



Emergency Plan of Action (EPoA)

Malaysia: Flash Floods



DREF Operation	MDRMY008	Glide n°:	FL-2021-000209-MYS
Date of issue:	27/12/2021	Expected timeframe:	4 months
		Expected end date:	30/04/2022
Category allocated to the of the disaster or crisis: Yellow			
DREF allocated: CHF 350,000			
Total number of people affected:	70,000 people	Number of people to be assisted:	11,089 people (2,500 households)
Provinces affected:	Kelantan, Terengganu, Pahang, Selangor, Negeri Sembilan, Melaka, Perak and the Federal Territory of Kuala Lumpur	Provinces/Regions targeted:	Kelantan, Terengganu, Pahang, Selangor, Federal Territory of Kuala Lumpur
Operating National Society presence (n° of volunteers, staff, branches): The Malaysian Red Crescent Society (MRCS) has over 6,000 volunteers and 74 staff and 16 branches all over the country			
Red Cross Red Crescent Movement partners actively involved in the operation: The National Society is well known and respected and works closely with the Government. The MRCS mandate is outlined in Directives No. 18, No. 20 and No. 21 of the National Security Council: its role is to support other government agencies in rescue and evacuation efforts and provide emergency medical services. The International Federation of Red Cross and Red Crescent Societies (IFRC) has a dedicated team located within MRCS, at the national headquarters. The IFRC Malaysia support team is working closely with the MRCS headquarters counterparts in monitoring the situation and enhancing readiness measures. The IFRC supported the MRCS with pre-positioned stocks funded under Red Ready (the National Society capacity development project).			
Other partner organizations actively involved in the operation: Government of Malaysia (GoM), National Security Council (NSC), National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, Social Welfare Department (JKM), and the Malaysian Civil Defence Force (APM). The Malaysian Army and Malaysian Navy have deployed boats and heavy-duty equipment such as tractors and lorries to clear the muddy road and ensure flood-affected people are transported to the evacuation centre. This includes using an A400M aircraft from the Malaysian Airforce for logistics.			

A. Situation analysis

Description of the disaster

The Tropical Depression TWENTYNINE made landfall in Kemaman District (southern Terengganu State, north-eastern Peninsular Malaysia) in the late evening of 16 December 2021. As of 17 December at 0.00 UTC, its centre was about 40 km west of Kemaman, with maximum sustained winds of 46 km/h. It continued further west over central Peninsular Malaysia as a Tropical Depression, dissipating in an area north of Kuala Lumpur in the early morning of 18 December¹.

¹ <https://reliefweb.int/report/malaysia/malaysia-tropical-depression-twentynine-gdacs-jtwc-met-malaysia-aha-centre-echo>

Most Peninsular Malaysia experienced moderate to heavy rain with thunderstorms on 17-18 December, causing severe flooding. According to the Department of Irrigation and Drainage, 316.5mm of rain fell in Klang last Saturday (18 December), compared to the average monthly national rainfall of 202mm².

Floodwaters and debris flows have rendered some bridges and roads impassable, impacting overland travel in and around affected areas. The Malaysia's Agensi Pengurusan Bencana (NADMA) has reported that 33 districts in eight states across Peninsular Malaysia (Perak, Selangor, Kuala Lumpur, Negeri Sembilan, Melaka, Kelantan, Terengganu, and Pahang) are affected by floods ([a map is available here](#)). Around 70,000 people are directly impacted, with 67,629 persons (18,650 households) displaced in 470 evacuation centres. As of 23 December, 37 deaths have been reported, with some bodies still missing. Flooding in urban locations has resulted in severe traffic congestion, while heavy rain and low visibility have triggered flight disruptions at regional airports. Dozens of bus routes around the capital have been suspended along with train services to the port city of Klang, one of the worst-hit locations in Selangor. Road closures saw commuters trapped in their cars on jammed highways for as long as 12 hours or more³, caused by people abandoning their vehicles and walking through stormwater. The massive traffic disruption in Klang Valley has also caused the separation of family members. Heads of households were stranded in the city while their families were trapped at home or successfully evacuated to relief centres. This flooding also significantly impacted people's livelihoods, hitting the state of Selangor and the Federal Territory of Kuala Lumpur hard, where the population density is highest in the country, and prolonged flooding is not the norm. Unofficial estimates place the economic losses at around USD 200 million⁴.



Flood in Puchong, Selangor. Photo: Berita Harian newspaper.

Dozens of roads and highways remain closed. There have been unscheduled water cuts and disruptions to the electricity supply. Search and rescue have been hampered by a lack of assets (boats and other vessels) to navigate through the waterways formed around high-density residential areas near low-lying flood basins, exacerbated by coordination issues between authorities. The situation is worsened in low-cost housing areas, where residents of single-storey linked houses do not have the option of moving themselves and their assets to the upper floors. There have been medical evacuations as the elderly and people with chronic diseases suffered from lack of food, running water, disrupted electricity supply and shortage of medication. Residents at Taman Sri Muda in Shah Alam were reportedly driven to desperation as they were stranded by roof-level floodwaters without food for two days due to disorganized rescue efforts, with some resorting to breaking into nearby grocery stores⁵.

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On the COVID-19 situation in Malaysia, the Health Ministry warned of an imminent rise in COVID-19 cases following continuous heavy downpours that inundated several states nationwide after 181 positive cases were detected among the flood-affected on 20 December 2021. As of 20 December 2021, 2,721,544 confirmed cases had been recorded in Malaysia, with new daily cases of 2,589. There have been 31,135 recorded deaths.

