

<b>Emergency appeal n° MDRHR004</b>	<b>GLIDE n° EQ-2020-000241-HRV</b>
<b>Date of issue:</b> 24 August 2022	<b>Timeframe covered by the Final Report:</b> 7 January 2021– 31 March 2022
<b>Operation start date:</b> 7 January 2021	<b>Operation end date:</b> 31 March 2022
<b>Funding requirements (CHF):</b> 3,475,586 <a href="#">revised</a> from an initial CHF 6,220,0007	<b>DREF amount initially allocated:</b> CHF 384,901 (reimbursed to the Fund)
<b>Funding Coverage:</b> 31% / <b>Donor response:</b> CHF 1,082,501 (including in-kind and personnel)	
<b>Number of people assisted:</b> 103,422 through CRC-wide interventions, of whom 70,994 with support through the IFRC Emergency Appeal	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> IFRC; American Red Cross, Albanian Red Cross, Austrian Red Cross, British Red Cross, The Red Cross Society of Bosnia and Herzegovina, Bulgarian Red Cross, Canadian Red Cross Chinese Red Cross, Cyprus Red Cross, Finnish Red Cross, German Red Cross, Hellenic Red Cross, Hungarian Red Cross, Icelandic Red Cross, Italian Red Cross, Iraqi Red Crescent Japanese Red Cross, Liechtenstein Red Cross, Red Cross of the Republic of North Macedonia, Red Cross of Montenegro, Monaco Red Cross, Polish Red Cross, Romanian Red Cross, Red Cross of Serbia, Slovenian Red Cross, Spanish Red Cross, Swiss Red Cross, and Turkish Red Crescent	
<b>Other partner organizations actively involved in the operation:</b> The Government of the Republic of Croatia, the County Headquarter for Crisis Coordination and three local Headquarters for Crisis Coordination for Petrinja, Glina and Sisak, Ministry of Interior, the Civil Protection Directorate, firefighters – local and state, Ministry of Health, Ministry of Economy, Crafts and Entrepreneurship – the State Commodity Reserves, Ministry of Defence, Ministry of Labour, Pension System, Family and Social Policy, Ministry of Foreign Affairs, Croatian Mountain Rescue Service, UNHCR, UNICEF, and national and local NGOs	



Photo CRC: Head of CRC Disaster Management Department and CRC search and rescue teams in the centre of Petrinja in the first hours after the earthquake

# A. SITUATION ANALYSIS

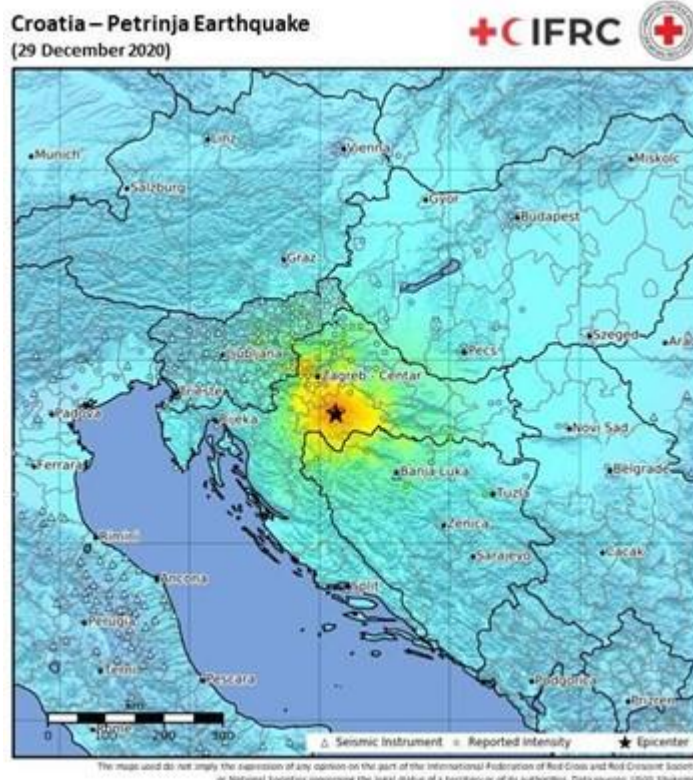
## Description of the disaster

On 29 December at 12:19 CET (11:19 UTC), a 6.2 magnitude earthquake with the epicenter 3km from Petrinja, and some 50km from the capital Zagreb, struck Croatia. It was reported as the strongest earthquake to hit Croatia in more than 140 years. 8 people were killed and at least 36 people were injured<sup>1</sup>, 10 severely.

Three foreshocks hit the same area the day before, on 28 December 2020 at 05:28 UTC, at magnitudes 5.2, 4.8 and 5.0 respectively. There were no reports of injuries or fatalities, but there was moderate to substantial damage in some cases to buildings and structures in Petrinja and Glina mainly closest to the epicenter.

Between 29 December 2020 and 28 February 2021, there have been an additional 1,244 aftershocks of 1.5 to 2.0 magnitude, 76 between 3.0-4.0 magnitude, 8 between 4.0-5.0 magnitude, and 2 between 5.0-6.0 magnitude causing additional damage to buildings, roads, and infrastructure in Sisak-Moslavina, Karlovac and Zagreb counties<sup>2</sup>. On 4 January 2021, the Government declared a state of disaster for Sisak-Moslavina County and parts of Zagreb and Karlovac counties. The seismic activity has continued over the next year with weaker aftershocks – a total of 1,400 stronger from 2 magnitude, causing more damages on already damaged buildings and physical infrastructure.

The worst-affected areas are the towns of Petrinja, Sisak, Glina and Hrvatska Kostajnica, consisting of one medium sized town, three small rural towns and a total of 272 villages, many of them in hilly remote areas with a population of nearly 105,000. An additional approx. 45,000 people living in Zagreb and Karlovac counties were also affected.



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

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

The affected population’s gender and age disaggregation is as follows: approximately 52% female and 48% male, with 14.5% aged 0-14 years, 66% aged 15-64 years and 19.5% aged 65+ years<sup>3</sup>.

It was estimated that at least some 50,000 people in the affected area needed urgent humanitarian assistance,

<sup>1</sup> <https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Croatia%20Situation%20Report%20No.3%20%28Earthquake%29%20-%2013%20January%202021.pdf>

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

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

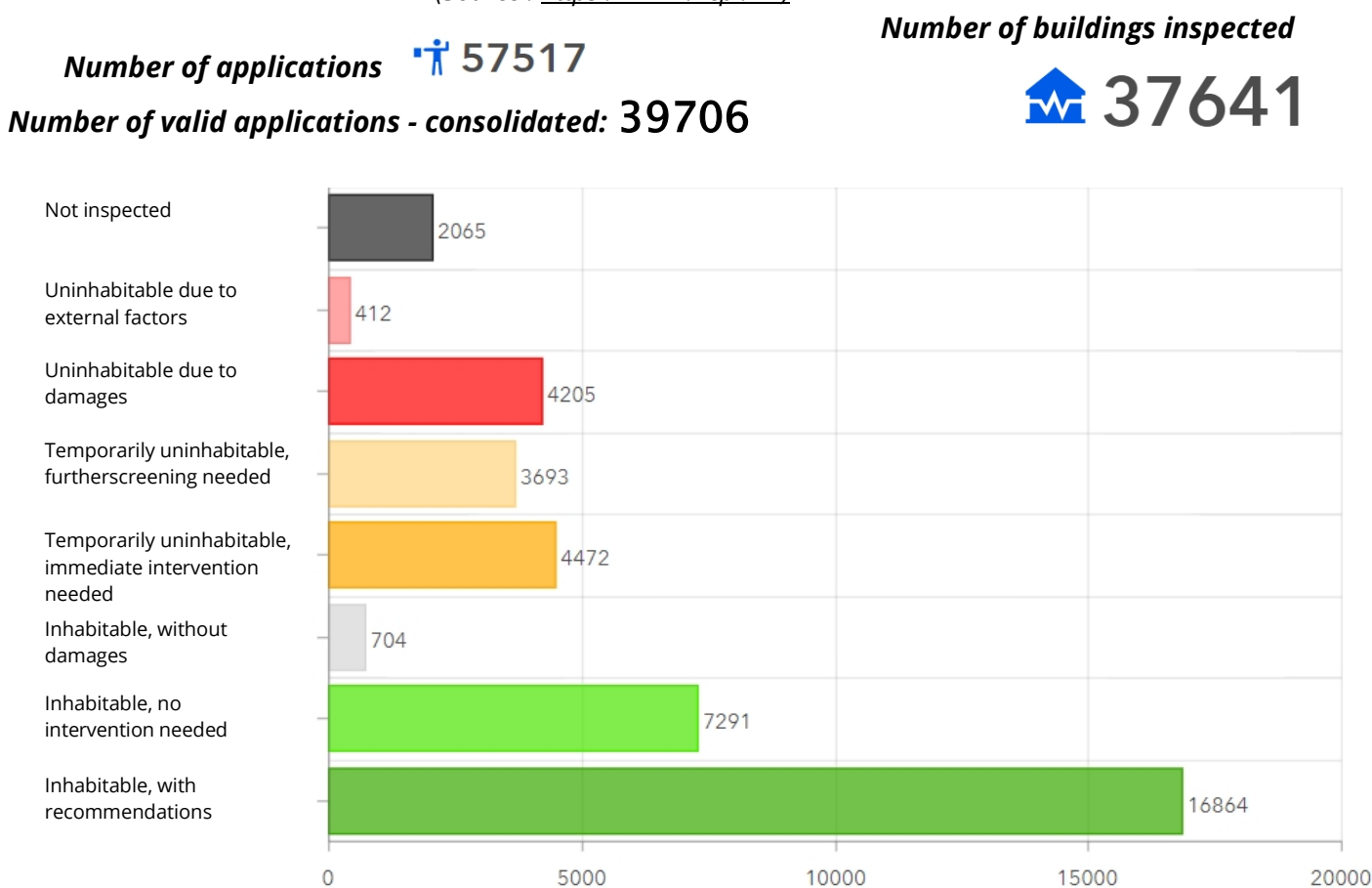
including shelter, food, and household items, for some protracted period of time – at least by the end of 2022.

The Government estimated direct damages on public and residential buildings as well as infrastructure at 4,8 billion EUR (CHF 4,92 billion) – overall estimation based on EU rules and World Bank methodology.

Until end 2021, the total number of consolidated applications connected to buildings was 39.706 out of the total of 57,517 applications filed. A total of 37,641 buildings have been examined and some 2,065 buildings still to be inspected (the last as result of numerous aftershocks). Some 4,617 (12,27%) were classified as uninhabitable (red category) and 8,165 (21,7%) as temporarily uninhabitable (yellow category) – a total of 12,782. The majority of 24,155 buildings were classified as green (64,18%) but still needed some reconstruction assistance. Screened buildings also included multi-apartment buildings that were counted as one building although they were home to many families.

**Table 2: Screening of damaged buildings in Sisak-Moslavina earthquake by end 2021**

(Source : <https://www.hcpi.hr/>)



There are three hospitals in the earthquake affected area, the largest is the county hospital which is situated in six buildings in three locations – two in Sisak and one in Petrinja. The earthquake damaged 90% of the hospital buildings in Sisak and only one new building with originally gynecology has been functioning since then. The hospital building in Petrinja, the health center in Glina and a number of outpatient clinics in the area were damaged as well. Most general medical services have moved to other undamaged buildings or have been located in containers in vicinity of the hospitals and clinics in Sisak, Petrinja and Glina. Patients in need of hospital medical services have been only triaged locally before being redirected to the closest hospitals outside the earthquake-affected area (mainly to Zagreb hospitals).

There are a total of 58 schools and higher education facilities in the earthquake affected area, including 21 schools in Petrinja, Glina and Sisak. **9 school buildings were unusable due to damages, 11 facilities temporarily unusable and 7 usable with a recommendation.** Where students have not been able to return to school, the Ministry of Science and Education equipped them and educators with IT equipment for remote learning while repairs and reconstruction are carried out. Due to COVID-19 restrictions, schools across Croatia were following remote

learning modalities according to local contexts with students returning to physically attending schools only from 6 May 2021. In the new school years in September 2021 all schools in Croatia returned to physical attendance with school children from damaged schools attending classes in containers providing a venue for classes in several locations where the school buildings are unusable or nearby schools offering places to students from damaged schools. By September 2021 some school buildings with lower scale of damages were reconstructed. Meanwhile the students were attending the alternative schools in the area in extra organized shifts. The reconstruction of fully destroyed school buildings has started in 2022.

Some 150,000 users were left without electricity immediately after the earthquake. The total damage to the electrical network and facilities amounts to HRK 200 million (CHF 28.5 million). 320km of embankments of the small Banovina basin were inspected and urgent rehabilitation was carried out on the most critical locations.

Damage to the main water supply was repaired in the affected areas shortly after the earthquake, but some places without connection to public water supply who are getting water from water wells were without water for long time awaiting sanitation of their water wells. Water tanks were provided in these locations, and CRC provided bottled drinking water as part of their response activities. CRC started with the sanitation of wells in mid-April. By the end of March 2022, CRC sanitized a total 907 water wells, but many of them will need a second cleaning before becoming fully functioning with water for human use.

Damage to state roads, bridges and structures was estimated to HRK 75 million (CHF 10.6 million) to repair. Damage to state, county, local and unclassified roads was estimated to cost HRK 20 million (CHF 2.8 million). Inspections show no damage to railway infrastructure, apart from Sisak train station, which was decommissioned, though trains still served the station. Damage to telecom infrastructure was repaired quickly with free Wi-Fi hotspots established in some places.



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

The Ministry of Agriculture assessed 3,556 farms, with damage reported to buildings at 1,849 farms, to machinery at 269 farms, to production areas at 86 farms. Conditions for livestock were deemed inadequate at 43 farms and 306 head of livestock have been relocated. There were reports that a few animals had died but this is more a case of accident than a widespread phenomenon. The earthquake affected also some 825 skill crafters businesses and some 700 small enterprises in the area whose buildings have been damaged as well. At the very beginning of June, the Government has started allocating the small grants for small enterprises as well as for farms producing food for market with announced scheme for further grants.

