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Final Report

Vanuatu: Volcano Yasur

 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRVU009
Date of issue : 29 July 2022	GLIDE n° VO-2021-000174-VUT
Operation start date: 19 November 2021	Operation end date: 30 April 2022
Host National Society: Vanuatu Red Cross Society	Operation Budget: CHF 88,383
Number of people affected: 3,383	Number of people assisted: 3,586 people (755 households)
Red Cross Red Crescent Movement partners were actively involved in the operation: The Vanuatu Red Cross Society (VRCS) worked closely with the International Federation of Red Cross and Red Crescent Societies (IFRC) country cluster delegation in Suva to ensure response activities met Disaster Relief Emergency Fund (DREF) requirements.	
Other partner organizations actively involved in the operation: The Tafea Provincial Government and Tafea Provincial Disaster Committee, Vanuatu National Disaster Management Office (NDMO), World Vision, Save the Children, CARE, and Adventist Development and Relief Agency (ADRA).	

A. Situation analysis



Volcanic ash and gas plumes at Yasur Volcano, Tanna Island. Source: n/a

Description of the disaster

The Vanuatu Meteorology and Geo-Hazards Department (VMGD) issued an update on 22 October 2021, indicating that the Yasur volcano alert was on Level 2¹ and the activity had intensified to the level of major unrest. According to observations on the ground, Yasur volcano had emitted massive plumes of volcanic ash and gas from approximately 1400hrs till late into the night. With this volcanic activity, the danger zone had increased to one km around the volcano cone, and the danger zone for life safety has moved to Danger Zone B (see a picture on scenario planning).

The Provincial Emergency Operation Center (PEOC) was activated to monitor and report the acid rain that occurred on 21 October 2021, followed by the heavy ashfall on 22 October 2021. Heavy rainfall caused the landslide to fall into the volcano's crater, triggering the eruption. Ash fell towards the island's southeast, consisting of one Area Council. The southeast Tanna Area Council comprises 14 different tribes and has a total of 30 communities.

The Yasur volcanic activity analysis was conducted on 28 October. The volcano monitoring system confirmed that Yasur volcano remained at major unrest, with an ongoing explosion accompanied by gas plumes and volcanic ash. The level of risk for visitors accessing areas from the crater rim to the parking area (Danger Zone A) remained high. With that activity level, villages near the volcano were at high-risk exposure to volcanic gases and/or ashfall

¹ Vanuatu Volcanic Alert level (VVAL) Lv..0 Normal, Lvl.1 Signs of Volcanic Unrest, Lvl.2 Major unrest, Lvl.3 Minor eruption, Lvl.4 Moderate eruption and Lvl.5 Very large eruption

impacts, depending on wind direction. After October 2021, no further official updates were reported by the Vanuatu authorities. An estimate of 801 families were affected by the ashfall.

Summary of current response

Overview of Host National Society Response Action

The VRCS attended meetings organized by the provincial government to coordinate response since 22 October 2021. The assessment team, including two staff of VRCS, was deployed to Tanna, where the Tafea provincial government office sits. On 28 October, through the assessment with the provincial government, VRCS outlined concrete steps to collaborate with stakeholders and plan a response with international support, applying for a DREF request. The agreement with authorities was finalized with a clear intervention plan. As of 4 November, considering the capacity of the National Society and in response to the request for sectoral focus from the Vanuatu Government, VRCS decided to focus on water, sanitation, and hygiene (WASH), health, shelter and settlements, protection, gender, and inclusion (PGI) support. Cluster coordination meetings at the provincial level were conducted regularly for shelter, WASH, health, gender, and protection. . VRCS Tafea branch staff visited the red zone of Tanna around the volcano with provincial government staff to monitor the situation of affected communities.

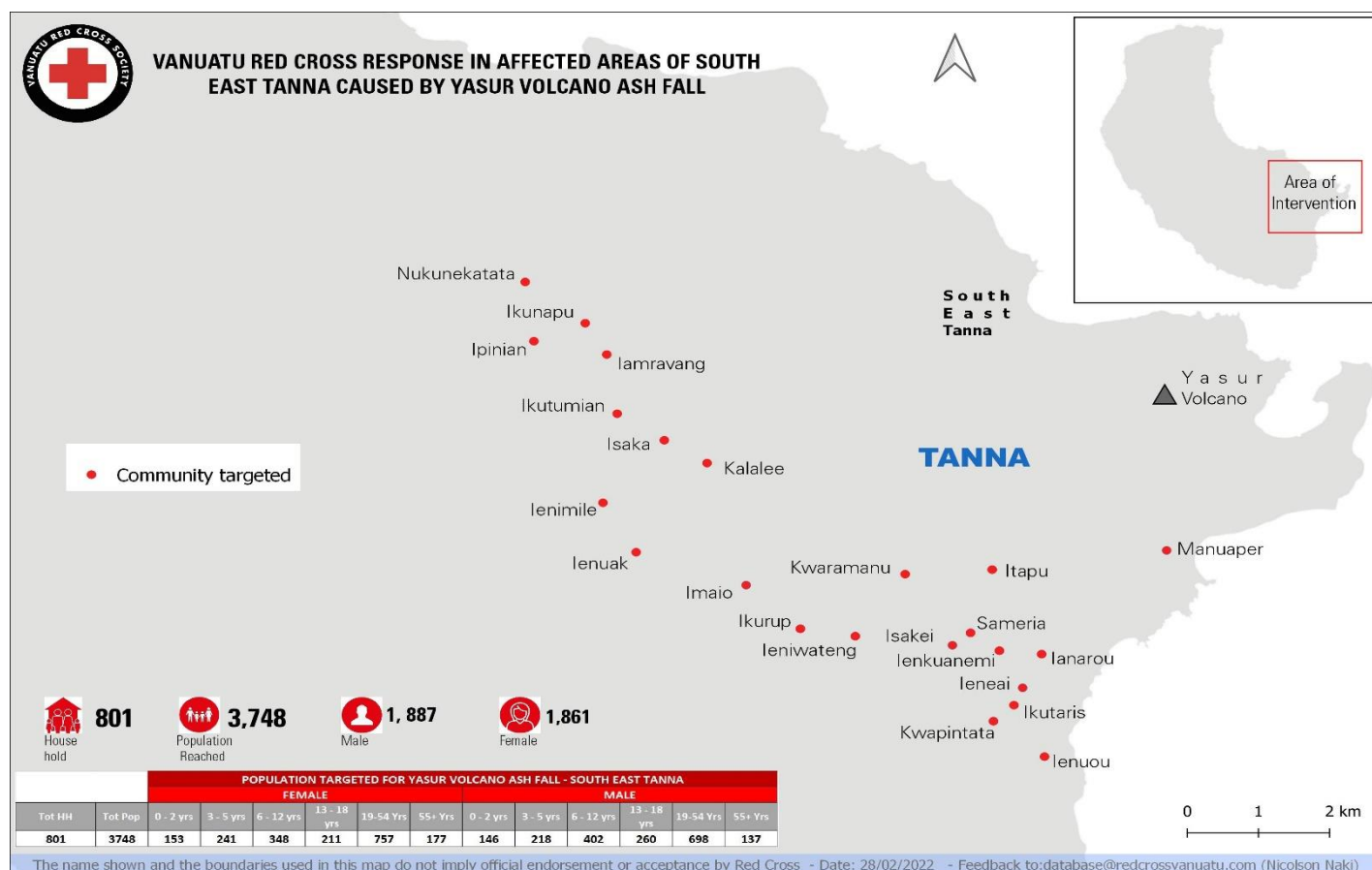


The active Mt. Yasur Volcano. Photo source: VRCS

Following experiences with past disasters, VRCS has invested significantly in developing its capacity in disaster response. More than 120 volunteers have received emergency response training, and stocks of emergency relief supplies are prepositioned in six hubs/warehouses throughout the country. This has strengthened the ability of the National Society to respond, with local volunteers on the ground well-versed with response procedures. Volunteers are trained in aiding evacuees, assessing community needs, distributing supplies to affected areas, and providing first aid support, including psychological first aid (PFA), in coordination with other partners. These volunteers received training in technical guidance for the distribution of shelter items and simultaneous psychosocial support (PSS).

VRCS Tafea branch activated its EOC aided by DREF funds and responded in coordination with the local government. Two staff and 20 Emergency Response Team (ERT) trained volunteers who have experience based in Tafea province were mobilized.