Summary of the current response

Overview of Operating National Society Response Action

MRCS and IFRC Asia Pacific Regional Office (APRO) have closely monitored the situation and coordinated the response with the Government of Malaysia (GoM) at the district level. This includes the Social Welfare Department (JKM), National Disaster Management Administration (NADMA), and the Malaysian Civil Defence Force (APM) that leads the response. MRCS, in the affected branches, mobilized their staff and volunteers to monitor and get secondary data related to the flood through the local authorities. MRCS is complementing the search and rescue operations by government agencies, that is led by APM in Selangor (Taman Sri Muda, Hulu Langat), and Pahang. MRCS distributed 150 hygiene kits to the

²Selangor floods: Surprise or failure?, at page <https://www.malaysiakini.com/newsletter/603755>

³<https://www.straitstimes.com/asia/se-asia/two-dead-thousands-evacuated-after-floods-hit-a-number-of-malaysian-states>

⁴As Malaysia grapples with massive flooding, Ismail Sabri faces storm of criticism, at page

<https://www.freemalaysiatoday.com/category/nation/2021/12/20/as-malaysia-grapples-with-massive-flooding-ismail-sabri-faces-storm-of-criticism/>

⁵Desperate stories from flood victims, at page <https://www.malaysiakini.com/newsletter/603884>

affected people in Selangor, taken from the 500 pre-positioned stocks from Johor state, and will continue the distribution of 350 hygiene kits and expected to be completed by 26 December. MRCS Pahang is currently distributing 500 pre-positioned hygiene kits to affected communities. MRCS Pahang assisted JKM to distribute 700 food baskets in Kuala Lipis at five villages. MRCS Selangor also distributed 100 food baskets in affected areas in Selangor. MRCS Selangor set up mobile emergency medical assistance in flood-affected areas to help the populace.

The MRCS is also active in local fundraising for the flood response, and so far, has received a good response from the private sector, including Maxis, Petronas, and Mr. DIY. Astro Radio will be supporting MRCS, and their announcers will be onboard to drive the campaign. Other fund partners (GiveAsia, SimplyGiving, Lazada) will be coming on board to launch an appeal, which will be promoted on their website. There are also plans to get influencers to boost the appeal.

This year, three MRCS operations responding to floods have been carried out in Malaysia involving Johor, Pahang, Kelantan, Terengganu (south and east Peninsular Malaysia), Sabah (East Malaysia), and Kedah states (west Peninsular Malaysia) with support from DREF funding. The first operation reached 2,996 families in Johor, Pahang, Kelantan, Terengganu, and Sabah states from January to May 2021. The second operation assisted 1,100 families in Sabah state, and the third operation reached 216 families in Kedah state. The distribution of hygiene kits, the provision of multipurpose cash assistance (MPCA), early recovery livelihoods cash assistance, hygiene promotion, and mental health and psychosocial support (MHPSS) were the key components of those emergency operations.

The capacity of MRCS volunteers

No	Sector/Tools	WP KL	Selangor	Kelantan	Pahang	Terengganu
1	Regional Disaster Response Team (RDRT)	-	5	4	1	-
2	National Disaster Response Team (NDRT)	5	10	2	1	2
3	State Disaster Response Team (SDRT)	10	15	5	25	5
4	Rapid Deployment Squad (RDS)	-	5	1	-	-
5	Water, Sanitation and Hygiene (WASH)	2	2	6	3	16
6	Psychosocial Support/First Aid (PSS/PFA)	10	20	5-	2	1
7	Vulnerability Capacity Assessment (VCA)	2	10	5	17	2
8	Community Based Health and First Aid (CBHFA)	5	15	5	5	5
9	Cash Transfer Programme (CTP/CVA)	15	10	3	15	9
10	Community Engagement and Accountability	25	10	25	4	25
11	Untrained volunteers (active)	700	1100	400	500	100
	Total	774	1202	461	573	165

Number of active volunteers across the flood affected states in Malaysia. Source: MRCS

The MRCS Volunteer Management System (VMS) has been developed to manage the entire life cycle of volunteer management. MRCS aims to improve the recruitment of new volunteers, which will be made compulsory via VMS across all states. To maintain the quality of the shortlisted volunteers, the volunteer selection criteria will be based on skill set (where the technical leads will define criteria matching their activities). Volunteer selection will also be based on availability



Medical evacuation by MRCS volunteers in Selangor. Photo: MRCS Selangor.



Mobile emergency medical assistance set up by MRCS Selangor. Photo: MRCS Selangor.

for deployment (immediately, within 24 hours, within 48 hours, within 72 hours). The MRCS will also follow up on current volunteers to update their records and ensure they are on VMS with updated training records and past deployments.

Overview of International Red Cross and Red Crescent Movement Actions in country

The IFRC APRO in Kuala Lumpur has a dedicated team located within the MRCS at the national headquarters. The IFRC Malaysia support team is working closely with the MRCS headquarters counterparts to monitor the situation and enhance readiness measures, besides supporting the MRCS on the emergency operations, including the current COVID-19 and disaster emergency response. IFRC has been supporting the capacity enhancement of MRCS through implementing activities and projects under different thematic areas, including the Cash Transfer Programming.

