	Procure HH cleaning sets, boots and raincoats for distribution																
AP005	Distribution of HH cleaning sets																

AP005	Assisting flooded households to drainage of stagnant water, house cleaning and disinfection.																		
AP005	Coordination with government and other stakeholders																		
AP005	Monitor the relief activities and provide reporting on relief distributions																		
AP005	Organize post – distribution monitoring including satisfaction metrics																		



**Livelihoods and basic needs**

**People targeted: 962**  
 Male: 492  
 Female: 470  
**Requirements (CHF): 43,283**


**Needs analysis:** People affected by the floods require emergency food items to cover immediate basic needs or to restore capabilities in agriculture. According to statistical data, on average, 48% of the population in Bosnia and Herzegovina lives at or below the poverty line, meaning that people who were the most affected, have already been experiencing socioeconomic hardship, exacerbated by the COVID-19 outbreak. Households have limited resources with the flooding causing severe additional financial distress due to the damage in households and livelihoods, making cash assistance necessary to cover basic needs and to restore livelihoods. Hundreds of hectares of agricultural land have been destroyed including household gardens, with every third household in affected areas relying on growing crops to cover basic needs as well as to generate revenue. The rapid assessment conducted, vulnerability and extent of damage to the household was taken into account.

**Population to be assisted:** RCSBH assisted a total of 380 households in 18 flood-affected municipalities with food parcels. 150 HHs who are considered the most affected and those who are living at or below the poverty line, will receive a cash grant (CHF 270 per family) for livelihoods restoration and basic needs. The value of CHF 270 has been defined based on previous experience in cash assistance during the operations in 2018, 2019, 2020 and 2021. Approximately 50% would be considered for repair and 50% for livelihoods or basic needs, exact ratios to be determined.

**Programme standards/benchmarks:** Sphere standards.

<b>P&amp;B Output Code</b>	<b>Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</b>	<i>% of people who received emergency food items report that their basic needs were met (Target: 80%) 150 HHs</i>
	<b>Livelihoods and basic needs Output 1.1: Households are provided with unconditional/multipurpose cash grants to address their basic needs</b>	<i># of targeted HHs reached with multipurpose cash grants (Target: 150)</i>

	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP081	Procurement and replenishment of 130 emergency food items																
AP081	Conduct the final assessment with authorities and complete the list of beneficiaries																
AP081	Unconditional/multipurpose cash grant distributions (distribution, encashment, reconciliation)																
AP081	Baseline survey using the Call center of the RCSBH structure																
AP081	Post distribution monitoring using the Call center of the RCSBH structure																



**Health**  
**People targeted: 1,020**  
 Male: 500  
 Female: 520  
**Requirements (CHF): 3,084**


**Needs analysis:** During the rapid response, RCSBH engaged in health support for older people in the remote village in Konjic municipality that was cut-off from main roads due to the flooding. Around 20 people, who didn't receive their medications until RCSBH staff and volunteers were able to access them using forest roads, were supported. The affected population is in higher risk of COVID-19 infection since the temperatures are getting lower and the number of new cases are rising. In order for them to be able to follow health authorities' guidelines on COVID-19 prevention, it is essential to provide personal protective equipment (PPE) in the form of hand sanitizers, masks, as well as COVID-19 info brochures.

**Population to be assisted:** RCSBH provided medicines for 20 older people, residents of the above-mentioned village, who have lost access due to the flooding. Furthermore, replenishing of RCSBH stock is necessary. Together with that, 250 COVID-19 prevention packs will be distributed to 250 HHs, totaling to 1,020 people assisted.

**Programme standards/benchmarks:** Sphere standards.

<b>P&amp;B Output</b>	<b>Health Outcome 1: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment</b>	<i># of people assisted with distribution of medicines (Target: 20)</i> <i># of people assisted with COVID-19 prevention packs (Target: 1,000)</i>
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Code	Health Output 1.1: Improved access to health care and emergency health care for the targeted population and communities.																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP022	Procurement and replenishment of medicine stock of RCSBH																
P&B Output Code	Health Outcome 2: Transmission of diseases of epidemic potential is reduced	# of COVID-19 prevention sets distributed. (Target: 250 HHs)															
P&B Output Code	Health Output 2.1: Improved knowledge about public health issues among target population																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP021	Procurement of COVID-19 prevention sets																
AP021	Distribution of COVID-19 prevention sets to affected population including health promotion																



**Water, sanitation and hygiene**

**People targeted: 224**  
 Male: 100  
 Female: 124  
**Requirements (CHF): 1003**

**Needs analysis:** In total 10,000 people were in and need of safe drinking water. There is a need to protect hygiene conditions of flood-affected households that are at or under the poverty line and are affected by floods in 18 municipalities.

