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## Emergency Plan of Action (EPoA) Serbia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation</b>	<b>Operation n° MDRRS009</b> <b>Glide n° FF-2014-000059-SRB</b>
<b>Date of issue: 21 May 2014</b>	<b>Date of disaster: 13 May 2014</b>
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<b>Operation start date: 13 May 2014</b>	<b>Expected timeframe: 4 months</b>
<b>Overall operation budget: CHF 290,926</b>	
<b>Number of people affected: 120,000 households</b>	<b>Number of people to be assisted:</b> <b>7,120 people evacuated and sheltered</b>
<b>Host National Society :</b> <b>Red Cross of Serbia</b>	
<b>Red Cross / Red Crescent Movement partners actively involved in the operation:</b> <b>IFRC, ICRC</b>	
<b>Other partner organizations actively involved in the operation:</b> <b>Emergency Management Department of the Ministry of Interior of the Republic of Serbia, Municipalities, emergency headquarters of the endangered municipalities</b>	

### A. Situation analysis

#### Description of the disaster

Torrential rainfall has affected Serbia since 13 May 2014, with the amount of rain reaching two months` average in just two days. The floods in Serbia have taken at least 21 lives and more than 30,873 people have been evacuated by the Emergency Sector, Police and the Military Forces to date.

A state of emergency has been declared for the whole country. All schools in Belgrade stopped work for two days while 155 primary and secondary schools are still closed in the affected areas. Belgrade City and the municipalities of Obrenovac, Lazarevac and Grocka are currently the most affected areas. More than 120,000 households are currently without electricity and telephone lines due to floods causing sporadic power cuts. Military forces with heavy engineering equipment are engaged in Mačvanski, Kolubarski and Moravički regions. These floods are perceived by Government officials as the biggest catastrophe in Serbia`s recent history. Many local roads are cut off and many bridges are destroyed preventing traffic on the main communication routes. People are asked to refrain from travel unless absolutely necessary in order not to risk their lives and properties. The rise of the rivers Sava, Drina and Morava are threatening nearby municipalities. Landslides have been activated in several municipalities, and on the territory of Krupanj municipality more than 20 houses have been swept away. A new flooding wave is expected in the next couple of days since the water level of the rivers Sava and Danube are on the rise now. Emergency evacuations are continuing, following the water levels` rise.



Water rescue team activities in Obrenovac municipality. *Photo: RCS*



## Summary of the current response

### Overview of Host National Society

The Red Cross of Serbia has sent a team for field coordination and assessment to the city of Valjevo on 14 May 2014 where the biggest evacuation took place. Following an initial assessment of needs and coordinated attempts of different rescue services the Red Cross sent out its water rescue teams who are joining the evacuation efforts.

The water rescue teams visited 75 families, 9 of which have been evacuated from the city of Valjevo. In Obrenovac, 28 persons have been evacuated while 350 food parcels have been distributed by rescue boats to families refusing instructions to evacuate. In the same place, the Red Cross assisted with 150 evacuations along with other search and rescue efforts.

Mobile technical teams are already helping people in the endangered cities where the water is receding, with the task of pumping the water out of the flooded houses and to engage wall dehumidifiers, in order to help people move back to their houses. More requests for RC mobile technical team assistance are pending. The urgent distribution of food and non-food items has been organized from the RC Disaster Management Warehouse. However, that distribution was delayed in some municipalities due to the inaccessible road infrastructure. Assistance to renew stocks of blankets, mattresses, cots, rubber boots, hygiene items, plus family parcels, cleaning kits, ready-to-eat meals and canned food, to be sent out to the evacuation points, will also be needed.



Red Cross goods collecting campaign.  
*Photo: RCS*



Constraints during field assessment.  
*Photo: RCS*

The Belgrade branch of the Red Cross is helping the evacuated people in cooperation with city authorities and the City of Belgrade Emergency Management HQ by providing shelter, food distribution, clothes and shoes.

With the support from the ICRC Regional Delegation in Belgrade (one RFL pool member assigned to RCS Tracing Service) the Tracing Service is cross-checking lists of the evacuated persons and collecting tracing requests whenever necessary. Lists of the sought persons are submitted to the relevant authorities. There are two reception centres and around 34 shelters in the City of Belgrade. The National Society is trying to have a presence in most of them.