Overview of other actors' actions in country

NADMA is the lead agency for disaster response in Malaysia under the Prime Minister's Office. However, the Prime Minister announced on 20 December that the National Security Council (NSC) would be taking the lead for flood relief efforts effective immediately⁶. The prime minister has announced an initial fund of RM100 million (estimated CHF 21.9 million) to repair houses and infrastructure damaged by the floods and address financial losses. Additionally, the Government has allocated each flood-hit household with RM1,000 (estimated CHF 219), and removed the earlier compensation criteria for "evacuees only".⁷

More than 66,000 police, armed forces, and fire department personnel have been mobilized nationwide to help with evacuations to relief centres for the current search and rescue effort⁸. NADMA hotlines had to be increased to cope with the SOS calls for evacuation. People who could not get through the hotlines have resorted to Twitter to flag their needs, using the *#daruratbanjir* hashtag (translated as "flood emergency")⁹.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Livelihoods and Basic Needs

MRCS conducted an initial assessment in coordination with the local authorities to understand the needs on the ground. Around 67,629 people are already in evacuation centres. Through JKM, the Government announced on 20 December 2021 that they would provide 'ready-to-eat' food and drinking water. People have lost access to livelihoods and income due to floods and/or have had their family income generation activities restricted. Access to financial resources will be needed to meet the affected's daily basic needs, clean, and perform minor repairs on their houses. The MRCS will conduct an assessment to gather more accurate information on needs and provide details in the operational update. Based on operational learning from previous flood responses, market conditions usually return as soon as the flood water recedes. Rapid assessment of markets will also be part of the overall needs assessments, which is ongoing in Selangor and Pahang.

Health and WASH needs

The evacuation process is compounded by the need to manage evacuees who are COVID-positive and undergoing home quarantine. While they are not allowed to be accommodated in the evacuation centres, it was unclear where they would be redirected. The situation of the COVID-19 pandemic may put evacuees in a highly vulnerable position, given the probability of the rapid spread of diseases in confined spaces such as evacuation centres. Thus, access to handwashing facilities, hygiene kits, and PPE, in particular face masks, will be essential to reduce and curb the risk of further transmission.

Typhoid fever, cholera, dysentery, and hepatitis A are major waterborne diseases in Malaysia. Previously, diarrhoeal diseases such as cholera, typhoid and dysentery were prevalent due to poor infrastructure (inadequate clean water supply and latrines) coupled with poor sanitation and hygiene, especially in the rural and suburban areas. Depending on how fast the flood drains away and how soon clean running water can be restored to disrupted areas, people may be vulnerable to waterborne and vector-borne diseases that may proliferate after floods. Cases of dengue and leptospirosis have been known to increase after floods. The incidence of typhoid is also highest among the states with the lowest coverage of treated water supply, specifically in Kelantan, Terengganu, Sabah, Sarawak and Pahang. People will need access to

⁶ MKN put in charge of flood relief, after flak over Nadma

, at page <https://www.freemalaysiatoday.com/category/nation/2021/12/20/mkn-put-in-charge-of-flood-relief-after-flak-over-nadma/>

⁷ As Malaysia grapples with massive flooding, Ismail Sabri faces storm of criticism, at page <https://www.freemalaysiatoday.com/category/nation/2021/12/20/as-malaysia-grapples-with-massive-flooding-ismail-sabri-faces-storm-of-criticism/>

⁸ Prime Minister Ismail Sabri Yaakob, news conference, Saturday, at page <https://www.scmp.com/news/asia/southeast-asia/article/3160277/thousands-displaced-malaysia-after-torrential-rains-cause>

⁹ Nadma adding more hunting lines as many complain calls unanswered, at page <https://www.nst.com.my/news/nation/2021/12/755860/nadma-adding-more-hunting-lines-many-complain-calls-unanswered>

clean water for drinking, personal hygiene and post-flood cleaning upon returning to their houses. Given the damage and asset losses to their residences, they may need cleaning materials and items for personal hygiene.

Mental health needs

The delays in the search and rescue have contributed to prolonged stress to the people who are still trapped and unable to evacuate. Schools have also been disrupted as they became temporary shelters for community members. There is a need to support these people with mental health and psychosocial support (MHPSS). In the previous two DREF operations, MRCS conducted MHPSS activities to the affected people, provided key messages on MHPSS, and conducted MHPSS sessions at the community level. MRCS will conduct a PSS assessment as part of the needs assessment currently in the pipeline.

Targeting

The floods have displaced 67,629 people (18,650 households) into 470 evacuation centres in eight states, including Perak, Selangor, Kuala Lumpur, Negeri Sembilan, Melaka, Kelantan, Terengganu, and Pahang¹⁰. The estimated total number of people affected by the flood is 70,000 people. In coordination with local authorities, MRCS will target five states (Selangor, Terengganu, Kelantan, Pahang, Kuala Lumpur), providing 2,500 families with integrated relief assistance. The target states are finalized using the following criteria: 1) flood-affected area with medium and heavy flood impact; 2) number of the affected population evacuated to relief centres; 3) not covered by other NGOs.

Details of direct beneficiaries

States	Total # households	Total # people	# Females	# Males
Kelantan	400	1,967	981	987
Selangor	850	2,207	1,082	1,125
Kuala Lumpur	300	1,500	746	754
Pahang	850	5,100	2,499	2,601
Terengganu	100	315	157	158
Total:	2,500	11,089	5,465	5,625

Scenario planning

Scenario	Humanitarian consequence	Potential Response
There is a potential COVID-19 outbreak in the targeted villages and volunteers responding to the floods.	May lead to COVID-19 related deaths in the affected community and increase transmission rates in the affected areas, placing additional stress on an already burdened health system.	MRCS will include COVID-19 SOPs into their response and ensure continuous COVID-19 messaging throughout health promotion activities. MRCS will refer to the IFRC COVID safe programming pilot guide. MRCS will ensure coordination with government agencies, especially the Department of Health and health promotion to the affected communities regarding the health protocols.
The potential increase of COVID-19 cases in Malaysia, with the potential for movement restrictions, applied again to the whole country.	Slow down the implementation rate of the operation.	MRCS will adjust their response plan to accommodate the restriction, with a contingency plan to continue the response. MRCS will involve more volunteers from the target villages or nearby areas to continue the activities at the village level.
There could be a second wave of heavy rainfall leading to more floods. Potentially,	The people may experience another disaster, which may lead to increased needs in the response operations.	MRCS will consider the DRR information to be included in the IEC materials as part of the key messaging for the community.

