

## Operation Update Report n°3

### Croatia: Petrinja Earthquake Response

<b>Emergency appeal n° MDRHR004</b> <b>Operation update n°3</b>	<b>GLIDE n° EQ-2020-000241-HRV</b>
<b>Date of issue: 1 December 2021</b>	<b>Timeframe covered by this update:</b> <b>7 January – 30 September 2021</b>
<b>Operation start date: 7 January 2021</b>	<b>Operation timeframe:</b> hereby extended with 3 months, new end date: 31 March 2022
<b>Funding requirements (CHF): 3,475,586</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 Federation-wide interventions)</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> 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:

##### Revision of the EPoA implementation period: no-cost extension of the operation timeframe by 3 months

On 4 October 2021, the Croatian Red Cross requested the extension of the Emergency Appeal operation's **implementation period for three months until 31 March 2022**. The initial implementation period of the EPoA has been set to finish on 31 December 2021.

The main reasons for the extension request is additional EA funding and the delayed delivery of the procured goods. With additional EA funding, CRC is planning the procurement of Alaska tents needed for winter conditions in the affected areas. Alaska tents will be used in Petrinja and Glina, where the weather conditions are particularly rough, and Red Cross branches had lost their premises during the earthquake. They will provide space for psychosocial activities and assistance to children and older people in particular.

The timeframe extension will allow for tendering and delivery of goods, taking into account delivery delays and global transport chain disruptions caused by the COVID-19 pandemic, posing challenges for importing merchandise (including vehicles, technical equipment, IT hardware). Delivery of procured goods at the global market has been delayed because of the disrupted transport chains for all imported merchandise.

All other activities stated in the revised EPoA remain unchanged, their implementation dependent on overall EA and other funding CRC raised so far.

## 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 of Zagreb and Karlovac counties. The seismic activity has continued over next nine months with weaker aftershocks but also some 40 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)**

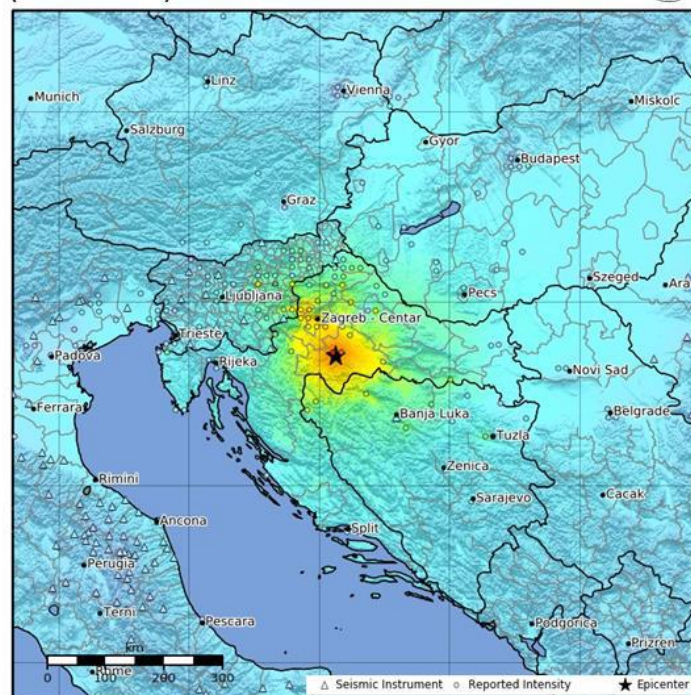
Location	Population	% Women	% Men	# villages	Area km <sup>2</sup>
Sisak	63,036	52.0	48.0	110	1,060.05
Petrinja	24,671	51.6	48.5	55	380.94
Glina	9,283	49.8	50.2	69	543.00
Hrvatska Kostajnica	7,664	51.5	48.5	38	366.32
Zagreb county (including Zapresic city)	31,198	52.1	47.9	43	290.20
Karlovac county	13,519	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 was estimated that at least some 50,000 people in the affected area needed urgent humanitarian assistance, including shelter, food and household items, for some protracted period of time – at least by end of 2022. Until 1 October 2021, authorities received more than 51,909 reports of damaged building and examined 49,776 buildings. 5,333 (10.71%) were classified as uninhabitable (red category) and 10,657 (21.41%) as temporarily uninhabitable (yellow category). Also, the majority of 32,954 buildings classified as green still needed some reconstruction assistance. Screened buildings also included multi-apartment buildings that were counted as one building although they were home to many families.

The reconstruction process of residential and public buildings organized by state has started in July 2021 together with the demolition and removal of totally destroyed buildings in June. A big number of citizens have reconstructed their houses by themselves – houses with green mark in need of smaller rehabilitation work.