The distribution of household items (HHIs) conducted in affected communities in southeast Tanna reached a total of 755 households (3,586 people) in 23 communities, as indicated in the map below:



VRCS response summary (photo: VRCS)

FIRST DISTRIBUTION DONE IN AFFECTED COMMUNITIES OF SOUTH EAST TANNA													
FEMALE								MALE					
Tot HH	Tot Pop	0 - 2 yrs	3 - 5 yrs	6 - 12 yrs	13 - 18 yrs	19-54 Yrs	55+ Yrs	0 - 2 yrs	3 - 5 yrs	6 - 12 yrs	13 - 18 yrs	19-54 Yrs	55+ Yrs
755	3,586	147	234	330	202	718	171	140	211	379	252	671	131

The household items (HHI) distributed included tarpaulins, jerry cans (10L), hygiene kits, menstrual health hygiene management (MHM) kits, and psychosocial support (PSS) kits.

The second round of distributions to households and communities affected only involved the distribution of water filtration units as per the schedule below.

Dates	Detailed Activities Completed	Responsible
18 February 2022 19 February 2022	<ul style="list-style-type: none"> Volunteers mobilized at headquarters Transportation of HHI transported from headquarters to the main wharf HHIs loaded on board the arranged vessel The vessel departed for Tanna island 	Logistic team – completed successfully
20 February 2022	<ul style="list-style-type: none"> HHI's arrived at Tanna Lenakel wharf HHI's were unloaded. HHIs transported and stored safely at Tafea branch storage site. 	Nicholson (staff) and Tafea branch volunteers – completed successfully as planned
21 - 22 February 2022	HHI's distributed to the beneficiaries in south Tanna	Nicholson and Tafea branch volunteers – completed successfully as planned

24 - 28 February 2022	Conducted post-distribution monitoring (PDM)	Nicholson and selected volunteers – completed successfully as planned
1 - 25 March 2022	Data officer stranded due to COVID-19 lockdown	Nicholson was stranded on Tanna
26 March 2022	Data officer returned to headquarters	Protocols applied for travel
26 - 27 April 2022	Conducted the lessons learned workshop (LLW) workshop at headquarters in Port Vila, LLW conducted online, joined by IFRC and Tafea branch	LLW was conducted virtually due to COVID-19 travelling restrictions.
15 May - 17 June 2022	Final DREF Report	Disaster management (DM) and team, IFRC - rescheduled to end of June

Overview of Red Cross Red Crescent Movement Actions in country

IFRC country cluster delegation (CCD) for the Pacific in Suva has been very supportive in finalizing the DREF application and implementing activities.

- A readiness and response manager provided technical support to the VRCS emergency operations team. The CCD Shelter focal point also shadowed the DRM coordinator after the readiness and response manager was remotely deployed to another operation.
- The logistics capacity development delegate worked closely with the VRCS DM and logistics team, ensuring proper procedures were followed under the procurement plan. The delegate also sought approval from IFRC Asia-Pacific regional office (APRO) for the possibility of locally sourced household items for distribution and prepositioning.
- The logistics manager CCD worked closely with the VRCS logistics team and IFRC APRO for the international procurement of items.
- CCD health manager worked with the VRCS health coordinator to provide briefings to teams prepared for deployment to affected areas.

Overview of other actors' actions in country

The National Disaster Management Office (NDMO) activated the following mechanisms to manage the emergency response:

- National level:
 - Provincial Emergency Operations Centre
 - Provincial Disaster and Climate Change Committee
- Provincial level:
 - Area Council Secretaries
 - Line Ministries represented in the province
 - Provincial health coordinator
 - Working groups
 - Technical Advisory Committee (TAC)

Livelihoods were affected, although not severely, and the NDMO coordinated with the Tafea Provincial Government for food distributions to the population.

The government has developed a national contingency plan for all volcanic activities in Vanuatu that will be finalized at the end of this year. The following provincial level clusters were mobilized for response:

- Wash
- Health
- Food security and agriculture
- Gender and protection
- Education
- Logistics
 - Shelter

NDMO covered food security, agriculture, education, health and protection, and gender and inclusion (PGI), although the Health and PGI cluster role was divided between NDMO and VRCS. NDMO also provided medical and technical assistance, while VRCS provided psychological first aid (PFA) support. VRCS followed up on the government meeting with a contingency planning meeting involving IFRC in the process.

VRCS and NDMO responded directly to the population affected by the ash fall. Partner organizations such as World Vision, Save the Children, and Adventist Development and Relief Agency (ADRA) were also present, working in Tanna through other community programmes unrelated to this DREF operation.

Needs analysis and scenario planning

Needs analysis

The initial assessment conducted by NDMO found that the roofs of the traditional houses built in the Tanna region had collapsed due to the weight of the ashfall. The traditional housing structures were quite strong, but the roofs were made of natural materials and did not withstand the weight of the ashfall.

Reports from the Provincial Disaster Office indicated that people had no access to clean water due to the acid rain and ashfall contaminating most of the water sources, which corroborates with similar experiences in the past.

Continuous ashfall and a potential future eruption have affected livelihoods and health problems: respiratory, skin irritation, eye problems from contaminated water sources, and air pollution. Livelihoods have been affected, and people in Tanna rely on Kava, cash crops and livestock to provide income, food, household needs and school fees.

Needs identified by the cluster assessments which VRCS focused on were:

- Support the protection of crops and families by distributing essential household items.
- Psychosocial support to address the emotional stress arising from the extended and ongoing risk of continued ashfall and eruption.
- Protection of water sources and remediation of contaminated water sources.

Special considerations were given to persons with disabilities, the elderly, women and children to ensure they were safe regarding their shelter, water access, sanitation, health and basic needs and not further exposed to any harm. The number of most vulnerable individuals among the affected communities was identified through assessment information.



Single/female heads of household
11



Special needs
28



Pregnant mothers
9



Seniors
9

Access to referral pathways and information for health or protection was provided where needed. Protection messaging and psychological first aid IEC materials were also disseminated during distributions. Non-food items were distributed to the identified most vulnerable individuals, and support was provided to those requiring special assistance with their tarp installation. Additionally, information on vulnerable groups was shared with responding partners, and disability disaggregated data was captured during assessment and distribution.

Based on early assessments, VRCS initially planned to support 807 households/3,383 people with WASH, health and shelter and settlements interventions. This number was changed to 755 households/3,586 people following detailed assessments conducted by VRCS. The number of communities remains the same.

Name Of Tribe	Community	Total Population	Female population	Male Population	Total # of households
Reiunitata	Kwapitata (Iakuariting)	58	26	32	12
	Leneai	101	50	51	21
	Ianarou	27	12	15	6
	Ienuou	33	19	14	7
	Iakutaris	175	82	93	37
Nasipmine	Ienkuanemi	94	51	43	20
	Sameria	38	20	18	8
Naraimine	Manuapen (Etarip)	269	134	135	57
Karumine	Iatapu	336	170	166	71
	Kwaramanu (Iakoutapounga)	325	171	154	68
	Imaio (Ioknatahi)	369	173	196	78
Warumanaki	Ikurup (Iakrine)	164	78	86	35
Naurarimine	Ienvateng	243	123	120	51
Niamine	Isarkei	90	49	41	19

Iasuruvi	Kalalee	146	78	68	31
	Ienimilen	242	126	116	51
Narpai 1	Isaka	301	153	148	63
	Ikutemian	173	86	87	36
Narpai 2	Ikunapu	85	40	45	18
	Iamravang(Nazareth)	209	107	102	44
	Nukunekatata (Nazareth)	30	15	15	6
	Ipinian	78	39	39	16
Total	23 communities	3,586	1,802	1,784	755

Scenario planning

The government is in the process of developing national contingency plans for all volcanoes in Vanuatu. A national contingency planning workshop is rescheduled for the end of 2022.

VRCS followed up with a contingency planning meeting supported by IFRC. The plan builds on an earlier version of a contingency plan developed by VRCS, the government's geohazard department and French Red Cross ten years prior. During this contingency planning, several different scenarios were considered: in the absence of a complete plan, these scenarios will help determine the potential needs of the affected population.

- Scenario 1: Worst affected populations in Red Zone (Permanent Exclusion Zone)
- Scenario 2: Population in the Yellow Zone (Danger Zone A + car park) and
- Scenario 3: Population in the Blue Zone (Danger Zone B)



Danger zones around the Mt. Yasur volcano.

As identified, the only areas affected were within the 5km radius. The Yellow and Blue zones were regarded as the most affected if the situations escalated. In future, the IFRC secretariat in Suva may work with VRCS to develop an Early Action Protocol (EAP) for volcanic activity and identify potential triggers for response.