¹⁰ According to Info Bencana app information developed by the Social Welfare Department (Jabatan Kebajikan Masyarakat, JKM), as of 21 December at 5.00am

there could be another flash flood in the targeted states		MRCS will orient the state chapters on the potential increased response.
MRCS personnel contracting COVID-19 while responding to the situation.	Slow down the implementation rate of the operation and place personnel at risk of death and ongoing health complications.	Ensure MRCS staff members and volunteers are insured under the operation and well oriented on COVID-19 safe implementation approaches.

Operation Risk Assessment

There are no major threats in Malaysia that may directly impact the implementation of operational activities. Some challenges may still arise from road access damaged by flash floods in affected areas, the increased health risks in the COVID-19 crisis, mosquito and waterborne diseases, and debris and vehicle accidents.

However, adequate measures will be put in place to mitigate the security risks. There is already a field implementation guide for MRCS branches and volunteers considering the current COVID context, followed for this DREF implementation to minimize risk. The MRCS will follow the existing Government and RCRC Movement guidance related to the COVID-19 crisis during this operation. The IFRC oriented MRCS on the COVID safe programming pilot guide Asia Pacific 2020, referencing the mitigation risk. MRCS will consider appropriate logistics to reach the targeted areas, such as a 4WD vehicle for the operations, which can be rented or borrowed from the national headquarters office, and equip volunteers with PPE during the operations.

MRCS will continue the coordination with the local government and the other agencies to avoid the overlap of assistance to flood-affected people. MRCS is currently participating in the daily coordination meeting held by the local authorities.

B. Operational strategy

Overall operational objective

The primary objective of this emergency operation is to provide effective integrated relief assistance to 2,500 households severely affected by recent flash floods in five target states. Details of the key components of this emergency operation are outlined below.

Livelihood and basic needs

MRCS will provide Multipurpose Cash Grant Assistance (MPCA) to 2,500 households severely affected by flash floods in five target provinces, enabling them to address their immediate food and non-food needs. Amongst other basic needs, the MPCA assistance will mainly target the food and hygiene needs of the target households. The Government of Malaysia is providing cash assistance to flood-affected people with MYR 1,000 (CHF 219) per household to repair houses and infrastructure damaged by the floods. MRCS MPCA will complement the aid from the Government to cover the basic needs (food and personal hygiene items).

The MPCA will be implemented as the market is back to full operation after the flood, and the community has access to the markets. The MRCS will collect further updated market information through a rapid market assessment in the first weeks of the operation.

The amount of MPCA will be MYR 350, approximately CHF 76.58 per family, and it will be one-off distribution. The preferred delivery mechanism will be bank accounts. The amount of cash is defined based on 52 per cent of the minimum expenditure basket (MEB) for one household for one month in the targeted areas. The cash covers food, based on calculations that provide 72 per cent of the monthly 2,100 kilocalorie requirements (1,511 kcal/person) for an average household size of five and personal hygiene items. The post-distribution monitoring reports of previously implemented similar emergency operations (by MRCS) inform that most cash is utilized for food, hygiene, and health needs, respectively.

MRCS has good experience in cash transfer programming. The MRCS implemented emergency operations with cash assistance components to 2,962 families in December 2020 (COVID-19 response operation), to 2,650 families from January to May 2021 (flood response DREF operation), to 1,100 families between June to August 2021 (flood response DREF operation), and to 216 families from September to November 2021 (flood response DREF operation).

WASH

The MRCS will distribute comprehensive hygiene kits to 2,500 target households. Those beneficiary households, who have access to local markets, will be provided with cash assistance to purchase hygiene kits. For areas where people have limited access to markets, MRCS will provide its pre-positioned hygiene kits for distribution. MRCS will then use the allocated amount under this DREF operation for replenishment purposes for the WASH component only. MRCS also has good experience implementing the emergency WASH programme, and MRCS has trained WASH volunteers in the target states. Kelantan has five water and sanitation (WatSan) disaster response kits LMS kits, and a man-pack water treatment plant and Sabah has a Man-pack water treatment plant.

Health

MRCS will provide mental health and psychosocial support (MHPSS) to 2,500 households in the target villages when people return to their villages. There will be MHPSS sessions for adults and children, with MRCS volunteers providing mental health awareness, coping mechanisms and also promoting the MRCS PSS careline centre. By having members from five states, including Selangor, Kuala Lumpur, Kelantan, Pahang, and Terengganu, on the ground to support activities, this interaction will ease the stress of the villages with interventions for their mental health. MHPSS information will be included in the IEC material that MRCS will distribute to the families, including DREF operations information, CVA, early recovery livelihoods grants, hygiene promotion, and feedback number. MRCS will implement health and wellness awareness activities for the same 2,800 targeted households.

MRCS will ensure that all staff and volunteers abide by the national disaster management guidelines on measures to minimize transmission of COVID-19 that was released in November 2020. IFRC has oriented MRCS on the COVID safe pilot guide Asia Pacific 2020, strictly implemented under this emergency operation.

Community engagement and accountability

In this DREF operation, MRCS staff and volunteers will ensure that Community Engagement and Accountability (CEA) minimum actions are considered in all interventions in respective sectors. MRCS will identify what other organizations are doing about CEA (local NGOs, community groups, Government). All staff and volunteers will be briefed before, during and after operations. Community consultation meetings will be carried throughout the operation to find out the needs of the communities, to ensure communities are engaged in planning and communities have timely, accurate information about the operation to provide feedback. The consultation will also include different stakeholders within the community to ensure different stakeholders had been engaged during the process.

