



Volunteers of The Red Cross Society of Bosnia and Herzegovina (RCSBiH) cleaning up the mud in Kreševo, October 2024. Photo: RCSBiH

Appeal: <b>MDRBA017</b>	Country: <b>Bosnia and Herzegovina</b>	Hazard: <b>Pluvial/Flash Flood</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Yellow</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 253,291</b>	
Glide Number: <b>FL-2024-000188-BIH</b>	People Affected: <b>5,000 people</b>	People Targeted: <b>2,350 people</b>	
Operation Start Date: <b>18-10-2024</b>	Operation Timeframe: <b>6 months</b>	Operation End Date: <b>30-04-2025</b>	DREF Published: <b>19-10-2024</b>
Targeted Areas: <b>Federacija Bosne i Hercegovine</b>			

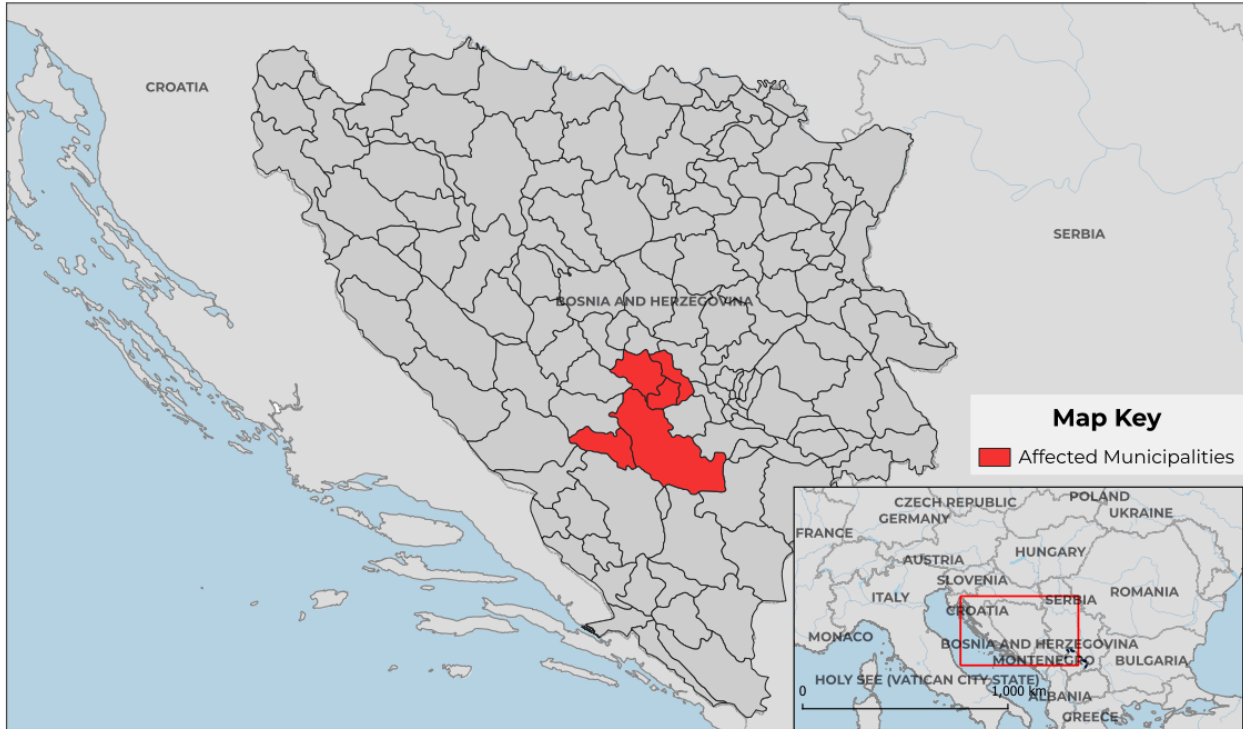
# Description of the Event

## Date of event

04-10-2024

### Bosnia and Herzegovina - Floods

14 October 2024



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: GADM, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

The above map captures the affected municipalities of Bosnia and Herzegovina.

## What happened, where and when?

On the night of 3 October and the early morning of 4 October 2024, regions of Bosnia and Herzegovina were struck by intense rainfall, severely impacting the municipalities of Jablanica, Konjic, Fojnica, Kiseljak, and Kreševo. The extreme weather triggered flash floods that surged with such force that they led to devastating landslides. In several locations, the landslides moved boulders weighing over ten tons, crushing homes and damaging property.

The municipalities of Jablanica and Konjic experienced the most severe impact from the flash floods and landslides, while Kreševo, Fojnica and Konjic suffered substantial damage from the flash floods. Many communities in these municipalities were cut off and isolated due to the destruction of road networks and communication infrastructure, further complicating emergency response efforts. The most extensive damage was reported in Donja Jablanica and Zlate, both located within the municipality of Jablanica, and in Buturović Polje in the municipality of Konjic. At the same time, in the municipalities of Kreševo, Fojnica and Kiseljak, entire villages and communities were submerged by flooding water.

By 17 October 2024, a total of 27 fatalities and no people missing have been confirmed. The flood's impact on households across affected municipalities was also severe, with 163 households in Jablanica, 200 in Konjic, 100 in Kreševo, 170 in Fojnica, and 500 in Kiseljak affected by the disaster.







Distribution of humanitarian aid in Jablanica, October 2024.  
Photo: RCSBiH



Volunteers in the affected households in Kiseljak, October 2024.  
Photo: RCSBiH

## Scope and Scale

The flash floods and landslides have caused extensive damage to the municipalities and vital infrastructure in the affected areas. Even ten days after the disaster, several parts of the affected municipalities remain difficult to access, complicating response efforts and leaving some communities isolated. The destruction of roads is severe, with full repairs likely to take years. Although some infrastructure—such as phone and electric lines, as well as water supply—has been partially restored, it is still operating below optimal capacity, hampering the daily functioning of local communities.