**Croatia – Petrinja Earthquake**  
(29 December 2020)



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

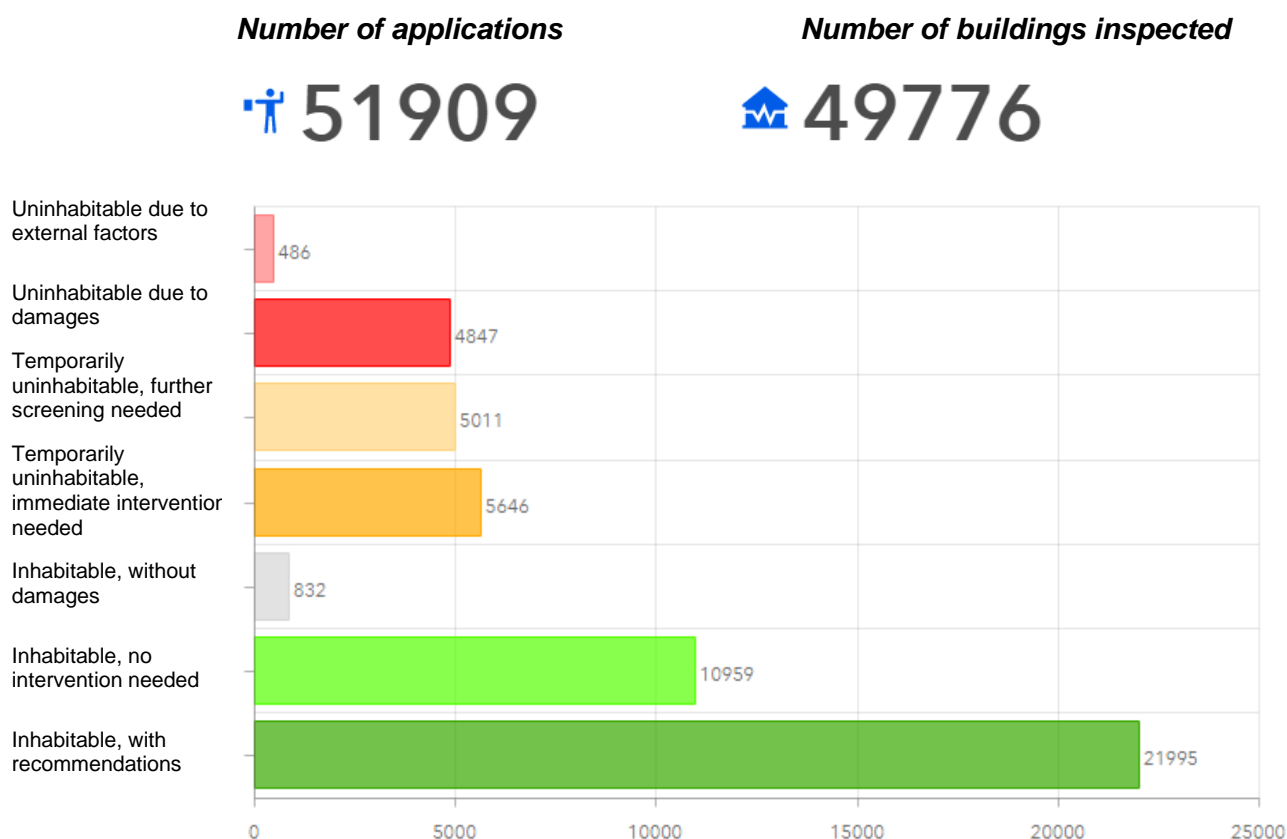
<sup>1</sup> <https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Croatia%20Situation%20Report%20No.3%20%28Earthquake%29%20-%202013%20January%202021.pdf>

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

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

The Government estimated direct damages on public and residential buildings as well as infrastructure at HRK 41,6 billion (CHF 6 billion) – overall estimation based on EU rules and World Bank methodology.

**Table 2: Screening of damaged buildings in Sisak-Moslavina earthquake up to 1 October 2021**  
(Source : <https://www.hcpi.hr/>)



There are three hospitals in the earthquake affected area, the largest is the county hospital which is situated in six buildings in three locations - two in Sisak and one in Petrinja. The earthquake damaged 90% of 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 containers in vicinity of the hospitals and clinics in Sisak, Petrinja and Glina. Patients in need of hospital medical services have been only triaged locally before being redirected to the closest hospitals outside the earthquake-affected area (mainly to Zagreb hospitals).

There are a total of 58 schools and higher education facilities in the earthquake affected area, including 21 schools in Petrinja, Glina and Sisak. **9 school 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 are 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 schools only from 6 May. In the new school years in September 2021 all schools in Croatia returned to physical attendance with schoolchildren from damaged schools attending classes in containers providing a venue for classes in several locations where the school buildings are unusable or nearby schools offering places to students from damaged schools. By September 2021 some of the school buildings with lower scale of damages have been reconstructed. Meanwhile the students were 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 main water supply has been repaired in the affected areas, but some places without connection to public water supply who are getting water from water wells were without water for long time awaiting sanitation of their water wells. Water tanks have been provided in these locations, and CRC provides bottled drinking water as part of their response activities. CRC started with the sanitation of wells in mid-April. By end of September CRC sanitized some 655 water wells but many of them will need a second cleaning before becoming fully functioning with water for human use.

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.



*Photos by CRC: Photographs taken in the days and weeks following the earthquake on 29 December. There is still rubble and damage visible into late September as well as sites with cleaned streets from debris, removed demolished buildings and reconstruction works that started in June and July 2021*

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.

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. Their cover up and burial has started in September 2021.

So far, 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 accommodation mainly with families or in leased undamaged property and some 827 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 September 2021**

		NUMBER OF CONTAINER SETTLEMENTS	NUMBER OF HOUSEHOLDS	NUMBER OF PERSONS
1	SISAK	9	199	336

2	GLINA	1	40	49
3	H. KOSTAJNICA	0	0	0
4	PETRINJA	4	185	294
5	TOPUSKO HOTEL BUILDING	1	141	148
TOTAL:		15	565	827

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 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 needed assistance with hot meals. The hot meals were provided by the government (distributed by CRC for the first two months of operation), whilst drinking water, food and hygiene packages from in-kind donations from the general public, businesses and from government stocks were 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 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. This is likely to be a lengthy, complicated process meaning people will be outside their homes for a considerable- years not months- period. 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 have 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 24 November 2021, a total of 576,633 COVID-19 cases have been [reported](#) in Croatia and 10,438 deaths. 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 52% of adult population vaccinated with both doses 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 600 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) during the first month after the earthquake.