Community feedback mechanisms will be integrated into this emergency operation to ensure that affected communities can share their questions, suggestions, concerns, rumours and sensitive feedback and that those are documented and addressed. For example, sensitive feedback could include individuals reporting about and seeking protection from sexual exploitation and abuse (PSEA) during and after a crisis. MRCS will identify the most appropriate communication and feedback channels such as moving announcements, helpdesks, social media, hotline. Based on feedback from the cross-sectoral feedback mechanisms, MRCS will share information on the nature and scope of services provided by MRCS and other topics queried by the affected community. MRCS will inform community members about giving feedback, and responses shall be kept local and response times short. MRCS will consider the lessons learnt from previous DREF operations when implementing feedback mechanisms.

When assisting, MRCS will ensure that communities know who is eligible to receive assistance and disseminate criteria through appropriate and suitable mediums, IEC materials and social media, considering the needs of different groups within the community. MRCS shall ensure that risk communication and community engagement (RCCE) activities are included and share information about COVID-19, hygiene, and other waterborne diseases.

Protection gender and inclusion

MRCS will apply Minimum standards for protection, gender, and inclusion in emergencies through mainstreaming in all technical sectors and focused actions based on needs. Targeting will be done based on risk and need analysis, focusing on those most at risk and marginalized individuals and groups. Sex, age, and disability disaggregated data will be collect during the operations. IFRC will provide technical support to mainstreaming and focused protection, gender and inclusion (PGI) actions.

Migration and displacement

In line with the Fundamental Principles of the Red Cross Red Crescent Movement and the Movement's approach to migration, the MRCS will include migrants and refugees (irrespective of their legal status) living in the affected areas impacted by the floods. MRCS will conduct training for their staff and volunteers, with the support from IFRC, on engaging with migrants and refugees and integrating them into the MRCS' response plans. The staff and volunteers will also receive briefing materials to equip them with key considerations in their engagement with migrants as part of their flood response. Furthermore, the MRCS will ensure that their approach to CEA will include migrant groups in the affected areas.

Communication

The IFRC will support the communications team of the National Society to communicate with external audiences on the situation and the Red Cross Red Crescent humanitarian response to generate visibility and support for the humanitarian needs and the Red Cross Red Crescent response. Close collaboration will be maintained between the IFRC regional communications unit, IFRC Malaysia team and the National Society to ensure a coherent and coordinated communications approach.

Information technology and information management

For accurate, reliable and timely data collection and mobile data collection, the KoBo toolbox will be used to assess the need. The mobile data collection will also collect information from recipients on post-distribution monitoring after assistance is provided. Cooperation between information management (IM) and programme personnel will be essential to analyze data and evaluate the targeted population's need for assistance. WhatsApp groups and online sessions are in place for sharing regular operational information among the MRCS and IFRC. The IFRC APRO IT and telecommunication team in Kuala Lumpur provides technical support to the volunteers on communication issues. IT facilitation enhances both the IFRC and MRCS ICT sections. IT complications and technical solutions in field areas will advise and closely monitor all the deployed volunteers. For CVA implementation, MRCS will use a Red Rose Data Management Platform that MRCS had used previously in the COVID-19 and DREF flood response 2021 CVA activities.

Logistics and supply chain

Logistics for the cash transfer programming will include the bank transfers to the recipient affected families via national banks considering all banking services are fully operational in the affected states. The DREF budget will cover the bank and other fees related to these transfers. In the previous two DREF operations, MRCS conducted a procurement process to select the Financial Service Provider (FSP), with specific Scope of Work (SOW) and selected Maybank to support the CVA activities. Maybank will facilitate the unbanked families to open a bank account with them. Considering the MRCS procurement policies and procedures and the cost of the financial service (that will not be higher than CHF 100 per person), MRCS will use the related cash service with partner banks, which has a valid agreement to procure this kind of services to MRCS, and national coverage. This procurement process complies with IFRC procurement policies. It has been evaluated with the technical support provided by the global humanitarian services and supply chain management (GHSSCM), the Asia Pacific in Kuala Lumpur. MRCS will distribute the 1,500 pre-positioned hygiene kits in the targeted five states – Selangor, FT Kuala Lumpur, Pahang, Kelantan, and Terengganu. This DREF will replenish these hygiene kits.

Quality programming

Planning, monitoring, evaluation and reporting (PMER) activities will be rolled out to ensure the quality of implementation throughout the operational management cycle. MRCS will be responsible for the day-to-day monitoring of the operation, primarily at the branch/unit level. MRCS and IFRC monitoring teams, including the volunteers, will visit operation sites regularly to measure the progress of the implementation and provide support for the better accomplishment of proposed actions in the intervention areas. After all the activities are completed, post-distribution monitoring will be conducted. The survey will enable gathering information about the impact of the assistance and other feedback from recipients of the relief. An internal lesson learned workshop is planned under this DREF to reflect the operation's achievements, challenges, and learnings. There will be adherence to protection, gender and inclusion (PGI) measures, the collection of sex-age and disability disaggregated data, application of Minimum Standards on PGI in Emergencies through the project cycle (including monitoring and reporting). There will be efforts to ensure an equitable gender balance of staff and volunteers and considerations to promote the participation of women, men, girls and boys of all ages and backgrounds in the affected population, as well as people with disabilities.

Based on the lesson learned session from the previous three DREF operations, MRCS will improve the communication between national headquarter and branches, carry out joint planning from the start of the DREF operations, and maintain regular coordination meetings throughout the whole operations. MRCS will also provide an orientation on the current DREF operations to all staff and volunteers. Any necessary refresher training will be provided to the volunteers involved in this operation.

