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Emergency Plan of Action operation update Malaysia: Seasonal Floods 2014



DREF Operation n° MDRMY002	Glide n° FL-2014-000168-MYS
DREF update n° 1: 21 January 2015	Timeframe covered by this update: 31 December 2014 to 15 January 2015
Operation start date: 20 December 2014	Operation timeframe (revised): 3 months End Date: 31 March 2015
Revised total DREF budget: CHF 170,826	
N° of people being assisted: 25,000 (5,000 families)	
Host National Society(ies) presence (n° of volunteers, staff, branches): 160 staff and 230,000 registered volunteers throughout 13 states in Malaysia	
Red Cross Red Crescent Movement partners currently actively involved in the operation: the International Federation of Red Cross and Red Crescent Societies (IFRC) Singapore Red Cross, Red Cross Society of China, Emirates Red Crescent	
Other partner organizations actively involved in the operation: n/a	

Summary of major revisions made to emergency plan of action:

- The budget extension of CHF 87,863 is for the immediate release of a water purification unit as well as non-food relief items from the IFRC warehouse in Kuala Lumpur, to meet urgent humanitarian needs in remote communities that are now accessible
- The new total budget is CHF 170,826
- The DREF operation timeframe has been extended from one to three months.

A. Situation analysis

Description of the disaster

Heavy seasonal rain and strong wind affected most parts of Malaysia starting in mid-December 2014 and continuing in to the first weeks of January. The rain caused severe flooding in the East Coast of Peninsular Malaysia – the states of Terengganu, Pahang, and Kelantan. Some areas in these states received up to 1000 mm of rain between 11 and 25 December, which is double what is expected in a normal monsoon. In addition to the three most affected states, four other states in Peninsular Malaysia (Perak, Johor, Selangor and Perlis states) and one state in East Malaysia (Sabah) also experienced floods due to the heavy rainfalls. The heavy and prolonged rain also coincided with higher than normal tides, which effectively inhibited flood waters from draining to the sea.

At the peak of the flooding, more than 230,000 people were evacuated and at least 17 people have been confirmed dead. As such, these floods are the worst in decades in Malaysia. As of 20 January, there are still a few thousand displaced and many more staying with host families. There are no estimates of the total number of people affected, but based on the number of displaced it's plausible that between half a million to a million people have been affected, directly or indirectly.

The flood waters rose up to two meters above normal river levels, in some places even more, destroying and damaging houses and public buildings such as clinics and schools. The flood water, in some places flash floods, also

caused damage to the infrastructure, including roads and bridges. In Kelantan, 20 roads were closed due to flooding and access still remains a problem in the state as it takes time for the authorities to repair the damage. Initially rescue teams had problems reaching the worst affected states and areas due to limited access and resources. During the worst flooding, some areas were only accessible by boats and helicopters. The government and the Disaster Management authorities have not released consolidated information about the number of affected. According to AHA Center reports, based on information through inter-governmental channels, an estimated 3,850 houses have been damaged.

During the first two weeks of January many of the areas have received showers and thunder showers. With a few exceptions, the ongoing rains have not been so heavy that they would result in larger scale new displacement. However, the [Malaysian Meteorological Department](#) is forecasting isolated showers daily rains in the state of Kelantan at least up until January 26. In Sarawak, in East Malaysia, heavy rains caused additional flooding between 16 and 19 of January, displacing 3,000 people.

Summary of current response

Malaysian Red Crescent

Malaysian Red Crescent Society (MRCS) is supporting the Malaysian government in the relief operation and has launched a national campaign for the floods operation – Ops Banjir BSMM Prihatin. As the flooding started, the Malaysian government requested MRCS to support relief distributions, hot meal distribution and inter-agency boat rescue operations in several affected districts in Kelantan.