By mid-January, CRC staff and volunteers deployed to the field reached a daily average of more than 450 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. Since June, there have been 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 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, 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.

CRC set up its Field Operational Centre in Petrinja with a large temporary warehouse, and 4 additional warehouses – 2 in Sisak and 1 each in Glina and Zagreb. At the moment still operational are warehouses in Sisak and Glina as well as Croatian Red Cross permanent warehouse. During summer 2021 the Field Operational Centre in Petrinja has been disassembled and local operation managing has been taken over by local CRC branches with overall coordination by CRC headquarters in Zagreb.

In Sisak, at the request of the local crisis headquarters, CRC teams assisted with the evacuation of the hospital, transferring COVID-19 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 September 2021**

Items	Quantity	Items	Quantity
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Food	1,175 tons	Blankets	5,528 pieces
Water	689,707 litres	Heaters	3,558 pieces
Hot meals – affected population	879,400 portions	Generators	124 pieces
Hot meals – operational staff	77,783 portions	Mattresses & beds	499 pieces
Hygiene <sup>4</sup>	281,811 kg	Baby food & equipment	9,612 packages
Clothing	200 tons	Animal feed	2,326 packages

## CRC Domestic Fundraising

By the end of September, the CRC domestic appeal has raised a total of HRK 52,468,000.00 (CHF 7.6 million) in financial donations by citizens and in-country companies out of which majority earmarked for cash assistance and has received in-kind donations valued at HRK 51 million (CHF 7.4 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 CHF 384,901. 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 1,142,000**. Out of that CHF 930,000.00 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). CHF 241,000 arrived 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 – HRK 1,550,000 (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.
- 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 as well as nearly CHF 108,000 in financial donation.
- 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.

## 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

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

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, sanitation of water wells and social issues as well as broad psychosocial assistance. 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 first for six months from March to the end of September, now extended until the end of 2021.

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>5</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 (CHF 13,14 million) 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 319,19 million (CHF 344 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 totalling HRK 91.5 million (CHF 13 million) went to Petrinja, Glina, Sisak and Sisak-Moslavina county. The Croatian Civil Protection Authority has collected requests for housing containers to serve as temporary accommodation before construction recovery. Some 2,800 housing containers have been delivered so far to affected people by the state and private donors in which some 2,600 households has been accommodated.

Container settlements are established in the towns of Petrinja, Glina and Sisak for people who lived in damaged apartment buildings as stated above. The Government delivered and set up container settlements and the Croatian Red Cross with its branches 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, containers are in use by shops of local skill crafts and small enterprises. More than 2,000 containers have been set in the area. So far some 1,000 families have been approved for funding the rent for apartments they have leased by themselves.

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. In June, the first State-organised demolitions of completely destroyed housing and public building have started in the centres of affected towns – by end of October 378 buildings are demolished with majority in Petrinja. Reconstruction of housing organised by the State have started in July resulted with a total of 617 reconstructed houses with smaller damages by end September. A total of some 5,000 of small-scale damages (green) are in process of reconstruction by the state but even bigger number of houses are reconstructed by their owners who are expected to be reimbursed in line with the Law on Reconstruction. The reconstruction process will take at least two years, starting in summer of 2021. The first phase of reconstruction by end of 2021 covers some 20,000 houses and apartments with lower levels of damage as well as public buildings. The reconstruction of fully demolished properties will start by end of 2021, but the first buildings

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<sup>5</sup> The end date of the state of emergency is not known yet.

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 tons 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 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 six months after the earthquakes 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 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	250m <sup>2</sup>	Partial collapse of the roof due to the collapse of the adjacent building	1,875,000
	Warehouse	350m <sup>2</sup>	Minor damage, needs renovation	1,400,000
	Distribution centre	20m <sup>2</sup>	Minor damage	50,000
City Society of the Red Cross Petrinja	Office	250m <sup>2</sup>	Demolition and reconstruction required	2,875,000
	Warehouse	200m <sup>2</sup>	Front of the building collapsed	2,300,000
City Society of the Red Cross Glina	Office	335.98m <sup>2</sup>	Demolition and reconstruction required	3,863,770
	Warehouse	207.74m <sup>2</sup>	Demolition and reconstruction required	2,389,010
City Society of the Red Cross Hrvatska Kostajnica	Office	200m <sup>2</sup>	No damage to the interior but the whole building may need demolishing	0
	Warehouse	100m <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 procured by EA resources have provided office space for the medium-term for

each of Petrinja and Glina local branches until their buildings are reconstructed. The office building of local branch Sisak has been reconstruction and moved in at mid-July. Most reconstruction works are funded from the bilateral donations raised by CRC, while some furniture and equipment to replace destroyed, were 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>6</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 alternative rented apartments in the city of Sisak (the rent paid by the state). 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 in the first months after earthquake. Instead, CRC was operating from a privately owned sports facility and military barracks in Petrinja and, initially, from a privately owned sawmill business in Glina before setting out the tents and containers on land owned by the local authority to establish temporary field headquarter and warehouse space. Four containers have been procured by CRC and at the end of April set up in Petrinja and Glina through DREF/EA funding to be used as temporary offices by the branches. The Sisak branch finished the reconstruction of the roof of their office building to make it habitable in July and the Sisak local branch moved back abandoning temporary spaces to run the operation on earthquake response.