The communities hardest hit by this disaster include Donja Jablanica, Zlate, Buturović Polje, and Mirke, where tens of residential structures have been completely destroyed. In total, an estimated 1,133 households across five municipalities (Jablanica, Konjic, Kreševo, Kiseljak, and Fojnica) have been affected, with many families losing essential property and assets. In some cases, the floods and landslides have completely destroyed homes, crops, farms, and small businesses, creating significant challenges for the affected populations to rebuild their lives and livelihoods.

The approaching winter season presents an additional layer of vulnerability. Without adequate humanitarian aid, the well-being, health and dignity of the affected population are at serious risk. Those most likely to suffer the impacts include older people, children, people with disabilities, and low-income families who lack the resources to cope with the disaster's aftermath.

## Source Information

Source Name	Source Link
1. Federal Civil Protection	<a href="https://www.fucz.gov.ba/category/izvjestaji/">https://www.fucz.gov.ba/category/izvjestaji/</a>
2. Daily reports and assessment of the Red Cross	<a href="https://sites.google.com/view/poplave-x-2024?usp=sharing">https://sites.google.com/view/poplave-x-2024?usp=sharing</a>

# Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	Yes
Did the National Society respond?	Yes
Did the National Society request funding form DREF for that event(s)	Yes
If yes, please specify which operation	MDRBA003 2009, MDRBA004 2009, MDRBA005 2010, MDRBA006 2010, MDRBA009 2014, MDRBA012 2020, MDRBA013 2021, MDRBA014 2022, MDRBA015 2023

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

Since 2009, the Red Cross Society of Bosnia and Herzegovina (RCSBiH) has responded to flash floods with nine DREF operations, including in the past consecutive four years (2020, 2021, 2022, 2023). However, this recent event has surpassed the impact of past flash floods in the region, both in terms of the scale of destruction and the complexity of the required response. In addition to the immediate impact of the flash floods, a large-scale landslide has been triggered, displacing hundreds of tons of rocks, earth, and debris into the affected community. As a result, tens of residential buildings have been destroyed or severely damaged, resulting in an urgent need for humanitarian assistance. The gravity of the situation is underscored by the tragic loss of at least 25 lives, with the number of missing persons still uncertain (estimated at five at the time of this DREF application). These compounding factors, including unprecedented flood intensity, the destructive landslide, and the severe loss of life, demonstrate that this disaster exceeds the typical scope of recurring events. The exceptional scale of the disaster justifies the use of DREF funds to provide immediate response to affected communities and meet the urgent needs of the affected population.

**Lessons learned:**

A significant challenge in previous DREF responses was the delayed procurement process. To mitigate this, the current operation has introduced streamlined procurement procedures to minimize delays and ensure the timely delivery of relief items to affected communities.

Another lesson learned was the importance of timely and accurate mapping of affected households and the impacted population. In response, the RCSBiH has prioritized the rapid deployment of assessment teams and adopted tools for real-time data collection and analysis.

Furthermore, the need for clear and transparent beneficiary selection criteria was identified as essential for maintaining the integrity of humanitarian operations. In the current operation, well-defined criteria have been established from the onset of the disaster to guide the selection of the target population. This approach ensures that assistance is provided equitably and based on need, fostering transparency and trust throughout the response.

With the support of the IFRC Country Cluster Delegation for Central and South-Eastern Europe and the Regional Office for Europe, the RCSBiH will explore other response modalities to flood events.

# Current National Society Actions

## Start date of National Society actions

04-10-2024

<b>Livelihoods And Basic Needs</b>	Local Red Cross branches played a crucial role in carrying out rapid distribution, ensuring that the most urgent humanitarian needs were promptly addressed. Within the first few days of the response, the local branches successfully distributed over 100,000 food and clothing items to individuals and families in need.
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	<p>This immediate support provided a vital lifeline to those affected, helping them meet their basic needs and cope with the initial shock of the disaster. The swift action of the RCSBiH ensured that the most vulnerable populations had access to essential supplies during the critical early phase of the emergency.</p>
<p><b>Health</b></p>	<p>Aligned with its public mandate, the RCSBiH prioritized the protection of the health and well-being of the population affected by the floods and landslides. Providing immediate first aid was essential for both affected individuals, as well as responders working in highly challenging environments.</p> <p>Given the scale of the disaster, with 27 lives lost and numerous families losing their homes, the need for Psychological First Aid (PFA) was urgent. To address this, the RCSBiH established dedicated helplines, ensuring that those in need of emotional and psychological support had access to essential care.</p>
<p><b>Water, Sanitation And Hygiene</b></p>	<p>The disaster disrupted all sources of drinkable water, making water provision a top priority for both the affected population and the responders on the ground. Additionally, the wave of flash floods and landslides deposited vast amounts of unclean materials, posing a significant risk of disease and infection. This created an urgent need to address hygiene requirements, not only for the affected population but also to protect responders from potential health hazards. From the first day of the response, the RCSBiH prioritized hygiene-related needs to prevent the outbreak of diseases and infections.</p> <p>Through the coordinated efforts of local branches, the RCSBiH provided water, hygiene items, and sanitation support, ensuring that the most critical needs were met swiftly and effectively.</p>
<p><b>Migration And Displacement</b></p>	<p>The devastating impact of the disaster forced many families to leave their homes, as they faced the tragic loss of loved ones and the destruction caused by flash floods and landslides. Temporary shelters were established to accommodate the displaced population, with many individuals finding refuge with relatives, hotels offering assistance, and other stakeholders engaging in the reception and support of the displaced.</p> <p>On 8 and 9 October 2024, with an orange alert issued, Civil Protection authorities initiated the evacuation of communities at risk of further flash floods and landslides due to ongoing heavy precipitation. Although these areas were not directly impacted by the initial disaster, the heightened risk necessitated preventive evacuations. The RCSBiH actively supported the evacuation process, ensuring that the humanitarian needs of the evacuees were fully addressed.</p>
<p><b>Coordination</b></p>	<p>The Ministry of Security of Bosnia and Herzegovina, following the conclusions of the Council of Ministers of Bosnia and Herzegovina, was designated as the primary coordinator for field operations in response to the floods. By forming a Coordination Body, the Ministry of Security has brought together key actors, including the Civil Protection of the Federation of Bosnia and Herzegovina, the RCSBiH and international organizations operating within the country.</p> <p>The Coordination Body has convened two meetings since the onset of the disaster. Based on its conclusions, the RCSBiH was appointed as the lead organization responsible for coordinating the collection and distribution of humanitarian aid. Additionally, in alignment with the conclusions of the Coordination Body, the RCSBiH facilitated international assistance requested by the state, receiving shelter goods and equipment from Albania and Romania.</p> <p>In parallel, a Coordination Meeting of the Movement components active in Bosnia and Herzegovina—including the International Federation of Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC), German Red Cross, Austrian Red Cross, Italian Red Cross, Swiss Red Cross, and the Turkish Red Crescent, Qatar Red Crescent—was held.</p>