Administration and finance

IFRC and MRCS operations and finance team will work closely to ensure the cash supply chain towards the field. The operation will rely on existing financial management and administration systems in MRCS and IFRC. Provisions have been made for communication costs related to the operation, financial charges and general expenses.

Security

The National Society's security framework will be applicable for the duration of the operation to their staff and volunteers. For personnel under IFRC security's responsibility, including surge support deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident

management, will be applicable. All IFRC staff must, and RCRC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses. These are the Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training. Staff and volunteers must be aware of the security situation and briefed on reactions in an emergency before deployment to the operational area.

Business continuity

The National Society's business continuity plan (BCP) will be applicable for the duration of the operation to their staff and volunteers. For personnel under IFRC responsibility, including surge support deployed to the area, the existing IFRC business continuity plan, including the Government and internal SoPs and regulations, protective measures and protocols regarding COVID-19, will be applicable. The country and regional business continuity team will support the National Society with guidance and advice.

Civil-military relations

The IFRC will support MRCS in its auxiliary role to ensure core humanitarian values and principles of humanity, impartiality, independence, and neutrality (NIIHA) during the operations. It will never be compromised when working in the same humanitarian space as the military other security services. If the MRCS chapters must work in close coordination with military and/or other security actors, it will be done following specific principles. These principles are those of last resort, do no harm, distinction, not resort to armed protection, sharing information that does not threaten the neutrality and independence of their humanitarian action and promote the proper use of the Red Cross and Red Crescent emblems.

C. Detailed Operational Plan



Livelihoods and basic needs

People targeted: 11,089 (2,500 HH)

Male: 5,625

Female: 5,465

Requirements (CHF): 225,644

Needs analysis: Based on experience from previous flood events, the affected households would likely not have access to basic needs or lost all their belongings during the floods. Severe property damage has impacted their livelihoods and resulted in a loss of income. Households and communities need support to address their immediate needs to recover with dignity. The majority of villages are working in the farming and eco-tourism sectors, which have been significantly impacted by the COVID-19 pandemic and flash floods early this year, affecting livelihoods. MRCS has identified the most urgent needs for food, hygiene items and cleaning items. The Government announced assistance of RM1,000 to heads of households affected by the floods. The aid will be channelled after all the victims currently housed in temporary evacuation centres (PPS) return to their homes.

MRCS will focus on the 2,500 most vulnerable households affected by the floods and provide multipurpose cash assistance (MPCA). The MPCA is expected to cover their households' basic needs (food and hygiene kits) in the coming weeks. MPCA will be channelled through the beneficiary's bank account. If they do not have a bank account, the cash delivery mechanism will be through direct bank transfer to families or other means. The amount of the MPCA will be MYR 350 (approximately CHF 76.58) per family. The amount of cash is defined based on 52% of the minimum expenditure basket for one household for one month in the targeted areas. The cash covers food based on calculations that provide 72% of the monthly 2,100 kilocalorie requirements (1,511 kcal/person) for an average household size of five and personal hygiene items. The percentage of MEB coverage also considers the household's capacity to provide for themselves and assistance received from varied sources.

Risk analysis: Risk of implementing the programs in COVID-19. Need to adhere to strict SOPs.

Population to be assisted: Up to 2,500 households receive multipurpose cash assistance to ensure the availability of basic needs, including food and hygiene during the emergency and recovery phase. Prioritization will be given to the most vulnerable families who have been affected by the flood based on criteria: women-headed households, households with pregnant and lactating women, infant family members, people with disabilities and/or primary school children, migrants and refugees within the pre-agreed locations in coordination with local authorities.

Programme standards/benchmarks: This operation will seek to meet Sphere standards and follow CVA guidance.

P&B	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	# of targeted households that have enough (food, cash, income) to meet their survival threshold (Target: 2,500)
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Output Code	Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs	#of household reached with cash for basic needs (Target: 2,500)															
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP081	Unconditional/multipurpose cash distributions.			x	x	x	x	x	x	x	x	x	x				
AP081	Continue needs assessment	x	x														
AP081	Carry out market assessment	x	x														
AP081	Identify, verify and register target households according to set criteria and prepare beneficiary lists	x	x														
AP081	Community meetings and consultation with local authority	x	x														
AP081	Disseminate IEC materials and community engagement			x	x	x	x	x	x	x	x	x	x				
AP081	Engage a suitable money transfer facility for cash distribution			x	x	x	x	x									
AP081	Disburse cash grants to targeted households			x	x	x	x	x									
AP081	Carry out price and marketing monitoring	x					x				x					x	
AP081	Conduct post-distribution monitoring on the usage of cash transfers and reporting													x	x	x	



Health

People targeted: 11,089 (2,500 HH)

Male: 5,625

Female: 5,465

Requirements (CHF): 19,543

Needs analysis: Previous feedback highlighted mental health concerns among the affected population (feeling stressed and worried) because of the flood and the current COVID-19 pandemic. In addition to losing their livelihoods, the inability to earn income for their families, their children's education, and recovering from damages to properties, including their houses, furniture, and household appliances. There will be a need to support these people with mental health and psychosocial support (MHPSS).

Risk analysis: There is a possibility that the health system will be overwhelmed by increases in cases of COVID-19, given the new variants now present in the community. MRCS needs to comply with the SOPs for disaster management and deliver hygiene promotion more carefully according to established procedures.

Population to be assisted: MRCS will provide MHPSS to 2,500 households in the target villages when they have returned to their villages. There will be MHPSS sessions for adults and children, where MRCS volunteers will provide mental health awareness, coping mechanisms and promote the MRCS MHPSS careline centre. The MHPSS team will also reach out to migrant communities, including refugees who were previously vaccinated and located in the areas affected by the flooding.