So far, RC volunteers are present in 12 centres, registering evacuated / accommodated people and offering them the following RFL (restoring family links) services:

- Free phone calls;
- Making lists of sought persons (tracing requests);
- Offering transport to the most vulnerable family members accommodated in different shelters.

From the beginning of the year, this is the third response operation by the Red Cross of Serbia - an operation was launched on 1 February 2014, with DREF support, to respond to the extreme winter conditions and on 25 April, also with DREF support, to deal with the consequences of flash floods. The resources of the National Society are now stretched to the maximum

The Red Cross of Serbia is receiving goods from private domestic and foreign donors for those affected by the floods and several new warehouses have been opened and are being managed by the Red Cross to deal with these goods.

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

### **Movement Coordination**

Coordination among the Movement partners is ensured through regular information exchange with IFRC and ICRC. The Danish Red Cross started fundraising campaign for the floods in Balkan, assistance is coming from the Macedonian Red Cross, the Croatian Red Cross, the Red Cross of Bulgaria and the Romanian Red Cross. More offers are arriving such as the offer of assistance from the Iranian Red Crescent.

The Red Cross of Serbia has enough HR capacities to respond to the emergency needs, and the mobilization of IFRC disaster response tools are not foreseen at the moment. However, possibilities of joint work of the National Society's own disaster response team (NDRT) together with some members from neighbouring countries will be explored during the later phases of the operation to support activities such as water drainage and household dehumidification.

### **Overview of non-RCRC actors in country**

The response from the Government Serbia has been reinforced with widespread activities of the volunteers who accepted the public call for volunteering and were sent to sites to reinforce and build new temporary dams in the endangered cities. Many organizations and private people have started organizing public campaigns to collect goods and money. Up until now, 30,873 people have been evacuated by the Emergency Sector, Police and the Military Forces, and a state of emergency has been declared for the territory of the whole country.

The Government of Serbia is coordinating different response actions and has called for in-country donations, and it has also appealed for international assistance. The response was as follows.

- Rescue teams from 17 countries with high capacity pumps and boats along with Serbian colleagues, are continually working to evacuate the vulnerable people.
- The Russian EMERCOM is on the ground with search and rescue units and two planeloads of humanitarian assistance.
- Serbia got assistance through the provision of helicopter services from Germany, Switzerland, Belarus, Macedonia and one from the EULEX contingent. The rescue operation also included seven helicopters from Slovenia and Hungary, working in coordination with the helicopter unit of the Ministry of Internal Affairs of the Republic of Serbia.
- The Republic of Croatia delivered 65 tonnes of bottled drinking water, and Macedonia delivered 25 tonnes of the same.
- Seven members of UNDAC team in country have visited RCS HQ already, an OCHA team is on the ground as well.
- The European Union's disaster response mechanism has been activated and it is coordinating different country support for Serbia.

A second shipment of United Nations emergency relief items arrived today at Belgrade Airport. The World Food Programme (WFP) shipped an additional 30 collapsible water tanks, 12 generators and 5 inflatable boats. Earlier the shipment of 60 water tanks, 24 generators, 3 water purification systems and 10 boats was received from the World Food Programme.

## Needs analysis, beneficiary selection, risk assessment and scenario planning

An initial rapid assessment was conducted in the accessible areas and is still ongoing as roads are becoming reachable by the local RC branches in cooperation with the sector for Emergency Management. According to the preliminary assessments, the number of the affected households at the moment is around 16,000, while 30,873 persons have been evacuated by organized rescue evacuations.

215 professional RC staff are currently engaged in the response operation, and 3,311 volunteers have been mobilized and spent 34,640 volunteering hours for the purpose of the operation.

The initial target group for the Red Cross would be those evacuated either by the rescue services or independently.

Preliminary assessments reports have been received from most of the affected municipalities and the initial analysis highlights the following key priorities for the flooded areas:

- Emergency shelter and support for re-building the damaged houses;
- Food and non-food items;
- RFL support;
- Safe drinking water, hygiene items and environmental sanitation;
- Support to in-country rescue efforts.