	<p>Furthermore, the Cash Working Group for Bosnia and Herzegovina convened, bringing together all actors involved in Cash and Voucher Assistance (CVA). This group has been instrumental in coordinating activities, defining priorities, and ensuring an efficient and effective humanitarian response to the flood-affected population.</p>
<b>Assessment</b>	<p>The RCSBiH has conducted continuous assessments to monitor the status and needs of local communities and populations affected by the floods. This ongoing assessment process ensures that the response remains adaptive to the evolving situation on the ground.</p>
<b>Resource Mobilization</b>	<p>Based on these assessments, the RCSBiH has coordinated its activities and provided timely updates to all relevant stakeholders. By informing partners about the specific needs of affected communities and local Red Cross branches, the organization ensures that the humanitarian response is aligned with the actual needs of the population. This evidence-based approach enables efficient planning, resource allocation, and the delivery of targeted assistance, ensuring that support reaches the most vulnerable individuals promptly and effectively.</p>
<b>National Society EOC</b>	<p>Immediately following the disaster, on the morning of 4 October 2024, the RCSBiH activated its Emergency Operations Center (EOC) system, a key hub for coordinating the flood response effectively. The EOC implemented a predefined template to guide the organization's structure, facilitating assessments, reporting, and providing an interactive platform for real-time data collection, data sharing, and data analysis.</p> <p>Throughout the response, the EOC has maintained continuous coordination with the Operations Communication Center of the Ministry of Security of Bosnia and Herzegovina, ensuring alignment with national efforts. The EOC also prepares daily reports, providing essential information to the state authorities and relevant stakeholders involved in the humanitarian response to the floods and landslides. These reports support informed decision-making, improve transparency, and ensure that the response remains coordinated and focused on the evolving needs of the affected population.</p>

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The IFRC has been actively involved in supporting the RCSBiH through the IFRC Country Cluster Delegation for Central and South-Eastern Europe (CCD CSEE). The CCD has provided essential support in key areas such as assessment, planning, and fundraising to strengthen the national response efforts.</p> <p>IFRC staff has been allocated to provide guidance and support to the National Society in implementing and preparing for the DREF operation. From the initial stages of the disaster response, the IFRC has actively supported assessment activities. This involvement ensured that relevant data was collected to guide and inform the humanitarian intervention, allowing the response to be targeted and aligned with the needs of the affected population.</p> <p>The IFRC has also played a vital role in coordinating with partner National Societies and other Movement components engaged in the response. This coordination ensures a unified approach to addressing the needs in Bosnia and Herzegovina, promoting efficiency, and enhancing the impact of humanitarian efforts. IFRC has provided Secretariat services, including technical assistance in key areas.</p>
<b>Participating National Societies</b>	<p>Several Partner National Societies (PNS), particularly from the Balkan region, have initiated fundraising campaigns to support the RCSBiH in its response to the devastating flash floods and landslides. These campaigns aim to mobilize resources and ensure sustained support for the affected population.</p> <p>Among the PNS actively present on the ground, the Swiss Red Cross and Turkish Red Crescent have offered direct support, which has been accepted by the RCSBiH. Their</p>



contributions are focused on providing immediate relief and supporting operational activities to address the urgent humanitarian needs resulting from the disaster.

Additionally, the German Red Cross, Austrian Red Cross, and Italian Red Cross have engaged remotely, participating in coordinated efforts with the Movement components and the RCSBiH. Their involvement reinforces the unified response strategy and ensures the effectiveness of ongoing activities.

The Turkish Red Crescent has also played a crucial role in logistics, supporting field operations by providing essential items and ensuring smooth delivery to local branches of the Red Cross. Their logistical assistance has been vital in maintaining the continuity of humanitarian operations on the ground.

## ICRC Actions Related To The Current Event

The ICRC delegation in Bosnia and Herzegovina, actively supporting the emergency response in line with its humanitarian mandate. As part of its collaboration with the RCSBiH, ICRC representatives, together with the Restoring Family Links (RFL) Coordination team from the RCSBiH, conducted a field assessment to determine the needs in the RFL sector.