Scenario	Humanitarian consequence	Potential Response
Continued Tanna-Yasur Volcano eruptions affect the Yellow Zone population at the alert level 2-3, and the required funds exceed the resources available through the DREF.	Medium/High	Expand the operation under this DREF operation, including an increase in funding requirement and timeframe through coordination with the government according to the developing contingency plan
Further volcanic activity intensifies severely affects Red Zone populations at levels 4-5. The funds required exceeds the resources available through the DREF.	High	Expand the operation under this DREF operation, including an increase in funding requirement and timeframe, coordinated with the government according to the developing contingency plan

Needs will likely evolve with the situation and VRCS will remain flexible to ensure an efficient and effective response by monitoring the affected areas and coordinating with NDMO and the Met Service.

Targeting

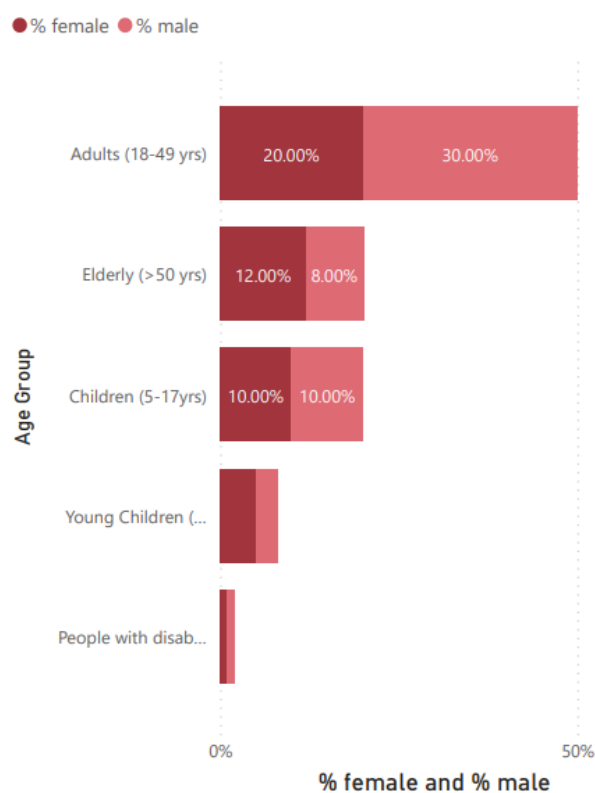
In line with the planned coordination advised by the provincial government through NDMO, VRCS targeted populations of the south and east area of Tanna. The response was conducted at the household level, and VRCS targeted 807 households in priority areas in the south and southeast of Tanna Island.

VRCS supported 755 households with WASH and provided shelter assistance to 252 households whose houses needed roof repairs because of damage sustained from the heavy ashfall. These 252 households had traditional homes and used thatched roofing. Families were provided with temporary shelter assistance in the form of tarpaulins; assistance was provided during the disaster response only. CARE International is working in this area. This area is usually vulnerable to volcano activities. The shelter cluster should take the leading role regarding shelter-related issues. According to the assessment results, relocation was the last option, and the government was responsible for the process. VRCS had the population data that enabled targeted assistance, including vulnerable households. Vulnerability assessment criteria included female-headed households, the elderly, and people with disabilities.

Estimated disaggregated data for population targeted

Category	Estimated % of target group	% Female	% Male
Young Children (under 5 years)	8%	5%	3%
Children (5-17yrs)	20%	10%	10%
Adults (18-49 yrs)	50%	20%	30%
Elderly (>50 yrs)	20%	12%	8%
People with disabilities	2%	1%	1%
Totals	100%	48%	52%

Estimated disaggregated data of people to be assisted in percentages



Operation Risk Assessment

Heavy ashfall poses significant health and safety risks for VRCS staff and volunteers deployed to the field. Health risks include respiratory illness, contaminated water and lack of food. In response, staff and volunteers were provided with personal protective equipment and sufficient water and food daily. The volcano's activity and its effects were closely monitored by liaising with the Vanuatu Meteorological and Geo-Hazards Department (VMGD) National Disaster Management Office and staff and volunteers on the ground to ensure their safety.

On 4 March 2022, an active COVID-19 case was confirmed at Vila Central Hospital and the country has subsequently seen widespread community transmission of COVID-19. All provinces in Vanuatu are now on Alert Level 3 (Very high) given reports of cases or movement of contacts of cases in the six provinces. As of 22 March, a total of 1,373 confirmed cases have been reported since the beginning of the year. New case numbers continue to be high (279 in the last 24 hours), and likely under-reported given testing limitations. The COVID-19 outbreak will likely result in limitations to the movements of the VRCS teams. The NS is now heavily involved in supporting the Ministry of Health (MOH) in the COVID-19 response, and this work is consuming much of the staff and volunteers' time.

B. Operational strategy

Overall Operational objective:

Based on the request from the provincial disaster officer to assist with shelter, water and health activities, the disaster-affected population's immediate needs were met through:

- Emergency shelter assistance for 252 households.
- WASH support to 755 households.
- Psychological first aid to 755 households visited during the assessments and distributions.

The assessment results in the emergency response mechanism by NDMO with VRCS have shown more detailed needs for support.

Proposed strategy

VRCS's early action and readiness strategy was focused on two main areas of support:

1. Supplied the affected population with essential household items (emergency shelter, hygiene kits and water filtration units)
2. Ensured essential information reached the affected population based on their needs through PSS messages and the PSS kits.

The PSS kit included a volleyball net for adults and board games for young kids. VRCS activities were managed jointly by the headquarters and the Tafea branch.

The following essential items have been distributed to 755 households in the first distribution phase to the affected population. The second round of distribution was conducted for the rest of the month. Due to stock levels, VRCS coordinated with other agencies to fill the gaps. The National Society utilized disaggregated population data and beneficiary registrations to target the most vulnerable in the distribution.



Communities affected by the Ashfall have been reached with tarpaulins, hygiene kits, jerry cans, MHM kits and PSS kits. IEC materials and technical guidance was also provided to affected households on emergency shelter, WASH, PSS and PGI. Photo source: VRCS.

Items	Qty to be distributed	Qty for replenishment	Local/International Replenishment
Tarpaulins	226	226	International replenishment
Hygiene kits	807	807	International replenishment
Jerry cans (10L)	1616	1616	International replenishment
Water filtration (20L)	350	350	Local procurement
MHM kits	350	350	Local Procurement
PSS Kit	30	30	Local Procurement

Distribution for 755 households affected by the Tanna-Yasur Volcano

Information and communication

Through volunteer networks in Tafea province, the affected population were kept informed of updates on the evacuation process and planning. Awareness activities have been conducted on water filtration and hygiene promotion to reduce the immediate health risks in the communities. IEC materials and safe shelter awareness were provided to affected households that received tarpaulins. The VRCS had worked off the best information available to plan its response. It was in regular contact with relevant government agencies and clusters to ensure a coordinated and effective response. The VRCS designed this response after briefings with the provincial government and relevant clusters. Food and water trucking were another significant need which were covered under the response by the provincial government and NDMO. All response activities were closely implemented with, and facilitated by, volunteers from the VRCS-trained Community Disaster and Climate Change Committees (CDCCCs), local authorities, Area Council Secretary (ACS), and communities.

Operational support services

Human resources

The following human resources were mobilized within VRCS for the response activities:

- VRCS DRM coordinator
- headquarters Logistics Officer
- headquarters Database Officer
- Tafea branch officer

Public

- Twenty volunteers in Tanna
- Twenty volunteers at headquarters
- One logistic volunteer at headquarters
- One volunteer driver at headquarters

Logistics and supply chain

Logistics activities have effectively managed the supply chain, including procurement, customs clearance, storage, and transportation to distribution sites following the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

VRCS has a logistics team, and logistics volunteers trained during the TC Pam operation by the IFRC logistics delegate and has been able to share more knowledge with administrative and logistics support. The IFRC warehouse management software, Logic, was implemented in the TC Pam operation and is currently used for supply chain management within the VRCS logistics system. The VRCS logistician in Port Vila has overseen local freighting customs clearances for international replenishments. Local goods and services procurement was observed in line with VRCS practices and IFRC Procurement Procedure. The Tafea branch has a VRCS vehicle used to transport HHIs to the affected areas and is supported by the local Government vehicles to transport HHIs if needed.

In the early response phase, in-kind donations from the Australian Red Cross to support the operations were shipped to Vanuatu (including tarpaulins and Jerry Cans 10L) loaded on two pallets.

The international procurement was processed based on the confirmed numbers reflected from distributions. These NFI's, consisting of hygiene kits, jerrycans and tarpaulins shipped from the IFRC's warehouse in Kuala Lumpur, have been replenished for prepositioning for future operations. Vanuatu is a disaster-prone country. However, given the DREF timeline, the duration of transit for the goods replenishment, and freight challenges, more time was needed for the operation. The arrival time for the internationally procured items in Vanuatu was rescheduled with the clearance before the end of April.