PFA-trained volunteers will provide psychological first aid to the people affected by the floods by incorporating the "look, listen and link". Those requiring further assistance will be referred to other agencies for more specialized support. There will be a duty of care for all staff and volunteers working for this response to ensure their wellbeing.

Programme standards/benchmarks: MHPSS/PFA guidance from IFRC/MRCS. Program evaluation is based on the promotion of hygiene implemented previously under community service. This promotional hygiene will be implemented in evacuation centres under JKM regulation.

P&B Output Code	Health Outcome 1: The immediate risks to the health of affected populations are reduced							# of targeted households that have received health services (target: 2,500)									
	Health Output 1.1: Community-based disease control and health promotion is provided to the target population							# of households reached with community-based health promotion and monitoring by volunteers (target: 2,500)									
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP021	Orientation of volunteers and staff involved in disaster response on COVID-19 safe practices.	x	x														
AP023	Staff and volunteers' wellbeing and duty of care- proper PPE, orientation on COVID-19 and regular monitor of symptoms, PFA		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

	support. COVID-19 prevention kits will be provided for staff and volunteers.																
AP021	Reproduce and distribute IEC materials on community-based disease prevention and health promotion.	x	x	x													
AP021	Conduct Post-Distribution Monitoring (PDM)															x	x
P&B Output Code	Health Outcome 6: The psychosocial impacts of the emergency are lessened	<i># of targeted households reached with social care assessment and support (target: 2,500)</i>															
	Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff	<i># households reached with psychosocial support activities (target: 2,500)</i>															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP023	Identify and training for volunteers in PFA	x	x														
AP023	Assess PSS needs and resources available in the community	x	x														
AP023	Provide PSS to people affected by the crisis/disaster				x	x	x	x	x	x	x	x	x	x	x	x	x
AP023	Provide PSS to staff and volunteers				x	x	x	x	x	x	x	x	x	x	x	x	x



Water, sanitation and hygiene

People targeted: 11,089 (2,500 HHs)

Male: 5,625

Female: 5,465

Requirements (CHF): 46,487

Needs analysis: The effects of the disaster will affect the area's water, sanitation, and hygiene. The Social Welfare Department (JKM) will provide temporary shelter to ensure the sanitation needs of the residents are taken care of. The impact of the disaster will affect the water and sanitation of the area. Water supply may be contaminated with floodwater, and government water supply may be disrupted, impacting the affected population access to safe water. MRCS will conduct hygiene promotion activities by focusing on the 2,500 most vulnerable households affected by the floods. Ongoing assessments will identify those affected and implement health and wellness awareness through hygiene promotion. The health systems are already overstressed due to the COVID-19 pandemic, and the resources are strained. The ongoing flood is causing a double burden to the health system, battling coronavirus and waterborne diseases and health issues.

Risk analysis: All activities to be carried out in the pandemic must comply with the guidelines set by the relevant government authorities (e.g., NADMA). This is to reduce the transmission risks, especially for MRCS staff, volunteers and the people they serve.

Population to be assisted: Up to 2,500 households are expected to receive essential hygiene items through in-kind or cash and hygiene promotion activities. MRCS will conduct assessments to ensure the most vulnerable families are prioritized (migrants and refugees, women-headed households, households with pregnant and lactating women, infants, disabled people and/or primary school children) within the pre-agreed locations. This will be in coordination with local authorities.

Programme standards/benchmarks: This operation will comply with the Sphere minimum standards, WHO standards, IFRC WASH guidelines for hygiene promotion in emergency operations and IFRC menstrual hygiene management guidelines and tools.

P&B Output Code	WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities	# of households reached with WASH services (Target: 2,500)															
	WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities	# of assessments/monitoring visits undertaken and shared (Target: 1)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP026	Conduct needs assessment to define WASH situation in targeted communities.	x	x	x	x												
AP026	Conduct training for RC volunteers on carrying out WASH assessments.	x	x	x	x												

AP026	Coordinate with other WASH actors on target group needs and appropriate response.	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
AP026	Continuously monitor WASH situations in targeted communities.	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
P&B Output Code	WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	<i># of people reached by hygiene promotion activities (Target: 11,089)</i>																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP030	Conduct needs assessment: to define hygiene issues and assess capacity to address the problem.	x	x	x	x													
AP030	Select target groups, key messages, and methods of communicating with beneficiaries (mass media and interpersonal communication).	x	x	x	x													
AP030	Develop a hygiene communication plan. Train volunteers to implement activities from communication plan.	x	x	x	x													
AP030	Design/Print IEC materials.	x	x	x	x													
AP030	Assess progress and evaluate results				x	x	x	x	x	x	x	x	x	x	x	x	x	
P&B Output Code	WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population	<i># of households provided with a set of essential hygiene items (Target: 2,500)</i>																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP030	Determine the needs for hygiene NFIs, including soap, water storage, and menstrual hygiene for each community based on health risks and user preference in targeted communities in coordination with the WASH group or cluster.	x	x	x	x													
AP030	Distribute 1,500 hygiene kits and provide 1,000 cash assistance for hygiene kits, sufficient for one month to 16,461 people		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
AP030	Train population of targeted communities in use of distributed hygiene kits.		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	
AP030	Determine whether additional distributions are required and whether changes should be made.					x	x	x	x									
AP030	Monitor use of hygiene kits and user's satisfaction through household surveys.		x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	



Protection, Gender and Inclusion

People targeted: 11,089 (2,500 HH)

Male: 5,625

Female: 5,465

Requirements (CHF): (incorporated in other sectors)

Needs analysis: While assessment is ongoing, MRCS uses assessment forms that facilitate the capture of sex, age and disability disaggregated data to inform this relief operation. MRCS will deploy both female and male volunteers during all stages of the operation, including assessments, distributions, awareness activities and post-distribution monitoring in the communities.