This assessment serves as the guidelines for further support to RFL activities within the RCSBiH, in response to flash floods and landslides. The aim is to strengthen efforts related to searching for missing persons and to complement the activities of other stakeholders involved in rescue and recovery operations. Through this targeted engagement, the ICRC ensures that the RCSBiH can effectively address RFL needs during the ongoing emergency.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	Yes
<b>National authorities</b>	<p>In response to the flash floods and landslides, Bosnia and Herzegovina formally requested international assistance in accordance with established mechanisms for requesting and receiving international aid. The primary focus of the requested assistance was on deploying specialized search and rescue teams and equipment, as well as meeting specific humanitarian needs related to shelter.</p> <p>As part of this international support, the RCSBiH, acting on behalf of the state, received humanitarian goods focused on shelter. These donations were provided by the Republic of Albania and the Republic of Romania, contributing to the relief efforts and addressing the urgent shelter needs of the affected population.</p>
<b>UN or other actors</b>	<p>In response to the disaster, the United Nations (UN) agencies and other international organizations present in Bosnia and Herzegovina became actively involved as part of the Coordination Body established by the Ministry of Security of Bosnia and Herzegovina, following the conclusions of the Council of Ministers. These actors participated in regular coordination meetings and contributed to planning and realizing response to the flash floods and landslides, ensuring that efforts were aligned to address the immediate needs of the affected population effectively.</p> <p>With the support of the "Neighbours Help First" Network National Societies, fundraising campaigns have been initiated on 8 October 2024 in Slovenia, Croatia, Serbia, Montenegro, and Bulgaria.</p>

### Are there major coordination mechanism in place?

The primary coordination mechanism for the disaster response is the Coordination Body established by the Ministry of Security of Bosnia and Herzegovina, following the conclusions of the Council of Ministers of the Bosnia and Herzegovina. This Body operates at the national level, bringing together key stakeholders, including Civil Protection, the RCSBiH, UN agencies and international organizations. The RCSBiH plays a vital role in this coordination structure, actively engaging in decision-making processes and



collaborating closely with UN agencies and other international partners.

The RCSBiH has been identified as the primary organization responsible for coordinating the collection and distribution of humanitarian aid. While the coordination mechanisms have facilitated comprehensive collaboration among stakeholders, no significant gaps or overlaps in sectoral coordination have been identified to date.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

The extensive damage to residential buildings caused by the flash floods and landslides has created an urgent need to address the impact on family homes. Many households have been left without safe and habitable living conditions, highlighting the immediate necessity to repair these homes to meet minimal standards required for everyday life.

Providing support for emergency repairs is critical to ensure that affected families can safely remain in their homes and avoid further displacement. This includes repairing the damages infrastructure in the residential objects to guarantee safe, dignified living conditions. Addressing these shelter needs swiftly is essential not only for the physical safety and well-being of the population but for ensuring minimum resilience of the affected households for the hard condition in the winter period.



### Multi purpose cash grants

With many residential buildings either completely or partially destroyed and significant damage to essential property required for daily living, the population is left highly vulnerable to risks that threaten their life, health, and dignity.

A key challenge is the approaching winter, which demands urgent action to ensure that households have access to basic provisions for heating. In addition to heating, families require other essential items to secure a safe and stable living environment, including food, clothing, and basic household goods. Meeting these needs is critical to safeguarding the well-being of the affected population during the harsh winter months.

Multi-purpose cash grants have been identified as an essential intervention to address these diverse needs. Cash assistance allows affected households to respond flexibly to their specific priorities, enabling them to meet urgent expenses such as heating and other winter-related necessities. This approach ensures a dignified response, empowering individuals to cope during this challenging period.



### Health

The severe losses experienced by the affected communities—such as the destruction of property, loss of lives, loss of social and support networks, and the lingering insecurity—have highlighted the urgent need for integrating the Mental Health and Psychosocial Support (MHPSS) including the Psychological First Aid (PFA) and Caring for Staff and Volunteers (CfV) in the response. These services are crucial for the emotional coping and recovery of individuals and communities affected by the disaster. MHPSS interventions must be extended not only to the population but also to responders on the ground, who have been working in extremely challenging conditions and are equally vulnerable to stress and trauma.



### Water, Sanitation And Hygiene

The flash floods and landslides have caused severe damage to infrastructure, leading to the disruption of clean water supply and contaminating residential areas with large amounts of unclean material. This contamination poses a significant threat to the lives and health of the affected population, creating an environment conducive to infections and the spread of diseases.

A critical gap identified in the response is the need for immediate disinfection of residential buildings affected by the floodwaters and landslides. Without timely intervention, these premises remain unsafe for daily living, putting individuals and families at further risk. Ensuring that homes are properly disinfected is essential to ensure safe living conditions and protect the health and well-being of those affected by this disaster.





The rapid implementation of water, sanitation, and hygiene (WASH) interventions will be essential to mitigate the risks of infection and disease outbreaks. Addressing these gaps is crucial to enable the affected communities to meet their daily needs for safe space to live.



## Risk Reduction, Climate Adaptation And Recovery

The increasing frequency and intensity of such disasters in Bosnia and Herzegovina highlight the urgent need to focus on risk reduction and climate adaptation to build resilience within communities and mitigate future risks.

The root causes of these disasters are highly complex. Factors such as the destruction of forests by wildfires, the decreasing volume of annual precipitation, and the increasing intensity of daily rainfall contribute to the conditions that trigger devastating events like flash floods and landslides. These dynamics reflect the intricate relationship between climate change, environmental degradation, and disaster risk, requiring a coordinated and proactive approach.

Addressing these challenges demands urgent investment in disaster risk reduction and climate adaptation measures. Efforts must focus on restoring ecosystems, enhancing early warning systems, strengthening community preparedness. Without immediate action in these areas, communities in Bosnia and Herzegovina remain vulnerable to recurring disasters, with severe consequences for lives, livelihoods, and infrastructure.



## Community Engagement And Accountability

It is essential to maintain ongoing engagement with affected communities to ensure that activities accurately reflect their needs, fostering a sense of ownership and enhancing the effectiveness of the response. Continuous feedback loop between the affected communities and the actors on the field is vital to ensure accountability and transparency. It helps to avoid duplications and gaps in service delivery, ensuring that humanitarian aid reaches those most in need in a timely and effective manner.

Additionally, constant monitoring of the evolving situation in these areas is needed to adapt and direct interventions, ensuring that support remains aligned with the most urgent needs of the population.

