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## Emergency Plan of Action final report Former Yugoslav Republic of Macedonia: Extreme Winter Condition

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation final report</b>	<b>Operation MDRMK003</b>
<b>Date of issue: 11 June 2015</b>	<b>Glide n° CW-2014-000171-MKD</b>
<b>Operation timeframe: 14 January – 14 March 2015</b>	
<b>DREF amount allocated: CHF 60,638</b>	
<b>Number of people affected: 7,000</b>	<b>Number of people assisted: 1,900</b>
<b>Host National Society presence: 207 volunteers and 23 staff involved in the operation</b>	
<b>Red Cross Red Crescent Movement partners actively involved in the operation (if available and relevant): N/A</b>	
<b>Other partner organizations actively involved in the operation: Crisis Management Centre, local self-government units</b>	

### A. Situation analysis

#### Description of the disaster

On 28 December 2014, the Former Yugoslav Republic of Macedonia was hit by heavy snowfalls that resulted in snow drifts, two meters high in some places, limiting the movement of all types of vehicles on many highways and mountain corridors, and cutting the communication with a number of mountain villages. Electricity lines were also cut in some of the regions, the most affected ones being Ohrid, Struga, Debar, Kichevo, Skopje, and Makedonski Brod. For more than ten hours, some 150 vehicles with 500 drivers and passengers were stranded on the Skopje – Ohrid highway due to the heavy snowfall. The electric power cuts lasted for a week or longer in a number of municipalities such as Ohrid, Debarca, Struga, Vevcani, Debar, Centar Zhupa, Mavrovo and Rostushalasted.



MRC volunteers are distributing relief items.  
*Photo: Red Cross of the Former Yugoslav Republic of Macedonia*

Although the Energy Supply Company (EVN Macedonia) immediately deployed workers to repair the seriously damaged network, the circumstances did not allow for a fast recovery of the electricity services. The affected areas are situated mainly in the mountains and the access of the necessary equipment and technicians was therefore more difficult. To ensure a more rapid recovery, the state also engaged the Airborne Unit of the Ministry of Interior to assist in the transport of the workers.

Due to the critical conditions, the Red Cross of the Former Yugoslav Republic of Macedonia - in cooperation with the local branches and state authorities - conducted a relief operation for the most vulnerable population in those areas which are part of the System for Crisis Management.

## Summary of the current response

### Overview of Host National Society

The Red Cross of the Former Yugoslav Republic of Macedonia, in coordination with the Centre for Crisis Management, was included in the operation from the onset of the disaster.

In recent years, the Red Cross of the Former Yugoslav Republic of Macedonia has been actively engaged in strengthening the capacities on national and especially on local levels in cooperation with the local and national stakeholders, with special priority to community resilience. During those years, the National Society conducted various theoretical and practical simulation exercises in the country, which resulted in highly trained teams for disaster response on the local level. It is important to emphasize the role of the Red Cross Branch of Ohrid, where besides the disaster response team they also have a mountain rescue team which was deployed and engaged in search and rescue/recovery operations in the mountains. Their efforts, knowledge and experience were a great asset in this operation. The Red Cross of the Former Yugoslav Republic of Macedonia, with all its experience, positioned itself once again as a crucial partner in the National System for Crisis Management, and the National Society is involved in all their trainings, exercises, operations or similar events.



RC volunteers from Branch Ohrid are distributing relief items.  
*Photo: Red Cross of the Former Yugoslav Republic of Macedonia*

### Activities of the Red Cross of the Former Yugoslav Republic of Macedonia

Reacting to the snow wave that struck the biggest part of the country, the Crisis Management Headquarters of the Government of the Former Yugoslav Republic of Macedonia held an emergency meeting on 29 December 2014, which was also attended by the Secretary General of the Red Cross of the Former Yugoslav Republic of Macedonia. The meeting's major aim was to define the activities of each institution in the state structures in compliance with the standard operational procedures in case of disaster response.

The complete available machinery and means of transport were used for clearing the roads, and, as first priorities, the responsible authorities started the repair of the electric lines and the evacuation of the older people who found themselves blocked in the remote mountain villages.

The Red Cross of the Former Yugoslav Republic of Macedonia, as a member of the Crisis Management Headquarters, was actively involved in the rescue operation and was regularly updated with new information about the situation and was requested to respond to some urgent challenges.