The Sisak prison was damaged, and its 61 inmates were evacuated on the day of the earthquake. The Glina Penitentiary was assessed later and a building housing for 100 inmates was deemed unusable. Several Municipal court buildings were also significantly damaged.

A total of 120 sacral buildings were also destroyed or severely damaged including a cathedral, chapels, monasteries and parish churches.

Since the earthquake, more than 130 sink holes have appeared in the area between Petrinja and Hrvatska Kostajnica. Their cover up and burial has started in September 2021.

A total of 2,900 people were registered by 75 Croatian Red Cross local branches who moved from the affected area across Croatia. Majority of affected people who left their houses stayed in the affected area in some alternative accommodation – mainly with their families or in leased undamaged property or in housing containers behind their damaged houses, as well as 1,400 people sheltered in 15 collective shelters – 12 containers settlements and three solid buildings in Topusko and Sisak. Since the beginning of October two container settlements (Češko Selo in Petrinja and Prvča in Sisak) were dismantled and people moved to other container settlements or moved back to their houses. As of 31 March 2022, **the number of collective shelters has been reduced to 13 with 727 people still residing** in them. Additional settlement has been dismantled in 2022 in Sisak. HEP settlement with 17 households or 23 people and its residents were moved to the remaining settlements in Sisak or leased apartments.

**Table 4: Number of people registered in collective shelters on 31 March 2022**

		NUMBER OF CONTAINER SETTLEMENTS	NUMBER OF HOUSEHOLDS	NUMBER OF PERSONS
1	SISAK	8	191	279
2	GLINA	1	40	64
3	H. KOSTAJNICA	0	0	0
4	PETRINJA	3	136	236
5	TOPUSKO HOTEL BUILDING	1	142	148
	TOTAL:	<b>13</b>	<b>509</b>	<b>727</b>

Topusko hotel building is used for accommodation of older people evacuated from Glina and Petrinja homes for elderly as well as some older people from Glina area who had to abandon their houses and apartments – a total of 148 elderly (106 + 42).

People living in remote rural areas were identified as among the most affected from the start of this operation, in need of shelter, drinking water, food and hygiene items. This remains the case, given the complex nature of the repair and reconstruction program, in what is a disadvantaged economic region of the country. With disruption to public transport - both physically to infrastructure, but also as certain routes became economically unviable to sustain - and infrastructure including utilities, huge quantities of food, drinking water and household items including hot meals, and hygiene packages need to be delivered across a wide area to people's homes, either their original still-habitable home or to a housing container next to their damaged homes, and to a number of local distribution points for those that can travel short distances.

People who have been relocated to collective shelters that do not have cooking facilities also needed assistance with hot meals. The hot meals were provided by the government (distributed by CRC for the first two months of operation), whilst drinking water, food, and hygiene packages from in-kind donations from the general public, businesses and from government stocks were solely distributed by CRC. According to the assessments of CRC teams, majority of shops in the urban towns were re-open and well stocked after month or two after the earthquake. However, considering the need to take public transportation from rural areas to the shops, increase of number of people below poverty line as result of wider earthquake impact on the area, it is estimated that the provision of food support and basic household items will be prolonged for some time.



*Photo CRC: CRC RFL team member assisting the affected population in remote rural areas of Sisak-Moslavina County to restore and maintain contact with their family members*

The organized reconstruction of damaged housing and public facilities funded by the state has started in June 2021, in line with the new *Law on Reconstruction of buildings damaged by earthquake* adopted by the Croatian Parliament in February 2021. This is likely to be a lengthy, complicated process meaning people will be outside their homes for a considerable -years not months- period. The application process for reconstruction assistance including request for removal of fully collapsed building, started in February 2021 but is still going on. The actual reconstruction works started on buildings with smaller damages to enable feasible housing for the most of affected population and enable public services delivery to population, while the reconstruction of fully demolished buildings will start in 2022 as their reconstruction is more demanding and requires development of full project designs and construction permits. Since June 2021, some 160 fully destroyed buildings which were qualified as security risk, have been removed so far especially in the centers of Petrinja, Glina and Sisak.

The reconstruction process of residential and public buildings organized by the state started in July 2021. Some 1,100 damaged buildings has been reconstructed by the end of 2021 that resulted in return of some 6,000 people to their home. A large number of citizens reconstructed their houses by themselves – houses with green mark in need of smaller rehabilitation work (see color coding in chart on page 3). The deadline for submission of reconstruction requests has been extended to the 31 December 2023 so it is hard to say when the reconstruction process will finish.

Four local CRC branch offices in Petrinja, Sisak, Glina and Hrvatska Kostajnica suffered serious damages. The premises of Petrinja and Glina branches are currently unusable and have to be fully reconstructed. Therefore, two RC local branches have been in need for temporary alternative solutions in terms of office containers as medium-term solution and for new buildings as a longer-term solution. Through this EA, four containers were procured by CRC to be used as temporary offices by Petrinja and Glina branches. Meanwhile the Sisak local branch premises were

reconstructed and re-equipped to be fully operational from mid-July 2021.

By 31 March 2022, a total of 1,101,972 COVID-19 cases have been reported in Croatia and 15,616 deaths. The number of cases and fatalities has been steadily increasing in 2021 with a few peaks during 2021. Vaccinations in Sisak-Moslavina County started in early January 2021, prioritizing older people living in collective shelters and humanitarian workers. A national vaccination campaign was going on throughout Croatia with nearly 59,44% of adult population vaccinated but it slowed down since the end of 2021 for low interest of population.

## Summary of response

### Overview of Host National Society

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

### Overview of Host National Society Response Action

At the time of the earthquake, the CRC was running its COVID-19 operation. CRC immediately activated the Emergency Operations Centre (EOC) coordinating with neighboring National Societies to update on the situation, ongoing response and needs. CRC created an earthquake incident map in the NICS software and other NSs offering support also mapped available capacities through NICS for response in case of needs.

176 CRC staff and volunteers joined the search and rescue operation along with firefighters, police, and civil protection department, providing first aid to people rescued from the ruins. The search and rescue civil protection teams were operating on 29 and 30 December inspecting the ruins and looking for people who remained trapped beneath them.

Within the first 24 hours the CRC had deployed a total of 261 staff and volunteers (many of whom were victims of the earthquake themselves) reached a total of 750 people in January 2021 with search and rescue activities, evacuation, and distribution of humanitarian aid in food and household items to cover basic needs as well as psychological first aid (PFA) during the first month after the earthquake.

By mid-January, CRC staff and volunteers deployed to the field reached a daily average of more than 450 people. In addition, some 300 volunteers from other organizations as well as spontaneous volunteers were coordinated by the CRC. They worked alongside with approximately 2,000 members of various emergency services (fire fighters, police, mountain rescue service, military, etc.) in the aftermath of the earthquake.

CRC branches from other parts of Croatia were on the ground during the first three and half months of the earthquake response operation with their emergency teams, each comprising 5 to 7 volunteers that were rotated daily or weekly. Branches were also providing logistics assistance to the operation. Some 75 local branches were actively involved in collecting and sorting humanitarian aid from the public and other NGOs before transporting them to the affected area in a coordinated manner, as well as registering and assisting people who have temporarily moved to other parts of Croatia following the earthquake. From the end of April only up to 10 volunteers from CRC branches in other parts of Croatia were present in the war affected areas and since June 2021 only on specific need basis announced by affected CRC local branches.

After January, the average number of operational staff and volunteers has reduced to 300 per day and then by end of February to 240. Since June, there was a total of 215 staff and volunteers engaged in the operation – 70 volunteers and 145 staff of CRC and local branches, including newly recruited staff funded through EA and other donations. By March 2022 a total of staff and volunteers reduced to 120.



*Photo CRC: CRC Intervention team member from Međimurje County providing humanitarian assistance to population in earthquake affected areas*

## **B. OPERATIONAL STRATEGY**

### **Implemented strategy**

This Emergency Appeal aimed to meet the immediate needs and support the early recovery of the most vulnerable population affected by the Petrinja earthquake. 103,422 people received assistance through Federation-wide action, of whom 70,994 people were assisted through this Emergency Appeal with Shelter, Livelihoods and basic needs, Health/PSS and WASH with Protection, Gender & Inclusion and Disaster Risk Reduction mainstreamed into the operation. The focus of the operation was on the areas of Sisak-Moslavina county, Zagreb county and Karlovac county, prioritizing the areas in Sisak-Moslavina covered by the CRC local branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica.



*Photo CRC: CRC volunteer providing psychological support to elderly people affected by earthquake*

### **Donations and relief distribution**

A spontaneous grass-roots humanitarian movement started in Croatia immediately after the earthquake with many citizens and companies as well as smaller NGOs collecting large quantities of food, hygiene and household items and transporting the items to affected areas. The Croatian Civil Protection Authority asked the CRC to take over receipt of in-kind donations, warehousing, sorting, and distributing goods to affected communities.

On 30 December 2020, the Government of the Republic of Croatia appealed to the public to direct all in-kind donations to be channeled exclusively through the CRC to guarantee that the help will reach those in need and to avoid misuse of the collected items. The CRC coordinated the receipt of donations and organized the distribution and delivery of supplies to affected people, except for construction materials, shelter and medicines.

CRC released emergency stock items from its national logistic center that included: 4 Rub Halls, 2 Alaska tents x 50m<sup>2</sup>, multiple 30m<sup>2</sup> and 50 m<sup>2</sup> tents, a 150m<sup>2</sup> tent, generators, lighting, heating, furniture, PPE, beds, CRC winter clothing for staff and volunteers, winter sleeping bags, blankets, food, water and hygiene items.

CRC set up its temporary Field Operational Centre in Petrinja along with a large temporary warehouse in Petrinja and 4 additional warehouses – 2 in Sisak and 1 each in Glina and Zagreb. Since July 2021 still operational have been warehouses in Sisak and Glina as well as Croatian Red Cross permanent warehouse in Zagreb who took over operation logistics. During summer 2021, temporary Field Operational Centre in Petrinja was disassembled and local operation managing has been taken over by local CRC branches with overall coordination by CRC headquarters in Zagreb. It happened after the local branches Petrinja and Glina were equipped with office containers and additional personnel enabling them to take over majority of responsibilities to assist the affected population.



Photo CRC: CRC central temporary warehouse in Petrinja, January 2022

**Table 4: Relief items distributed by CRC until 31 March 2022**

Items	Quantity	Items	Quantity
Food	1,345 tons	Blankets	6,179 pieces
Water	779,733 litres	Heaters	4,592 pieces
Hot meals – affected population	879,400 portions	Generators	124 pieces
Hot meals – operational staff	77,783 portions	Mattresses & beds	753 pieces
Hygiene <sup>4</sup>	342,169 kg	Baby food & equipment	9,827 packages
Clothing	208,7 tons	Animal feed	2,429 packages

Until beginning of May 2021, CRC distribution of food, hygiene and other non-food items was covered fully by material donations collected mainly during the first month after earthquake.

In Sisak, at the request of the local crisis headquarters, CRC teams assisted with the evacuation of the hospital, transferring COVID-19 patients to Zagreb, as well as preparing part of the hospital for the reception of victims, and triage. PSS teams have provided 27,914 services to people in organized accommodation, in containers and in their own homes.

The CRC had a 24/7 toll-free phone line that directs callers affected by the earthquake to request food and medicine deliveries, PSS assistance or for general enquiries. The call center has provided information on

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

temporary accommodation, distributions, transportation as well referrals to the CRC PSS and RFL field teams. The call center was receiving some 300 calls a day throughout January 2021 and even increased once the cash assistance was announced on 29 January 2021 throughout February. After that time the number of calls downsized significantly on average 30 calls a day and even lesser by June 2021 when it was reorganized.

CRC Emergency Response teams are familiar with recognizing the signs of sexual exploitation and abuse (SEA) as this is part of PSS basic emergency training. If they suspect any SEA cases, they refer these to the PSS teams who conduct additional screening and can refer victims to the social welfare system and to other external assistance.

The CRC tracing team had received 556 tracing requests from people looking for family members especially during the first months of the operation, arranged over 450 phone calls connecting families and registered the location of 2,883 people who have relocated from their homes to other areas of Croatia and asked assistance from CRC local branches (as mentioned above).

### CRC Domestic Fundraising

By the end of December, the CRC domestic appeal has raised a total of HRK 52,468,000.00 (CHF 7.6 million) in financial donations by citizens and in-country companies out of which majority earmarked for cash assistance and has received in-kind donations valued at HRK 51,822.000.00 million (CHF 7.4 m). Most in-kind donations have already been distributed to the affected population.

### People reached via the emergency appeal

Number of People Reached				
Age group	Direct Recipients			Reached via non-Emergency Appeal resources
	Male	Female	Total	
0 to 5	1.879	1.754	3.633	1.660
6 to 12	1.999	1.943	3.942	1.801
13 to 17	1.696	1.670	3.366	1.538
18 to 29	4.793	4.354	9.147	4.178
30 to 39	4.180	3.752	7.932	3.623
40 to 49	4.782	4.483	9.265	4.232
50 to 59	5.300	5.206	10.505	4.799
60 to 69	5.488	6.036	11.524	5.264
70 to 79	3.179	4.306	7.485	3.419
80+	1.362	2.832	4.194	1.916
<b>Total</b>	<b>34,658</b>	<b>36,336</b>	<b>70.994</b>	<b>32.428</b>

### Community engagement and accountability

The Croatian Red Cross has been in constant communication with the affected population in the field and collected feedback on daily basis through direct communication with assistance recipients and trainings including evaluation surveys after trainings as well as by e-mail and previously through the call center established at the beginning of the operation. Needs assessment adjustments have been based on the observations by CRC teams working in the field as result of daily communication with beneficiaries. Collected feedback from recipients have

been used and discussed at the weekly coordination meetings of CRC staff involved in the operation as well as at the coordination meeting of CRC and 4 local branches in the affected area.

The conclusions reached at these meetings were directly used in the field response, and changes in the way humanitarian aid was and distributed as well as information published on daily basis on the CRC website. The above approach was mostly used in collecting and distributing humanitarian aid, but also, CRC PSS teams used information collected from the recipients to adapt their approach in providing psychosocial assistance to earthquake-affected population.

The wells sanitation program functioned on the same principle. From the beginning of the implementation of the program it was clear that each well will need several interventions to successfully complete sanitation work.