## Any identified gaps/limitations in the assessment

The extensive damage to infrastructure caused by the flash floods and landslides has made it extremely challenging to access all parts of the affected communities. As a result, there have been significant difficulties in conducting comprehensive assessments of the situation and identifying the full scope of needs. Some areas remain isolated, limiting the ability of responders to gather accurate and complete data on the status and requirements of these communities.

Additionally, the tragic loss of 25 lives and the ongoing search for missing persons continue to be a primary focus of operations in the affected areas. The allocation of staff and resources to these critical search and rescue efforts has reduced the capacity for conducting more detailed assessments of the damages and needs at the local level. This has posed further limitations on the scope of the assessment, affecting the ability to gather precise information on the full impact of the disaster and the requirements for recovery.

These constraints highlight the importance of continuous monitoring and follow-up assessments as access improves, ensuring that emerging needs are identified and addressed throughout the response process.

# Operational Strategy

## Overall objective of the operation

The overall objective of the current DREF operation is to provide support for the next six months to meet the urgent needs of the flood-affected population. The response will focus on

- Strengthening the human resource capacities of RCSBiH for emergency response;
- Providing cash assistance to 300 households;
- Renting multi-purpose vehicles to enhance field logistics and mobility for distributing 300 repair kits, which will help restore basic living conditions for affected households. These kits will be procured through funds raised internally and support from PNS and other donors.
- Implementing various activities focused on Mental Health and Psychosocial Support (MHPSS) and physical health to aid affected



communities. These initiatives include workshops, educational material distribution, crisis sets for vulnerable households, and support sessions for staff and volunteers, all aimed at promoting well-being during this challenging time.

## Operation strategy rationale

The DREF operation aims to address critical operational gaps by securing funding for cash assistance for 300 households, critical human resources in operational capacities and logistical support, ensuring that the RCSBiH is able to continue its effective and timely humanitarian intervention during this crucial period. Without additional human and logistical resources, RCSBiH risks operational delays that could exacerbate the humanitarian impact.

Upcoming clean-up and recovery will take time, and the amount of goods currently arriving in the country necessitates a prolonged response. RCSBiH plans to engage in early recovery efforts to help families recover while also preparing for the winter period. A concise plan is being developed around the provision of urgent repair kits for severely damaged homes, ensuring basic living conditions and meeting daily needs during the recovery period.

In summary, this proposal seeks financial support to:

- Provide unconditional cash assistance of CHF 300 (BAM 600) to 300 households to meet their immediate shelter needs.
- Cover the costs of temporary critical human resources in operational capacities for up to six months.
- Rent three multi-purpose vehicles to improve mobility in field operations.
- Distribute 300 repair kits, procured through fundraising campaigns and other donation to the RCSBiH, to assist families in rebuilding their homes.

This support will make up an essential part of an overall operational plan with a greater impact than what each individual donation can achieve. The planned timeline for the operation is as follows:

1 - 3 months:

- Continuation of the relief operation, detailed assessment, CVA, Shelter interventions through wall repair sets for affected households;
- Health activities, including prevention on water-borne diseases;
- Coordination with other organizations;
- MHPSS for affected population and Red Cross staff and volunteers.

3 - 6 months:

- Second round of CVA intervention;
- MHPSS and Health support as required;
- Winterization support based on identified needs.

Following the implementation of the operation, during months 6 - 9, RCSBiH plans to conduct projects to address community-based Disaster Risk Reduction approaches, as well as conduct Vulnerability and Capacity Assessments (VCAs).

## Targeting Strategy

### Who will be targeted through this operation?

The operation primarily focuses on households that have suffered significant losses due to the devastation caused by the flash floods and landslides. Particular attention will be given to those whose homes have been damaged or destroyed, as they lack safe living conditions and are among the most vulnerable.

These households will be prioritized as their need for shelter and essential resources becomes increasingly urgent as the winter season approaches. The severe losses they have endured have drastically reduced their ability to cope, leaving them highly exposed to risks that threaten their lives, health, and dignity. Without adequate support, these families face additional hardships, including unsafe living environments, health risks, and further erosion of their well-being.

Through this operation, the RCSBiH aims to address the most pressing needs of these vulnerable households, ensuring that they receive timely and appropriate assistance.

### Explain the selection criteria for the targeted population

The selection criteria for the targeted population are designed to ensure that the response focuses on households that are most affected by the flash floods and landslides. The primary criterion for assistance is that a household has suffered losses or damages to their



residential property or to other essential assets necessary for their daily life. These households have been identified as particularly vulnerable, given the destruction they have endured.

To further refine the selection, additional criteria will be applied to prioritize the most socially vulnerable groups. These include socially vulnerable households; households with members aged 65 or older; households with members with disabilities or special needs; single-parent households; households with three or more children; households with children of school age.

By applying these criteria, the response will be directed to the population segments most in need of support, ensuring that the assistance reaches those facing the greatest risks to their life, health, and well-being. This approach ensures that the operation is both transparent and effective, addressing the most pressing needs and meeting the most urgent needs of the affected.

## Total Targeted Population

Women	1,008	Rural	60%
Girls (under 18)	285	Urban	40%
Men	825	People with disabilities (estimated)	2%
Boys (under 18)	232		
Total targeted population	2,350		

## Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Procurement and Logistical Challenges	To mitigate procurement delays, procurement will begin as early as possible. The operation will also benefit from the expertise of hired professionals, with additional support from the IFRC CCD CSEE to ensure optimal and timely logistical operations.
Damaged Road Infrastructure	The severe damage to roads in the affected regions presents challenges for delivering aid. To address this, it is essential to equip local Red Cross branches with vehicles capable of navigating difficult terrains. Close coordination and collaboration with Civil Protection units and other field stakeholders will ensure optimal realization of operations despite these logistical obstacles.
Risk of Waterborne Diseases	Contaminated water sources pose a significant health risk by increasing the potential for disease outbreaks. The response will focus on distributing clean water supplies and hygiene kits to affected populations, but also to the responder teams. Additionally, Red Cross staff and volunteers will receive first aid training, and medical support will be made available in operational areas. Protective equipment, such as boots and gloves, will also be provided to reduce the risk of injuries when working in flood-affected areas.
Continued Heavy Rainfall and Secondary Disasters	Heavy rains may result in further flooding and landslides, complicating response efforts and endangering responders. The RCSBiH will monitor weather forecasts closely and remain flexible, prepared to adjust its operations if hazardous conditions arise.  Further information regarding mitigation measures is provided



	under the Risk Reduction, Climate, Adaptation, and Recovery component.
Coordination with Stakeholders	Effective coordination with all actors involved in the response is crucial to prevent duplication and ensure that no humanitarian needs are overlooked. Regular meetings will be held with relevant stakeholders to clarify roles, responsibilities, and mandates, fostering a seamless and comprehensive response.