In the crisis-hit regions the Red Cross of the Former Yugoslav Republic of Macedonia branches mobilized their emergency response teams, and they were helping representatives of the state institutions with the evacuation of the residents in the field.

The Red Cross branches of Debar, Ohrid, Struga, Kichevo, Makedonski Brod and the City Red Cross of Skopje distributed 487 food parcels (1 parcel per family), 487 hygiene parcels (1 parcel per family), 1,300 blankets (1 blanket per person knowing that the number of family members varies between 2 and 3) and 2 tons of warm clothes with their own field vehicles in the remote mountain villages.

The car drivers and passengers that had been stranded for more than ten hours on the highway Kichevo-Ohrid were assisted by the Red Cross with 500 blankets. The distribution was done by the local teams for disaster response.

### Overview of non – RCRC actors in country

After the onset of the disaster, the National System for Crisis Management was immediately alerted and started to coordinate the activities between the different actors. The Public Enterprise for Road Maintenance "Makedonija Pat", the Electricity Company EVN, along with private contracted companies with heavy machinery for cleaning roads, were deployed on the same day to ensure that the main and local roads are clean and safe, as well as to ensure that there is enough electricity supply for the affected population. Due to the circumstances, those activities were challenging, and several days were needed to overcome the problems. Additionally, the Directorate for Rescue and Protection also mobilized its teams and deployed them to assist the companies not only for cleaning the roads, but also, where necessary, to provide safe evacuation for the persons in need in cooperation with the Red Cross volunteers and the Ministry of Interior. During the process, the Centre for Crisis Management was collecting timely information and shared

that with the involved parties. The assistance of the army was also considered as an option, but there was no need for their mobilization.

## B. Operational strategy and plan

### Overall objective

To meet the immediate needs of the most vulnerable people (487 families or 1,300 persons) as well as the 500 passengers who were stranded on the Kicevo-Ohrid road and some 100 homeless people, affected by the extreme winter conditions, through the provision of urgent assistance and distribution of food and non-food items.

### Proposed strategy

With this DREF allocation, the Red Cross of the Former Yugoslav Republic of Macedonia has replenished the distributed stocks of relief items so as to prepare for an eventual next emergency, to be able to react rapidly and timely in meeting the needs of potentially affected population.

The replenished relief items included the following:

- food parcels;
- hygiene parcels;
- blankets;
- winter jackets.

### Achievements

From the beginning of the operation, the Red Cross of the Former Yugoslav Republic of Macedonia was immediately involved in the activities of the state authorities. The operation was conducted in compliance with the national Standard Operational Practices where the Red Cross of the Former Yugoslav Republic of Macedonia as an organization has a significant role. The engagement of the Red Cross was coordinated with the relevant institutions.

Through its branches, RC volunteers and staff who are part of the local emergency response teams in the first phase were assisting the other institutions who were handling the roads to provide access. At that time, RC volunteers distributed 500 blankets to the people that were stranded on the Skopje – Ohrid highway (between Kicevo and Ohrid).

Additionally, the RC teams successfully conducted the evacuation of affected population with join efforts with the Fire Brigade and the Directorate for Rescue and Protection.

As soon as the appropriate conditions were given for the teams to be deployed in the affected regions, the relief process started.

During the implementation of the operation, the National Society was working in accordance with the plan of action as well as procurement standards and national laws. The procedure for replenishment of the items started after the distribution had taken place. To ensure a proper procurement process, the operating procurement commission of the Red Cross collected three offers from the suppliers / bidders.