There is high demand for transport so that CRC mobile teams can reach remote rural settlements to distribute food and basic non-food items 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. At the beginning of the crisis the local branches have been fully dependent on vehicles provided by the headquarters among which only one 4WD.

The blanket distribution of humanitarian aid to affected population was changed in May 2021. Since May 2021 the CRC has been distributing food and NFIs humanitarian aid based on vulnerability criteria - to families whose houses are damaged and uninhabitable or temporarily uninhabitable (red and yellow) as well as those who comply with the vulnerability criteria. **In June an average of 3,654 households with 9,640 family members received food and hygiene aid distributed by CRC on monthly basis, but the number of people assisted increased to 6,591 households with 19,523 family members by the end September 2021.**

**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

<sup>6</sup> Croatian Office of National Minorities

		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 or leasing the rest of inhabitable housing in the area. It makes it easier for CRC to identify all people in need of basic needs assistance and move from blanket distribution to targeting the most vulnerable based on vulnerability criteria. In the area there is a large number of people already suffering from psychological challenges due to the trauma of earlier war of the 1990s and the difficult socio-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 in January 2021 when the first vaccine was delivered to Croatia, 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.

On 4 October 2021 the Croatian Red Cross requested the extension of the operation's implementation period. The main reason for extension request is problems with delivery of procured goods at the global market with disrupted transport chains for all imported merchandise – from vehicles to technical equipment as well as IT hardware. As CRC is expecting to embark several large procurements of equipment from EA funding (4WD vehicles and Alaska tents), and it is expected that procured goods will not be delivered by the end of 2021.

## 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 Emergency 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, persons with disabilities, 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 (PGI) and Disaster Risk Reduction (DRR) 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 nine months of the implementation of the EPoA, 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 from 2022 as the crises 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>  <b>People reached: 9,719</b>  Male: 50%  Female: 50%</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>		
<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
<b>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
<i># of people assisted with essential furniture and household items</i>	7,500	9,719
<b>Progress towards outcomes</b>		
<p>Many people have stayed in the area in some manner of alternative accommodation mainly with families or in leased undamaged property. Some 827 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 who 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 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 has 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.</p> <p>Since the beginning of operation, a total of 9,719 people has received some shelter assistance provided by CRC: 827 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 including identification of people to be received the kitchen appliances received through in-kind national donations.</p>		

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 m<sup>2</sup>) and 10 oil heaters delivered in February 2021.

**3,558 heaters, 5,528 blankets, 124 generators and 499 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. A total of **550 sets of kitchen pottery and dishes** were procured from Austrian Red Cross project funding and distributed to the most needed families temporary housed in temporary container shelters. Since there have been so many in-kind donations of household items received to date, majority of items distributed under this plan has come from in-kind donations. There has been no procurement under this EA plan yet.

CRC has established distributions centres in Sisak, Glina, Petrinja and Hrvatska Kostajnica. As the response from the general public, local and national businesses have been so overwhelming, additional warehousing capacity was engaged to receive, sort and temporarily store the donated items whilst needs assessments were conducted. The tents from CRC stocks, as well as the newly procured Rub Hall and Alaska tents were used to set up temporary warehousing in Glina and Petrinja – the last one dismantled in June for the time being until a suitable area will be secured. Many of the items have been distributed in the container settlements. The newly acquired spacious warehousing in Sisak is situated in solid building leased by the City of Sisak without fee to CRC local branch Sisak. The temporary warehouse in Zagreb was operational from January until end of May 2021 as long as the majority of in-kind donations have been distributed to affected people in Sisak-Moslavina area and rest of stock prepositioned to warehouses in the affected areas. The main operational warehouse is now the Zagreb CRC Headquarters warehouse (National Logistic Centre) where the food and NFIs are delivered and from there transported to the affected area.

The in-kind donations of the large 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 the oil heaters and the Rub Hall tent under the EA.

The reduction in the revision of the EA funding requirements in April 2021 was offset with 3 additional 'Alaska' tents and increase in the furniture and equipment for beneficiaries in housing containers and other types of temporary accommodation. The plan for the rest of the EA implementation is the procurement of at least 2 Alaska tents dependent on additional EA funding as announced by IFRC Budapest at the end of September.



## 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	32,400

### 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. In the first 5 months, the majority of food and hygiene items 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 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 and applied them in May. As a result, distributions of basic needs assistance have been reduced from seven days to two days a week distribution with initial **number of 30,300 beneficiaries** decreased significantly to 9,699 people covered with assistance in food and hygiene packages in June. By end of September 2021, the number of beneficiaries has increased to 9,591 households with 19,523 family members receiving regular assistance in food and hygiene packages. Since June, the majority of food and hygiene items are coming from the State Reserves and distributed by CRC local branches in the affected areas. The distribution is organized in distribution centres 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. EA funding also covered the costs of coordinators of CRC logistics and warehouse manager who are managing the logistic of overall operation as well as deployment of more than 250 volunteers to the field for the first 4 months of operation.

By April 2021, in the first 4 months of operation, 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 April, most daily duties in distributing food and other assistance to the 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 on need basis when and where they are needed.

Since the earthquake until the 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 implemented by CRC had stopped for that area too.

Funding of fully equipped kitchen containers was added to the revised EA to complement the industrial refrigerators (2) and freezers (2) included in the original EPoA, in order to ensure that there is a preparedness capacity within CRC to provide meals. It is of the essence as it is uncertain to foresee how long the Government will organize the preparation of hot meals, having in mind that Hrvatska Kostajnica area is already ceased from further distribution of hot meals.