**Please indicate any security and safety concerns for this operation**

Several security and safety concerns have been identified for this operation, which require careful planning and mitigation measures:

**Volunteer Insurance and Safety:** All volunteers engaged in the operation will be covered by insurance to ensure their protection. This measure provides security and support in case of injury or illness while working in the field.

**Health Risks in the Field:** Volunteers and responders are exposed to potential health risks, including waterborne illnesses due to contaminated water sources. Preventative measures will include the provision of clean water, hygiene kits, and access to medical support. PFA will also be provided to both responders and affected populations to address the emotional toll of the disaster.

**Secondary Floods or Landslides:** The risk of a second wave of flash floods or landslides remains a significant concern due to continued rainfall. The operation will closely monitor weather forecasts and maintain coordination with Civil Protection to ensure timely warnings and response adjustments as needed.

**Challenging Winter Conditions:** The approaching winter presents severe challenges for accessing affected populations. Low temperatures, rains or snow may hinder operations, making it critical to plan for safe access routes and pre-position necessary supplies wherever possible.

**Slow Reconstruction of Road Infrastructure:** Damage to road infrastructure will limit access to many affected communities, particularly in remote areas. The slow pace of reconstruction may further delay the delivery of aid. The operation will rely on alternative transport options and closely coordinate with local authorities to overcome these logistical challenges.

<b>Has the child safeguarding risk analysis assessment been completed?</b>
No

## Planned Intervention



### Shelter Housing And Settlements

**Budget:** CHF 12,970

**Targeted Persons:** 900

#### Indicators

Title	Target
Number of vehicles used for the distribution of kits	3
Number of staff engaged in the operation	15
Number of emergency kits distributed	300



## Priority Actions

The RCSBiH has initiated procurement procedures for urgent response sets, designed to address the most critical damages to residential buildings. These procurement efforts have been launched using funds provided through the support of PNS and fundraising campaigns. The sets will ensure that minimum living conditions are restored, allowing affected families to remain safely in their homes as they begin the recovery process.

Through the DREF operation, the costs for three vehicles required for the distribution of the urgent sets will be covered. These vehicles will play a crucial role in reaching affected communities and delivering the sets to 300 households. Based on secondary data, it is expected that each household consists of approximately three individuals, meaning that the sets will support an estimated total of 900 people.

Field Equipment: Equipment will be provided for 20 staff members and volunteers engaged in field activities to ensure they are properly equipped to perform their tasks effectively.

Insurance for Volunteers and Staff: All volunteers and staff engaged in field activities will be covered by insurance, offering essential protection in case of accidents, injuries, or health-related complications. This ensures they can carry out their duties with confidence, knowing their well-being is safeguarded.



## Multi Purpose Cash

**Budget:** CHF 95,576

**Targeted Persons:** 900

## Indicators

Title	Target
Number of households supported with cash grants	300

## Priority Actions

The devastating flash floods and landslides have created a wide range of urgent needs for the affected population. Many families have lost vital assets and income sources, making it difficult for meeting their basic needs, including heating, food, and other necessities required for safe and dignified living.

To address these urgent needs, the RCSBiH will implement a CVA component within the operation. The intervention will support 300 households, each receiving a cash grant of CHF 300 (BAM 600). This amount represents approximately 25 per cent of the minimum expenditure basket required for a household, ensuring that families have the flexibility to prioritize and cover their most pressing needs.

The CVA approach enables affected households to make their own decisions based on their specific circumstances, whether it is for heating supplies, food, clothing, or other essential items. This flexibility ensures a dignified and effective response, helping families prepare for the winter and restore a degree of stability as they recover from the disaster.

The CVA criteria have been developed in coordination with the Cash Working Group of Bosnia and Herzegovina, which includes all actors involved in CVA activities in the country. The selection of households supported via cash grants will be transparent, with relevant institutions from local municipalities forming a commission that will review and sign off on the final list. Additionally, the local community will have the opportunity to provide feedback on the defined list, ensuring a fair and open process.

A Post-Distribution Monitoring (PDM) exercise is also planned to be conducted, not only focusing on cash distribution, but other elements of the operation as well.



## Health

**Budget:** CHF 42,467

**Targeted Persons:** 1,000

## Indicators

Title	Target
Number of workshops held on Health in Emergencies	1
Number of educational materials on health risks distributed	5,000
Number of crisis kits distributed	300
Number of PSS sessions held for responders	5
Number of PFA trainings for volunteers conducted	1
Number of PSP kits distributed	100

## Priority Actions

The RCSBiH will implement targeted activities to address physical and mental health needs in the aftermath of the disaster.

### Physical Health

- A workshop on health in emergencies will be conducted to equip communities with essential knowledge, enabling them to protect their well-being during this challenging period caused by the flash floods and landslides (one workshop).
- Educational materials (5,000 pcs, 1,000 per affected municipality) will be distributed to the broader community, not just directly affected households. This ensures that essential health information reaches everyone, as the disaster has impacted the well-being of the wider population, not only those hit directly by the flash floods and landslides.
- Crisis sets will be distributed to vulnerable households, containing water bottles, notepads, medicine boxes, flashlights, first aid kits, and emergency service contact lists. These sets ensure families are able to meet their basic needs in the health segment during the emergency (300 sets).