During the DREF operation, the Red Cross of the Former Yugoslav Republic of Macedonia distributed the following relief items in the following regions:

	RC local branch	Nr. of affected families	Nr. of affected persons	Nr. of food parcels	Nr. of hygiene parcels	Nr. of blankets	Nr. of winter jackets
1	Struga	70	210	70	70	210	
		30	60	30	30	60	
2	Ohrid and Debarca	50	150	50	50	150	
		40	80	40	40	80	
3	Debar	40	120	40	40	120	
		10	20	10	10	20	
4	Gostivar and Centar Zupa	40	120	40	40	120	
		17	34	17	17	34	
5	Kichevo	30	90	30	30	90	
		10	20	10	10	20	
6	Makedonski Brod	26	78	26	26	78	
		34	68	34	34	68	

7	Skopje	70	210	70	70	210	
		20	40	20	20	40	
			100 homeless people in the station for homeless people in Skopje			100	100
8.	Stranded persons on highway		500			500	
<b>Total:</b>		<b>487</b>	<b>1,900</b>	<b>487</b>	<b>487</b>	<b>1,900</b>	<b>100</b>

Due to changes in the exchange rate of the Swiss franc, the allocation got appreciated and there were more funds left. In coordination with the Europe Zone Office, the Red Cross of the Former Yugoslav Republic of Macedonia requested and received permission to procure additional relief items to replenish the national stocks.

Nevertheless, the National Society distributed all of the additional stocks to the most vulnerable families in the second phase. Those families were mostly elderly people, families with low income and families that have some family member(s) with disabilities.

The following table shows the additional distribution of relief items that had not been previously planned in the original request.

	RC local branch	Nr. of affected families	Nr. of affected persons	Nr. of food parcels	Nr. of hygiene parcels	Nr. of blankets
1	Struga	20	47	20	20	10
2	Kichevo	25	32	25	25	/
3	Makedonski Brod	29	46	29	29	87
	<b>Total:</b>	<b>74</b>	<b>125</b>	<b>74</b>	<b>74</b>	<b>97</b>

The following tables shows the contents of food and hygiene parcels that were replenished from the DREF allocation.

Content of food parcel	
Item	Quantity
Wheat flour type 400	6 kg
Sugar	2 kg
Cooking oil	4 l.
Salt	2 kg
Rice	2 kg
Canned fish	8 cans
Pasta	4 packs

Content of hygiene parcel	
Item	Quantity
Detergent for machine laundering	3 packs of 0,5 kg (1.5 kg)
Detergent for hand machine laundering	2 packs of 0,5 kg (1 kg)
Soap	2 pieces
Shampoo	0.5 l
Toothpaste	2 pieces
Toothbrush	2 pieces
Detergent for dishwashing	0.5 l
Sponge for dishwashing	1 piece
Toilet paper	4 rolls

The following table lists those relief items which were replenished from the DREF allocation.

Items	Total
Food parcels	561
Hygiene parcels	561
Winter jackets	100
Blankets	1,900

## C. DETAILED OPERATIONAL PLAN

<b>Shelter and settlements</b>	
<p><b>Outcome 1:</b> Emergency sheltering assistance is provided to approximately 1,900 people in the directly affected areas.</p> <p><b>Output 1.1</b> Basic non-food relief items (blankets and clothes) are distributed for 1,900 people directly affected by the extreme winter conditions.</p>	
<b>Interventions</b>	<b>Level of achievement</b>
The National Society distributed clothes and blankets to the most affected people through its local branches. It also initiated the process for replenishment of goods, which were duly received and properly stored.	100%

<b>Food security, nutrition and livelihoods</b>	
<p><b>Outcome 1:</b> Providing food items to families and homeless people which were the worst affected by the extreme winter conditions.</p> <p><b>Output 1.1</b> The nutritional needs of 487 families and the most affected homeless people are met.</p>	
<b>Interventions</b>	<b>Level of achievement</b>
The National Society conducted a needs assessment with the local authorities and stakeholders which are part of the System for Crisis Management. The Red Cross of the Former Yugoslav Republic of Macedonia distributed food parcels to most affected families through its local branches, thus meeting the needs of 1,900 people. The National Society initiated the process for replenishment of goods, which were duly received and properly stored. Appropriate monitoring and evaluation were also conducted.	120% * due to difference in exchange rate

<b>Water, sanitation and hygiene promotion</b>	
<p><b>Outcome 1:</b> Providing hygiene items to families and homeless people who were most affected by the extreme winter conditions.</p> <p><b>Output 1.1</b> The hygiene needs of 487 families and the most affected homeless people are met.</p>	
<b>Interventions</b>	<b>Level of achievement</b>
The National Society conducted a needs assessment with the local authorities and stakeholders which are part of the System for Crisis Management. The Red Cross of the Former Yugoslav Republic of Macedonia distributed hygiene parcels to most affected families through its local branches, thus meeting the needs of 1,900 people. The National Society initiated the process for replenishment of goods, which were duly received and properly stored. Appropriate monitoring and evaluation were also conducted.	120% * due to difference in exchange rate

