

Appeal No: MAA50002 Funding requirements: 330,000 CHF

*This Operational Plan has been written within the framework of the IFRC Plan and Budget 2021-2025. While its outlook is for five years, this plan details mainly work that will be carried out in 2021. The funding requirements also focus on 2021. The indicators (annex 1) are set for five years and where possible a target has been set for 2021 and/or subsequent years.*

## A. BACKGROUND



### Context

**Malaysia** is a Southeast Asian country consisting of 13 states and three Federal Territories. The country is separated into Peninsular Malaysia and Malaysian Borneo (East Malaysia) by the South China Sea. According to the Malaysia Department of Statistics, the country's population is estimated at 32.7 million persons, of whom 15.9 million are female and 16.8 million are male.

Being a tropical country, Malaysia has warm weather all year round. Although relatively free from some of the natural hazards that affect its neighbouring countries – including because it is geographically located outside the Pacific Ring of Fire – Malaysia is vulnerable to several natural hazards such as floods, forest fires, haze, landslides, seismic activity and epidemics. Floods are the primary hazard affecting the country, with the risk of earthquakes mainly in Sabah in East Malaysia. Landslides and droughts are also significant though their effects are limited to much smaller areas in the eastern regions.

In terms of health, Malaysia has nearly achieved most targets that were set for child mortality rate, maternal mortality ratio, antenatal coverage, HIV and AIDS and malaria under the Millennium Development Goals (MDGs). However, some communicable diseases – including dengue – and non-communicable diseases (NCDs) still burden

the country. NCDs now account for an estimated 73 percent of total deaths in Malaysia, with the biggest contributor being cardiovascular diseases such as heart attacks and strokes. Data from national health and morbidity surveys (NHMS) shows an increasing trend for all NCD risk factors including overweight, obesity, high blood pressure and high blood cholesterol.

Until 2020, Malaysia's efforts to achieve holistic growth and high-income status were guided by a five-year plan adopted in 2016 – Eleventh Malaysia Plan 2016-2020 (11MP). The 11MP had six strategic thrusts to support addressing various aspirations of the plan, among them enhancing inclusiveness towards an equitable society, improving wellbeing for all and pursuing green growth for sustainability and resilience. The process of finalizing and adopting the Twelfth Malaysia Plan (12MP), to set the way forward for national development agenda for the period 2021-2025, has been slowed by the COVID-19 pandemic. The 12MP is projected to encompass three dimensions: economic empowerment, environmental sustainability and social re-engineering. Socio-economic impacts of COVID-19 are significant with the World Bank – in its June 2020 Malaysia Economic Monitor – projecting that Malaysia's economy, as measured by gross domestic product (GDP), may contract 3.1 per cent due to the significant impact of economic disruptions resulting from the country's movement control order (MCO) to curb the spread of the pandemic.

**Brunei** (in full Brunei Darussalam) is a small country on the northwest side of Borneo Island. It has a well-developed economy and with one of the highest GDP per capita in the world. Brunei benefits from hydrocarbon production, which accounts for 90 percent of its exports. According to the country's Department of Economic Planning and Development, Brunei has a population of 421,300 people of whom 204,900 are female and 216,400 are male. Slightly over 64 per cent of the country's population is aged between 17 and 54 years.

Located in a unique area largely spared from natural hazards, Brunei is not prone to earthquakes and typhoons. Floods and forest fires (with their resultant haze and air pollution) are the main hazards that occasionally impact the country, sometimes with substantial humanitarian consequences. Due to its hazard risk profile, Brunei established the National Disaster Management Centre (NDMC) in 2006. The government, through the NDMC, is the primary provider of assistance for its people when they are affected by a disaster or crisis. The authorities usually allocate significant budgets for disaster recovery and mitigation. The country also has a community-based disaster risk management (CBDRM) programme with a component targeting schools.

In terms of health, NCDs are the leading cause of mortality in Brunei with the Health Information Booklet issued by the Ministry of Health (updated in January 2019) placing the probability of dying between the ages 30 and 70 years from NCD at 14.3 per cent based on 2017 data. In 2017 NCDs accounted for 52.5 percent of the total deaths in Brunei. Road traffic accidents are the leading factor of mortality due to external causes in the country.

**Singapore** is a highly developed island city-state in South-East Asia. It has the third-highest GDP per capita in the world and is ranked 9 out of 189 countries and territories in the UN Human Development Index. The country sits outside the Ring of Fire and not prone to natural hazards. It has is placed highly in key social indicators including education, healthcare, quality of life, personal safety and housing. One of the biggest challenges facing Singapore relates to vulnerabilities linked to ageing. Projections indicate that due to its rapidly aging population, by 2030 one in five people in the country will be aged 65 years or older.

Furthermore, the island city-state is not insulated from the impact of climate change. As a low-lying island, the rise in sea level poses the most immediate threat to Singapore. Considering that it imports more than 90 per cent of its food demand, Singapore is vulnerable to fluctuations in global food supply and prices. Effects of climate on crops grown in countries from which it imports food would have the potentiation of disrupting food supply. The country would also see an increase in cases of vector-borne diseases such as dengue which are usually observed during warmer periods. In addition, heatwaves may lead to more occurrences of heat stress and discomfort among older people.