**Population to be assisted:** RCSBH assisted a total of 70 households with hygiene parcels that now need replenishment. RCSBH provided water assistance to 10,000 people along with a hygiene kit per HH, defined in the tables above. This created a need to replenish stocks in hygiene parcels. Local volunteers and staff during relief distributions will provide hygiene promotion to affected households.

**Programme standards/benchmarks:** Sphere standards.

P&B Output Code	<b>WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities</b>																
	<b>WASH Output 1.1: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>	# of hygiene kits procured for replenishment (Target: 70)															
	Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP030	Procurement for replenishment of hygiene kits - 70 HH hygiene kits distributed during rapid response (face masks and sanitary pads will be added in the kit)																

### Strategies for Implementation

Requirements (CHF): 32,476

P&B Output Code	<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>	# of volunteers involved in the operation (Target: TBC)															
	<b>Output S1.1.2: National Societies have effective and motivated volunteers who are protected</b>	# of volunteers insured (Target: TBC)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Ensure that volunteers are insured																
AP040	<i>Lessons learned workshop is organized – timeframe TBD as per COVID-19 situation</i>																

P&B Output Code	<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>																
	<b>Output S1.1.2: National Societies have institutional capacities in place</b>																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP042	DM focal points in two entities in BD BIH																

AP042	DREF Focal point at RCSBIH HQ																
AP042	CVA Focal point at RCSBIH HQ																
AP042	Procurement Focal point at RCSBIH HQ																
AP042	Field trips, NS HQ and regional staff (fuel, per diems, accommodation)																

**D. Budget**

The budget for this DREF Operation is **CHF 112,812**. [Please click here to see the budget.](#)

## Contact information

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

### In the Red Cross Society of Bosnia and Herzegovina

- **Rajko Lazić**, Secretary General, phone: +387 66 665 772, email: [secretary.general@rcsbh.org](mailto:secretary.general@rcsbh.org)

### In the IFRC cluster office

- **Maria J. Kristensen**, Head of Country Cluster Delegation Country Cluster Delegation of Central & South-Eastern Europe, mobile +387 60 348 6699, email [Maria.KRISTENSEN@ifrc.org](mailto:Maria.KRISTENSEN@ifrc.org).
- **Shamsudin Mukhudinov**, Operations Manager, Population Movement, COVID-19, Bosnia and Herzegovina, mobile: + 38761055948, email: [shamsudin.muhudinov@ifrc.org](mailto:shamsudin.muhudinov@ifrc.org)

### In the IFRC Regional Office for Europe

- **Alma Alsayed**, Operations Coordinator; email: [alma.alsayed@ifrc.org](mailto:alma.alsayed@ifrc.org)
- **Agnes Rajacic**, Senior Disaster Management Officer; email: [agnes.rajacic@ifrc.org](mailto:agnes.rajacic@ifrc.org)

### In IFRC Geneva

- **Antoine Belair**, Senior Officer, Ops. Coordination, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org), phone: +41 79 708 314
- **Karla Morizzo**, Senior Officer, DREF – Disaster and Crisis Department; phone: + 41 22 730 4295, email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)
- **Eszter Matyeka**, DREF Senior Officer, [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **Andrej Naricyn**, Head of Partnerships and Resource Development, email: [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)

### 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)

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## How we work

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



**Bosnia and Herzegovina, Floods  
Emergency Relief Disaster Fund**

MDRBA013  
OT-2021-000189-BIH

2021/11/18  
Map data source: ICRC, earthworks  
DCC | IM | BUD

**DREF OPERATION**

MDRBA013 - Bosnia and Herzegovina - Floods

22/11/2021

**Budget by Resource**

Budget Group	Budget
Shelter - Relief	10,228
Clothing & Textiles	5,598
Food	4,199
Water, Sanitation & Hygiene	11,708
Teaching Materials	97
Cash Disbursement	40,373
<b>Relief items, Construction, Supplies</b>	<b>72,202</b>
Distribution & Monitoring	2,692
Logistics Services	5,060
<b>Logistics, Transport &amp; Storage</b>	<b>7,752</b>
National Society Staff	9,259
Volunteers	8,478
<b>Personnel</b>	<b>17,737</b>
Workshops & Training	538
<b>Workshops &amp; Training</b>	<b>538</b>
Travel	4,468
Communications	269
Financial Charges	2,692
Other General Expenses	269
<b>General Expenditure</b>	<b>7,698</b>
DIRECT COSTS	105,927
INDIRECT COSTS	6,885
<b>TOTAL BUDGET</b>	<b>112,812</b>

**Budget by Area of Intervention**

AOF2 Shelter	32,964
AOF3 Livelihoods and Basic Needs	43,283
AOF4 Health	3,084
AOF5 Water, Sanitation and Hygiene	1,003
SFI1 Strengthen National Societies	20,896
SFI2 Effective International Disaster Management	8,714
SFI4 Ensure a strong IFRC	2,866
<b>TOTAL</b>	<b>112,812</b>