On 27 September 2021, CRC published a tender for procurement of three different 4WD vehicles with the opening procedure set for 7 October for three groups. It has been learnt from different car dealers that they cannot guarantee delivery by the end of the year. Consequently, it is expected that CRC will receive few offers for the tender. It is the same challenge for all other technical goods, especially those coming from overseas. An additional challenge is related to the production of the vehicles, as production has been impeded for some time due to the lack of electronic chips in global market. For that reason, we requested the extension of the EA operations’ implementation period that is pending IFRC approval.

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

Immediately after the earthquake a spontaneous bottom-up humanitarian movement started in Croatia with many citizens, 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 distribution of goods to affected communities.

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

Until 30 September 2021, the CRC has distributed: **1,175 tons of food, more than 689,707 litres of water, more than 281.8 tons of hygiene item, 200 tons of clothes, 9,612 packages of baby food and baby supplies, 2,326 animal feed for cattle, etc.**



*Photos by CRC: Croatia Red Cross distributing essential items to people living in hard to reach rural areas most affected by the earthquake*





*Photos by CRC: The CRC logistic and warehousing operation behind the distribution to vulnerable people in Sisak, Petrinja, Glina and Hrvatska Kostajnica.*

Registration for cash assistance took place from 29 January to 19 February. 34,580 applications were received, of which 32,428 were approved, with a total of HRK 50,987,900 (CHF 7.33 million) disbursed to 10,625 single households and 21,803 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 – IT database and CVA coordinator of requests collection and decisions making process, have been covered by CRC domestic fundraising.

In addition, 5 transport van vehicles for 4 local branches and for CRC as well as 5 manual forklift trucks were procured and covered by CRC bilateral partners funding – Polish Red Cross project and Austrian Red Cross project. The tenders for van vehicles were published in June with tendering finished by July when vans were delivered to CRC and its local branches. Two 4WD vehicle was tendered in June and September 2021 through the Coca Cola Foundation and the Polish Red Cross project funding.

Together with the vehicles initially planned in other sections of the EA, the total reduction of vehicles in the revised EPoA was 6 vehicles to be covered by other funds outside EA. The reduction in the revised EA budget was 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: 7,038

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	6,038

### 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	16,006

### 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 rumours; 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.

During the reporting period, local PSS teams continued to provide support to the affected population. 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 have been

providing individual support for people living in container settlements, other organized accommodation as well as in remote areas since the beginning of the operation. 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.

At the beginning of September, there have been staff changes in Petrinja and Sisak. Their replacements have started working immediately or shortly after the leaving of previous staff. The newly recruited PSS staff in four local CRC branches in affected areas are funded under the Austrian Red Cross project until the end of 2021.

At all four locations, established organized activities continued as well as individual support in organized accommodations and remote areas. Additional activity with a big success over the summer was **summer cinema and children workshop** which included face painting and other creative activities. In each city, two movies played of which one was animated. The aim of the activity was to include and support affected people living outside of the container settlements, but also to have a social event which is not happening very often due to lack of space and poor financial situation in the towns. During the events, affected people had opportunity to socialize and network, but also to reconnect with other people from their towns. The total number of people participating in the activity was **840**.

The total number of people provided with PSS assistance (until 30 September 2021): **6,038 people** – a total of 1,390 people who were or are still staying in collective shelters, 3,520 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, 840 children and other population who participated in summer cinema and children workshops and 120 people assisted over the PSS support telephone line.

A total of **16,006 PSS** services were provided to the affected population so far – 14,829 PSS services provided in person, 120 PSS services provided over phone and some 1,057 organized group workshops and activities took place. 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.



*Photo: Garden workshop in container settlement Petrinjska Sisak. Source: CRC*



*Photo: Jewellery workshop, container settlement Fistrovićevo, Sisak. Source: CRC*

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.

Apart from 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 the ongoing activities this year, the Red Cross week was dedicated to mental health and psychosocial support. Part of the program included the 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).

Some of the main issues for people are related to their dislocation and difficult access to various services. Also living conditions in the containers can be challenging especially with the approaching winter and uncertainty about the future.



*Photo CRC: Garden workshop in container settlement in Glina*

The main challenges for CRC and its local branches providing PSS services are related to coordination among local stakeholders in case of referrals (e.g., family violence, drinking problems), a lack of information for the service providers, a big number of container settlements in some places (e.g. there are 11 settlements in Sisak) and need to cover very scattered area.

**Glina:** The PSS team in Glina continued to conduct their regular activities at the following schedule: Mondays – workshops with primary school children and youth; Tuesdays – workshops and individual support in container settlement Mali dom, individual support in remote areas; Wednesdays – workshops in kindergarten in morning and workshops for older people in the library in the evening ; Thursdays – workshops and individual support in container settlement Mali dom, individual support in remote areas; Friday – individual support in hotel Topusko.

The main challenge at the moment is working with people placed in evacuation centre Topusko due to problems related to lack of information and poor socio-economic situation. Feelings of helplessness, loneliness and fear are very common. Most of the people are older who were either living in an Elderly care home or alone in remote areas. Access to information and their rights remains an issue, which is being referred to relevant institutions and organizations. It is important to mention that team in Glina has cooperation with a local NGO Suncokret and implement joint activities with international and local volunteers. Some of the highlights in the reporting period were:

1. Cooperation with ADRA Croatia - participation in the organisation of *Summer children play* in a village Majske poljane which was one of the most affected during the earthquake

2. Marking of the International Youth Day (12 August) when different sport activities were organized with the participation of local and international volunteers and organizations.