## **Changes and amendments:**

- Modifications to the planned activities saw the respective budget lines adjusted in the [revision of the Emergency Appeal](#) and Operational budget initiated in March and published in April 2021 as well as in the revised Emergency Plan of Action published in June 2021 when the overall budget was reduced to 3.5 million Swiss Francs. However, planned outcomes, outputs and targets have remained the same, except for cash grant targets that was covered fully by financial donations collected in Croatia through CRC National Appeal and some bilateral donations to CRC.

*The key main changes that triggered the reduction in the IFRC Funding Requirements were:*

- *The effectiveness of CRC's domestic fundraising and support received in bilateral cash and in-kind contributions*
- *The IFRC EA target of 10,000 people for cash assistance grants covered by CRC's domestic fundraising and bilateral cash contributions. It led to reduction of the affected population of some 69,000 to be covered by the Emergency Appeal budget instead of original 80,000 to be assisted.*
- *The IFRC EA target of 1,000 people for WASH assistance to be covered by bilateral project-based support from Polish Red Cross and Coca-Cola Foundation as well as the PSS activities mainly covered by bilateral project-based support from Austrian Red Cross.*
- *Some smaller adjustments were done under shelter, livelihoods, Health and WASH sectors to represent the reduction of activities covered with projects funded from other sources as well as the materials and equipment already covered from in-kind assistance including the Finnish Red Cross in-kind donation of equipment as stated in the initial EA mobilization table. Majority of other activities have stayed as planned initially in the EPOA published on 5 March 2021 when the medium scale plan for post-earthquake recovery had been known with a clear CRC role in it.*

On 4 October 2021, the Croatian Red Cross requested the extension of the Emergency Appeal operation`s implementation period for three months until 31 March 2022 that was approved by IFRC. The main reasons for the extension request was additional funding from American Red Cross through the appeal, as announced by IFRC in late 2021 on one hand, as well as delays in delivery of goods after tendering procedure were implemented. The main issue was the delay in shipment of procured goods that were happening globally as result of COVID-19 pandemic that led to disrupted transport chains for all imported merchandise – from vehicles to technical equipment as well as IT hardware. This situation started at the beginning of 2021 but has worsened from summer 2021. With additional funding via the appeal, CRC conducted the procurement of an Alaska tents needed for winter conditions in the affected area.

- All other activities stated in revised EA and Operational Plan remained unchanged and their implementation is dependent to overall EA and other funding CRC raised so far.
- An operational adjustment was done during Summer 2021 when the temporary CRC Headquarter was dismantled and local operational daily tasks were taken over by 4 CRC local branches in the affected area with coordination and logistic assistance from CRC Headquarter. By July 2021, three CRC local branches whose premises were destroyed or damaged by earthquake were equipped with alternative operational office containers (Petrinja and Glina) and Sisak branch premises reconstructed and equipped. All four local

branches received additional vehicles for food and household item distribution in the area and their human capacity raised with additional personnel. Majority of their raised capacity was funded by the appeal budget as well as the implementation of wider Red Cross Movement response to CRC appeal for assistance stated in initial IFRC Emergency Appeal.

## Risk Analysis

The remoteness of some households across the area affected by the earthquake and poor roads were the main challenges since beginning of the operation. It has been time-consuming to reach all affected people. This was exacerbated by the lack of suitable 4WD vehicles to navigate the difficult terrain to access the hilly settlements without any roads. An overall lack of vehicles was constraining all activities of the mobile teams involved in distribution of humanitarian aid and hot meals as well as PSS and RFL teams during the first 6 months of operations before the additional van vehicles were purchased and especially the 4WD.

Aftershocks in the first 4 months of 2021 caused a lot of people to migrate away from the area, making it difficult to keep track of the movement of people to be followed up with relief distributions and PSS services. Since May 2021, the situation has stabilized with new alternative accommodation in container settlements and many people who found accommodation with families and friends or leasing the rest of inhabitable housing in the area. The stabilization of movement had made it easier for CRC to identify all people in need of basic needs assistance and move to more focused targeting the most vulnerable based on vulnerability criteria. Another challenge has been large number of aftershocks affected people who are already suffering from psychological challenges due to the trauma of earlier war of the 1990s and the difficult socio-economic situation.

There is a challenge of maintaining physical distance when delivering direct assistance to people. PPE must be used by both assistance providers and earthquake affected people. This is particularly true when working around older people in the temporary collective shelters. The MoH vaccination campaign targeting those living in the collective shelters as well as the CRC teams working there has started in January 2021 when the first vaccine was delivered to Croatia, together with rapid antigen tests.

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

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



*Photo CRC: Petrinja CRC Centre for Inter-Generational Support intended for earthquake victims, children, and the elderly – psychosocial support activities for children and elderly*

## C. DETAILED OPERATIONAL PLAN

Results marked with an asterisk (\*) are reflecting Federation-wide results reached through the joint efforts of CRC domestic resource mobilization and support from IFRC Movement Partners.



### Shelter

People reached:  
12,300

**Outcome 1:** Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions

Indicator	Target	Actual
% of people who report that the food and other humanitarian aids received were sufficient to cover their basic needs	80%	85%

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

Indicator	Target	Actual
# of people assisted with essential furniture and household items	7,500	12,300

#### Achievements:

People who were temporarily displaced from their homes due to damages has been estimated at 25,000 at least, which correspond to housing assessed as red category (uninhabitable), and part of yellow category on temporarily uninhabitable housing where immediate interventions were needed – 9,089 houses and apartments. Majority of the people who abandoned their homes due to damages, have stayed in the area in some manner of alternative accommodation mainly with families or in leased undamaged property or in collective accommodation. Out of a total of 1,400 people sheltered initially in 15 collective shelters, some 727 are still living in collective shelters established in the earthquake-affected area in 10 container settlements and three solid buildings. A further 3,000 people staying in 1,000 housing containers in front of their houses received assistance with furniture, equipment, and household items. In other parts of Croatia, a total of 2,900 people, who have been temporarily accommodated were provided with household item assistance along with humanitarian aid in food by 75 Red Cross branches. In the shelter container settlements established by the authorities, CRC field teams conducted a needs assessment to verify what items were needed exactly.

Since the beginning of operation, a total of **12,300 people** have received some shelter assistance provided by CRC:

- 1,400 people who were living or are still living in collective shelters,
- 3,000 people in housing containers in front of their houses, some
- 5,000 in alternative accommodation with their families or in leased undamaged property, as well as
- 2,900 people accommodated outside the area affected by earthquake.

The CRC teams conducted **needs assessment** exercises with focus on people in collective shelters, people living in containers in front of their houses as well as people in remote areas (*for details on the assessment, please see page 34*).

4,592 heaters, 6,179 blankets, 124 generators and 753 beds and mattresses, 208.65 tons of clothing as well as kitchen appliances, were distributed to people who are living in collective shelters, in housing containers in front of their damaged houses or have moved from collective shelters to their reconstructed houses or other alternative accommodation.

A total of 550 sets of kitchen cookware and dishes were procured from **Austrian Red Cross** project funding and distributed to the most needed families temporary housed in temporary container shelters with some 1,400 family members. The majority of household items distributed under this plan have come from in-kind national donations.

The **Finnish Red Cross** contributed the following items from the mobilisation table for a total of EUR 85,976.69: – one Rubb-Hall tent (cc. 240 m<sup>2</sup>), 10 oil heaters as well as vehicle trailer used for wells sanitation work, that were delivered to CRC in February 2021.

Cross-sectorial post-distribution monitoring carried out by the PSS team showed that 85% of affected people reported that the food and other humanitarian assistance received was sufficient to cover basic needs.

#### *Operational logistics and procurement:*

At the beginning of crisis, in the first weeks after earthquake, two Alaska tents from CRC contingency stock were set up in Petrinja and Glina as part of **temporary CRC operational centre** in Petrinja and Glina operation headquarters. An Alaska tent was procured and purchased from funds outside IFRC Emergency Appeal budget at the end of 2021. Alaska tent and air conditioning units for heating and cooling contribute significantly to CRC capacity to assist the affected population with humanitarian aid provision that includes people in temporary shelters in container settlements as well as those who stayed in their damaged homes or just lost the livelihoods due to earthquake consequences in the area.

With the kind contribution of the **American Red Cross**, CRC procured and purchased an Alaska tent with environmental unit for heating and cooling also via the emergency appeal, that was delivered to CRC in mid-March 2022. The procurement procedure was completed locally, and implemented in January and February 2022 and verified by ROE Procurement Unit experts prior to contract signature.

CRC established **distributions centres** in Sisak, Glina, Petrinja and Hrvatska Kostajnica for the affected population. As the response from public, local and national business was so overwhelming, additional warehousing capacity was engaged to receive, sort and temporarily store the donated items whilst needs assessments were conducted. CRC stock Rub Halls and Alaska tents were used for setting up temporary warehousing in Glina and Petrinja. The newly acquired spacious warehousing in Sisak is situated in solid building leased by the City of Sisak without fee to CRC local branch Sisak. The temporary warehouse in Zagreb was operational from January until end of May 2021 as long as the majority of in-kind donations were distributed to affected people in Sisak-Moslavina area and rest of stock prepositioned to warehouses in the affected areas. The main operational warehouse is now the Zagreb CRC Headquarters warehouse (National Logistic Centre) where the food and NFIs are delivered and from there are transported to the affected area.

It is estimated that the provision of food support and basic household items aid will be prolonged for some time especially for people living in collective shelters as well as people living in remote areas who were identified at the beginning of the operation as the most vulnerable due to earthquake consequences to the area that was economically disadvantaged even before. Due to disruption of public transport with certain routes becoming economically unviable to sustain, huge quantities of food, drinking water and household items and hygiene packages were delivered across a wide area to people's homes, either to their original still-habitable home or to a housing container next to their damaged homes, and to a number of local distribution points where those people were able to travel short distances.



## Livelihoods and basic needs

People reached:  
30,300

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

Indicator	Target	Actual
% of people who report that the food and other humanitarian aids received were sufficient to cover their basic needs	80%	85%

**Output 1.1:** Basic needs assistance for livelihoods security including food is provided to the most affected communities

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

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

Indicator	Target	Actual
People are supported with one-off multipurpose cash grant (fully funded from CRC domestic resources, not included in the IFRC Emergency Appeal budget.)	32,000	32,428

### Achievements:

A total of 30,300 people have received humanitarian aid in food repeatedly in the emergency appeal operational period:

- some 27,400 people in the affected area and
- 2,900 people displaced to other areas of Croatia who have been registered and assisted by 75 CRC local branches.

The majority of food and hygiene items that were distributed in the first nearly 5 months had been collected by CRC in country from donations of citizens and companies, and since mid-May most of it has been sourced from the government relief stock.

Initially there were blanket distributions of food and hygiene packages across the earthquake-affected areas distributed by CRC local branches. **Since May 2021 the CRC has fully applied the vulnerability criteria** to identify the people in need for food and hygiene assistance targeting people displaced from their damaged homes (with red and yellow marks) as well as people in social need – people who lost their livelihoods and jobs as the earthquake’s consequence and other vulnerable groups including people under poverty line and dependent to state welfare assistance. In May 2021, the groups of affected people receiving these items was focused to specifically target the most vulnerable - CRC and its local branches developed distribution lists with people that reflect the vulnerability criteria in close cooperation with the Department of Social Welfare.

As a result, **distributions** of basic needs assistance have been **reduced from seven days to two days a week** with the initial group of 30,300 people **assisted repeatedly** decreased significantly, to 9,699 people covered with assistance in food and hygiene packages in June. By the end of September 2021, the number of people assisted stabilized at 9,591 households with 19,523 family members receiving regular assistance in food and hygiene packages. From September 2021 until end of December 2021, the number of assisted households decreased to 3,750 with a total of 11,250 family members. At the end of March 2022, a total of 10,350 people

(3,450 family households) have been assisted with **regular**, one-per-month delivery of food packages as well as basic family hygiene kits (packages).

Due to deteriorated global economic situation and immense increase of food prices combined with a number of affected people still awaiting reconstruction of their homes, it is expected that people in need for food and basic needs assistance will be increased from spring 2022. The most vulnerable are older people living in single or two-members households especially those in remote villages who are dependent to CRC assistance and visits to their homes.

#### *Operational logistics and procurement:*

Since June 2021, the majority of food and hygiene has been delivered from the State Reserves to CRC main warehouse in Zagreb and from there delivered to and distributed by CRC local branches in the affected areas. The distribution is organized in distribution centres in few locations in Sisak, Petrinja, Glina and Hrvatska Kostajnica including locations of all collective shelters, while the mobile local branches teams are delivering assistance to population in remote rural areas to their doorsteps.

One of the challenges was distributing the long-term assistance to people in remote rural areas. Available vehicle and human capacity of the local branches challenged the long-term feasibility in the situation of protracted need. Four coordinators for branch DM activities have been recruited since January 2021 – whose salaries were funded through the EA which increased the capacity of the four local branches in the affected area. Since mid-March 2021, additional 28 staff have been employed in local branches and funded by the Government's scheme of public works. EA funding covered the costs of coordinators of CRC logistic and warehouse manager who were managing the logistics of overall operation as well as deployment of more than 450 CRC volunteers to the field for the first 4 months of operation.

In June and July 2021 CRC applied a procurement procedure for five van vehicles for distribution of humanitarian aid in the affected area to be used by CRC local branches in Petrinja, Glina, Sisak and Hrvatska Kostajnica while one van is used by CRC for delivery of modest quantity of humanitarian aid to affected areas. Procured combi vans were funded from Polish Red Cross (4 vans) and Austrian Red Cross (1 van) project-based donations to CRC.

In September 2021, CRC published a tender for procurement of three different 4WD vehicles funded by EA budget. Three vehicles were procured – Dacia Duster as the smaller SUV vehicle with 4WD, Honda CR-V as the mid-sized SUV vehicle with 4WD, and Nissan Navara as the pick-up vehicle with 4WD. The shortage of vehicles on the car market, caused by the global effects of COVID-19 crisis and microchip shortage, caused some delivery delays for the procured vehicles. Nissan Navara was the first vehicle CRC received at the end of October 2021.