Risk analysis: In consideration of pandemic COVID-19, this operation needs to follow the SOP produced by NADMA and the IFRC COVID safe programming guide. The targeted areas are pretty remote and conservative. Reaching out to different gender groups or age groups will ensure the proper engagement. Children and people with disabilities are often missed in the intervention design. MRCS, with the support of IFRC, will ensure to consider the specific needs of these groups and other marginalized groups.

Population to be assisted: Measures will be taken to ensure that the operation will comply with the minimum standards for protection, gender and inclusion in emergencies under each technical sector. Should assessments prove specific protection risks, targeted activities will be considered.

Program standards/benchmarks: Rapid Assessment tools

P&B Output Code	Protection, Gender & Inclusion Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.	The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services (Target: Yes)															
	Protection, Gender & Inclusion Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.	NS that ensure improved equitable access to basic services, considering different needs based on gender and other diversity factors. (Target: Yes)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP031	Support sectoral teams to include measures to identify and address vulnerabilities specific to gender and diversity factors (including people with disabilities) in their planning and during the operation	x	x	x	x												

AP031	Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated data (see guidance in Minimum Standards)			x	x	x	x											
AP031	Orientation to staff and volunteers on PSEA and child safeguarding policy of IFRC.	x	x															

Strategies for Implementation

Requirements (CHF): 58,326

P&B Output Code	S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform	# of NS branches that are well functioning in the operation (Target :5)															
	Output S1.1.4: National Societies have effective and motivated volunteers who are protected	# of volunteers involved in the operation provided with briefing/orientation (Target: 80)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Provide insurance for volunteers	x	x														
AP040	Provide complete briefings on volunteers' roles and the risks they face	x	x														
AP040	Provide psychosocial support to volunteers affected by floods			x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Provide orientation to volunteers on their rights and responsibilities	x	x	x	x												
AP040	Provide allowances and COVID-19 prevention kits	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Provide training for volunteers on specific topic needed for this operation	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
P&B Output Code	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved	CEA activities are carried out according to the Principles and Rules for Humanitarian Assistance (target: 100% compliance)															
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP084	Community communication activities ensure people are kept informed of operational plans and progress and have they information they need about the response	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

AP084	Establish community feedback systems (including rumour and/or perception tracking), and act on feedback to improve the operation	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
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P&B Output Code	Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards	<i>Procurement is carried as per IFRC standards and items replenished in the operation timeline. (Target: 100% compliance)</i>																	
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
AP050	IFRC country office provides procurement support as needed to the National Society's logistics unit	x	x	x	x	x													
P&B Output Code	Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.	<i># of branches reached by the NS and IFRC DREF operation (Target: 5)</i>																	
	Output S3.2.1: Resource generation and related accountability models are developed and improved	<i># of states that have conducted assessments (target: 5 states)</i> <i># of lessons learned workshops (target: 1)</i>																	
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
AP058	Conduct need assessment	x	x																
AP058	Conduct lesson learned workshop																	x	
AP058	Prepare final report																	x	x
P&B Output Code	Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders	<i>Finance Department provides consistent support to the national society to ensure quality to financial reporting (Target: Yes)</i>																	
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
AP064	IFRC APRO supports MRCS finance team to comply with financial procedures and reporting standards	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

Funding Requirements

International Federation of Red Cross and Red Crescent Societies

all amounts in Swiss Francs (CHF)

DREF OPERATION

MDRMY008 - MALAYSIA - FLASH FLOODS

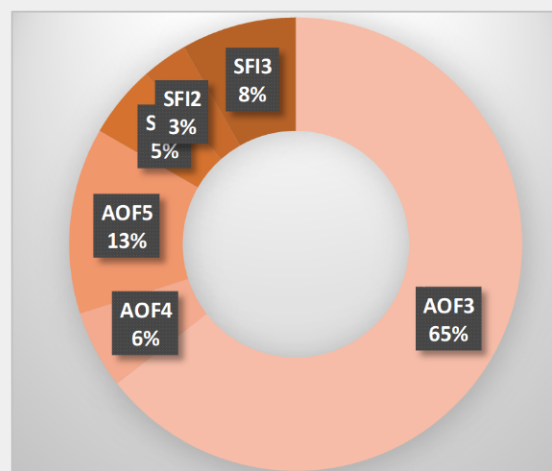
12/21/2021

Budget by Resource

Budget Group	Budget
Travel	2,000
Financial Charges	405
General Expenditure	2,405
Cash Transfers National Societies	326,233
Contributions and Transfers	326,233
DIRECT COSTS	328,639
INDIRECT COSTS	21,362
TOTAL BUDGET	350,000

Budget by Area of Intervention

AOF1	Disaster Risk Reduction	#N/A
AOF2	Shelter	#N/A
AOF3	Livelihoods and Basic Needs	225,644
AOF4	Health	19,543
AOF5	Water, Sanitation and Hygiene	46,487
AOF6	Protection, Gender and Inclusion	#N/A
AOF7	Migration	#N/A
SF11	Strengthen National Societies	18,062
SF12	Effective International Disaster Management	11,449
SF13	Influence others as leading strategic partners	28,815
SF14	Ensure a strong IFRC	#N/A
TOTAL		350,000



Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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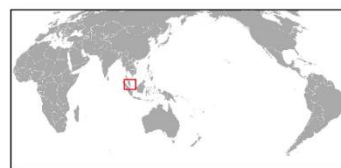
How we work

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.



Malaysia, Floods Typhoon 29W Emergency Plan of Action (EPOA)

23 December 2021



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of territory or its authorities. Map data sources: OCHA, OSM Contributors, ICRC, IFRC, GDACS (17 December 2021)