Additionally, all local procurement was carried out by VRCS logisticians to fulfil the requirements for hygiene kits and water filtration with support from IFRC CCD. This all came in place after the assessment carried out by the WASH team.

Information technologies (IT)

Internet connectivity was an issue in the affected areas, but mobile communications were reliable during the response operation.

Communications

IFRC supported the VRCS communications team to communicate with external audiences focusing on the volcano disaster and the Red Cross humanitarian action assisting people affected. The communications have generated visibility and supported the humanitarian needs and the Red Cross Red Crescent response. Close collaboration between the Asia Pacific IFRC regional communications unit, IFRC CCD, and the National Society ensured a coherent and coordinated communications approach.

Communications content was promoted on regional and global IFRC channels and shared with National Societies in the IFRC network. VRCS used social media to share updates on the volcano's status and disaster response for general viewers and followers of the VRCS Facebook page and posted updates on the website. The communications officer worked on composing press releases for the local media. The following staff were delegated to handle media inquiries: OD coordinator, DM coordinator, and the Secretary-General, supported by the IFRC Pacific communications manager with media and social media scanning.

Security

The ongoing volcano ashfall was the main security threat to staff and volunteers working during the response. Volcanic gases and ashfall have impacted health. The VRCS supplied staff and volunteers involved in the response with protective equipment, including masks, to minimize the risks to individual safety and security. Staff deployed to affected areas travelled with food and water to limit the strain on local resources. The VRCS monitored the updates, received advice from the VMGD and other authorities, and adapted their activities accordingly.

Planning, Monitoring, Evaluation and Reporting (PMER)

The departments of the VRCS headquarters in Port Vila, such as disaster risk management, WASH, PMER, finance, and management, have monitored the Plan of Action. The IFRC CCD Pacific's disaster risk management (DRM) team provided support for communications and coordination.

Reporting on the emergency plan of action was carried out according to IFRC minimum standards. Monitoring visits to the affected communities were conducted regularly to assess progress and guide any required adjustments to the proposed response. Monitoring includes a beneficiary satisfaction survey and interviews with staff, volunteers and others participating in the response. After the operation, a post-distribution monitoring (PDM) and reflection workshop was carried out by VRCS staff, volunteers and relevant stakeholders on 24 February 2022. Information on the PDM workshop findings is available in Section C ([page 10](#)).

A hybrid lessons learned workshop took place on 26-27 April 2022, organized by the VRCS and supported remotely by the IFRC secretariat in Suva and Kuala Lumpur. Due to COVID-19 restrictions and lockdowns, a hybrid workshop was necessary to enable the simultaneous participation of VRCS headquarters in Port Villa and the branch staff in Tafea. A total of 28 branch and headquarters staff participated in the workshop (15 males and 13 females), which the VRCS disaster management coordinator facilitated. Through the workshop, participants could reflect on and share experiences on the successes and challenges of the Mt. Yasur Volcano response operations, and identify lessons learned and actionable points to help the VRCS respond better to future disasters. In the coming days, the complete workshop report will be uploaded to the [IFRC Evaluation Databank](#). Section C identifies challenges and lessons in Section C by sector; the table below covers the recommended actions identified by the VRCS headquarters and Tafea branch.

Sector/Groups	Priority	VRCS Recommended Action
WASH	Improve distribution response plan	<ul style="list-style-type: none"> Review WASH training with branch staff and volunteers Consolidate emergency WASH (EWASH) with emergency respond team training. Branch officer must liaise with Area Secretary, NDMO, and Provincial Government for accurate data before distribution. EWASH training in communities
	Strengthen preparedness and response capacity in headquarters and branch level	<ul style="list-style-type: none"> Prioritize what is needed in a disaster Logistics- check for available and quality stocks in headquarters before shipment to branch and distribution to affected communities. Logistic mapping at branch level (arrange for available transportation during response, mapping etc.) Printing of WASH volunteer vest
Protection, Gender & Inclusion – PGI	Strengthen training and management of VRCS staffs and volunteers on PGI	<ul style="list-style-type: none"> Headquarters provide training on PGI to VRCS staff and active Volunteers. Welfare of VRCS staff and volunteers be considered. VRCS provide more awareness on PGI at the community level.
	Need proper psychosocial support service (PSS) training at the branch level	<ul style="list-style-type: none"> Need support from IFRC to facilitate a refresher training for PSS Conduct PSS training for VRCS headquarters staff and volunteer and branch staff and volunteers
	Need accurate and simple assessment form to collect data	<ul style="list-style-type: none"> Develop simple assessment Provide assessment training to all volunteers and CDCCC
	Improve dissemination of health awareness in the communities	<ul style="list-style-type: none"> Conduct health awareness in communities Printing of IEC materials More training on epidemic control for volunteers, public health in emergencies, community-based health and first aid, risk communication and community emergency and any health-related trainings to VRCS staff and volunteers
	Improve quality NFIs (jerry cans)	<ul style="list-style-type: none"> Standardize water container (in-country context) Liaise with local suppliers
Shelter	Review stock holding plan, regular stock updates and work with the provincial government to improve the communication system in branch to communities	<ul style="list-style-type: none"> Organize training to review stock holding plan Daily follow-up with stock updates Strengthen the existing communication system with the provincial government and communities Recruit and train volunteer focal points in each Area Council
	Train shelter volunteers, strengthen and improve shelter working groups and work with local partners and communities to identify local materials to withstand ashfall	<ul style="list-style-type: none"> Training of shelter volunteers (two training per year) Recruit and train shelter officer shelter focal point volunteer in branch Establish a shelter working group

		<ul style="list-style-type: none"> Organize shelter workshop with other partners and communities to further discuss housing materials that withstand ashfall
	Strengthen and improve local evacuation centres and relocation of evacuees in the worst-case scenario	<ul style="list-style-type: none"> Work with provincial government and communities to identify evacuation centre Work with the provincial government on the Evacuation Plan to be used in worst-case scenarios Work with communities to identify safe locations to build local evacuation house
Coordination, logistics and finance	Finance Finance management training for developing staff at headquarters and branch level	<ul style="list-style-type: none"> Finance capacity-building training to staff and volunteers once per quarter Finance refresher training and visits to branches quarterly
	Logistics Continue support from the logistics delegate to help logistics capacity development at headquarters and branch level.	<ul style="list-style-type: none"> Logistics training at all branch levels (twice a year) Standardize and purchase safety equipment and personal protective equipment (PPE) (air, sea and land) ALL drivers to attend fleet management training and establish regular checks with the drivers and vehicles.
	Coordination Review Operation SOP and improve working relationships with stakeholders.	<ul style="list-style-type: none"> Organize workshop/training and involve stakeholders Recruit and train disaster volunteer focal point at branch level Integrate SOP's with Emergency Response (ERT) training Share operational structure to all headquarters and branch levels and highlight key roles and responsibilities for each sector.

Phases of PMER were undertaken as per usual VRCS processes. For operations, these included:

- Planning a response scenario should the impact of the volcano intensify, based on the analysis of the assessment
- Daily team monitoring with the VRCS headquarters to ensure data quality
- Pre and post-tests for all training to monitor learning and impact for all volunteers on all islands
- PDM after the distribution of all response items
- A final lesson learned workshop was conducted to reflect on the intervention and generate reflections on volcano early warning early action plans, procedures and processes for the future.

Community Engagement and Accountability (CEA)

CEA included a detailed community assessment that helped VRCS revise the number of targeted households. Special considerations were given to persons with disabilities, the elderly, women, and children to ensure they were safe in their shelter, water access, sanitation, health, and basic needs and were not further exposed to harm.

Community awareness activities included water filtration and hygiene promotion to reduce the immediate health risks in the communities, community messaging on protection, and psychological first aid IEC materials were disseminated to affected communities during distributions. Communities had access to referral pathways and information for health or protection was provided where needed.

Through the volunteer networks in Tafea province, the affected population were kept informed of updates on the evacuation process and planning. Staff and volunteers were deployed to the field to monitor the situation on the ground.

The PDM and the lesson learned workshop was conducted with staff, volunteers, and stakeholders at the end of the operation. No other CEA activities were recorded, but they may be considered for future operations if VRCS can build their capacity in CEA.

Administration and Finance

VRCS headquarters has a finance team that supported the logistician/administrator in the field with all activities to ensure the proper use of resources. The logistician/administrator coordinated with the operations manager for any expenditure or purchase during the operation and resources were utilized following standard VRCS and DREF guidelines and procedures.