**Petrinja:** Due to the lack of space in container settlements in Petrinja, great emphasis is on the provision of individual support both in container settlements and in the remote areas. Main issues are still of fear and insomnia due to the ongoing quakes. Slow process of renovation is prolonging their distress and deepens the feeling of helplessness. Existing mental health issues prior to the earthquake are becoming more evident and the need for specialized mental health care is becoming more important.

After successfully establishing cooperation with the local NGO Zeleno Zlato, once a week, residents of the container settlements are going to Hrastovica, a village nearby Petrinja and learn about green sustainable development and practical implications for their own homes.

**Sisak:** As mentioned in the previous report, Sisak has 11 organized accommodations, which makes it challenging for the organization and implementation of the psychosocial support program. To enhance the support for affected people, the PSS team integrated their program with the CRC Youth and volunteers department. In a 6-week period, youth volunteers from local branches in Croatia came to volunteer in Sisak. Their main task was, with the support of local PSS staff, to organize social activities for residents of the container settlements. This joint activity was implemented during August and September and total of **17 volunteers** have completed more than 500 hours. Organized group activities included various activities with the aim to alleviate suffering and enable better coping through building healthy lifestyles. Building healthy lifestyles aims at both physical and mental health taking in consideration a holistic approach in psychosocial support programming.

Some of the problems faced by the beneficiaries, especially those living in container villages are related to dissatisfaction with the renovation, poor family relationships and conflicts among residents of the container settlements. As this area was strongly affected by war, similar to the whole county, mental health issues existing prior to the earthquake became more visible and there are many referrals to specialized mental health institutions or family doctors.

**Hrvatska Kostajnica:** The PSS program in Hrvatska Kostajnica is focused on both individual and group support. Some of the activities include acupuncture sessions with affected people as well as outdoor activities for children. During the reporting period, there were two workshops *Our childhood games* which gathered around 20 children from Hrvatska Kostajnica. In addition, a quiz was organized in Hrvatska Dubica for older people living in the 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.

In addition to support spontaneous volunteers, staff from the local RC branches gain support via psychoeducation group sessions 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 with 15 staff and volunteers participated. The third training was organized from 23 to 25 September for 14 PSS staff and volunteers from Zagreb county with participation of 2 newly employed staff in Petrinja and Sisak.

Topics of the trainings 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, Media coverage of PSS response, Support to staff and volunteers, Reporting and information management (Kobo). Training facilitators were PSS focal points from the CRC NS, as well as experienced PSS staff from RC city branches of Sisak, Karlovac and Zagreb County. One part of the trainings 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 neighbouring 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.

During the reporting period, coordination was done on a local level with local institutions and organizations previously mentioned.

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.



## Water, sanitation and hygiene

People reached: 3,965

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%

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

Indicators:	Target	Actual
# of people reached by hygiene promotion activities	1,000	3,000

#### Progress towards outcomes

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 % - and visibly acted upon.

The following outcome has been removed from the IFRC Emergency Appeal in April 2021, and is covered by a project-based bilateral contribution from the Polish Red Cross and the Finnish Red Cross:

### Outcome 2: Sustainable reduction in risk of waterborne and water-related diseases in targeted communities in the recovery phase

Indicators:	Target	Actual
# of people provided with safe water services that meet agreed standards according to specific operational and programmatic context <sup>7</sup>	1,000	1,965

### Output 2.2: Community managed water resources giving access to safe water is provided to target population\*

Indicators:	Target	Actual
People are provided with access to an improved water source	1,000	1,965
# of water wells tested and cleaned (Activities covered by CRC bilateral partners since EA revision)	400	655

#### Progress towards outcomes

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.

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 655 wells have been cleaned and sanitized.

The Finnish Red Cross contributed a trailer for a 4WD vehicle to be used for WASH activities, delivered to CRC on 24 February 2021.

A newly recruited wells sanitation team and purchase of new 4WD vehicle are funded by bilateral funding raised by CRC. The new team is employed by the CRC local branch of Glina but covering the whole affected area of Sisak-Moslavina County.

Posters and leaflets were prepared, one pertaining to preventing **water-related diseases**, one to hygiene promotion, and placed in schools and public buildings of the affected areas. This complements leaflets given as

<sup>7</sup> This is a Federation-wide target.

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.

### Distribution of bottled water

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 **689,707 litres of bottled water** to the population.

### Water Wells

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 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 newly recruited 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.

Due to the great interest of the population (more than 900 applications), another team was formed which started working in mid-May.

Until the end of September, CRC has received more than 900 applications. In the period between March-September, **655 wells were cleaned by two wells cleaning teams**. The plan of the Croatian Red Cross is to implement a program of cleaning wells in earthquake-affected areas for as long as necessary.

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 beneficiaries.

kontakt: ab@hck.hr

mob: 091 604 7094

ili se javite u najbliže društvo Crvenog križa



HRVATSKI CRVENI KRIŽ

Upute:

**1.Redovito dezinficirajte svoj bunar.** Kloriranje privatnih bunara u kućanstvima obavlja se kod čistih voda bez zamućenja koje se stalno koriste. Klorira se dodavanjem dva grama preparata IzosanG na jedan kubni metar vode. Preporučuje se potrebnu količinu sredstva prethodno otopiti u prikladnoj posudi (kanti), dobro izmiješati i taj otopljeni sadržaj ubaciti u vodu/bunar koji se dezinficira.

**2.Uredite svoj bunar** - izbetonirajte bunarski plašt, kako biste spriječili ulaz prljavih površinskih voda, izgradite nadgrađe bunara, ogradite bunar kako biste spriječili pristup životinjama.