The immediate focus is on the relief phase, rescue services and RFL, but planning has already started for the recovery and rehabilitation processes. The Belgrade branch of the Red Cross of Serbia identified the urgent needs of those accommodated in temporary shelters in Belgrade and provided disinfectant and clothing to 4,120 people. With the support of this DREF operation, the National Society will replenish its stocks, including those already distributed to those in shelters as outlined above (disinfectant) and those distributed to other affected communities (ready-to-eat meals, canned food and mattresses), as well as procuring further stocks for ongoing needs.

As the situation is still ongoing and areas are still under water, continued assessments will have to be carried out to have a clear picture on the real damages and needs. The possibility of launching an emergency appeal will be also explored as soon as the situation becomes clear. This will be based on detailed needs assessments and will be done in coordination with other actors. It will also reflect the possible needs of the affected people during the rehabilitation phase.



Red Cross shelter in Belgrade.  
Photo: RCS



Smederevo branch mobile technical team assessment in the field with Roma communities. Photo: RCS

**Table 1 Distributed from the Red Cross's emergency stock until 19 May 2014, and planned purchase through the DREF allocation**

Item	Quantity	Already distributed	To be purchased through the DREF allocation
Meat pate	pcs	34,610	35,000
Meat cans	pcs	38,456	38,000
Fish can	pcs.	15,850	15,850
Ready-to-eat meals	pcs	23,342	24,000
Wheat flour	kg	3,400	0
Bottled drinking water	litres	149,633	0

Blankets	pcs	5,110	0
Mattresses	pcs	140	2,400
Rubber boots	pcs	770	0
Hygiene parcels	pcs	325	2,400
Bed linen sets	pcs	150	0
Working gloves	pcs.	0	2,400
Disinfectant	litres	1,440	3,600

The DREF allocation will be used to provide the most urgently needed items at the moment, while for the other items distributed from the NS's emergency stocks, different donors will be addressed during the response timeframe. Most of the in-kind donations to date include bed linen sets, rubber boots, wheat flour, bottled drinking water and blankets. The Red Cross of Serbia has collected a lot of donations, and the overall response to the in-country appeal for assistance included also second-hand clothes, shoes, baby clothes, diapers and baby food.

### Selection of beneficiaries

Based on the rapid needs assessment, the proposed operation will address the needs of 7,120 people evacuated and sheltered and will provide them with relief items, emergency shelter support, water and sanitation assistance and RFL. The Belgrade branch of the Red Cross of Serbia will also provide with relief distributions of shelter items and RFL for those in evacuation centres in the municipalities listed below.

Nr.	MUNICIPALITY	EVACUATION CENTER	NUMBER OF PERSONS
1.	VOZDOVAC	„Radojka Lakic“	105
2.		SC „Sumice“	112
3.		Workers resort	44
4.		Student dorm „IV April“	180
5.		SC „Voždovac“	150
6.		Šuplja Stena	106
7.	PALILULA	Hall Pionir	432
8.		SD „Karaburma“	84
9.		PIM Krnjača	74
10.		Elementary school „Jovan Ristić“	0
11.	ZVEZDARA	Student house Zvezdara	64
12.	SAVSKI VENAC	Fair Hall 11	600
13.		Hotel Beograd	26
14.		Hostel – Železnički hotel	89
15.		Stari DIF	100
16.		Hotel „Slavija“	294
17.	ČUKARICA	FMP Triage centar	500
18.		Novi DIF	650
20.	NOVI BEOGRAD	SD „Student city“	174
21.	SURČIN	Baracs „Jakovo“	80
22.		Boljevci balon	115
23.		Balon „Integral“	180
24.		Dobanovci / 3 /	200
25.		OŠ „Jakovo“	100
26.		Petrović house of Culture	80
27.		Zlatibor Gradnja	40
28.		Elementary school Mitraljeta – Batajnica	110
29.	ZEMUN	Elementary school „Radivoje Popović“	48
30.		Elementary school „Veljko Ramadanović“	34
31.		Singles hotel „Energoprojekt“	210