### MHPSS

- Caring for staff and volunteers activities including peer support and PSS Sessions/support meetings for responders to manage stress and promote self-care for staff and volunteers involved in the response, ensuring they remain effective and healthy in their roles, will be conducted (five sessions, one per affected municipality). Additionally, informal and formal gatherings will be organized to show appreciation.
- A PFA Training for volunteers will be conducted to provide basic psychological support during emergencies, equipping them to address the immediate emotional needs of affected populations (one training for the engaged volunteers).
- PSP sets will be distributed to responders and affected individuals, including well-being cards, self-care guides, and mini-games, offering practical tools to reduce stress and support recovery (100 sets).
- Individual and group counseling sessions, support meetings, and psychoeducation will be offered to affected communities, helping people cope with stressors and traumatic experiences, rebuild resilience, and regain emotional stability (continued during the operation implementation – six months).

900 vulnerable individuals are expected to be supported with health activities. Additionally, 80 people are expected to engage through the PSS helplines, and 20 volunteers and staff will be involved in all health activities. This brings the minimum expected number of people reached to 1,000, with the potential to assist more during the implementation.



## Water, Sanitation And Hygiene

**Budget:** CHF 35,304

**Targeted Persons:** 900

## Indicators

Title	Target
Number of disinfection sets distributed	300



## Priority Actions

The flash floods and landslides have severely compromised living conditions by contaminating residential buildings with debris and unclean materials. To ensure the health and safety of affected families, the Red Cross Society of Bosnia and Herzegovina will focus on the urgent disinfection of these residential objects. The goal of this intervention is to respond to urgent need to ensure basic living conditions for families to safely remain in their homes.

The operation will procure 300 disinfection sets, targeting 900 households, which will include disinfection liquid and backpack spray pumps. These items are essential for thorough disinfection of the interiors and exteriors of affected homes. The backpack spray pumps will enable the effective application of the disinfection liquid, ensuring that all contaminated areas are treated properly.

This targeted intervention will mitigate the risk of disease outbreaks and infections, safeguarding the well-being of the affected population. The timely distribution and use of the disinfection sets will play a crucial role in restoring safe living conditions and enabling families to begin the recovery process in a healthy environment.

Taking into account the impact of the chemical products included in the disinfection sets on the environment, to mitigate this challenge, the RCSBiH will procure carefully selected products that are essential for effective disinfection.



## Risk Reduction, Climate Adaptation And Recovery

Budget: -

Targeted Persons: 1,000

### Indicators

Title	Target
Number of DRR leaflets distributed	1,000

## Priority Actions

RCSBiH will maintain continuous monitoring of weather forecasts and seasonal forecast. This will allow the RCSBiH to stay updated on potential extreme weather events which may impact the vulnerable populations during the winter months.

Based on the forecasted weather conditions, additional activities will be planned and implemented as needed. This proactive approach will help mitigate potential risks and ensure that RCS BiH provides timely, effective support to those affected by both the disaster and seasonal weather conditions.

In addition, as part of Disaster Risk Reduction (DRR) informational leaflets will be distributed to the population.



## Community Engagement And Accountability

Budget: CHF 2,558

Targeted Persons: 1,000

### Indicators

Title	Target
Number of households included in humanitarian mapping	1,133

## Priority Actions

The RCSBiH will implement several key activities to ensure that the response is community-driven, transparent, and aligned with the needs of the affected population.

- Community Mapping will be conducted in order to identify and engage with key community representatives and groups to quickly understand local dynamics and urgent needs. This will ensure that the response is tailored to the specific context and priorities of each affected community.
- Feedback Mechanisms: RCSBiH will establish accessible channels for community feedback to ensure concerns are heard and addressed promptly. Timely feedback will help the National Society to build trust and ensure that the response remains relevant to evolving needs. These mechanisms will be established in each affected municipality, ensuring the local population has a place to provide feedback on realized activities or request specific information related to the Red Cross's humanitarian response. Volunteers and staff from the local Red Cross branches will carry out these activities.

In each community, residents will have the opportunity to speak directly with a volunteer or designated staff member to submit their complaints. Additionally, publicly available phone numbers and emails will be provided, allowing people to submit their concerns or inquiries through these channels as well.

- Monitoring and Evaluation: RCSBiH will continuously monitor and evaluate the effectiveness of CEA activities, incorporating community feedback to make necessary adjustments. This ensures that the response remains relevant and responsive to emerging challenges.
- Partnerships: RCSBiH will focus on developing long-term partnerships with local organizations and community groups to build trust and ensure sustainable support. Strong partnerships enhance coordination and help maintain long-term assistance beyond the immediate response phase.



## Coordination And Partnerships

**Budget:** CHF 2,558

**Targeted Persons:** -

## Indicators

Title	Target
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## Priority Actions

The RCSBiH will ensure close coordination and collaboration with all relevant stakeholders involved in the response to the floods and landslides. Key partners include the Ministry for Security of Bosnia and Herzegovina, Civil Protection, international organizations, responders on the ground, and the Movement components actively participating in the operation.

The primary focus of this coordination effort is to facilitate effective information exchange regarding all phases of the response in the affected communities. Regular communication and data sharing will ensure that each stakeholder remains informed about ongoing and completed activities, preventing duplication of efforts and addressing any gaps in service delivery.

This collaborative approach will also ensure that all urgent issues and raised questions are promptly addressed. By aligning activities and sharing operational insights, the RCSBiH and its partners will enhance the effectiveness of the response, ensuring that assistance reaches those most in need in a timely and efficient manner.



## National Society Strengthening

**Budget:** CHF 50,090

**Targeted Persons:** 50

## Indicators

Title	Target
Lessons learned workshop conducted	1

## Priority Actions

The RCSBiH will strengthen its operational capacity by engaging key personnel and providing necessary resources to ensure optimal implementation of the DREF operation.