C. Detailed Operational Plan



Shelter

People reached: 1330 (252 households)

Male: 657

Female: 673

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

Indicators:	Target	Actual
# Households reached with shelter assistance	113 (567 people)	252 (1330 people)

Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

Indicators:	Target	Actual
# Households provided with emergency shelter items, to have a space that meets the minimum living conditions	113	252

Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement planning and improved building techniques are provided to affected households

Indicators:	Target	Actual
# Of households provided with technical guidance appropriate to the type of support they receive	113	252

Progress towards outcomes

- Instead of the planned distribution, reaching 113 households with 226 tarpaulins, one tarpaulin was distributed to 252 households in the affected communities in the southeast of Tanna Island as per needs observed and considered in the detailed assessment.
- In the worst-case scenario, the relocation of villages will be the responsibility of provincial and national governments.
- There was an improved communication network at the branch.
- A half-day training was held on 21 December 2021, involving two VRCS headquarters staff and VRCS Branch volunteers (ten males and nine females).
- The Training was held on 21 December 2021 at Apera lodge. A total of 19 new volunteers, ten males and nine females, were trained.

Temporary shelter distribution data

Name of Community	Number of households
Lenkuanemi	35
Sameria	18
Iatapu	13
Kwaramanu (Iakoutapounga)	73
Imaio (Ioknatahi)	49
Isarkei	64
Total	252

- This training included emergency safe shelter awareness for the proper use and reuse of tarpaulins and guidance on fixing of tarpaulins. This focused on existing Vanuatu Shelter Cluster IEC material².
- The shelter IEC material mentioned above was printed and distributed to all the households receiving tarpaulins.

Challenges

- Insufficient repositioning of tarpaulins at branch level
- Roles of shelter working group at province level not understood by all
- Delay of tarpaulins distribution due to very bad weather and rough seas
- Network was sometimes not reliable
- Turnover of shelter volunteers at the branch
- High demand and expectation for community shelter. The distribution of tarpaulins raised high expectations from nearby communities.
- Bad weather and poor road conditions was a challenge for the distribution
- High cost of transportation.
- No agreement was in place with the provincial government to use community buildings as evacuation centres.

Lessons Learned

- Adequate quantity of tarpaulins stocked at branch level.
- Shelter training to volunteers as part of preparedness activities for them to be on standby.
- Strengthen shelter working group coordination at the provincial level.
- Work with other local partners and communities to identify local materials to withstand ash falls.
- Identify and improve local evacuation centres to the required minimum standard.
- Implement shelter activities and awareness in the affected areas.
- In the worst-case scenario, the relocation of villages will be the responsibility of provincial and national governments.
- Improve communication network at the branch.



Health

People reached: 3,586

Male: 1,784

Female: 1,802

Outcome 1: The immediate risks to the health of affected populations are reduced

² Use, reuse, repair and disposal of tarpaulins (v1 Jun 2020): <https://www.sheltercluster.org/vanuatu/documents/use-reuse-repair-and-disposal-tarpaulins-v1-jun-2020>

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	807	3,586
Output 1.1: The health situation and immediate risks are assessed using agreed guidelines		
Indicators:	Target	Actual
# Of assessments conducted based on standard IFRC and/or WHO assessment guidelines	1	2
# Of people reached by community-based health activities	3,393	3,586
Outcome 6: The psychosocial impacts of the emergency are lessened		
Indicators:	Target	Actual
# Households reached by psychological first aid	807	755
Output 6.1: Psychosocial first aid (PFA) support provided to the target population as well as to volunteers and staff		
Indicators:	Target	Actual
# Of people reached by psychosocial support specifically for survivors of sexual and/or gender-based violence	3,393	3,586
Progress towards outcomes		
<ul style="list-style-type: none"> A half-day refresher briefing for three health volunteers, one male and two females, ensured they are equipped with health messaging and awareness of the health impacts of the volcanic eruption. From this, a total of 3,586 people across the 23 affected communities in southeast Tanna were reached with awareness, relevant health IEC materials and psychosocial support. Community messaging on protection and psychological first aid IEC materials were 		

disseminated to affected communities. Awareness on hygiene promotion to reduce the immediate health risks in the communities was also conducted during distributions.

- A total of 755 households received psychological first aid. This was delivered in several ways – face to face in group settings and targeted at a household level to those assessed as most vulnerable and/or with special needs.
- A total of 23 PSS kits were distributed to all the affected communities (23 communities). The PSS kit package consists of items listed below:



Items in the Community PSS kit	Quantity
Soccer ball	23
Volleyball	23
Small soft ball	23
Soccer ball pump	23

Items in the PSS kits distributed to communities.

*Photo on the left: Children in one of the 22 communities that received the PSS kits.
Photo source: VRCS*

QUANTITY	UNIT	HEALTH IEC MATERIAL - DESCRIPTION
4	pcs	"Hao nao blong avoidem ol sik oli save kasem yu" -Color- PVC Banner,4 Eyelets, A2 Size,Color
400	pcs	"Hao nao blong avoidem ol sik oli save kasem yu" -Color- A4 Size
4	pcs	"Wasem Han" -PVC Banner, 4 eyelets, A2 Size, color
400	pcs	"Wasem Han" -A4 Size, color

Health IEC materials distributed

Challenges

- Tafea Branch did not have any PSS focal point.
- Weather situation and poor road conditions.
- No PSS materials stored at the branch.
- No proper health training for branch officers and volunteers in the area of PSS.
- Lack of information sharing with the communities.
- Turnover of branch health volunteers.

Lessons Learned

- Include sanitation programmes and activities in the next disaster operation.
- Ensure sufficient stocks are available at branches at all times.

- The branch officer will work with CDCCC and AC to capture proper community data.
- A vehicle must be available to transport items to distribution areas.
- Involve communities in activities.
- Refresher in PSS training should be done in the branch to improve the knowledge of staff and volunteers, followed by a ToT in Tanna and to identify PSS focal points in the branch so they can run the training whenever needed.
- Minimum standards ToT training to be conducted to branch PSS focal points/branch officers.



Water, sanitation and hygiene

People reached: 3,586

Male: 1,784

Female: 1,802

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context	807	755
Output 1.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population		
Indicators:	Target	Actual
# of people provided with safe water (according to WHO standards)	3,393	3,586
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 with awareness materials	3,393	3,586
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		
Indicators:	Target	Actual
# of households provided with a set of essential hygiene items	807	755

Narrative description of achievements

- Hygiene promotion IEC materials were printed and distributed to the beneficiaries in the affected areas.
- A half-day training was held on the 21 December 2021, involving two VRCS headquarter staff and VRCS Branch volunteers (ten males and nine females). Topics covered health, PSS and hygiene promotion, different steps in handwashing, and demonstration on the [tippy-tap](#) to ensure that volunteers were well equipped with awareness messaging to be disseminated to communities.
- This is a global standard RCRC Movement hygiene kit; not locally procured. Up to in the 23 communities. Up to 1,316 jerry cans (water containers) were distributed to the affected households in 18 communities.
- Up to 350 MHM kits were distributed to affected communities. The contents of the MHM kits are listed in the table (see table).
- A total of 322 water filtration units have now been distributed to affected households. Some missing parts of the filtration units or damage meant that 28 units could not be distributed at this time. The VRCS team had challenges with resolving this due to supplier issues. However, they continue to work on finding a solution to repair or replace these units so they reach the 28 remaining households.