**3.Osigurajte nepropusnost vaše septičke jame,** kako prljava voda iz nje ne bi zagađivala okolne podzemne vode.

**4.NE pretvarajte stare bunare u septičke jame,** jer tako zagađujete zemlju i podzemne vode, stari bunari moraju se zatrpati/napuniti nezagađenom zemljom.

\*Zdravstvenu ispravnost vode može potvrditi samo ovlašteni laboratorij.

### ASANACIJA BUNARA

Financirano sredstvima Ministarstva zdravstva

**Bринite se za svoj bunar, kako biste bili sigurni da imate zdravstveno ispravnu vodu. Čak i ako Vaša bunarska voda izgleda bistro, ona može biti zagađena.**

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.

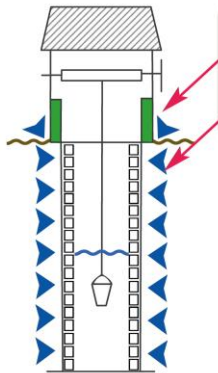
**Što Vaš lokalni Crveni križ može učiniti :**

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

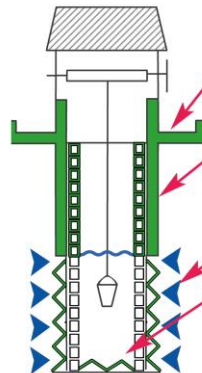




## KAKO SAMI MOŽETE POBOLJŠATI KVALITETU SVOG BUNARA



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 zadaću spriječiti prodore površinske vode, a izvodi se iz gline, betona ili cigle zacementirane jakom žbukom koja taj sloj čini nepropusnim.  
Podzemne vode ulaze u bunar. Ako je moguće na dno može se staviti sloj šljunka kako bi se spriječio ulazak zemlje u bunar.

TRADICIONALNI BUNAR

POBOLJŠANI BUNAR

**Education of new members in Petrinja:** In April, a training for new members was organized in Petrinja. 20 employees and volunteers participated. Among the participants the CRC recruited the members of the newly organised cleaning wells team.



Photos by CRC: Well cleaning in Glina – CRC well cleaning team

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

Croatian Red Cross team took water samples for **300 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 resulted 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.

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 wells for safety reasons for the time being.



*Photos by CRC: Well cleaning in Petrinja, CRC*

*Photos by CRC: Well cleaning in Sisak area, 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.

Because of this results majority of wells have to be cleaned and sanitized for the second time.

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.

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

### 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. Until end of September, the Croatian Red Cross distributed more than **281,811 kilos of hygiene supplies** to the population.



## Protection, Gender and Inclusion

People reached: > 10,000

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	>10,000

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

Indicators:	Target	Actual
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 providing field 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.

Container settlements have been organised for people who cannot return to their homes that are destroyed or damaged – majority of them are older people and people who were leaving in apartment buildings that are awaiting organised reconstruction. 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 offered **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 827 people in collective shelters are covered with delivery service of food and basic household items - as mentioned before majority of them are older people.

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. Some 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 as there are cross-cutting different sectors.

Some specific actions have been organised meanwhile 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 1,000 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).
- From June to September 2021, a total of 152 elderly households who stayed in their damaged houses in remote villages has been delivered the stoves on wood – the purchase of stoves CRC funded from the other available funding.
- In July, CRC assisted 4 kindergartens with 11 damaged buildings in Sisak, Glina and Petrinja with a total of HRK 660,000.00 (CHF 95,600.00) – funding for this was provided from the rest of funding raised through the National Appeal.
- CRC organised a few additional donations for the Sisak hospital including procurement of some equipment that was lost in the earthquake.
- 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 theatre performances and workshops for children has been organize – 35 in cooperation with different theatre 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 are covered by CRC bilateral partners. The reduction in the revision of the EA funding requirements in April 2022 was offset by the addition of supplies and materials to arrange activities for older people and children in collective shelters, and community-based protection activities.



## Disaster Risk Reduction

People reached: 7,934

Male: 50%

Female: 50%

### Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster

Indicators:	Target	Actual
# of people reached through activities in communities, kindergartens and schools	25,000	<b>7,934</b>

### Output 1.1: Schools take active steps to strengthen their preparedness for timely and effective response to disasters

Indicators:	Target	Actual
# of schools with an earthquake contingency plan	60	0

### 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 the COVID-19 pandemic, most of the seminars were conducted online through the 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.

By September of 2021, CRC held education on the topic of "**Emergency preparedness**" for **3,500 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.

Also, CRC developed a basic online video training for all volunteers involved in volunteering activities. After the earthquake in Sisak-Moslavina 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.

**CRC education for preschool teachers, elementary and high school teachers and other experts in kindergartens and schools from January to September 2021**

	Number of educations	Number of participants
"Emergency preparedness – emphasis on earthquake"	24	3,500
Presentation of program and educational platform "Safer schools and kindergartens"	26	4,049

**Lessons learned exercises**

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

It was organized by the Croatian Red Cross in cooperation with Zagreb County Red Cross in location of Jastrebarsko from 9-12 September 2021.

Members of county intervention teams from all over Croatia took part in the exercise. A total of 120 participants from 16 county Red Cross societies and 30 CRC Headquarters staff. The scenarios of the exercise were based on the topic of earthquakes using the lessons learned from the last Sisak-Moslavina earthquake. The aim of the exercise was to enhance preparedness of intervention team members for quality response to crisis situations and building the self-sufficiency of each individual. After the simulation exercises by the participants, the analysis of scenario performance was done.