- Logistics Support: Two Logisticians will manage procurement and ensure timely delivery of humanitarian assistance to affected communities.
- Disaster Management Coordination: One Disaster Management (DM) Coordinator will oversee the implementation of the DREF operation, ensuring alignment with planned objectives.
- Field Coordination: A Field Coordinator will supervise activities on the ground, coordinating with local teams to ensure smooth operations.
- Field Teams: Dedicated field teams will conduct assessments and manage the distribution of in-kind assistance to affected populations, ensuring that aid reaches those in need effectively.
- Financial Management: Two Finance Officers will handle financial reporting and payments, ensuring accountability and transparency throughout the operation.
- Health Coordination: A Health/MHPSS Coordinator will oversee health activities, addressing the health needs of the affected population and promoting psychosocial well-being.
- Public Relations (PR): A PR Officer will manage public outreach, ensuring transparency, raising awareness, and maintaining public trust.
- Monitoring Costs: Monitoring activities will track progress and impact, allowing for necessary adjustments during the operation.
- Office Costs: Administrative support will be maintained through covered office costs to ensure smooth operations throughout the DREF implementation.

These activities will enhance the capacity of the RCSBiH, ensuring the operation is executed effectively and transparently.

## About Support Services

### How many staff and volunteers will be involved in this operation. Briefly describe their role.

The following staff and volunteers will be involved in the implementation of the response activities:

#### Local Branch Staff

- Five Secretaries of the Local Branches of the Red Cross: These staff members will manage local operations, support volunteers, and coordinate activities within their respective communities, ensuring optimal implementation of response efforts.

#### Volunteers

- Fifteen Volunteers for Assessment and Aid Distribution: These volunteers will conduct assessment and distribute urgent kits and humanitarian aid. Their work ensures that the response is targeted and aligned with community needs.
- Twenty Volunteers for Health and CEA Activities: These volunteers will engage with local communities to carry out health-related interventions and Community Engagement and Accountability (CEA) activities. They will raise awareness, promote well-being, and facilitate two-way communication with the affected population.

#### Office Staff





•Two Logisticians: The logisticians will manage the procurement of essential items and ensure the timely delivery of humanitarian assistance to affected communities.

•One Disaster Management (DM) Coordinator: The DM Coordinator will oversee the overall implementation of the DREF operation, ensuring that the activities align with the planned objectives.

•One Field Coordinator: The Field Coordinator will supervise field operations, ensuring effective coordination among teams and smooth execution of activities on the ground.

•Two Finance Officers: The Finance Officers will manage payments and prepare financial reports, ensuring accountability and transparency throughout the operation.

•One Health Coordinator: The Health Coordinator will oversee the implementation of health activities, ensuring that the health needs of the affected population are adequately addressed.

•One Communications and Public Relations Focal Point who will manage public outreach, ensuring transparency, raising awareness, and maintaining public trust.

## **If there is procurement, will it be done by National Society or IFRC?**

The procurement for this operation will be carried out by the RCSBiH. The replenishment process will be based on the proof of distribution of goods provided through the RCSBiH. It is expected that the tendering process will be completed within 15 days, allowing for the timely procurement of necessary goods and materials for distribution. For the CVA component, the RCSBiH has initiated the process of selecting a Financial Service Provider.

RCSBiH will ensure compliance with the IFRC procurement procedures and will seek support and guidance from the IFRC Regional Office for Europe as deemed necessary.

## **How will this operation be monitored?**

The RCSBiH will implement a dedicated platform for real-time reporting and monitoring of activities. This platform will enable continuous tracking of progress and ensure that the implementation aligns with the planned objectives. The real-time data collected will support timely decision-making and adjustments throughout the operation.

In addition to digital monitoring, field visits will be conducted to assess the effectiveness of the activities on the ground. These visits will provide valuable insights into the operation's impact and ensure that any challenges are promptly addressed. Post-distribution monitoring will be also conducted to inform future operations.

The IFRC will actively participate in one of the monitoring visits, collaborating with the RCSBiH to evaluate the progress and realization of the operations goals.

Furthermore, the RCSBiH will ensure that a lessons learned workshop is conducted within the operation timeframe to reflect on challenges, achievements and areas of improvement. This workshop will consolidate key insights, strengthen future responses, and ensure institutional knowledge is shared for future operations.

In compliance with the IFRC-DREF procedures, a Final Report, including a final narrative and final financial component, will be drafted and published.

## **Please briefly explain the National Societies communication strategy for this operation**

The RCSBiH will actively engage in transparent communication throughout the operation to keep the public and all stakeholders informed about ongoing activities. The PR Officer will play a key role in ensuring that timely information is shared with the community, donors, partners, and other interested stakeholders, fostering trust and demonstrating accountability.

The RCSBiH will coordinate closely with the IFRC CCD CSEE, facilitating the exchange of good practices and ensuring consistency with the principles and standards of the Red Cross and Red Crescent Movement. This collaboration will also help safeguard the good reputation of the Movement by ensuring aligned messaging and effective communication across all levels.



# Budget Overview



## DREF OPERATION

### MDRBA017 - The Red Cross Society of Bosnia and Herzegovina Bosnia and Herzegovina: Pluvial/Flash Floods 2024

#### Operating Budget

<b>Planned Operations</b>	<b>188,875</b>
Shelter and Basic Household Items	12,970
Livelihoods	0
Multi-purpose Cash	95,576
Health	42,467
Water, Sanitation & Hygiene	35,304
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	2,558
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>64,416</b>
Coordination and Partnerships	2,558
Secretariat Services	11,768
National Society Strengthening	50,090
<b>TOTAL BUDGET</b>	<b>253,291</b>

*all amounts in Swiss Francs (CHF)*

Internal

10/18/2024

#V2022.01

[Click here to download the budget file](#)



# Contact Information

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[Click here for the reference](#)