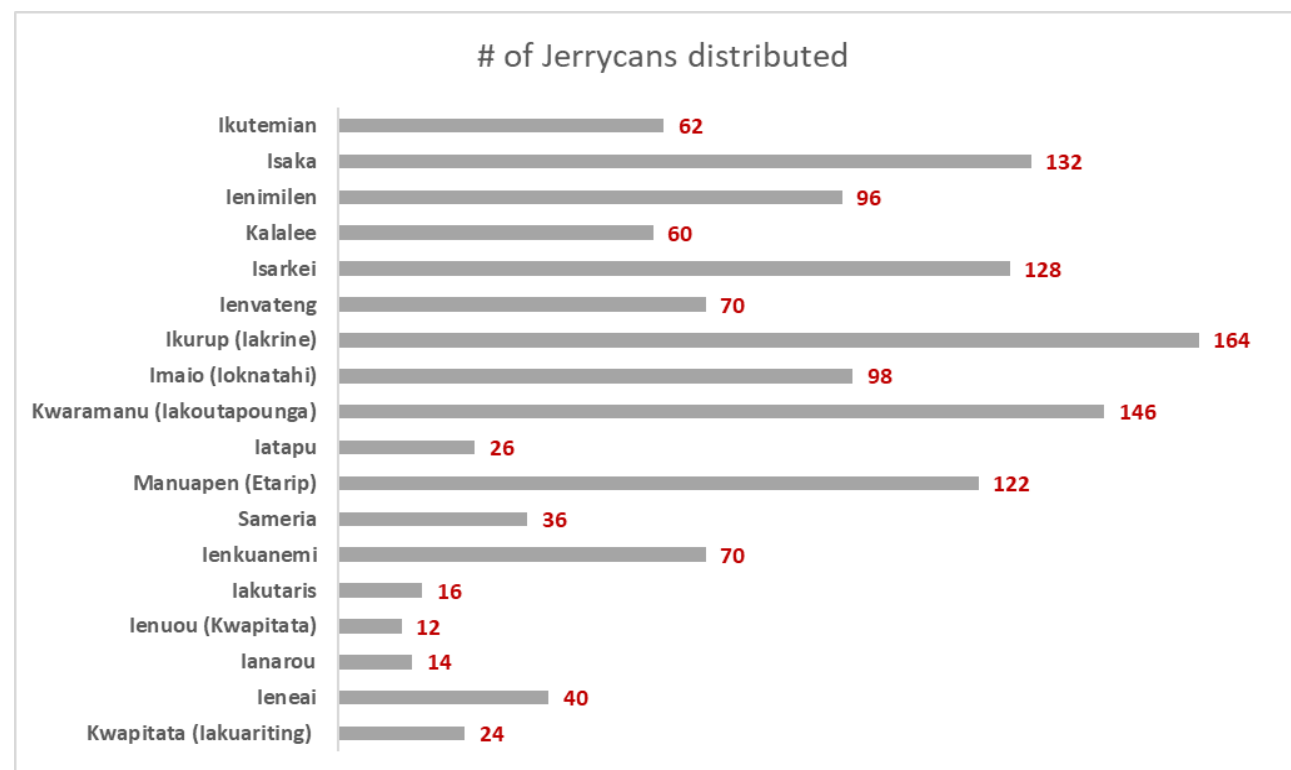
QUANTITY	UNIT	PS, HEALTH & HYGIENE IEC MATERIAL - DESCRIPTION
4	pcs	"Hao nao blong avoidem ol sik oli save kasem yu" -Color- PVC Banner,4 Eyelets, A2 Size,Color
400	pcs	"Hao nao blong avoidem ol sik oli save kasem yu" -Color- A4 Size
4	pcs	"Wasem Han" -PVC Banner, 4 eyelets, A2 Size, color
400	pcs	"Wasem Han" -A4 Size, color
5	pcs	"PSS Health&Hygiene-Lamination of flip chart,A3 Size,Color-1 eyelets
5	pcs	PGI-Gender Mo Diversity-Lamination of flip chart, 1 eyelets, color with A3 Size.

Items in the hygiene kit	Quantity (pcs)
Soap, body soap,100g	12
Soap, laundry soap 200g	5
Sanitary pads, disposal	40
Tooth paste 75ml, tube	2
Tooth brush, medium	5
Bath towel, 100 cotton 70x30cm	3
Bath towel, 100 cotton 130x60cm	2
Razor, disposal	4
Toilet paper, hygiene roll	6

Items in the MHM kit	Quantity
Ladies underwear (Large)	1
Ladies underwear (XL)	1
Towel	1
Laundry soap	1
Body soap	1
Sanitary pads (disposable)	1 pkt
Clothesline	1
Clothes peg	1 pkt

The table and graph below illustrated the number of jerry cans distributed to 18 affected communities in Tanna.

Community	# of jerry cans distributed
Kwapitata (Iakuariting)	24
Ieneai	40
Ianarou	14
Ienuou (Kwapitata)	12
Iakutaris	16
Ienkuanemi	70
Sameria	36
Manuapen (Etarip)	122
Iatapu	26
Kwaramanu (Iakoutapounga)	146
Imaio (Ioknatahi)	98
Ikurup (Iakrine)	164
Ienvateng	70
Isarkei	128
Kalalee	60
Ienimilen	96
Isaka	132
Ikutemian	62
Total	1,316



Challenges

- IEC materials to be translated to Bislama, a common language (more accessible for the local communities),
- Communications from branch to affected communities were challenging, with no or limited network coverage.
- Bad weather affected distribution routes and caused delays.
- Incomplete package of water filters delivered to VRCS by the supplier.
- Information data collected by the province and shared with headquarters was inaccurate.
- Delay of NFI shipment from headquarters to branches.
- Community commitments and the need to plan well ahead with the communities.
- 20-litre water containers were insufficient for households with many families living together.

Lessons Learned

- Include sanitation programs and activities in the next disaster operation if required, as per the past experience of VRCS in this area.
- Affected communities to receive the same water filters.
- Need to have available stocks before distribution.
- Work with CDCCC, Area Council to capture proper community data.
- A vehicle must be available to transport items to distribution areas.
- Standardization of PPE kits for responding to the volcano.
- Branch to work with CDCCC and Area Council to collect community profiles and identify distribution sites.
- Encourage community participation by involving them in VRCS response activities in disasters and peacetime.



Protection, Gender and Inclusion

People reached: 3586

Male: 1784

Female: 1802

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

Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of addressing specific PGI needs?</i>	Yes	100%
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
<i>Does the operation meet minimum standards for PGI in emergencies?</i>	Yes	100%
Indicators:	Target	Actual
<i>Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?</i>	Yes	100%
<i># of children reached with protection or educational activities</i>	100%	100%

Narrative description of achievements

- PGI considerations were integrated into the operation. Community messaging included the prevention of violence against women, child protection, sexual and gender-based violence in emergencies, and referral pathways.

- National Society faced challenges in gathering people together due to COVID-19 restrictions, thus, they had to rethink innovative ways of working in the community. VRCS provided IEC materials which included the safety and protection messages above. Instead of gathering beneficiaries in one location, beneficiaries listened in from their respective homes whilst awareness was done through a haler.
- NFI was distributed; only the most vulnerable were given NFI's (people living with disabilities, female-headed households, single mothers and seniors) and the distribution team consulted with the affected communities to help them understand the rationale behind the distributions and obtain their acceptance.

Single/Female headed Household	Special needs	Pregnant	Elderly
11	28	9	314

Challenges

- In Tanna, the branch officer and the volunteers had not been through any PGI-related trainings making it difficult for them to carry out this activity.
- Not enough reporting was done by Branch officers, field staff and volunteers on PGI issues.
- There is not enough budget allocated to gender and diversity, awareness training, or minimum standards training.

Lessons Learned

- Refresher in child protection and gender trainings should be done in all branches to aid staff and volunteer understanding. This should be followed by a training-of-trainers (ToT) in child protection and gender in all branches so PGI focal points in each branch can run the trainings whenever needed.
- Minimum standards ToT to be done in all branches PGI focal points/branch officers.
- PGI Policy awareness to all PGI focal points in all branches so they can disseminate in their respective branches.

Strategies for Implementation

Requirements (CHF): 23,280

Strengthen National Society

Outcome 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

Indicators:	Target	Actual
<i>NS have prepositioned masks and another PPE (not relevant)</i>	N/A	N/A
Output S1.1.4: National Societies have effective and motivated volunteers who are protected		
Indicators:	Target	Actual
<i># of volunteers insured (not relevant)</i>	30	30
<i>% of staff and volunteers are provided with necessary PPE (not relevant)</i>	100%	100%

Narrative description of achievements

- As the prepositioning of masks and other PPE was not covered in this DREF response, but under the COVID-19 Appeal response, and the NS's other budget covered the insurance of volunteers, the indicators above became void and were removed from the operation's plan of action.
- Volunteers involved in the volcano disaster response were insured (confirmed by IFRC and VRCS).
- The operation was slightly delayed due to bad weather and office closures of shipping companies and shops (for local procurement) in December and January. According to international advisories, the significant delays in international procurement were brought about a need to extend the DREF due to the COVID-19 safety shipment and travel routes.
- The delays in the distribution of the water filtration units were because there was no existing framework agreement with the sole supplier of these units. Proper procurement procedures had to be followed, which was guided by the IFRC logistics capacity-building delegate. Unfortunately, a framework agreement could not be drawn up since the supplier would not be supplying the water filtration units anymore. It was then discussed to have the remaining units procured and prepositioned at VRCS headquarters. The costs of having it prepositioned will be covered under a different pledge.