32.	LAZAREVAC	Sports center	120
33.	RAKOVICA	Hotel DMB	129

The Belgrade branch of the National Society has started RFL activities and a website dedicated to the tracing of people and restoring family links was published yesterday:

[http://poplave.crvenikrst011.org.rs./javni?field\\_prezime\\_i\\_ime\\_value=&field\\_godina\\_rođenja\\_value\[value\]=&page=12](http://poplave.crvenikrst011.org.rs./javni?field_prezime_i_ime_value=&field_godina_rođenja_value[value]=&page=12)

The direct beneficiaries of the operation include elderly people, women and children, being a part of the most-at-risk groups when a disaster strikes. More specifically, the direct beneficiaries within the local population have been identified based on their level of vulnerability in coping with the disasters and specifically vulnerable groups have been targeted.

Priority will be given to:

- Families most affected by the floods and landslides that had to be evacuated from their homes.
- Families with women as breadwinners (widows), elderly couples, young couples with small children.
- Families who are not recipients of any substantial assistance, especially housing by government, NGOs and other organizations

### **Risk Assessment**

Prolonged high water levels are still to be expected, which can cause an eventual collapse or leakage of the dams and the whole river defense system. More rainfall is also predicted for the coming two weeks, thus new flooding waves are expected on the Sava and the Morava rivers. Among the areas at risk are the municipalities of Belgrade, Obrenovac, Sabac, Ub, Sremska Mitrovica, Svilajnac, Smederevo, Pozarevac, Paracin, Jagodina and Krupanj.

A vast number of landslides, road blockages and infrastructure damages have further worsened the situation and hampered relief efforts.

## **B. Operational strategy and plan**

### **Overall objective**

The immediate needs of the people affected by the floods are met through the provision of basic food and non-food items, water and sanitation assistance, RFL services and emergency sheltering for at least 7,120 evacuated people.

### **Proposed strategy**

The Red Cross of Serbia with its structure, including staff and volunteers organized in branch disaster response teams is present across the affected areas, and has been actively engaged in the response over the past weeks, since the heavy rains started. The operation is relief-focused, providing the affected population, and especially the evacuated population, with shelter and essential household items. However, the support to early recovery will need to start as soon as water recedes. It will include disinfections of households, dehumidification of walls, water drainage and assistance with wall reparations through the distribution of the wall-repair sets.

Relief items are being distributed based on beneficiary selection criteria and in close coordination with the emergency response headquarters at municipal level.

### **Operational support services**

#### **Human resources**

The number of professional Red Cross of Serbia staff engaged in the response operation is 215 at the moment, while 3,311 volunteers have been mobilized and spent 34,640 volunteering hours for the purpose of the operation, as counted between 15 and 19 May 2014.

This DREF allocation covers travel, accommodation and per-diem costs related to the staff and volunteers. Further, pending on finalization of broader insurance schemes, the DREF covers insurance for the volunteers participating in the operation through the IFRC global volunteer insurance scheme. The additional manpower in newly opened warehouses will be also covered through this DREF.

#### **Logistics and supply chain**

DREF items will be procured locally. Procedures will follow in-country public procurement law and will be done as soon as possible in line with IFRC standards. The operational costs of the National Society such as distribution costs, provision of high capacity pumps service, renting forklifts are also foreseen in the DREF budget.

## Communications

Maintaining on-going communication channels with the affected population, local multipurpose unit/ teams, Red Cross of Serbia and major stakeholders will be given a priority as a ground for fundraising, advocacy and maintaining profile of emergency operations.

During the relief distribution and rescue activities, visibility for this operation will be ensured through national and local media and press releases, highlighting messages on the dedication, courage and impartiality of Serbian RC staff and volunteers to assist everyone in need, regardless of their location or ethnic affiliation. Operation-related news and photos will be disseminated through the electronic media, social media, newspapers and the Serbian RC website.

The latest operational photos from the National Society can be downloaded via the link below:

<https://www.wetransfer.com/downloads/922e938453df7a59919966c09aa2753a20140520020240/d598fb>

Moreover, Red Cross volunteers and staff included in the operation will wear uniform/outfits with the Red Cross emblem during operations and distributions.