MRCS immediately mobilized 200 volunteers in Kelantan and another 100 in Pahang. Six rescue teams from MRCS headquarters (HQ) were also deployed. MRCS Disaster Management Centre (DMC) has been activated and is operating 24 hours to monitor and disseminate all the necessary information. The main focus of the relief interventions was the provision of food, water, health services and relief items in the evacuation centres. In early January, a water and sanitation (WatSan) team was sent to Kelantan with water purification equipment. The equipment was later sent back to Kuala Lumpur for servicing and subsequently sent with a team to Kampung Pasir Tumboh, one of the villages selected for longer-term programming (recovery). The unit was in used up to 20 January, when it had to be dismantled for servicing again.

MRCS received large amounts of in-kind donations from the public, including food items. The items were sorted in Kuala Lumpur and dispatched to the affected areas. In total, 120 tonnes of relief goods were dispatched during the first weeks of January. Among these relief items were 10,000 blankets provided through the initial IFRC DREF allocation of CHF 82,964. MRCS is in the process of consolidating distribution data to summarize a complete picture of the relief phase. Some distributions are still ongoing and are expected to be completed by the end of January. Three assessment teams have been deployed in the field over the past week and a more consolidated picture of the situation now, as the waters have receded, are expected next week.

The Red Cross Society of China has donated USD 100,000 (approx. CHF 98,800) to the MRCS for responding to the floods operation and Singapore Red Cross MYR 600,000 (approx. CHF 169,700), partly with funds from the Singapore government. Emirates Red Crescent has also supported MRCS with relief goods worth MYR 85,000.

Malaysian government

The Malaysian Prime Minister has announced a MYR 500 million allocation for the floods response, while MYR 50 million has been allocated via the Ministry of Finance for immediate response. Additional smaller allocations have been made by other state governments to support the flood operations.

The Civil Defence has been doing relief distributions, mass feeding and community service (cleaning). The Fire Department in turn has been focusing on search and rescue and evacuations. The Royal Malaysian Military were providing air service, relief distributions, logistics, and medical support while the Malaysian Royal Police remain in charge of safety and security.

The Electricity Board is working on the reconnection of electricity supply in the affected areas. The Water Board is also reconnecting the fresh water supply and the necessary repairing of water pumps in the badly hit areas. The Ministry of Health has activated their contingency plan, in which have mobilized all their available resources to the affected areas.

Overview of Red Cross Red Crescent Movement in country

The IFRC Asia Pacific Zone Office is located in Kuala Lumpur, Malaysia, and acts as the IFRC representative to the country team for the MRCS. The Finnish, Norwegian and German Red Cross have representatives based in Kuala Lumpur, but no partner National Society is programmatically engaged with MRCS.

The ICRC regional delegation based in Kuala Lumpur covers Malaysia, Brunei and Singapore. It promotes humanitarian values and relevant international norms and standards with government agencies, detaining

authorities, armed and security forces, and civil society groups. Much of its work is conducted jointly with the Malaysian Red Crescent, Brunei Darussalam Red Crescent and the Singapore Red Cross.

Overview of non-RCRC actors in country

Many other local and national organizations are also active in the response. Other humanitarian actors like Mercy Malaysia is operating their field clinics in Manik Urai and conducting relief distributions. Smaller NGOs are also concentrating on food and relief distributions. The situation has also led to public attention and action, with individuals or groups initiating and coordinating collections, transportation and distributions of relief goods to the affected areas from all over Peninsular Malaysia.

Needs analysis and scenario planning

The floods are the worst in several decades and have caused wide-spread damage and disruption to lives and livelihoods. The needs of the large number of displaced in evacuation centres was the main focus during the first weeks of the flooding while attempts were made to reach remote communities cut-off by the floods.

At the time of this revised DREF, there are only a few thousand people left in evacuation centres, while communities affected by the floods have now become accessible as the waters have receded. As people return, the immediate needs are access to safe drinking water, access to health services, assistance in clean-up as well as shelter. MRCS has assessed a number of remote villages in Kelantan and so far selected one for longer-term recovery interventions - Kampung Pasir Tumboh. The other three villages were already receiving services from various organizations. Kampung Pasir Tumboh, however, is remote and home to 106 families (around 700 people) and also hosts a boarding school. The community faces acute challenges with access to safe water as the borehole in the community has been contaminated and the gravity fed water system has been damaged. The team on the ground have also reported a need for hygiene kits as well as kitchen sets, as the community is now engaged in communal cooking.