As addition to three 4WD vehicles that were purchased and funded from the Emergency Appeal budget, in March 2022 CRC procured and purchased a quad bike for food and household assistance delivery to people in remote villages around Glina and Petrinja.

In addition, 5 transport van vehicles for 4 local branches and for CRC as well as 5 manual forklift trucks were procured and covered by funding from CRC **bilateral partners**– Polish Red Cross and Austrian Red Cross. The tenders for van vehicles were published in June with tendering finished by July when the procured vans were delivered to CRC and its local branches. Two additional 4WD vehicles were tendered in June and September 2021, through support from the Coca Cola Foundation and the Polish Red Cross. A Ford Ranger and Mitsubishi pick up 4WD were procured and deployed for the well sanitation programme.

Until 31 March 2022, during the earthquake response, the CRC distributed: **1,345 tons of food, more than 779,733 litres of water, more than 342.2 tons of hygiene item, 9,827 packages of baby food and baby supplies, 2,429 animal feed for cattle, etc.**

Since the earthquake until the end of February, CRC had been distributing an average of 7,400 hot meals every day for people in the affected area. Prior to 14 January when the "Pleter Usluge" company, a state-owned company working in the public sector, took over the preparation of hot meals, CRC organized the preparation of hot meals through the kitchens organized by the volunteers (professional cooks) as well as by the use of its own field kitchens with limited capacity. From March distribution of hot meals prepared by "Pleter Usluge"

company was taken over by the local communities except the area of Hrvatska Kostajnica where the CRC local branch continued distribution of hot meals; by the end of May, the hot meals distribution implemented by CRC had stopped for that area too.

**Wider CRC operation in this sector:**

Immediately after the earthquake, a spontaneous bottom-up humanitarian movement started in Croatia with many citizens and companies as well as smaller NGOs collecting large quantities of food, hygiene and household items and transporting the items to affected areas. The Croatian Civil Protection Authority asked the CRC to take over receipt of in-kind donations, warehousing, sorting and distributing good to affected communities.

On 30 December 2020, the Government of the Republic of Croatia appealed to the public to direct all in-kind donations to be channelled exclusively through the CRC to guarantee that the help will reach those in need and to avoid misuse of the collected items. The CRC coordinates the receipt of donations and organizes the distribution and delivery of supplies to affected people.

Registration for cash assistance took place from 29 January to 19 February. 34,580 applications were received, of which 32,428 were approved, with a total of HRK 50,987,900 (CHF 7.33 mil.) disbursed to 10,625 single households and 21,803 to households of two or more people.

Initially 30,000 people were planned to be covered by CRC domestic fundraising and up to 10,000 people under this Emergency Appeal, with an initially planned transfer value of CHF 246 per person. At the end of the registration, CRC applied a transfer value of HRK 900 (CHF 130) for households of one person and HRK 1,900 (CHF 275) for households of two or more people; calculations based on the amount of cash raised domestically and the number of approved applications. As this did not reflect the minimum expenditure basket calculated at the outset of the operation, the target of 10,000 cash grants was removed from the Emergency Appeal in a total of CHF 2,460,000 initially planned EA funding as well as the procurement of financial services provider. These costs have been fully covered by CRC domestic fundraising and bilateral cash contributions. From EA budget we only funded editing and adjustment of the application and data base for registration of cash grants requests.

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

*The costs of cash grants were covered fully by CRC domestic fundraising and only a few CVA related cost were funded from EA budget - IT database and CVA coordinator of requests collection and decisions making process.*

Cross-sectorial post-distribution monitoring completed by the PSS team and showed that 85% of affected people reported that the food and other humanitarian aids received were sufficient to cover their basic needs.



**Health**

**People reached:  
10,994**

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

Indicator	Target	Actual
# of people assisted with PPE, risk communication and CEA activities	1,000	<b>1,000</b>

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

Indicator	Target	Actual
# of people who receive PPE	1,000	<b>1,000</b>

<b>Outcome 2                    The psychosocial impacts of the emergency are lessened*</b>		
<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
# of people affected by the earthquake who receive PSS services	10,000	<b>10,994</b>
<b>Output 2.1:                    Psychosocial support provided to the target population as well as to RCRC volunteers and staff*</b>		
<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
# of PSS services provided to the affected population	30,000	<b>30,325</b>

**Achievements:**

The psychosocial support program was implemented on four locations in Sisak – Moslavina county: Petrinja, Glina, Sisak and Hrvatska Kostajnica. The program went from acute phase with psychosocial first aid at the beginning of operation to long-term response, and it is still ongoing.

Majority of costs for PSS activities including newly employed PSS experts from 1.01.2021 to 31.03.2022 were funded from other funding outside EA budget scope by the Austrian Red Cross project in a total amount of 215.000 EUR.

Psychosocial problems and suffering of both individuals and families, as well as whole communities were identified through the following **reactions**: fear of repeated earthquakes; loss of home (many in the area previously lost their house during the war); anxiety due to uncertain future; perceived unfair distribution of aid and shelter; fear of being left alone with limited resources (which are already short from their perspective); bitterness towards the government, both local and national, but also to the Red Cross and other humanitarian organizations; hopelessness due to the slow reconstruction process; exhaustion, helplessness due to prolonged stress; sleeping problems; constant alertness; anger; lack of energy; links among people and community support network are poor and need to be rebuilt. Fear of another earthquake is still high and loneliness, sleeping difficulties and slow reconstruction is slowing down the recovery process. Older people are often faced with lack of information and access to various services, legal and administrative illiteracy (e.g., in evacuation centre in Topusko, remote areas surrounding affected towns) and RC PSS team is usually the only one still following up and providing support.

At the beginning of the response, psychosocial support was provided in evacuation centres and in houses of people in remote areas. The services provided by the CRC mobile outreach teams, working in coordination with the Association for Psychological Assistance, have included a full range of assistance – psychological first aid; psycho-education; reduced stress reactions; practical assistance and humanitarian aid based on direct needs assessment; comfort and reassurance; supported people to take action and regain control of their lives; encouraged social support of family, friends and the community; provision of relevant information and prevention of rumours; referral to other organizations and institutions. The mobile teams identified some people during needs assessment visits of remote villages but acted mostly on a notification basis when informed by other CRC teams distributing humanitarian aid to affected people or other organizations working in the area or CRC call centre.

The costs of hiring 4 new local branch coordinators for PSS activities and CRC coordinator were covered by Austrian Red Cross through project-based donation by March 2022 after the initial implementation period by the end of 2021 was extended in late 2021. In February 2021, two local PSS coordinators were appointed in Sisak and in Hrvatska Kostajnica and in March 2021 another two PSS local coordinators in Glina and in Petrinja. In all 4 locations, PSS staff and volunteers have been providing individual support for people living in container settlements, other organized accommodation and in remote areas since the beginning. In September and December 2021 as well as at beginning of 2022, there were staff changes in Petrinja, Sisak and Hrvatska

Kostajnica. Their replacements started working immediately or shortly after the leaving of previous PSS exert staff.

During the reporting period local PSS teams continued to provide support to affected population:

Total number of people provided with PSS assistances until 31 March 2022: a total of **10,994 people**:

- **1,400** people who were or are still living in collective shelters,
- **6,000** people living in their homes or near their home in housing containers or living temporarily with their families or in lease property,
- **1,900** school children,
- **1,024** children and other population who participated in summer cinema and children workshops, **550** people who participated in winter cinema performances and
- **120** people assisted over the PSS support telephone line.

At all four locations, established organized activities continued as well as individual support in organized accommodations and remote areas. Additional activities with a big success over the summer were summer cinema and children workshops which included face painting and other creative activities, followed by winter cinema at the end of 2021. The similar activity was implemented during the winter period with winter in-door cinema organised in Petrinja, Glina, Dubica, Hrvatska Kostajnica and Sisak – a total of 550 people were participated in 11 screenings. The aim of the cinema activities were to include, and support affected people living outside of the container settlements, but also to have a social event which is not happening very often due to lack of space and poor financial situation in the towns. During the events, affected people had opportunity to socialize and network, but also to reconnect with other people from their towns. A total number of people participating in the cinema activity and connected workshops were **1,574**.

A total of **30,325 PSS** services were provided to the affected population so far – **26,201** PSS services provided in person, **120** PSS services provide over phone and some **4,004** organized group workshops and activities. Activities initially focused on collective centres in Petrinja, Sisak, Glina and Topusko together with visits from mobile teams to remote villages. In the continuation of the program, psychosocial support services were provided in Sisak, Petrinja, Glina, and Hrvatska Kostajnica and RC branches of Glina and Petrinja implemented the program in Topusko. Focus at the locations were and still is on organized activities in collective shelters and in-person individual assistance to people living in remote areas.

Due to the increased number of emergencies that happened in Croatia in the course of the last few years, the Red Cross Week in May 2021 was dedicated to PSS in emergencies with a number of events organized to raise awareness on importance of mental health. One of them included a hanging garden workshop for affected people placed in container settlement in Glina. For affected older people, RC PSS newspaper was published to educate them how to cope with the situation and possible stressful situations. Other event supported by NS was the summer cinema, which was organized again as winter cinema, when local branches completely took over the organization. Cinema included not only the movie, but also children's workshops on face painting and other creative activities. Support for children included daily playing, first aid and outdoor activities as well as theatre plays, and performances organized with local artists.

At the local branches, depending on the context and needs of the affected population various activities and ways of support were organized. Aim of the activities is to enhance people self and community efficacy and raise hope. The main challenges for CRC and its local branches providing PSS services are related to coordination among local stakeholders in case of referrals (e.g., family violence, drinking problems), lack of information for the service providers and need to cover very scattered area. Some of the main issues for people are related to their dislocation and difficult access to various services. Also living conditions in the containers are challenging especially during winter and uncertainty about the future.

Except individual support, various activities were organized to enhance people self and community efficacy and raise hope. Those activities are focused on organized accommodation, kindergartens, schools and local libraries. Activities include gardening and planting, art therapy, physical exercises, various social activities for

older people (e.g., bingo), activities for children. In addition, PSS coordinator in Hrvatska Kostajnica is providing acupuncture sessions for affected people: for both beneficiaries and affected RC staff and volunteers.

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

Some of the main challenges people are facing are related to lack of information and poor socio-economic situation. Feelings of helplessness, loneliness and fear are very common. Depending on the current epidemiological situation, support is provided either via phone or in direct contact with the people. Most people placed in Topusko are older and/or are completely alone from remote areas or as part of the Elderly home. There are many issues around access to information and their rights and accessing relevant institutions and organizations. It is important to mention that team in Glina has cooperation with a local NGO Suncokret and implement joint activities with international and local volunteers who organize international workshops. Some of the highlights during the year were:

1. Cooperation with ADRA Croatia - participation in organization of summer children play in a village Majske Poljane which was one of the most affected during the earthquake
2. Marking of the International Youth Day (12 August) when different sport activities were organized with participation of local and international volunteers and organizations.
3. Summer cinema and winter cinema combined with children's workshops
4. Christmas workshops in all organized accommodations
5. Red Noses Clown Doctors Emergency smile show in Topusko

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

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

During international disaster risk reduction day, several workshops in schools and kindergartens were held on topic of emotional resilience in disaster. In Petrinja, similar to other areas, Red Noses Clown doctors visited all container settlements with their Emergency smile workshops.

**Sisak:** Sisak had 11 collective accommodations in 2021 (reduced to 9 by March 2022), which makes it challenging to organize the psychosocial support program. To enhance the support for affected people, the PSS team integrated their program with the CRC Youth and volunteer's department. In a 6-week period youth volunteers from other local branches in Croatia joined Sisak volunteers and worked together with affected population. Their main task was to organize social activities for residents of the container settlements with the support of local PSS staff. This joint activity was implemented during August and September with a total of 17 volunteers who worked more than 500 hours. Organized group activities included various activities with aim to alleviate suffering and enable better coping through building healthy lifestyles as a part of holistic psychosocial support program approach.

Some of the problems faced by the beneficiaries, especially those living in container villages are related to dissatisfaction with the renovation, poor family relationships and conflicts among residents of the container settlements. As this area was strongly affected by war in the 1990s, similar to the whole county, mental health

issues existing before the earthquake became more visible and there are many referrals to specialized mental health institutions or family doctors.

By the end of March 2022, the team continued with implementation of social activities which included a healthy walk with older people, writing letters to old friends, sport activities, social games, art workshop, workshop on relaxation techniques, Red Noses Clown doctors shows in schools and container settlements, first aid training, various art workshops with children, support in learning for children and winter cinema for children.

**Hrvatska Kostajnica:** The PSS program in Hrvatska Kostajnica is focused on both individual and group support. There are no organized accommodations in Hrvatska Kostajnica, so activities are either focusing on mobile teams' visits or organized activities. Most of the people visited at their homes are elder seniors lacking social network and living in a very remote areas. PSS team provided emotional support, comfort, and encouragement. When it comes to organized activities, they included acupuncture sessions, outdoor children's workshops, creative art workshops and winter cinema which was a great success. In addition to these events, a regular visit to children kindergarten is organized, where the PSS team implement various workshops related to psychosocial support and disaster risk reduction.

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

Psychosocial support has also been provided to **staff and volunteers**, as many of them felt exhausted after many days of continuous pressure and long working hours. Through PSS education, daily operational debriefings, individual and group support sessions a better working environment has been created. However, much more work is needed to set up adequate and sustainable system of care for helpers. A psychosocial support sessions was organized for 27 spontaneous volunteers in Petrinja to prevent further distress as many of them had been directly affected by the earthquake during first four months of 2021 as well as three initial educations and trainings that include PSS introduction for all newly hired staff of 4 local branches – a total 41 new recruits including those hired through public work scheme. Those meetings also provide a possibility for PSS staff to identify volunteers for additional PSS follow up, provide psychoeducation, support and motivate them for further engagement in Red Cross activities. In addition to support to spontaneous volunteers, local PSS coordinators have regular monthly supervisor meetings with the national PSS coordinators.

A total of **185** staff and volunteers have been supported through PSS sessions and PSS specialized trainings including initial education on PSS.