The International Federation will continue to support the National Society to improve its communications capacities and develop appropriate communication tools. In addition, it will support the RCS in advocating with the government and policy makers for better preparedness and response to natural disasters. It will also feature information on the needs and the National Society response on its international web site and through key messages and media stories.

## Security

The floods have activated existing and new landslides in many areas and damaged the infrastructure (roads, bridges, fences, dams, electric supply, etc.). The risks of injury of the RC staff and volunteers during the distribution of relief items, rescue or evacuation activities are high. The RC staff and volunteers will receive proper briefing before moving to the field in order to be informed about risks in flooded areas. The disaster response teams have undergone first aid training. Teams in Belgrade have also undergone water rescue training. Injury insurance is provided for the disaster response teams.

## Planning, monitoring, evaluation, & reporting (PMER)

The National Society and IFRC Europe Zone Office will continuously monitor the implementation of activities and control the quality of the relief items before the procurement and distribution. In addition, the Red Cross Society cooperation with IFRC EZO DM team will oversee all operational, implementation, monitoring and evaluation, and reporting aspects of the present operation in the flood and landslide affected areas through its country-wide network of branches and volunteers.

The responsibility for day-to-day monitoring of the operation will be with Red Cross of Serbia local branches.

The affected areas will be also visited by joint IFRC and Red Cross of Serbia monitoring teams. This will help to identify and, where possible and necessary, to resolve any problems. The situation in the field will be reported on through daily reports and monthly progress reports. Reports will provide necessary information in relation to the progress of the operation, any changes in the situation during the reporting period, and any particular problem, constraints or un-met needs.

At the end of the operation and implementation of this DREF, an after-action review will be conducted. This review will be a joint effort of the RCS and IFRC to ensure that lessons learned from the preparedness work ahead of the season as well as the response operations are captured and used to further developing the National Society, IFRC and partners' capacities. A final report on this DREF operation will be made available three months after the end of the operation.

## Administration and Finance

The operation will rely on the existing financial management and administration systems in Serbia, supported by the IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses (refer to budget).