Challenges

- The government imposed travel restrictions and safety protocols as COVID-19 cases were rising in the country. This impeded field activities and distributions in hotspot areas, as field teams had to restrict their movements and were exposed to COVID-19 risks.
- PPEs could not be purchased locally as per IFRC standard and requirements
- Logistics:
 - Logistic officer to perform a final check at the warehouse before transportation to wharf for vessel loading.
 - COVID-19 restrictions within the country and border closure caused significant delays in the procurement processes by the VRCS
 - Due to COVID-19, some suppliers did not have enough stock for in-country procurement
 - Storage capacity too small
 - Branch vehicle condition very poor
 - Poor road conditions and communication in the field
 - Bad weather delayed the shipment of NFIs to branch
 - Delay of international shipment due to COVID-19 pandemic (COVID in-country community transmission)
 - The COVID-19 outbreak in the country delayed the replenishment of NFIs
- PMER
 - No PMER recruited; DM taking the responsibilities
 - Data collection in the field was slow to process due to continued acid rain
 - PMER officer recruited and went through online training
- HR
 - One headquarters staff member was stranded in Tanna for three weeks
 - No proper safety equipment was provided for volunteers and staff
 - Staff and volunteers exchanged phone numbers without informing HR and branch officers.
- Coordination
 - Lack of operation coordination at the provincial level
 - Delays in responding to requests submitted to PEOC
 - Limited knowledge of staff manning the PEOC
 - COVID-19 situation took more attention than the volcano response
 - PEOC structure to be understood by Area Council secretaries and CDCCCD
 - CDCCC unclear on roles and responsibilities

- Finance
 - Delay of acquittals submission
 - Shortage of finance staff
 - Understanding of IFRC financial procedures needs improvement
 - Lack of branch understanding of the VRCS financial procedures

Lessons Learned

- Finance
 - Appoint finance officer specifically for DREF finance control and management
 - More time should be considered or given for financial reconciliation
 - Submission of acquittals must be done accurately and submitted on time by the VRCS finance department
 - Finance capacity building for the staff at the branch level
 - Regular updates on DREF financial status
- Logistics
 - IFRC logistics delegates to provide remote support and organize online training for the NS. Logistic training at the branch level
 - Communicate and understand the logistic procedures between IFRC and VRCS
 - Identify or map out private storage at the branch
 - Increase and improve storage capacity
 - Branch to have a proper vehicle with capacity for transportation
 - Purchase of proper safety equipment (land, sea & air) kit to be used in the field
- PMER
 - Make sure to submit reports on all activities outlined
 - Appointment of well-trained PMER
 - PMER to engage and understand the DREF processes
 - Part in all operation updates to be able to work with DMC to write operations updates
- HR
 - Communicate with operations staff for matters related to the operation
 - Be part of operation coordination meeting.
 - Follow up admin matters with the operation team
- Coordination
 - Strengthen communication network with stakeholders at provincial and community levels
 - Recruit and train disaster focal points at the branch level
 - EOC capacity building for PEOC and VRCS branch staff and volunteers
 - Refresher training to CDCCC by provincial government
 - Updated PEOC structure in place and shared with stakeholders, including VRCS

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

Indicators:

Target

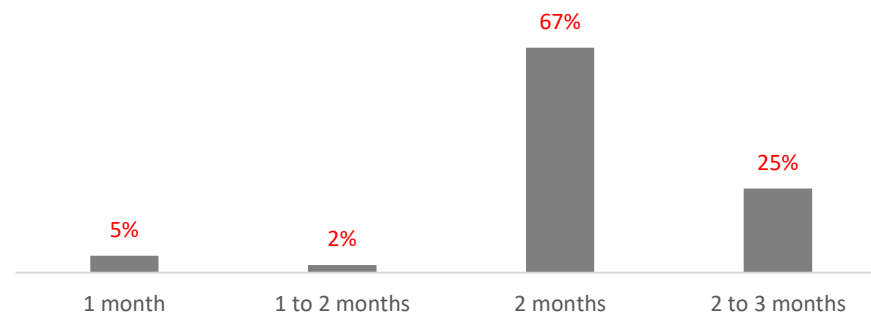
Actual

NS coordinated international disaster response effectively	Yes	100%
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved		
Indicators:	Target	Actual
DREF procedures are applied during the implementation of the operation	Yes	100%
Progress towards outcomes		
The logistics department supported the National Society's logistics unit for warehousing, fleet management, transportation, replenishment and procurement. Logistics was the main backbone of this whole response operation, purchasing and moving stocks to distribution points.		
Challenges		
<ul style="list-style-type: none"> • Lack of coordination on a provincial level • Delay of responding to request from PEOC • Limited knowledge of staff in the PEOC • COVID-19 situation took more attention than the volcano response at the regional, national and provincial levels • Delays in replenishment led to DREF extension • PEOC structure to be understood by Area Council secretaries • CDCCC unclear on roles and responsibilities, and communications 		
Lessons Learned		
<ul style="list-style-type: none"> • Strengthen communication with stakeholders through a proper communication mechanism • Recruit and train disaster focal points at the branch level • EOC capacity building for PEOC and VRCS branch staff and volunteers at the branch level • Refresher training to CDCCC on their roles and responsibilities by the provincial government before disaster strikes • Improvement of operations coordination through training with other partners and simulation exercises 		
Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability		
Indicators:	Target	Actual
Lessons learned workshop findings endorsed by NS	Yes	100%
Output S4.1.2: IFRC staff shows good level of engagement and performance		
Indicators:	Target	Actual
<i># Of lessons learned workshops that involve staff/volunteers</i>	1	1
Progress towards outcomes		
The Post Distribution Monitoring (PDM) was conducted in 23 communities, with 258 respondents on 24 February 2022. Key PDM questions and findings:		

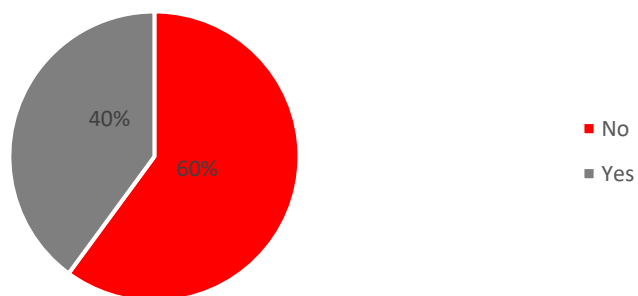
How many days after the disaster did VRCS provide you with emergency relief items



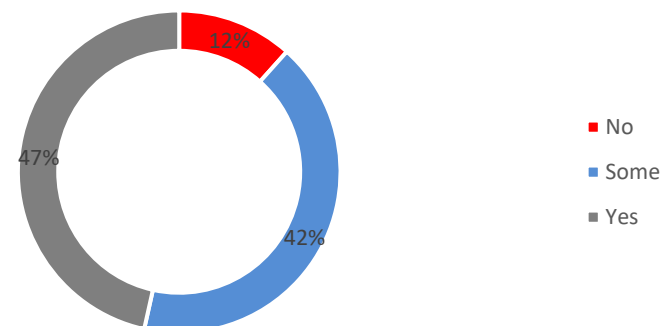
Please state how long it took



Were you asked what you needed before the distribution?

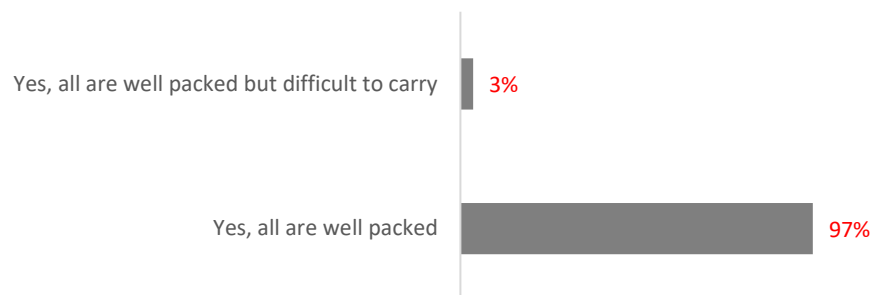


Did you receive the items that you needed?

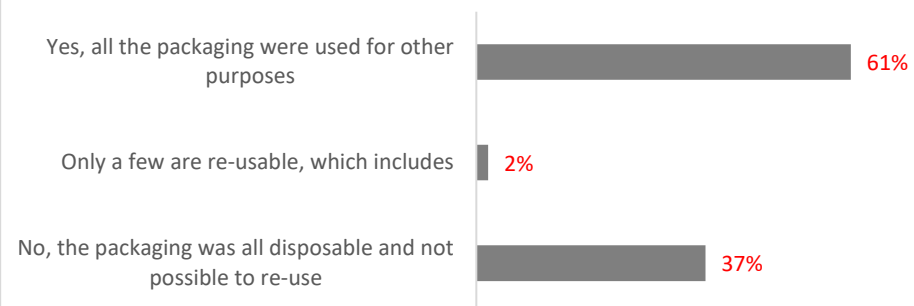


*70% of respondents reported that there was other support or services they required.
The items/services mentioned the most: tarpaulins, kitchen sets, menstrual hygiene management, and shelter toolkits.*

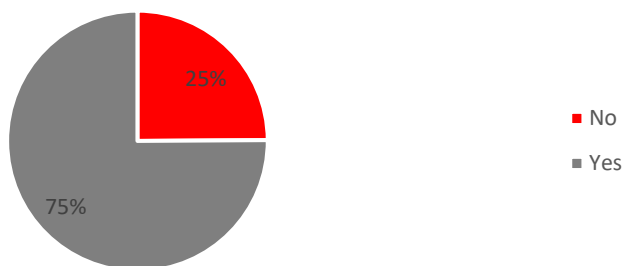
Were the items properly packaged to ensure safety and hygiene?