### ***Capacity-building***

To support the staff and volunteers a series of trainings on PSS in large scale emergencies was organized with total of 117 participants:

- 6–8 May 2021 training for 14 PSS staff and volunteers from Sisak – Moslavina County
- 28–30 May 2021 training for one of the most active PSS emergency response teams from Karlovac County additional training was organized with 15 staff and volunteers participated
- 23–25 September 2021 training for 14 PSS staff and volunteers from Zagreb County with participation of 2 newly employed staff in Petrinja and Sisak
- 14–15 October 2021 basic PSS training for 15 staff and volunteers employed on earthquake response activities (distribution of humanitarian aid, accommodation, social activities) in Sisak and Hrvatska Kostajnica
- 4–6 November 2021 regional PSS training in emergencies for 16 staff and volunteers active in local branches from eastern part of Croatia
- 18–20 February 2022 PSS training in emergencies for 12 staff and volunteers active in local branches of Primorje – Gorski Kotar county
- 4–5 March 2022 PSS training in emergencies for 15 staff and volunteers active in RC city branch of Zagreb
- 17–19 March 2022 regional PSS training in emergencies for 16 staff and volunteers active in local branches from northern part of Croatia.

Topics of the trainings included: Crisis events, Psychosocial support in emergencies in phases (stress, trauma, loss, PSS intervention pyramid, Hobfoll principles, how to deal with people vulnerabilities), Psychological first aid, Coordination with relevant organizations, Media and MHPSS, Support to staff and volunteers, Reporting and information management (Kobo). One part of the training included sessions from Centres for Social Welfare with topics from their area of expertise: Financial Assistance and services in Social Welfare system, legal capacity and guardianship and family violence. Training facilitators were PSS focal points from the CRC NS, as well as experienced PSS staff from RC city branches of Sisak, Karlovac, and Osijek. In this way participants had the opportunity to connect with the local PSS staff and volunteers, to present their work and discuss further cooperation as their work is intertwined with each other.

An international Experience exchange workshop on mental health and psychosocial support (MHPSS) in emergencies was held from 19 to 23 May 2021. It gathered MHPSS focal points from neighbouring countries as participants in both practical and theoretical parts of the workshop. The facilitators were the respected MHPSS experts. One part of the workshop was dedicated to experiences of the countries with experience working the earthquake response amid COVID-19 pandemic.

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

- Field visit experience supported with the scientific approach and expert knowledge is a combination with the greatest learning impact.
- There are many similarities of NS working in the PSS response, but differences as well. MHPSS principles have to be adapted to the given context. Language is not a barrier in providing support.
- Psychosocial support should be integrated better in other areas of response: as emergencies are becoming more complex the influence on mental health is more obvious (e.g., earthquake amid COVID-19 pandemic).
- NS should consider developing and specializing in a few areas (PSS, PGI, relief, and/or other) to provide efficient, sustainable, and structured response. With this approach RCRC NS could avoid requests outside its mandate.
- When planning interventions, the cultural background, values and living conditions of vulnerable groups should be taken into consideration.
- Participation of affected population in planning and response should be prioritized by RCRC NS, as well as advocating to relevant institutions to do the same to prevent even more difficult consequences and enable faster psychosocial recovery.
- From the psychosocial perspective crisis communication can have tremendous effect – how we communicate messages can influence on people’s wellbeing and recovery as has been shown in many studies. Psychosocial experts should be included in the development of crisis communication plans.
- To ease the long-term effects of complex emergencies, there is a need to support the local communities and increase their resources already in the preparedness phase.
- MHPSS principles must be implemented for staff and volunteers on organizational, team and personal level to enhance their stress coping mechanisms. Operational forces and local administration participating in response should not be left out.
- Spontaneous volunteers should not be neglected in the response – with a structured volunteer coordination they can be a valuable resource when faced with complex emergencies.

National MHPSS coordinator also participated at the annual ENPS meeting, where she presented CRC work on suicide prevention in emergencies: differences and similarities in different emergencies.

In March 2022 CRC prepared and published the Manual on Psychosocial Support in Large Scale Events – 2nd revised edition. First edition of the Manual was prepared and published in 2016 and funded by IFRC Emergency Appeal on Population Movement (Migration crisis). For the 2<sup>nd</sup> revised edition CRC engaged representative of academia, Ph.D. psychologist and university professor, to write about psychosocial support during epidemics and earthquake as well as complex crisis events. This manual is available in pdf and in printed version (300 psc). As majority of PSS costs, the revision and publishing of the second revised PSS Manual has been funded by the Austrian Red Cross project.

### **Coordination**

The CRC was asked to lead the coordination of all non-governmental organizations that are helping affected population in Sisak-Moslavina county. After the first initial meeting, it was decided to have two clusters – one on PSS activities and the other on humanitarian aid and logistics. Members of PSS cluster were non-governmental organizations and initiatives, representative of Center for social welfare, ADRA, UNICEF, Ombudsman, Ombudsman for children, MoI - Prevention Department. Meetings were held regularly on weekly basis, during the period from beginning of February 2021 until April 2021. After that period, majority of other organization did not have human resources, logistics and other capacities to continue providing support to the affected population. The only organizations that continued to provide PSS were ADRA for the villages around City of Glina and Local Red Cross Branches and it's PSS local coordinators in Sisak, Petrinja, Glina and Hrvatska Kostajnica.

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

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

Another MoU was signed with the Red Noses Croatia, also in January 2021. According to it, CRC PSS teams identified the needs of the affected population and accordingly coordinated the Red Noses where the needs are the highest. Through this cooperation, all evacuation centres and afterwards container settlements were visited, as well as nursing homes, kindergartens, schools and local NGOs working with children with disabilities. Two workshops were held also for the Red Cross volunteers. Based on the excellent cooperation, a long-term contract was signed. This is partially offset by the printing/reprinting of PSS manuals for school and kindergarten children and their teachers.



## **Water, sanitation and hygiene**

**People reached:  
3,250**

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

<b>Indicator</b>	<b>Target</b>	<b>Actual</b>
# of people reached with key messages to promote personal and community hygiene	1,000	<b>3,250</b>

% of people who state the hygiene promotion activities were relevant to their needs	80%	80%
<b>Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</b>		
Indicator	Target	Actual
# of people reached by hygiene promotion activities	1,000	3,250
<b>Outcome 2<sup>5</sup>: Sustainable reduction in risk of waterborne and water-related diseases in targeted communities in the recovery phase</b>		
Indicator	Target	Actual
*# of people provided with safe water services that meet agreed standards according to specific operational and programmatic context <sup>6</sup>	1,000	2,750
<b>Output 2.2: Community managed water resources giving access to safe water is provided to target population*</b>		
Indicator	Target	Actual
People are provided with access to an improved water source	1,000	2,750
# of water wells tested and cleaned (Activities covered by CRC bilateral partners since EA revision)	400	907

### **Hygiene**

The Croatian Red Cross organized the reception and storage of hygiene supplies and organized distribution to users. Distribution points were organized in large cities, while mobile teams of the Croatian Red Cross went to each village and distributed directly to citizens monthly. Mobile teams paid special attention to vulnerable groups who were visited and to whom hygiene package delivered to their home address. Until the end of March 2022, the Croatian Red Cross distributed more than **342,169 kilos of hygiene supplies** to the population.

Posters and leaflets were prepared, one pertaining to preventing **water-related diseases**, one to hygiene promotion, and placed in schools and public buildings of the affected areas. This complements leaflets given as part of the well rehabilitation programme directly to people. Immediate feedback on an informal basis indicates these were relevant leaflets, and complementarity with COVID-19 awareness was maintained.

On 24 February 2021, the Sisak-Moslavina County Public Health Institute reported that water from the main water supply was safe for human consumption. However, this assurance is not yet in place for people who are not connected to public water supply network and instead are using water from wells.

### **Distribution of bottled water**

As a result of the earthquake, the water utility infrastructure in Petrinja, Sisak, Glina, Hrvatska Kostajnica and in more than 300 villages was destroyed or damaged. From the first day, the population's demands for drinking water were huge. The Croatian Red Cross' bottled water reserves were immediately made available. An appeal was raised to citizens and donors. State commodity stocks have made their reserves available. The Croatian

<sup>5</sup> Outcome 2 and the corresponding Output 2.2 have been removed from the IFRC Emergency Appeal in April 2021 and covered by a project-based bilateral contribution from the Polish Red Cross and the Finnish Red Cross as well as Coca-Cola Foundation funded project.

<sup>6</sup> This is a Federation-wide target

Red Cross organized the reception and storage of donated bottled water and organized distribution to users. Distribution points were organized in large cities, while mobile teams of the Croatian Red Cross went to each village and distributed directly to citizens on a daily basis. Mobile teams paid special attention to vulnerable groups who were visited and to whom water was delivered to their home address. Since the beginning of the earthquake response until end of March 2022, the Croatian Red Cross distributed **779,733** litres of bottled water to the population.

### ***Water Wells Cleaning***

Sisak-Moslavina County is one of the underdeveloped areas of the Republic of Croatia with large number of the rural population engaged in agriculture and livestock. In many villages there is no water supply network, and the only source of water is from wells. If there is a water supply network, the population also uses well water to reduce overhead costs. After the earthquake, most of the wells were damaged and the water source disappeared or was significantly reduced. Due to the turbidity of the source, the water in the wells was contaminated.

The Croatian Red Cross activated the well cleaning team in late March 2021 when the weather made it possible to work. For the first two months the wells cleaning was implemented by one wells sanitation team. Due to the great interest of the population, CRC established second water wells sanitation team in May 2021 with base station in Glina to work exclusively in Sisak-Moslavina area.

In April the Croatian Red Cross organized training for new members of wells water sanitation teams in Petrinja with 20 employees and volunteers participated. Among them we recruited the team members for the new SanWells team for Sisak-Moslavina area. Salaries of the new SanWells team have been funded through the project in cooperation with the Polish Red Cross by end of November 2021 and after that from another project funded by the Coca-Cola Foundation from December 2021 to August 2022. The Finish Red Cross donated a vehicle trailer for this purpose.

The majority members of new Well Sanitation team were recruited locally from Glina area where the new team is located. The new team was established on 4 May 2021 when the newly recruited team members started their training through performing wells sanitation work while mentored by the members of the CRC first team. They were trained by working alongside with existing CRC Well sanitation team members who mentored them to perform the task. Independently they started with the wells sanitation work from beginning of June 2021.

By end of March 2022, CRC has received a total of **1,200** requests for wells sanitation and cleaning from debris. From March until end of March 2022, a total of **907** wells were cleaned and sanitized.

The plan of the Croatian Red Cross is to implement a program of cleaning wells in earthquake-affected areas for as long as necessary. After first round of wells cleaning in the areas affected by earthquake, it has become visible that almost all wells already cleaned have to be cleaned for the second time.

After receiving the request from the user, CRC team would go to the field. The condition of the well would be checked visually (constructional condition of the well so that sanitation could be performed in a safe way). The depth of the well and water in the well would be measured and based on that, the dosage of chlorinated disinfectant for rinsing and disinfection of the well walls would be determined. For wells that have a roof, the correctness of the structure on which the pulley is used to remove mechanical impurities, would be checked separately. With the help of specialized utensils and tools the well is emptied, and the walls of the well are washed with chlorine solution. An electricity generator is used in locations where there is no electricity connection. At the end of the cleaning process, when the well is re-filled with water, the well water is disinfected with disinfectant (chlorine) again.

Based on CRC well sanitation team analysis, the average volume of water cleaned per well is 12 m<sup>3</sup> and is calculated by using the formula  $V = r^2 \pi \times h$  where the cubic capacity of water in the well depends on several parameters such as the current condition of the well, seasonal period, climate conditions, groundwater status, wells maintenance, improper use of mineral and manure fertilizers and outdated technology in rural areas.

After water well cleaning the CRC team provides the owners of the wells with advice on maintaining the well. A leaflet with useful tips was made and distributed to the beneficiaries. For each individual well, a survey

questionnaire and a form of work performed were filled out. The survey questionnaire contains basic information about the owner of the well, address, type of well, construction, depth, and purpose of use. The report on well cleaning contains information on the type of work performed.

Most of the wells are in very poor condition due to damages caused by the earthquake and in some cases also due to long-term poor maintenance. As a result of the earthquake, groundwater vessels are contaminated, so even after the remediation procedure, the analysis of water samples shows that the water does not meet the standards necessary for human use. In some wells, the construction and structure were damaged. In the area of operation of the Red Cross branch Sisak, many wells are covered with sand and remediation is impossible without entering the well and digging. Due to the constant shaking of the ground above 3.0 magnitudes, the CRC team members did not entered wells for safety reasons during whole 2021.

Analysis of well water samples: The Croatian Red Cross SanWells team took a total of **800** water samples from cleaned wells that were analyzed by end of March 2022. From **11** wells CRC teams took water samples at two different occasions. Water samples were sent for analysis to the Croatian Institute of Public Health in Zagreb. Due to the damage caused by the earthquake, the laboratory of the Public Health Institute of Sisak-Moslavina County is out of order, and until further notice, the water samples have been taken for analysis to Zagreb, which resulted in increased costs for water analysis than originally planned. Tests are performed for the purpose of water quality control on treated wells and are carried out for at least two weeks after treatment. At least 5 microbiological parameters are measured on water samples by the Croatian Institute of Public Health.

Only a small number of wells are still pending water sampling and water analysis to be done in the course of next couple of months of 2022.

Results of laboratory tests after remediation: When testing turbidity in 85% of water samples the water comply with Health standards as set by the Ordinance on the maximum permissible concentration. All other parameters in 98% of cases exceed the maximum allowable concentrations and the final assessment by Croatian Institute of Public Health has been that the water is not suitable for human use for majority of cleaned wells. Only 8 wells tested so far have water that is fully appropriate for human consumption and for that reason almost all water wells have to be cleaned again. According to the results of water analysis as well as field assessments of the CRC team specialists, majority of wells need to be re-cleaned and re-sanitized. Regardless of the above stated facts on water samples compliance with the health standard, the water wells remediation improves significantly wells capacity and water quality.

The WASH activities and newly established SanWells team performance will continue after the end of the project implementation which guaranty the sustainability of the project results achieved by end of this project.

**Majority of costs of WASH activities and newly established SanWells team described above, were funded from other funding outside EA budget scope** – in 2021 from 25.03.2021 to 30.11.2021 from the Polish Red Cross project funding, and after that time from the Coca Cola Foundation project funding.