<b>National Society capacity building</b>	
<p><b>Outcome 1:</b> Conducting a “lessons learned” workshop with state authorities and RC branches for detailed evaluation of the operation.</p> <p><b>Output 1.1</b> Improved position of the Red Cross of the Former Yugoslav Republic of Macedonia within the National System for Crisis Management</p>	
<b>Interventions</b>	<b>Level of achievement</b>
The National Society organized a two-day .lessons learned workshop. The outcomes of the workshop follow below.	100%

Beside the direct distribution of relief items in the most affected areas, the City Red Cross of Skopje was also fully engaged. Namely, the centre for homeless persons was working around the clock to support the homeless in the capital. In the nights when the temperature was below minus 15 degrees Celsius, the centre was providing shelter for the night. During the operation, the centre registered 80 overnights. From the 123 registered homeless persons, 25 were regularly

staying for overnight in the shelter where they were receiving hot meals and beverages and winter clothes as well. Additionally, the Red Cross of City of Skopje had 24/7 mobile teams on stand-by to be deployed around the city if it was needed. The mobile team had 20 interventions after receiving reports from either citizens or authorities. Those persons were transported to the centre, where they received hot meals and beverages and winter clothes.

### **Lessons learned**

After finalizing the operation, the Red Cross of the Former Yugoslav Republic of Macedonia organized a two-day "lessons learned" workshop. The workshop was held from 6 to 8 March 2015 in the Training Centre "Solferino" in Struga.

The workshop was organized for participants from the local branches and the City Red Cross Branch of Skopje that covered the affected areas and the neighbouring ones. The participants (staff and volunteers) of the workshop were involved in the operation, and were able to discuss the operation from their first-hand experience.

The staff and volunteers from 11 RC local branches and City Red Cross of Skopje (42 people) participated on the workshop, as well as representatives from the Ministry of Labour and Social Policy, who were jointly working with the City Red Cross Branch of Skopje in the Homeless Centre.

### **Positive effects**

The joint evaluation showed that the RC local branches responded in a timely manner to meet the needs of the affected people. The internal coordination and communication between the RC local branches and the Red Cross of the Former Yugoslav Republic of Macedonia HQ was on high level, and so was the external communication with other institutions. The Red Cross was again recognized by other significant institutions as a leading organization in undertaking relief operations.

### **Challenges**

In some of the RC local branches there were some difficulties during the operation. In some of the branches due to certain financial constraints, the capacities are not on a very high level. Some of the branches do not possess any vehicles, so the support from the Headquarters of the Red Cross of the Former Yugoslav Republic of Macedonia was required for conducting a proper relief distribution. Also, it was not possible to take in a bigger quantity of relief items due to the lack of warehouses in which the items could be stored. During the replenishment phase of the operation, there were no significant challenges.

### **Recommendations**

The main recommendation for the future is to continue to conduct local trainings in disaster preparedness and response for new volunteers and refresher trainings for the already trained volunteers. Besides disaster response, special teams for psychosocial support would be also needed. The Red Cross of the Former Yugoslav Republic of Macedonia should continue to support the branches while forming and maintaining local funds for emergencies, since they are the first responders.

## **D. Budget**

The DREF allocation was used in accordance with the approved budget. Since there was a slight difference in the exchange rate, the Red Cross of the Former Yugoslav Republic of Macedonia, in coordination with the Europe Zone Office, procured additional relief items with the surplus of money (for the budgeted items) which were additionally distributed to the most vulnerable families in need.

After finalizing the operation, there is a final balance of CHF 1,954 which will be returned to the DREF account. The final financial report is attached to this report.