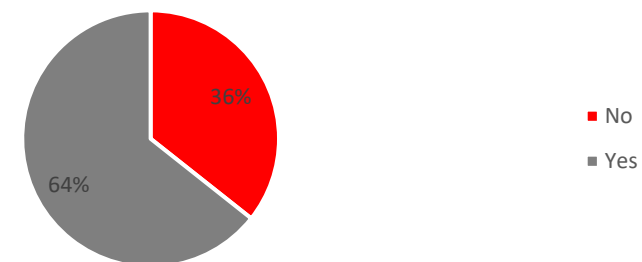
Were you able to recycle, re-use, or upcycle the packaging of the items?



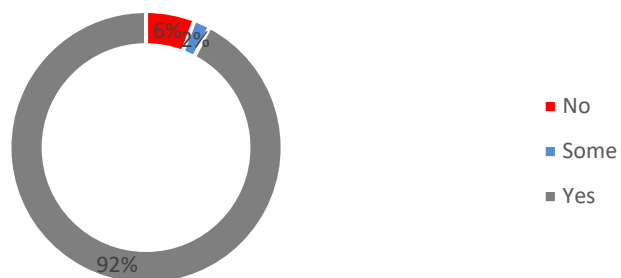
Was the training provided to use the goods clear, helpful and allowed you to feel confident to use the item?



Were there enough items provided for the use of your entire immediate family members?



Were the items you received appropriate to your culture and domestic practices?



Were the items provided for the hygiene needs of women appropriate and enough?



The Vanuatu Red Cross held a two days hybrid workshop from 26 – 27 April 2022. The workshop was facilitated through the virtual platform for the head office, Tafea Red Cross branch staff, and volunteers due to movement restrictions following COVID-19 detection in Port Vila. In this regard, the head office and Tafea branch teams then conducted the group discussion face-to-face.

The workshop was facilitated by the VRCS DM coordinator and a team from head office, supported online by the PMER team from CCD Pacific office – Suva and APRO. The workshop was attended by 13 staff (six male, seven female) from head office and 15 community disaster committee representatives and volunteers (9 male, six female) from the Tafea branch. The challenges and lessons learned findings were incorporated into the relevant thematic areas above. The way forward to improve the next emergency operation is in the MDRVU009 Vanuatu Lesson Learned Workshop Report, which will be uploaded to [IFRC Evaluation Databank](#) in the coming days.

The IFRC delegate followed all operations procedures at IFRC and VRCS. Good communication and teamwork were observed through the response operation. Even though there were no representatives from IFRC or ICRC on the ground, the response was carried out in accordance with the operation plan. Support was great from IFRC and ICRC, and operation procedures were followed and practised throughout the operation.

Challenges

- Even though there were challenges and differences, regular communication helped solve the issues and meet the response timeframe. The challenges faced also gave the team opportunities to find the best solutions.
- Remote support was not new to the operational team even when there were COVID-19 restriction delays in the activity's timeframe.

Lessons Learned

- This is the second time VRCS coordinated the response. Despite the operation not physically having IFRC representation on the ground, the NS was able to use the operation as learning spacing and took responsibility, showing stakeholders their capacity in disaster response operations.
- For future planning, it is best to review the operation strategy, from having IFRC representation in the country to having in place the required equipment, material, standardized documents and forms and capacity building. Such measures will enable the VRCS to practise in real-time by carrying out the operation with limited/no human resources on the ground from the IFRC.

D. Financial Report

Of the total budget CHF 88,383, total expenses closed at CHF 79,952. Significant variances are noted below across the budget categories:

Relief items, Construction, Supplies –variance of CHF 21,244 less spent, most significantly on Water, Sanitation & Hygiene supplies due to the number of beneficiaries being reduced after VRCS conducted its own assessment and verified the needs.

Logistics – a variance of CHF 8,194 more spent due to:

- CHF 8,105 more on distribution and monitoring due to the high cost of land transportation.
- Minor additional spending on transport & vehicle costs which was offset by underspending on logistics services.

Personnel – a variance of CHF 4,286 more spent due to:

- CHF 3,686 additional expenditures for NS staff and CHF 601 for volunteers due to the operation extension.

Workshops & Training – a variance of CHF 3,109 less spent due to a lesson learned workshop that was supposed to be held on Tanna Island with staff travelling by air, which was instead held virtually due to COVID-19 restrictions. In addition, the number of days required for some trainings were reduced, which resulted in less expenses for participants.

General Expenditure - a variance of CHF 3,834 more spent due to:

- More was spent on information, public relations, and communications which were costs not included in the original budget.
- More spent on office costs which was offset by less spent in other general expenses.

The overall balance of CHF 8,405 will be returned to the DREF pool.

Detailed expenses are [outlined](#) in the attached Final Financial Report at the end of this report.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The IFRC, on behalf of Vanuatu Red Cross Society, would like to extend thanks to all for their generous contributions.

Reference documents



Click here for:

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

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.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.

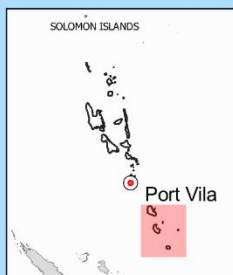


Promote social inclusion
and a culture of
non-violence and **peace.**



**Vanuatu: Tanna- Yasur Volcano
Emergency Plan of Action (EPOA)**

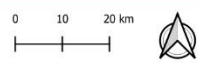
15 November 2021



Legend

- National Capital
- Affected Province
- Volcano
- Province Boundary
- Other Country

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, ICR, IFRC, GDACS (5 April 2020)



DREF Operation

Selected Parameters			
Reporting Timeframe	2021/11-2022/6	Operation	MDRVU009
Budget Timeframe	2021/11-2022/4	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 26/Jul/2022

All figures are in Swiss Francs (CHF)

MDRVU009 - Vanuatu - Volcano Yasur

Operating Timeframe: 18 Nov 2021 to 30 Apr 2022

I. Summary

Opening Balance	0
Funds & Other Income	88,383
DREF Allocations	88,383
Expenditure	-79,979
Closing Balance	8,404

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	9,993	4,502	5,491
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	11,957	3,128	8,830
PO05 - Water, Sanitation & Hygiene	31,416	40,871	-9,455
PO06 - Protection, Gender and Inclusion	10,224	2,843	7,381
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	9,883	28,471	-18,588
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	73,473	79,815	-6,342
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	10,650	164	10,486
EA03 - National Society Strengthening	4,260		4,260
Enabling Approaches Total	14,910	164	14,746
Grand Total	88,383	79,979	8,405

DREF Operation

Selected Parameters			
Reporting Timeframe	2021/11-2022/6	Operation	MDRVU009
Budget Timeframe	2021/11-2022/4	Budget	APPROVED

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Operating Timeframe: 18 Nov 2021 to 30 Apr 2022

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	52,830	31,585	21,244
Shelter - Relief	2,983	3,053	-70
Water, Sanitation & Hygiene	44,406	23,872	20,535
Medical & First Aid		31	-31
Teaching Materials	5,440		5,440
Utensils & Tools		2,472	-2,472
Other Supplies & Services		2,157	-2,157
Land, vehicles & equipment		147	-147
Computers & Telecom		147	-147
Logistics, Transport & Storage	13,840	22,034	-8,194
Distribution & Monitoring	7,000	15,105	-8,105
Transport & Vehicles Costs	3,840	4,044	-204
Logistics Services	3,000	2,885	115
Personnel	4,240	8,526	-4,286
National Society Staff	1,200	4,886	-3,686
Volunteers	3,040	3,640	-601
Workshops & Training	4,000	891	3,109
Workshops & Training	4,000	891	3,109
General Expenditure	8,080	11,914	-3,834
Travel		99	-99
Information & Public Relations		1,808	-1,808
Office Costs	1,200	3,368	-2,168
Communications		1,080	-1,080
Financial Charges		755	-755
Other General Expenses	6,880	4,803	2,077
Indirect Costs	5,394	4,881	513
Programme & Services Support Recover	5,394	4,881	513
Grand Total	88,383	79,979	8,405