**Protection, Gender and Inclusion**

**People reached:  
Over 10,400**

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

Indicator	Target	Actual
Older people, disabled and children have access to food, medical supplies and public services	500	>10,400

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

Indicator	Target	Actual
People displaced to other areas in Croatia provided with PGI services	N/A	<b>2,900</b>
Number of services provided to people in temporary accommodation	N/A	<b>&gt;8,000</b>
People supported with delivery services	N/A	<b>3,000</b>
People supported with transportation services	N/A	<b>500</b>
At-risk people using referral services	N/A	<b>4,000</b>

### **Achievements:**

After that initial phase of operation when the emphasis was on identification and registration of people in collective shelters during the first three months of the operation, the second phase of operation introduced some new activities targeting specifically older people and children in collective shelters but also school and preschool children as well as older people in remote and rural areas who are living alone or in two-member households. Some of the activities targeting children and older people have been mentioned under Health sector (PSS activities) and Disaster Risk Reduction sector as well as under Livelihoods and Basic needs sectors as there are cross-cutting different sectors.

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

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

- Distribution of Easter gifts to children with earthquake-affected areas located in container settlements was organized on 29 March 2021. Some 300 children were given the Easter packages containing scooters, toys, promotional products from the Croatian Football Association, school supplies and sweets. The funds were provided from Red Cross in-kind donations.
- During the Red Cross week from 8 to 15 May 2021, CRC organized action under title “*My 5 minutes of peace*”. During the action a total of 1,000 packages were distributed to adults over 65 who were visited in their homes and housing containers and provided with gift packages. Packages contained 2 mugs for coffee and tea, some coffee and tea. The mugs were funded by CRC bilateral financial donations and coffee and tea from in-kind donations.
- Some 6,670 school children in Petrinja, Glina, Sisak and Hrvatska Kostajnica was provided with packages of school material (notebooks, different type of pens and crayons, pencil boxes etc.). The distribution of packages was organized in 25 primary schools in the area and 6,670 packages were provided for the same number of children.
- In cooperation with the Croatian Chamber of Pharmacists, CRC organized distribution of drugs without prescription in the first place for older people and families with children in collective shelters and other people in need. A total of 8,320 boxes of over-the-counter medicines have collected from different in-county donors and distributed to the population in the earthquake-affected area.
- In collective shelters in Glina and Petrinja the children’s workshops were organized on a regular basis once or twice a week as well as in Glina kindergarten and premises of primary schools in Sisak and Petrinja since April and May 2021. For older people, group activities were organized once or twice a week - playing chess and tombola workshops in Glina and Sisak and older people club in Topusko.
- From June to September 2021 a total of 152 elderly households who stayed in their damaged houses in remote villages has been delivered the stoves on wood – the purchase of stoves CRC funded from the other available funding.

- In July CRC assisted 4 kindergartens with 11 damaged buildings in Sisak, Glina and Petrinja with a total of HRK 660,000.00 (CHF 95,600.00) – funding for this was provided from the rest of funding raised through the National Appeal.
- CRC organized a few additional donations for the Sisak hospital including procurement of some equipment that was lost in earthquake.
- For older people in Sisak collective shelters the gardening activities and workshops have been organized where gardening soil is available. Also, the local branch Sisak is in the process of acquiring some additional land to be used by older people.
- Some 135 theatre performances and workshops for children has been organized – 35 in cooperation with different theatre troops and 100 in cooperation with Red Noses organization, performed in schools and kindergartens in Sisak-Moslavina County.
- A total of 405 Christmas trees and the same number of decorations and lamps were provided for the residents of the container settlements with the aim of providing psychosocial support, bringing the holiday spirit and joy into their homes. In addition to the above, additional electric heaters was purchased and distributed to victims who needed additional heating, regardless of the type of housing or shelter they live in, as well as 400 snow shovels for residents of container settlements.
- The Red Cross city branches of Petrinja, Sisak and Glina were paid a total of HRK 510,000.00 for construction and equipment of children's outdoor playgrounds. The goal of this project is to raise the quality of life in these communities, promote healthy lifestyles and quality leisure time.
- The same city branches were paid a total of HRK 200,000.00 for the purchase and installation of garden gazebos in container settlements and other locations to provide additional outdoors facilities for socializing and spending free time, encourage community development and beautify the public space of temporary settlements.
- For the purpose of equipping container settlements, 550 sets of kitchen utensils and accessories were procured and distributed for 550 households during summer of 2021.
- CRC started in 2022 the procurement procedure for purchase and equipment of two extended (double) containers for social activities that will be set in Petrinja (Sajmište) and Glina container settlements. Newly acquired containers will secure additional space for organization of social activities and group PSS counselling especially for elderly and children living in container settlements. Both containers will be equipped with toilets and kitchen facilities and furnished with furniture for children and adults. It is planned that containers will be delivered and set in Petrinja and Glina by beginning of May 2022.

Majority of aforementioned activities were funded outside scope of the Emergency Appeal by funding raised through national in-country humanitarian appeal as well as direct donations of national Red Cross societies to the Croatian Red Cross. The coordination of these activities was funded from the EA budget.

The Restoring Family Links Team has been active from the first day of CRC emergency response providing field assistance in:

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

RFL was **registering evacuated people** and collecting information from other sources of information (such as Social Welfare centres, National Protection and Rescue Directorate or the management of the accommodation centres) on the people evacuated to the collective shelters in the affected area and to other parts of Croatia. This allowed preventive measures and avoided further separation of the family members and permit the informing of the families of the persons' whereabouts. In other parts of Croatia, a total number of **2,900** people were registered by **75** Red Cross branches in coordination of CRC RFL team.

Container settlements have been organised for people who cannot return to their destroyed or damaged homes – majority of them are older people who had lived in apartment buildings that are still awaiting organised reconstruction. As highlighted, this process will not be a short-term one.

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

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

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

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

Costs related to the procurement of emergency kits for the RFL team has been covered by CRC bilateral partners as well as funding for additional supplies and materials to arrange activities for older people and children in collective shelters, and community-based protection activities.

During the first year of implementation no serious incident was notified connected to gender-based violence, family violence and violence against older people among affected population despite the existing aggravated risks connected to increased alcoholism, disrupted families connections and psychosocial challenges faced by significant number of affected population. The regular presence and ongoing performance of CRC and local branches teams in collective shelters as well as in homes of affected people, has contributed significantly to this result. PSS teams with their specific training have identified vulnerable persons and families and alleviated their risks through their daily work with them including their referral to specific services.

A case of sexual harassment was detected during the first month of operation connected to Red Cross volunteers deployed to affected area from other parts of Croatia. It was quickly identified by CRC teams trained for PSS and immediately dealt with. It has been one of the lessons learned depicted so far with recommendation for written rules on any harassment reporting procedure and establishment of a commission to deal with it especially in emergency situations when there are many volunteers with different level of experience in one place.



## Disaster Risk Reduction

People reached:  
Over 25,000

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

Indicator	Target	Actual
# of people reached through activities in communities, kindergartens and schools	25,000	>25,000

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

Indicator	Target	Actual
# of schools with an earthquake contingency plan	60	88

#### Achievements:

##### **Disaster Risk Reduction activities**

In September, a simulation exercise and lessons learning exercise was held that will help CRC prepare for future events. Preparations begun in July with IFRC Ops Manager funded via the emergency appeal by the Canadian RC supporting CRC team in exercise design.

The exercise was organized by the Croatian Red Cross in cooperation with Zagreb County Red Cross in location of Jastrebarsko from 9-12 September 2021. Members of county intervention teams from all over Croatia took part in the exercise with a total of 120 participants from 16 county Red Cross societies and 30 CRC Headquarters staff. The scenarios of the exercise were based on the topic of earthquake using the lessons learned from the last Sisak-Moslavina earthquake. The aim of exercise was to enhance preparedness of intervention teams' member for quality response to crisis situations and building self-sufficiency of each individual CRC staff and volunteer deployed to the field through playing practical scenarios and their analysis afterwards by participants.

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

##### **Emergency Preparedness education**

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

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

Due to COVID-19 situation, most of the seminars for teachers were conducted online through ZOOM platform by September 2021. In addition to the online seminars, in Sisak-Moslavina County CRC organized three face-to-face seminars for teachers and one training on first aid and Emergency Preparedness for pupils in Petrinja. There were attended by 40 pupils in town of Petrinja and 70 teachers and other experts.

The CRC PSS team arranged psychosocial support sessions combined with the disaster risk reduction education for teachers in two schools in Sisak and one school in Dvor. A total of **88** teachers participated. Feedback was very positive as their knowledge improved enabling them to support school children in case of a strong earthquake. This was a preliminary training whose dissemination commenced from September.

Based on the results of those exercises and positive feedback by the end of December of 2021, CRC held **40** educational seminars on the topic of **"Emergency preparedness" for 6,619 participants** - preschool teachers, school teachers and other experts working within the formal education system. After participating in CRC education, reschool teachers, schoolteachers and other experts have been enabled to share forward their knowledge and skills to the pupils and students.

CRC also held 29 educations on psychosocial support in emergency situations with an emphasis on earthquakes and COVID-19 for **3,959** teachers, as well as 7 educations on "Stigmatization caused by COVID-19" attended **947** teachers.

CRC also organized seminars to present educational online platform "Safe children" developed through the Erasmus+ project *"Safer schools and kindergartens"*. The Safer Schools and Kindergartens project and the educational platform aims to raise awareness and improve the emergency preparedness system. Educational platform offers methodological and standardized content with various educational materials, activities, and tools on the topics of emergency preparedness, first aid, psychosocial support and general school and kindergarten safety. Schools and kindergartens which carry out activities from the educational platform can achieve "safe school" or "safe kindergarten" certificate. This program is also approved by the Ministry of Science and Education. CRC presented the **educational platform "Safe children" holding 33 educations to 5,588 participants** - preschool teachers, schoolteachers and other experts working within the formal education system.

Total number of kindergartens and schools that have exercised the right to the platform "Safe Schools and Kindergartens" in 2021 **is 61 kindergartens and 27 schools, which included more than 7,000 children and students** in education on emergency preparedness.

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

The aforementioned trainings also included topics on Migration and integration of persons under international protection, Prevention of trafficking in human beings, Health protection and Volunteering in the educational system.

**CRC education and trainings for preschool and school teachers and other experts in kindergartens and schools from January to December 2021 as well as school and kindergarten children**

Education	Number of educations	Number of participants
Emergency preparedness – emphasis on earthquake	40	6,619

Presentation of program and educational platform "Safer schools and kindergartens"	33	5,588
Educations on psychosocial support in emergency situations with an emphasis on earthquakes and COVID-19 and "Stigmatization caused by COVID-19"	36	4,906
Trained school and kindergarten children on Emergency Preparedness through the platform "Safer schools and kindergartens"	61 kindergartens 27 schools	7,000

## 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, competencies and capacities to plan and perform

Indicator	Target	Actual
% of CRC staff and volunteers, who when asked, agree that this operation has enhanced the National Society's operational capacities	80%	90%

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

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

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

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

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

Indicator	Target	Actual
People with whom the human capacity of CRC is enhanced (5 coordinators, 1 PR Officer, 1 CVA coordinator)	7	9
PER assessment to assess and analyze disaster management and disaster preparedness capacities	1	0

### Achievements:

By mid-January, CRC staff and volunteers deployed to the field reached a daily average of more than 450 people. In addition, some 300 volunteers from other organizations as well as spontaneous volunteers were coordinated by the CRC.

During the first four months of operation, there was every day between 250 and 450 CRC staff and volunteers deployed to the affected area with a total of 2,000 staff and volunteers who take part in the emergency response operation. Up to 300 spontaneous volunteers have also been active on any given day especially during first two

month of operation. In mid-January the number of CRC staff and volunteers reached a total of 600 person daily working in the field.

Daily average for the first four months were 240 persons – 125 staff and 115 volunteers trained in emergency response and/or some of the technical areas (DM, PSS, RFL, Health), who were working every day in the affected areas.

Due hiring of additional personnel in CRC local branches funded through the Emergency Appeal and other Red Cross funding as well as the Governments Public Works scheme, the number of volunteers and staff from other parts of Croatia has been reduced. Afterward their presence in the affected areas was on the basis 'where-and-when-needed'. Majority of daily work was taken over by the CRC local branches with assistance of CRC headquarter staff. A total of **41 new staff was hired in four local branches** in March and April – 14 of them funded through Emergency Appeal funding and other Red Cross funding (4+10) and 28 through the Government's Public Works scheme.

The CRC HQ has been on the ground with at least 24 staff working in the field every day as well as 20 staff providing logistics assistance, coordination of ground activities and deployment of volunteers in the field recruited by the CRC branches from other parts of Croatia.

Around 50 local branches have been also actively involved in collecting and sorting humanitarian aid from citizens and other NGOs and then transport to affected area in coordinated manner.

Croatian Red Cross (CRC) staff and volunteers from the local branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica, and the National headquarters remained engaged in the response - a total of 215 CRC staff and volunteers: 145 staff and 70 volunteers as an average in September 2021. By the end of 2021, the number of daily engaged people was reduced to 150 people – 110 employees of four local branches, 12 CRC HQ staff and cc. 40 local volunteers with further downsizing to 120 people by end of March 2022.

Induction training has been provided to all new employees in local branched which included some personnel seconded under the government's Public Works scheme as well as those funded under EA and IFRC movement funding. Also, CRC developed a basic [online video training](#) for all volunteers involved in volunteering activities that was published and sent to all CRC local branches on 15 January 2021 for education of their newly recruited volunteers. Education includes general information about the Red Cross Movement and Croatian Red Cross, fundamental principles of the Red Cross and Red Crescent, information about volunteer's rights and obligations, first aid knowledge and skills, psychosocial support in emergency situations. During March there were two face-to-face trainings for volunteers – one in Petrinja and other in Glina.

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

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

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

In mid-January 2021, CRC appointed a Public Relations company to support their external communications. The company was engaged by end of May in media scanning, written press releases which were published by press and online media, prepared press conferences, designed visual materials, and developed updates for the CRC website (<https://www.hck.hr/>).