Assessment teams are deployed to the field to identify up to eight more villages for longer-term recovery interventions and there are early indications that the situation in other villages is very similar.

Risk Analysis

The main risks associated with the operation are the risk of more rain and flooding as well as issues around access. The monsoon season is still ongoing and usually withdraws by mid-February. New periods of heavy rains in the already affected areas could lead to renewed flooding and hamper access which is already challenging in many places due to damaged infrastructure and muddy roads. Both risks are beyond the control of the National Society, but efforts will be made to monitor both weather updates and road conditions.

B. Operational strategy and plan

Overall objective

The overall objective of this revised DREF is to provide 5,000 families displaced by the flooding with blankets and remote communities with safe water.

Proposed strategy

The initial DREF EPoA contained only 10,000 blankets and personnel costs, in response to the immediate needs in the early stages of the floods. There were indications that due to the ongoing situation, blankets are difficult to find in large quantities in the local market, while the quality and price might vary significantly. Taking advantage of readily available stocks in the IFRC Zone Logistic Units warehouse in Kuala Lumpur, the DREF allocation was requested and approved for the 10,000 blankets for 5,000 families as part of the overall operation.

As the waters have receded and remote communities are being accessed, the acute need for the provision of safe water is apparent. MRCS has one water purification unit that has now been deployed twice, the second deployment to Kampung Pasir Tumboh. However, the unit is not optimal for the conditions in the field and requires regular servicing and the current unit was out of service again on January 20. The water purification unit included in this revised DREF will become MRCS primary unit and will be immediately deployed to Kampung Pasir Tumboh, with a provision to move on to other communities as the situation evolves. The unit has a maximum capacity above what is needed in the selected kampong, and as such options of water trucking will be explored with the local authorities. The WatSan Kit 5 includes jerry cans to facilitate the distribution and storage of water. Additionally the WatSan Kit 5 will be able to deal with any needs for temporary sanitation given that some of the houses in the target villages have been totally destroyed, vector control and dissemination of good hygiene messages and safe water storage and handling.

In addition, needs for relief items, namely hygiene kits and kitchen sets, identified in Kampung Pasir Tumboh have been added. Similar interventions are planned for other remote villages, additional items beyond the 106 families identified, have been added.

Operational support services

Human resources

A specialized WatSan RDRT is being deployed to support MRCS in running the water purification unit and to train staff and volunteers on operating the unit. The mission is expected to last for one month. IFRC Asia Pacific Zone has been providing broad technical support to MRCS under many sectors and will continue to do so in support of the recovery planning and implementation. Assistance has also been given from the IFRC Regional Delegation in Bangkok.

Logistics and supply chain

Taking advantage of readily available stocks in the IFRC Zone Logistic Unit (ZLU) warehouse in Kuala Lumpur (and considering that many commodities are difficult to procure locally in relevant quantities, standard quality and prices), the ZLU release 10,000 blankets from the warehouse, as per the initial DREF. MRCS arranged the transportation from the IFRC warehouse to the affected areas. The same modality will be used for the WatSan Kit 5 and the relief items. The DREF will be used to replenish these items, following IFRC standards to ensure audit trails. IFRC ZLU is on stand-by to give MRCS technical support in logistics as needed.

Communications

MRCS has achieved great visibility nationally, not least through the active and ongoing fundraising campaigns. Internationally, MRCS has given interviews to global networks such as Al Jazeera and CNN. IFRC will promote MRCS operations through existing channels and work with MRCS to support them in their communication work, utilizing existing resources at the AP Zone office. No specific costs for communication activities have been included in the DREF budget.