## Contact information

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**Disaster Response Financial Report**

MDRMK003 - Macedonia - Extreme Winter Condition

Timeframe: 14 Jan 15 to 14 Mar 15

Appeal Launch Date: 14 Jan 15

Final Report

**Selected Parameters**

Reporting Timeframe	2015/01-2015/04	Programme	MDRMK003
Budget Timeframe	2015/01-2012/03	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**I. Funding**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>							
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		60,638				60,638	
<b>C4. Other Income</b>		<b>60,638</b>				<b>60,638</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>60,638</b>				<b>60,638</b>	
<b>D. Total Funding = B +C</b>		<b>60,638</b>				<b>60,638</b>	

\* Funding source data based on information provided by the donor

**II. Movement of Funds**

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		60,638				60,638	
<b>E. Expenditure</b>		-58,684				-58,684	
<b>F. Closing Balance = (B + C + E)</b>		1,954				1,954	

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### III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>								
<b>Contributions &amp; Transfers</b>								
Cash Transfers National Societies			55,102			55,102	-55,102	
<b>Total Contributions &amp; Transfers</b>			55,102			55,102	-55,102	
<b>Indirect Costs</b>								
Programme & Services Support Recove			3,582			3,582	-3,582	
<b>Total Indirect Costs</b>			3,582			3,582	-3,582	
<b>TOTAL EXPENDITURE (D)</b>			58,684			58,684	-58,684	
<b>VARIANCE (C - D)</b>			-58,684			-58,684		

## Disaster Response Financial Report

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Reporting Timeframe	2015/01-2015/04	Programme	MDRMK003
Budget Timeframe	2015/01-2012/03	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

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## IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response			60,638	60,638	58,684	1,954	
Subtotal BL2			60,638	60,638	58,684	1,954	
<b>GRAND TOTAL</b>			<b>60,638</b>	<b>60,638</b>	<b>58,684</b>	<b>1,954</b>	

FINANCE REPORT

DREF OPERATION 14/01/2015 - 14/03/2015

Macedonia Extreme Winter Conditions

Budget Group DREF Grant Budget CHF

Budget CHF

Expenditures CHF

Balance CHF

	Budget CHF	Expenditures CHF	Balance CHF
Shelter - Relief			
Shelter - Transitional			
Construction - Housing			
Construction - Facilities			
Construction - Materials			
Clothing & Textiles			
Food	24.100,00	23.158,83	941,17
Seeds & Plants	13.300,00	12.680,10	619,90
Water, Sanitation & Hygiene			
Medical & First Aid			
Teaching Materials			
Ustensils & Tools			
Other Supplies & Services	7.943,00	7.508,51	434,49
Emergency Response Units			
Cash Disbursements			
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>45.343,00</b>	<b>43.347,44</b>	<b>1.995,56</b>
Land & Buildings			
Vehicles Purchase			
Computer & Telecom Equipment			
Office/Household Furniture & Equipment			
Medical Equipment			
Other Machiney & Equipment			
<b>Total LAND, VEHICLES AND EQUIPMENT 0</b>			
Storage, Warehousing			
Dsitribution & Monitoring	1.056,00	1.150,12	-94,12
Transport & Vehicle Costs	2.555,00	2.609,38	-54,38
Logistics Services	330,00	372,23	-42,23
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>3.941,00</b>	<b>4.131,73</b>	<b>-190,73</b>
International Staff			
National Staff			
National Society Staff			
Volunteers	3.168,00	3.277,50	-109,50
<b>Total PERSONNEL</b>	<b>311,00</b>	<b>0,00</b>	<b>0,00</b>
Consultants			
Professional Fees			
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES 0</b>			
Workshops & Training	3.875,00	3.923,12	-48,12
<b>Total WORKSHOP &amp; TRAINING</b>	<b>3.875,00</b>	<b>3.923,12</b>	<b>-48,12</b>
Travel			
Information & Public Relations			
Office Costs			
Communications	300,00	422,30	-122,30
Financial Charges			
Other General Expenses			
Shared Support Services			
<b>Total GENERAL EXPENDITURES</b>	<b>300,00</b>	<b>422,30</b>	<b>-122,30</b>
Programme and Supplementary Services Recovery	3.701,00		
<b>Total INDIRECT COSTS</b>	<b>3.701,00</b>	<b>0,00</b>	<b>0,00</b>
<b>TOTAL BUDGET</b>	<b>60.639,00</b>	<b>55.102,09</b>	<b>1.524,91</b>
RECEIVED BUDGET	56.627,00	55.102,09	1.524,91

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Approved by: PhD Sait Saiti, Secretary General

14.05.2015