The PER (Preparedness for Effective Response) process has not begun during the reporting period, but is scheduled to start at the beginning of June 2022, to be conducted by the Regional Office for Europe IFRC team, and is endorsed by the CRC.

## International Disaster Response

**Outcome 2.1:** Effective and coordinated international disaster response is ensured perform

**Output 2.1.1:** Effective and respected surge capacity mechanism is maintained

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

**Output 2.1.3:** NS compliance with Principles and Rules for Humanitarian Assistance is improved

Indicator	Target	Actual
Data collected from affected communities through post-distribution monitoring:		
% target population satisfied with the support received	60%	65%
% target population satisfied with the level of consultation information and involvement in the operation	60%	65%

### Achievements:

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

Technical assistance by IFRC ROE was provided by the deployment of a Communications officer and a Senior Officer, Partnership & Resource Development deployed in the first week of the disaster, to provide support CRC in emergency communications and drafting the Emergency Appeal. An IFRC Operations Manager was deployed to Croatia on 26 January for three months through the rapid response mechanism. This role was resumed from June for additional 3 months, during which time modalities for support to CRC for the remainder of the operation was established. In the process of fostering these relations, it has been envisaged there will be several additional IFRC missions, however – due to the, pandemic only one was realized in the reporting period.

In the absence of the surge personnel on-sight, RoE assigned a coordinator to follow-up the operation, and to arrange the operational changes, extensions and the contractual changes.

IFRC Logistics and finance was supporting the operation from the RoE, throughout the procurements and requisitions, as well as all the reporting stages set according to the contract.

## Influence others as leading strategic partner

**Outcome 3.1:** The programmatic reach of the National Society and IFRC is expanded

**Output 3.2.3:** National Societies are supported in resource and partnership development (from both domestic markets and foreign sources)

Indicator	Target	Actual
Final evaluation and lessons learned workshops organized	2	2

### Achievements:

In the immediate aftermath of the earthquake in Sisak-Moslavina County (SMC), the Croatian Red Cross (CRC) led the establishment of a Humanitarian Coordination Forum, which consists of 24 civil society organizations and international organizations. Members include the CRC, all Red Cross local branches in the four disaster-affected districts (Petrinja, Glina, Sisak and Hrvatska Kostajnica), UNICEF, the National Ombudsman's Office, and numerous national and local NGOs.

Over the past 12 months of the earthquake emergency response, the Humanitarian Partnership Forum coordinated effective and principled humanitarian action in partnership with national and local authorities ensuring that assistance and protection reach the people who needed it most.

The new position of humanitarian coordinator was established for 6 months to lead the coordination of NGOs active in the earthquake response – initially from April to end of September but extended for additional 3 months by the end of 2021 and funded through Emergency Appeal.

Over the months from June to December 2021, the Humanitarian Coordination Forum organized joint inter-agency field missions, needs assessments and analysis among humanitarian partners, which provided the evidence-based analysis of the magnitude of the crisis and identified the most pressing humanitarian needs.

In June 2021, the Humanitarian Coordination Forum and its members conducted an inter-sectoral needs assessment survey with focus interviews of *affected populations living in all established IDP camps and group shelters* in Petrinja, Sisak and Glina (which represents all IDP camps/group shelters in SMC). In total, the 251 households were interviewed (424 people), which represents 66.56% of people living in IDP camps/group shelters in SMC. In addition, in July/August 2021, the Humanitarian Coordination Forum surveyed 139 households (373 people) in order to conduct an inter-sectoral needs assessment for *vulnerable populations living in temporary shelters located outside their homes/residences* in Petrinja, Sisak, Glina and Hrvatska Kostajnica.

Needs assessments findings include disaggregated data and information on the socio-economic, physical and mental health, and education status of affected population, as well as information on infrastructure of IDP camps/sites. Assessment results were represented to the Civil Protection National Disaster Management Forum on 9 October 2021 in order to jointly pave the way forward to develop a Humanitarian Needs Overview underpinning the importance of an evidence-based approach in humanitarian response.

*"Humanitarian Needs Assessment 2021/2022"*: To present the real situation and needs in order to provide an adequate and urgent response to the population affected by the earthquake until the completion of the reconstruction, the SMC Humanitarian Coordinator on behalf of the Coordination prepared the Humanitarian Needs Assessment 2021/2022 (HNA). HNA is written in accordance with international practice and standards and as result of cooperation between civil society and state institutions and provides an understanding of the crisis, humanitarian needs and the estimated number of people in need. The estimated number of people in need is about 118,000 and refers to the population of cities and municipalities affected by the earthquake. The combination of poverty, unfavourable demographic processes and previous traumatic experiences has led to multiple vulnerabilities of a large part of the population, especially vulnerable groups. HNA publication has been also submitted to state administration bodies and parliamentary committees.

A **lesson learning workshop**, together with a **simulation exercise** that took place **in mid-September** (as described above under DRR sector), was planned and developed in July in cooperation with the IFRC Ops Manager (funded by Canadian red Cross) who assisted CRC team on the methodology and content to facilitate this even to the maximum benefit.

In the final months of the project, a more focused, formal feedback/ learning exercise on the operation was sought from CRC staff and volunteers engaged in the operation to complement the continuous engagement. Findings were compiled by CRC DM team and will be used to improve future CRC practices and policies.

A **final review** exercise has been designed and implemented after the emergency appeal operational period, in mid-June 2022, learnings from this review are being analysed at the time of publishing this report.

## Effective, credible and accountable IFRC

**Outcome 4.1.3:** Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

Indicator	Target	Actual
Financial reports produced on time	100%	100%

**Output 4.1.4:** Staff security is prioritized in all IFRC activities

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

### Achievements:

The amended contract between the IFRC and the CRC set out 4 instalments of the funding raised through the Emergency Appeal. The first instalment was transferred on 15 January 2021; the second instalment of was paid on 27 October 2021; the third installment was paid on 21 December 2021 and the fourth installment of was paid on 14 March 2022. CRC has been reporting timely on the spending and the financial reports were processed at IFRC according to the schedule. Out of three instalments paid from IFRC to CRC by the end of 2021, some 47.592,09 CHF were not spent by end of 2021 as a consequence of extended delivery dates for some procured equipment that was delivered to CRC in 2022 (see financial report for details).

## Exit strategy and sustainability

To continue operation sustainability on the ground CRC has already taken the following steps:

**Support to Croatian Red Cross Local Branches:** Support will be provided to Croatian Red Cross local branches to act in crisis situations with provision of instructions on the first response unit and engagement specialist intervention team. Material and organizational support will continue to be provided to Croatian Red Cross local branches at all levels to organize and participate in preparedness exercises. An important activity will be the training and exercise on establishment of warehousing in line with the crisis management.

**Distribution of humanitarian aid:** The distribution of humanitarian aid will be carried out based on needs assessments carried out by the Croatian Red Cross and local branches in the affected area, and with the

application of vulnerability criteria. Efforts will be made to strengthen and encourage local branches to organize social work supermarkets and public kitchens whose operation can enable and increase the acceptance and timely distribution of food close to expiration date. It would enable the local branches to raise their share in using the food donation from the Ministry of Agriculture.

**Development of a manual on the collection and distribution of humanitarian aid:** The Croatian Red Cross will continue the process of drafting a practical manual on collection and distribution humanitarian aid which will include all important steps in the process as well as rules and regulation to be implemented. The manual will be used for raising capacity of local branches in this field.

**Implementation of social and humanitarian programs in earthquake-affected areas:** Recovery and reconstruction program for the local community after the earthquake in Sisak-Moslavina County is needed for 2022 especially on raising community connections and inclusion. The main goal of the implementation of social and humanitarian programs is to stop flee of youth from the area and improve the overall living conditions. The needs assessment of assistance recipients indicated that the largest needs are to meet the three groups of recipients: the elderly, children and young people as well as residents of container settlements. The programs and activities have to target their needs.

**Implementation of the project on psychosocial support in earthquake-affected areas in partnership with VISA** Psychosocial support is an extremely important form of assistance to affected population of Sisak-Moslavina county. Considering container settlements will be inhabited for longer period of time, the inhabitants will be in need of addition assistance in order to share a common living space. Establishment of the network of mutual support is important for the quality of their lives. With the financial support of VISA, the main activities of the project will be implemented during 2022: provision of additional space for community activities as well as development and implementation of creative and educational workshops for children and elderly.

**"SanWells activities":** CRC will continue the wells water sanitation program to be funded by already raised funding from Coca-Cola Foundation until the end August 2022 but raising of funds will continue to acquire additional funding for the operation continuation. The donated funds will finance the salaries of team working on well sanitation in the affected area, the analysis of well water quality and remediation equipment. The aim of the programs is to motivate the residents to stay in rural areas.

**"Safe schools and kindergartens - Let's make our youngest ready for emergencies"** – CRC will continue raising funds for the implementation of programs to improve knowledge and strengthen children's competencies in primary schools and kindergartens as well as their teachers and educators in the field of preparation for emergencies, provision of first aid, psychosocial support and safety in schools and kindergartens.

**Strengthening capacity of CRC emergency operational forces** with the aim to raise their readiness and response capacity to respond to crises situations, the following trainings will be conducted:

- Training of crisis headquarters managers at the county level to be organized after the adoption of the new
- Law on the Civil Protection System and Operational Plans (20 people each in 4 regional centers);
- Introductory training for members of intervention teams at the county level Coordinated by CRC
- will also be conducted in cooperation with the working group and trained lecturers (100 people - 6 trainings);
- Trainings for new members within the Well Cleaning project (10-15 people);
- Training to restore knowledge and ability to descend into wells in earthquake-affected area (10 persons);
- Training in cooperation with the Croatian Army - setting up large tents (30 people – 2 training);
- The National Exercise of County Intervention Teams will be held;
- The participation of employees and volunteers in various international trainings will be coordinated

Also, CRC has started the preparation and development of:

- The program of establishing the National Intervention Team;
- Training for the acquisition of additional skills for members of the basic unit of the intervention team from

areas of volunteer management, communication and administration (40 people - 2 trainings);

**Regional Project for Equipping Crisis Operations Centers (NICS):** The project on establishing and equipping the Operational Center for Crisis Situations will be continued in cooperation with the Regional Office for Europe of the International Federation of Red Cross and Red Crescent Societies. Part of the project is equipment of the new NICS operating computer system (Next Generation Incident Command System), also used by other stakeholders of the Civil Protection in the Republic of Croatia. An operations center will be established at the National Logistics Center of the Croatian Red Cross. It is planned to hold 3 workshops in cooperation with the Ministry of the Interior.

**Strengthening compliance of CRC operational emergency forces:** In order to increase the level of compliance with the provisions of the Ordinance on keeping records of members of the operational forces of the civil protection system (OG 75/2016) and increase operational and coordination capabilities when responding to crises situation, it is planned to edit the database of all associated members of the CRC operational forces, development of processes and standard operating procedures, and coordination of the use of all relevant computer tools available to the Croatian Red Cross in crisis situations.

## Constraints, challenges and lessons learned

After the operational activities of the Croatian Red Cross in the area affected by the earthquake, a process of lessons learned was launched in order to improve future operations. All participants in the operation were given the opportunity to point out the shortcomings and suggest measures for improvement. A working group has been established to analyze the lessons learned. The group meets once a quarter.

Process of collecting the observations from CRC personnel and volunteers involved into earthquake response operation started in September 2021 and will continue by the end of EA implementation with final meeting and report after collecting information from CRC assistance recipients.

The Croatian Red Cross launched the Concept on the Lessons Learned based on the concept and guidelines developed by the Croatian Armed Forces respecting the fundamental principles and conceptual solutions of NATO's system of lessons learned. The concept describes in detail the process of identifying, analyzing, approving, and applying lessons learned, the responsibilities of individuals and all components of organization in support of a single system of lessons learned, and technical solutions as well as availability of a single database of lessons learned. The aim of drafting the Concept of Lessons Learned (hereinafter: the Concept) is to establish a standardized and harmonized approach to the field of lessons learned in the organization and division of responsibilities in the process of collecting, processing, and publishing lessons learned. The concept describes ways in which the system of lessons learned can best be applied to support leadership and decision-making, and how lessons learned can be applied in correcting perceived shortcomings or finding better solutions in the implementation of tasks. In addition, the Concept describes how to identify and permanently store the best experiences and solutions in operations and other activities and how to inform other team members about such positive experiences.

***Lessons learned and suggestions for improvement*** – list of collected observations from CRC and local branches staff and volunteers involved in the operation

Identified challenge	Task	Conclusions
Lack of qualified logistics staff	List the employees from the Red Cross system who already have existing training and organize and describe additional training	Training for drivers (volunteers / employees) with C category; it is necessary to make a list of persons; a circular is sent with an invitation to contact the persons that local Red Cross has as drivers, those who have the required categories

Setting up large tents in the area of the crisis operation	Organize several times a year activity in which tents of larger dimensions are erected	Setting up the Alaska tents mentored by supplier and Croatian Army experts; tent-raising training to be organized every 6 months; identify who will be responsible for tents and training among participants: 1) Persons from the DM department 2) Red Cross employees 3) Members of the intervention team
Protection of private property of staff and volunteers when working in the field in crisis situations	Make a proposal for a solution and cost estimate for this solution (development in two directions - when there are few people in one location and we have several locations, and when a lot of people are in the same location)	Planned for procurement in January 2022: 5 cabinets with 20 compartments - 100 pieces, from the funds of National Society
Flow of key information for the operation from the Call Center	Make a solution proposal, form	Problems of information flow; it is necessary to make a distribution of information; use a unified tool for the distribution and dissemination of information; A short online course during crisis to inform others about the situation and needs; INFO HUB with level of permits-confirmation of information; Define when the info desk is launched, who runs it - info center in National logistic center; to describe what happened during the work of info desk, what was a problem, ... to sketch infographics and describe the levels of communication
Volunteer coordination	1. List the employees from the local Red Cross system who already have existing training 2. Describe and organize additional education	Development of the database - which is under construction; additional training for basic unit intervention team - communication - volunteer - administration
Records of humanitarian aid in crisis situations	The establishment of a centralized system within the Red Cross List the employees from the Red Cross system who already have existing education or knowledge in this area	Proposal for creation of a single catalog with prices for recording humanitarian aid; a single form for receiving humanitarian aid; online database with receipts connected to local branches operating in the area; plan for education of Red Cross employees on collection and distribution of humanitarian aid including local RC branches directors
Developed protocol for managing situations of sexual harassment of Red Cross employees and volunteers	Establishment of a commission for such and similar situations, COMMISSION FOR CONFLICT SITUATIONS	Use the document that exists by the IFRC - its inclusion in the Rules of the Croatian Red Cross; write a harassment or similar reporting procedure; establishment of commission - address for information reporting, implemented the process of case confirmation and finally decision-making; if confirmed goes to the ethics commission which decides further
NIT - National Intervention Team	Marking, education, evaluation	Compose a program for establishment of National intervention team with 50 people, in line with existing CRC guidelines

## Visibility

Croatian Red Cross presence in the affected areas was visible from the day of earthquake due to immediate response of big number of CRC staff and volunteers helping affected population and quite visible wearing the CRC uniforms. The CRC operation was very well covered by national public media in all forms that has continued to the end of 2021 even the interest of media was slowing down on excluding from that the stories on organized reconstruction process implemented by the Government.