Planning, monitoring, evaluation, & reporting (PMER)

MRCS will lead on the monitoring of the implementation, with support from the IFRC, specifically the specialized WatSan RDRT and the operational focal point at the Disaster Management Unit at the Asia Pacific Zone Office and the PMER unit.

C. Detailed Operational Plan

Water, sanitation, and hygiene promotion

Needs analysis: The needs exist to allow for the provision of safe water utilising emergency water and sanitation equipment suitable for the context. Given damaged and destroyed houses temporary sanitation for those affected in the community is also a requirement in parallel to community sensitisation activities related to good hygiene and safe water treatment, storage, and handling.

Population to be assisted:

In Kampung Pasir Tumboh, the water supply of 106 households has been disrupted. The existing gravity fed water supply scheme requires rehabilitation while a borehole, also relied upon by the community, has been contaminated by flood water, and physically rendered the water point inoperable. Currently, over 700 people living in the village are relying on bottled water until this essential water source is restored. According to MRCS' preliminary field assessments, there is a potential need for some temporary sanitation facilities as 86 houses have been partially damaged (including 11 houses which have been totally destroyed). The community and local authorities will contribute to the plan through assisting with the set up and production of safe water in addition to subsequent monitoring. Training of community volunteers and branch staff will be undertaken as a capacity building exercise during and post the intervention.

Water, sanitation, and hygiene promotion (<i>New intervention under the DREF</i>)			
Outcome 1: The risk of water and sanitation related diseases has been reduced through access to safe drinking water, sanitation and appropriate hygiene promotion activities	Outputs		% of achievement
		Output 1.1 Provision of safe drinking water to the targeted population up to 800 people, safe sanitation as required and dissemination of good hygiene messages	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Mobilisation and set up of WatSan Kit 5			%
Distribution of water in the community and to near-by communities through trucking			%
Temporary sanitation and hygiene promotion activities			%

Shelter and settlements

Needs analysis: People displaced by the floods were staying in evacuation centres up until the second week of January. The conditions in the evacuations centres were damp and cool, resulting in a need for blankets to stay dry, warm and comfortable.

Population to be assisted: The primary target for the distribution of blankets were the displaced in evacuation centres. MRCS is in the process of consolidating the overall distribution data which will show targeting in different districts and evacuation centres.

Shelter and settlements			
Outcome 1 5,000 families in displacement centres are provided with blankets.	Outputs		% of achievement
		Output 1.1 The immediate needs of 5,000 families in evacuation centres are met through distribution of blankets.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Release of blankets	X		100%
Transport of blankets to targeted affected areas	X		100%
Distribution of blankets			ongoing
Progress towards outcomes			
The blankets released from the IFRC warehouse in Kuala Lumpur were immediately dispatched to the affected areas together with in-kind donations from the public. Overall distributions are still ongoing until the end of January and MRCS is in the process of consolidating their overall distribution data that will be communicated in the next operational update.			

D. Budget

For revised DREF budget, click [here](#).



Click [here](#) for:
Previous
Emergency Plan
of Action (EPoA)

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For further information specifically related to this operation please contact:

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How we work

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

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



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



Enable healthy
and **safe** living.



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

REVISED DREF OPERATION

20/01/2015

MDRMY002 : Malaysia - Seasonal Floods 2014

Budget Group	DREF Grant Budget CHF
Clothing & Textiles	60,000
Water, Sanitation & Hygiene	68,500
Utensils & Tools	11,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	139,500
Storage, Warehousing	1,000
Distribution & Monitoring	3,000
Logistics Services	8,500
Total LOGISTICS, TRANSPORT AND STORAGE	12,500
International Staff	4,600
Total PERSONNEL	4,600
Travel	3,000
Financial Charges	300
Other General Expenses	500
Total GENERAL EXPENDITURES	3,800
Programme and Services Support Recovery	10,426
Total INDIRECT COSTS	10,426
TOTAL BUDGET	170,826