For the first time, majority of the services of the Croatian Red Cross were involved in the organization and implementation of the exercise.

In revised EPoA, in April 2021, the budget for this sector was reduced. Majority of implemented activities were funded by CRC outside the EA funding.

**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	7
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 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, the 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.

## 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%
<b>Progress towards outcomes</b>		
<p>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.</p> <p>Technical assistance was provided by IFRC ROE through the deployment of a Communications officer and a Senior Officer in Partnership &amp; 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.</p>		

<b>Influence others as leading strategic partner</b>		
<b>Outcome S3.1: The programmatic reach of the National Society and IFRC is expanded</b>		
<b>Output S3.2.3: National Societies are supported in resource and partnership development (from both domestic markets and foreign sources)</b>		
Indicators:	Target	Actual
Final evaluation and lessons learned workshops organised	2	0
<b>Progress towards outcomes</b>		
<p>In the immediate aftermath of the earthquake in Sisak-Moslavina County (SMC), the Croatian Red Cross (CRC) led the establishment of a Humanitarian Coordination Forum, which consists of 24 civil society organizations and international organizations. Members include the CRC, all Red Cross local branches in the four disaster-affected districts (Petrinja, Glina, Sisak and Hrvatska Kostajnica), UNICEF, the National Ombudsman's Office, and numerous national and local NGOs.</p> <p>Over the past nine months of the earthquake emergency response, the Humanitarian Partnership Forum coordinated effective and principled humanitarian action in partnership with national and local authorities ensuring that assistance and protection reach the people who needed it most.</p> <p>The new position of humanitarian coordinator has been recruited for 6 months to lead the coordination of NGOs active in the earthquake response – initially from April to end of September that is now extended by the end of 2021.</p> <p>Over the months of June, July and August 2021, the Humanitarian Coordination Forum organized joint inter-agency field missions, needs assessments and analysis among humanitarian partners, which will provide the evidence-based analysis of the magnitude of the crisis and identify the most pressing humanitarian needs.</p> <p>In June 2021, the Humanitarian Coordination Forum and its members conducted an inter-sectoral needs assessment with focus interviews of <i>affected populations living in all established IDP camps and group shelters in Petrinja, Sisak and Glina</i> (which represents all IDP camps/group shelters in SMC). In total, the 251 households were interviewed (424 people), which represents 66.56% of people living in IDP camps/group shelters in SMC. In addition, in July/August 2021, the Humanitarian Coordination Forum surveyed 139 households (373 people) in order to conduct an inter-sectoral needs assessment for <i>vulnerable populations living in temporary shelters located outside their homes/residences</i> in Petrinja, Sisak, Glina and Hrvatska Kostajnica.</p> <p>Needs assessments findings include disaggregated data and information on the socio-economic, physical and mental health, and education status of affected population, as well as information on infrastructure of IDP camps/sites. Assessment results will be represented to the Civil Protection National Disaster Management Forum on 9 October 2021 in order to jointly pave the way forward to develop a Humanitarian Needs Overview underpinning the importance of an evidence-based approach in humanitarian response.</p> <p>A lesson learning workshop, together with a simulation exercise that took place in mid-September (as described above under DRR sector), was planned and developed in July in cooperation with the IFRC Ops Manager who assisted CRC team on the methodology and content to facilitate this even to the maximum benefit.</p> <p>In the final months of the year, a 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 will be</p>		

used to improve future CRC practices and policies, will be shared through the EA Final Report, and other reports as appropriate.

The new Humanitarian coordination role and an additional regional workshop on earthquake response was included during the revision of the EA in April 2021.

## 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](#)
- [Previous operation updates](#)

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

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## How we work

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

# Emergency Appeal

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/1-10	Operation	MDRHR004
Budget Timeframe	2021/1-12	Budget	APPROVED

Prepared on 26 Nov 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 26 Nov 2021</b>	<b>938,380</b>
<b>Appeal Coverage</b>	<b>26.81%</b>

## II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	100,634	40,736	59,898
AOF3 - Livelihoods and basic needs	80,225	360,322	-280,097
AOF4 - Health	118,055	2,971	115,084
AOF5 - Water, sanitation and hygiene	3,084	203	2,881
AOF6 - Protection, Gender & Inclusion	0	20,788	-20,788
AOF7 - Migration	6,112	0	6,112
SFI1 - Strengthen National Societies	410,482	166,452	244,030
SFI2 - Effective international disaster management	161,730	34,467	127,263
SFI3 - Influence others as leading strategic partners	0	7,054	-7,054
SFI4 - Ensure a strong IFRC	37,701	0	37,701
<b>Grand Total</b>	<b>918,023</b>	<b>632,993</b>	<b>285,030</b>

## III. Operating Movement & Closing Balance per 2021/10

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	924,430
Expenditure	-632,993
<b>Closing Balance</b>	<b>291,437</b>
Deferred Income	0
Funds Available	291,437

## 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	2021/1-10	Operation	MDRHR004
Budget Timeframe	2021/1-12	Budget	APPROVED

Prepared on 26 Nov 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	86,938				86,938		
Finnish Red Cross	110,743	78,322			189,064		
Iraqi Red Crescent Society	924				924		
Italian Red Cross	79,599				79,599		
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>846,109</b>	<b>78,322</b>	<b>0</b>	<b>0</b>	<b>924,430</b>	<b>0</b>	
<b>Total Income and Deferred Income</b>					<b>924,430</b>	<b>0</b>	