## Contact Information

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

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# DREF OPERATION

21.05.2014

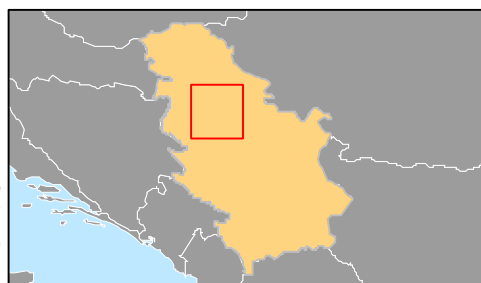
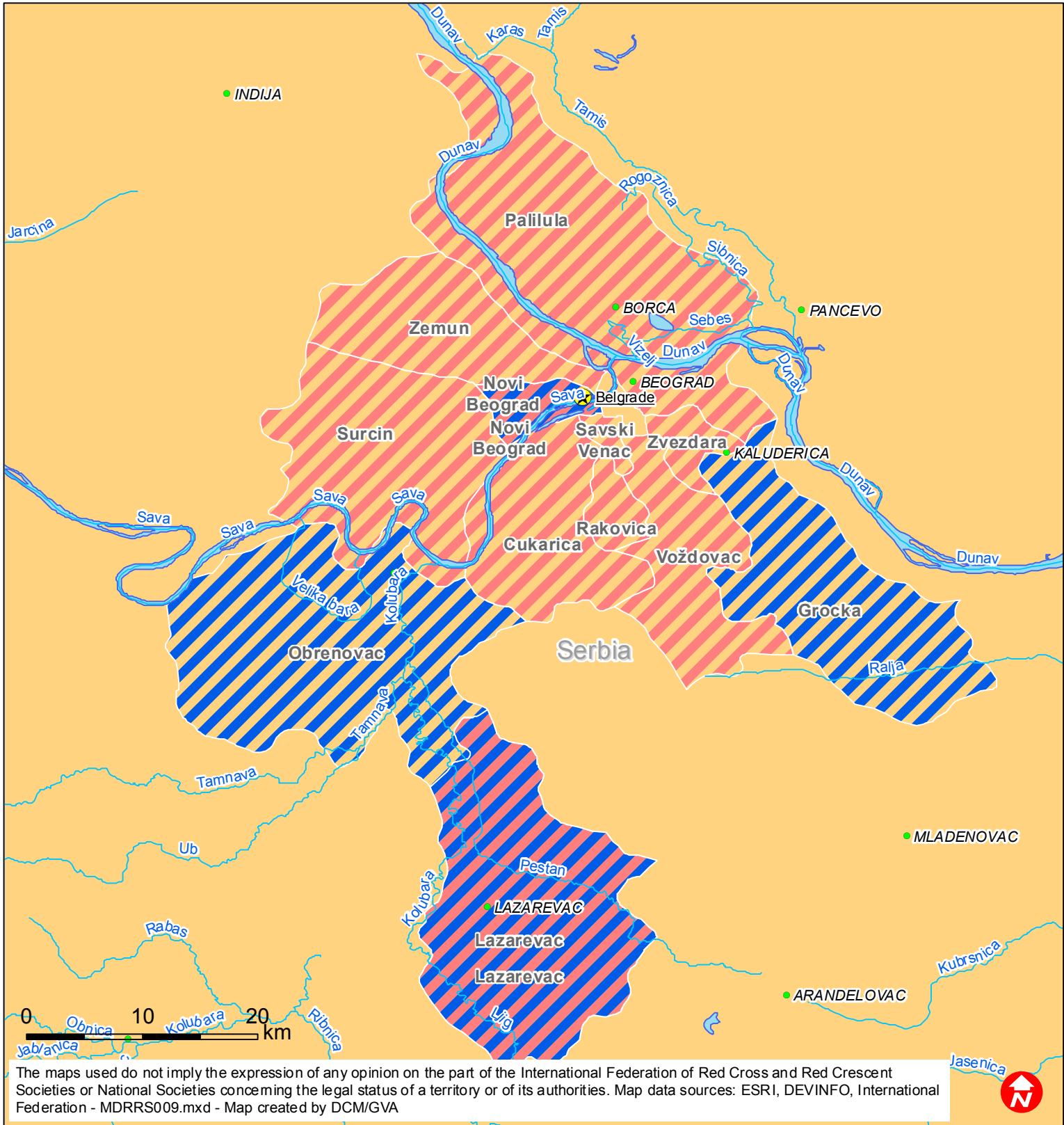
Serbia

DREF May 2014

<b>Budget Group</b>	<b>DREF Grant Budget CHF</b>
Shelter - Relief	
Shelter - Transitional	
Construction - Housing	
Construction - Facilities	
Construction - Materials	
Clothing & Textiles	72,000
Food	92,425
Seeds & Plants	
Water, Sanitation & Hygiene	41,495
Medical & First Aid	
Teaching Materials	
Utensils & Tools	7,200
Other Supplies & Services	
Cash Disbursements	
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>213,120</b>
Land & Buildings	
Vehicles	
Computer & Telecom Equipment	
Office/Household Furniture & Equipment	
Medical Equipment	
Other Machinery & Equipment	
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Storage, Warehousing	2,000
Distribution & Monitoring	
Transport & Vehicle Costs	10,000
Logistics Services	
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>12,000</b>
International Staff	
National Staff	
National Society Staff	8,000
Volunteers	26,000
<b>Total PERSONNEL</b>	<b>34,000</b>
Consultants	
Professional Fees	
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	2,000
<b>Total WORKSHOP &amp; TRAINING</b>	<b>2,000</b>
Travel	4,000
Information & Public Relations	2,050
Office Costs	2,000
Communications	4,000
Financial Charges	
Other General Expenses	
Shared Office and Services Costs	
<b>Total GENERAL EXPENDITURES</b>	<b>12,050</b>
Partner National Societies	
Other Partners (NGOs, UN, other)	
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>
Programme and Supplementary Services Recovery	17,756
<b>Total INDIRECT COSTS</b>	<b>17,756</b>
<b>TOTAL BUDGET</b>	<b>290,926</b>



# Serbia: Floods



- Main cities
- ▨ Most affected areas
- ▨ Targetted areas