Especially in the first months after the earthquake quite large media attention was on the Croatian Red Cross and its field activities even with some negative coverage for short time that was overwhelmed quite swiftly with assistance of the PR agency CRC hired to get additional help in dealing with negative publicity and to implement the risk management strategy.

Continuous communication through the media and communication platforms in the Republic of Croatia on CRC activities in assisting affected population has raised significant coverage during the whole year.

The Red Cross is drawing attention to the problems of the victims of the earthquake that are slowly falling into the background. As the Croatian Red Cross continues to carry out numerous activities in the Sisak-Moslavina County with the goal to show that the population still needs help and that they are not abandoned by CRC as organization who left the last (or never as CRC local branches are always there). In sending these important the message CRC has been seeking to involve both national and local media.

## Coordination and working with partners

### RCRC Movement

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

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

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

Bilateral cash contributions to CRC by Red Cross Red Crescent National Societies have raised a total of **CHF 1,142,000**. Out of that CHF 930,000.00 came from the Red Cross Red Crescent members of the **“Neighbors Help First” (NHF)** network – Albanian RC, Bulgarian RC, Cyprus RC, Hungarian RC, Macedonian RC, RC of Montenegro, Romanian RC, Slovenian RC, Turkish RC and RC of Serbia). CHF 241,000 provided by the Slovenian Red Cross alone. Two project-based contributions were funded by Austrian Red Cross also member of NHF network, and Polish Red Cross.

- Austrian Red Cross – EUR 215,000 (CHF 233,000) to support PSS services, in-kind assistance/shelter needs and operational costs.
- Polish Red Cross – HRK 1,550,000 (CHF 225,000) to support distribution of humanitarian aid and WASH activities (wells sanitation).
- The Red Cross of Montenegro launched a national appeal for financial assistance and provided in-kind donations. From 16-24 February, a 6-person team deployed to Petrinja to provide support in logistics, PSS, firstaid and distribution of humanitarian assistance. British Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red Cross and Liechtenstein Red Cross have all contributed to the operation with multilateral fundsand in-kind support.
- The Red Cross Society of Bosnia and Herzegovina donated food items (cans, flour, coffee, oils, baby food) andbasic household items: various clothes and laundry (male, female, children), hygiene supplies, bedding, mattresses, sleeping bags, heaters, blankets and folding beds as well as nearly CHF 108,000 in financial donation.

- Slovenian Red Cross also donated medical equipment and didactic toys for kindergartens. German Red Cross with the support of the German Government donated 1,504 hygiene kits for families and 972 baby hygiene packages and 140 family tents (60m<sup>2</sup>).

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

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

Canadian Red Cross, British Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red Cross, Liechtenstein and Monaco Red Cross have all contributed to the EA operation with multilateral funds and in-kind support.

### External coordination

CRC is a member of the **National Headquarters on Civil Protection** and is responsible for meeting people's immediate humanitarian needs, to coordinate the warehousing and distribution of all food and household items for basic needs, and provision of emergency accommodation. The National Headquarters, chaired by the Deputy Prime Minister, is comprised of government Ministries, the Directorate of Civil Protection (Croatian Red Cross, Croatian Fire Brigade, Croatian Police, Croatian Army and Croatian Mountain Rescue Service) and other relevant offices including Croatian Waters, Croatian Forests, Environmental Protection Fund, Office for Digitalization of Society, State Geodetic Administration and the Housing Fund. Daily meetings are followed by working group meetings; CRC is active in those dealing with nutrition (hot meals distribution), distribution of humanitarian aid in food and household items, drinking water, sanitation of water wells and social issues as well as broad psychosocial assistance. At the government's request, CRC has also been leading the coordination of national and local NGOs active in the response in an **NGO Coordination Forum** and has recruited a Humanitarian NGO Forum Coordinator first for six months from March to the end of September, now extended until the end of 2021.

Also, at the government's request, CRC established a **Psychosocial Support Coordination group**, gathering representatives of civil society organizations and institutions involved in provision of psychosocial support. CRC has partnered with Red Noses Croatia to support older people and children with disabilities, and with UNICEF to establish child-friendly spaces for the protection of children, adolescents and young adults.

### Overview of other actors' actions in country

Within 24 hours of the earthquake, the Civil Protection Directorate set up the National Headquarter on Civil Protection, of which CRC is a member and is responsible for meeting people's immediate humanitarian needs, to coordinate the warehousing and distribution of all food and household items for basic needs, and provision of emergency accommodation.

On 4 January 2021, the Croatian Government declared a state of emergency for areas of Sisak-Moslavina county as well as Zagreb and Karlovac counties<sup>7</sup>. The government launched an Earthquake Relief fund, with proceeds going directly into the state budget to support the relief and reconstruction effort. To date, around HRK 90,7m (CHF 13,14 million) has been raised.

The Ministry of Defence cleared rubble from the streets. Croatian military and firefighters used water tanks to distribute water and will rehabilitate the water wells in villages; the water network is maintained by municipalities. CRC is providing hygiene items from donations.

The Government requested EUR 319,19 million (CHF 344 million) from the European Union Solidarity Fund to support activities aimed at construction/reconstruction of housing in Sisak-Moslavina county, specifically for the "vulnerable/marginalized group" (older people and bedridden, people with disabilities, national minorities, people at risk of poverty).

An initial HRK 120 million (CHF 17 million) was provided to affected counties for the temporary and necessary

<sup>7</sup> The end date of the state of emergency is not known yet.

protection and repair of damage caused by the earthquake. This will cover family houses, residential and commercial buildings, multi-apartment buildings, business buildings, public buildings, utilities and other infrastructure. The largest disbursements totaling HRK 91.5 million (CHF 13 million) went to Petrinja, Glina, Sisak and Sisak-Moslavina county. The Croatian Civil Protection Authority has collected requests for housing containers to serve as temporary accommodation before construction recovery. Some 2,800 housing containers have been delivered so far to affected people by the state and private donors in which some 2,600 households has been accommodated.

Container settlements are established in the towns of Petrinja, Glina and Sisak for people who lived in damaged apartment buildings as stated above. The Government delivered and set up container settlements and the Croatian RedCross with its branches took over provision of overall care for people accommodated including delivering food and basic household items as well as other assistance. As well as using containers for residential purposes, containers are in use by shops of local skill crafts and small enterprises. More than 2,000 containers have been set in the area. So far cc. 1,000 families have been approved for funding the rent for apartments they have leased by themselves.

Immediately after the earthquake the Central State Office for Reconstruction and Housing had made state-owned apartments available for temporary housing, and 500 hotel rooms, suites and mobile homes throughout Croatia have been made available for anyone who relocated away from the earthquake-affected area. To assist those who preferred to stay near their homes, the tourism sector has donated 106 mobile homes and 11 caravans.

The Disaster Headquarter appointed by the Government has developed the longer-term recovery strategy with different Government ministries developing sectorial recovery plans. The Law on Reconstruction of Earthquake Affected Areas has been drafted by the Croatian Government and adopted by the Croatian Parliament. The stakeholders to take part in reconstruction process has been gathered. In June, the first State-organized demolitions of fully destroyed housing and public building (flagged as red) have started in the centers of affected towns – by end of October 2021, a total of 378 buildings are demolished with majority in Petrinja. Reconstruction of housing organized by the State have started in July resulted with a total of 617 reconstructed houses with smaller damages by end September and some 1.100 by the end of 2021. A total of some 5,000 of small-scale damages (green) are in process of reconstruction by the state but even bigger number of houses are reconstructed by their owners who are expected to be reimbursed in line with the Law on Reconstruction.

The reconstruction process will take at least two years, starting in summer of 2021. The first phase of reconstruction by the end of 2021 cover some 20,000 houses and apartments with lower levels of damage as well as public buildings. The reconstruction of fully demolished properties will start in 2022. The affected families will need temporary shelter from 6 months to two years when most of the reconstruction will finish.

The emergency response developed by the Governmental Disaster Headquarters includes the temporary accommodation of the displaced population and provision of overall assistance to them. It includes families who are sheltered in housing containers, and the even greater number of people who found alternative accommodation by themselves with their families or by lease of undamaged housing in the affected areas. In this plan the Croatian Red Cross has one of the primary roles as the main provider of food and basic household items assistance including distribution of hot meals for the affected population sheltered in container settlements and other affected people in the area. Besides the CRC having an important role in cleaning the water wells in the small settlements without water supply network, it is central in the provision of psychosocial assistance to the affected population.

CRC has been also appointed by the Disaster headquarters to coordinate the response of different smaller NGOs who have taken part in assisting the recovery of the affected area. CRC is coordinating a committee of 23 humanitarian and religious organizations and local community groups that want to help the people affected by the earthquake, make the most out of existing capacities and achieve the most effective outreach.

## **Environment**

In each operational action, CRC took care of responsible waste management. Large quantities of garbage were accumulated after couple of months of operation implementation as result of raising huge quantities of in-kind

donations in food and other material items through the national appeal as well as large operation on humanitarian aid distribution. As the waste was also accumulated through the cleaning of buildings debris in the whole area, the local government in cooperation with the state organize the locations for waste collection and assist the Croatian Red Cross in the waste disposal.

Activities on physical cleaning of the environment and corresponding educations on preserving environment are part of regular CRC activities including children in schools and kindergartens.

## FINANCIAL REPORT

The Final Financial Report for this Emergency Appeal (MDRHR004) *is annexed to this report.*

- The total Emergency Appeal funding requirement was 3,475,586 CHF
- The total Funding received was CHF 1,067,640
- The total expenditure was CHF 1,066,072

The remaining balance of funds CHF 1,567 will be transferred to the 2021 IFRC Operational Plan for the Central and Southeast Europe Cluster Delegation, to support the ongoing disaster, climate and crisis related activities in the country cluster. Difference between donor response figure and funding received is mostly due to value differences of in-kind assistance.

**Partners or donors who have any questions in regards to this balance are kindly requested to contact Andrej Naricyn, Head of Partnerships and Resource Development at the IFRC Regional Office for Europe (email: [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)) within 30 days of publication of this final report.**

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# Emergency Appeal

## FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2021/1-2022/7	Operation	MDRHR004
Budget Timeframe	2021-2022	Budget	APPROVED

Prepared on 23 Aug 2022

All figures are in Swiss Francs (CHF)

### MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Mar 2022; appeal launch date: 15 Jan 2021

## I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	675,000
AOF2 - Shelter	565,000
AOF3 - Livelihoods and basic needs	825,000
AOF4 - Health	100,000
AOF5 - Water, sanitation and hygiene	55,000
AOF6 - Protection, Gender & Inclusion	115,000
AOF7 - Migration	0
SFI1 - Strengthen National Societies	940,000
SFI2 - Effective international disaster management	45,000
SFI3 - Influence others as leading strategic partners	50,000
SFI4 - Ensure a strong IFRC	130,000
<b>Total Funding Requirements</b>	<b>3,500,000</b>
<b>Donor Response* as per 23 Aug 2022</b>	<b>1,082,501</b>
<b>Appeal Coverage</b>	<b>30.93%</b>

## II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	0	0
AOF2 - Shelter	98,057	111,038	-12,980
AOF3 - Livelihoods and basic needs	163,637	603,823	-440,186
AOF4 - Health	118,055	15,436	102,619
AOF5 - Water, sanitation and hygiene	3,084	16,508	-13,424
AOF6 - Protection, Gender & Inclusion	0	21,229	-21,229
AOF7 - Migration	6,112	0	6,112
SFI1 - Strengthen National Societies	410,482	250,013	160,469
SFI2 - Effective international disaster management	266,278	35,490	230,788
SFI3 - Influence others as leading strategic partners	0	12,536	-12,536
SFI4 - Ensure a strong IFRC	426	0	426
<b>Grand Total</b>	<b>1,066,132</b>	<b>1,066,072</b>	<b>59</b>

## III. Operating Movement & Closing Balance per 2022/07

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,067,640
Expenditure	-1,066,072
<b>Closing Balance</b>	<b>1,567</b>
Deferred Income	0
Funds Available	1,567

## IV. DREF Loan

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

## FINAL FINANCIAL REPORT

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Budget Timeframe	2021-2022	Budget	APPROVED

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### MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Mar 2022; appeal launch date: 15 Jan 2021

## V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	138,666				138,666		
British Red Cross	86,938				86,938		
Finnish Red Cross	110,743	78,322			189,064		
Iraqi Red Crescent Society	924				924		
Italian Red Cross	77,907				77,907		
Japanese Red Cross Society	42,880				42,880		
Liechtenstein Red Cross	10,000				10,000		
Mondelez International Foundation	3,850				3,850		
On Line donations	1,928				1,928		
Red Cross of Monaco	21,998				21,998		
Sundry Income				4,935	4,935		
The Canadian Red Cross Society (from Canada - Private)	122,458				122,458		
The Canadian Red Cross Society (from Canadian Government)	366,091				366,091		
<b>Total Contributions and Other Income</b>	<b>984,383</b>	<b>78,322</b>	<b>0</b>	<b>4,935</b>	<b>1,067,640</b>	<b>0</b>	
<b>Total Income and Deferred Income</b>					<b>1,067,640</b>	<b>0</b>	