## **National Society profile**

The **Brunei Darussalam Red Crescent Society (BDRCS)** came into existence in August 1948 as a branch of the British Red Cross. Following Brunei's independence, the independent National Society was formally established in

1991, recognized by the ICRC in November 1996, and accepted as a member of IFRC in August 1997. To date, BDRCS does not have any paid staff: its leadership works under a task force model to manage the National Society and conduct activities. BDRCS members are divided into three main groups: cadets, youth volunteers and general volunteers. Currently, the National Society has over 1,000 members.

Since Brunei is not disaster prone, BDRCS offers vital services defined by its context. These include blood donation campaigns, national health awareness campaigns, mobilizing and training youth for various activities, promoting road safety, delivering first aid, and coordinating with the public health authorities on pandemic preparedness and response.

The National Society of Malaysia was established as a branch of the British Red Cross in 1948, recognized by the International Committee of the Red Cross (ICRC) in July 1963 and accepted as a member of IFRC in August 1963. The National Society was initially incorporated under an Act of Parliament in 1965 as Malaysian Red Cross Society but later changed name to **Malaysian Red Crescent Society (MRCS)** through amendment of the Act of Parliament in 1975. The vision of MRCS is to be the leading and distinctive humanitarian organization in Malaysia that brings people and institutions together for the vulnerable. Its mission is to prevent and reduce suffering, wherever it may be.

MRCS is led by a 16-member National Executive Board (NEB), with one chair, one deputy chair, four vice chairs, a treasurer, eight members, and the Secretary General. The Secretary General serves as equivalent of a chief executive office answerable to the Board. MRCS has branches in Malaysian 13 states and three federal territories, including Kuala Lumpur, and is with more than 150 staff and 230,000 registered volunteers.

The mandate of MRCS, as auxiliary to the public authorities, is outlined in Directives No. 18, No. 20 and No. 21 of the National Security Council. Directive No. 18 (on crisis and violence management) outlines the role of MRCS as providing emergency medical services, preparing and providing food, and providing first aid services. Directive No. 20 (on national disaster management) stipulates that the National Society will support the Ministry of Women, Family and Community Development in providing food in relief centres, distribute relief items such as clothing and blankets, registration of affected people and providing recovery support to affected people. In disaster situations, MRCS is also to support other mandated agencies in rescue and evacuation efforts as well as support the Ministry of Health in providing first aid, ambulance, medical and health services in relief centres. Lastly, Directive No. 21 (on public order and threat situation management) mandates MRCS to support the Ministry of Women, Family and Community Development in evacuating affected people, mass feeding, and manning relief centres as well as support the Ministry of Health in providing first aid, ambulance, emergency medical and health services.

During non-disaster and non-emergency times, the main service of MRCS in the country is Emergency Ambulance Service, including managing the '999' emergency assistance hotline. The National Society has an agreement with the public authorities on an ambulance service that currently covers the Federal Territory of Kuala Lumpur as well as 11 states (Johor, Kedah, Melaka, Pahang, Penang, Perak, Perlis, Sabah, Sarawak, Selangor and Terengganu).

The National Society of Singapore was established as a branch of the British Red Cross in September 1949 and incorporated under an Act of Parliament – Singapore Red Cross Society Incorporation Act (Chapter 304) – in April 1973. The vision of **Singapore Red Cross Society (SRCS)** is to be a leading and distinctive humanitarian organization that brings people and institutions together in aid of the vulnerable. SRCS is governed by a 19-member Council headed by a Chairman who is appointed by the President of the Republic of Singapore who serves as the Patron of the SRCS. The Secretary General serves as equivalent of a chief executive office and oversees the general management of the National Society as head of the Management Committee. Implementation of the policies and directives laid down by the Council is done by the Secretariat headed by the Secretary General.

The mission of SRCS is to be dedicated to relieving human suffering, protecting human lives and dignity and responding to emergencies. Its mandate, as per Singapore Red Cross Society (Incorporation) Act, includes: preventing and alleviating human suffering with complete impartiality, without any form of discrimination;

providing emergency relief in time of disaster for the alleviation of human suffering, and; contributing to the improvement of health, the prevention of disease and the mitigation of suffering. The National Society's vision is to be a leading and distinctive humanitarian organization that brings people and institutions together in aid of the vulnerable.

## **Membership coordination**

The IFRC Asia Pacific Regional Office – through assigned Country Focal Points – will continue engaging with BDRCS, MRCS and SRCS in line with the core statutory obligation of the IFRC. In pursuit of the Agenda for Renewal, membership coordination will be prioritized across all thematic areas in order to harness fully the power of the three National Societies. Strong coordination will be maintained with the wider membership as well as with IFRC global and regional reference centres in order to pursue opportunities for providing technical support and to mobilize resources for the benefit of BDRCS, MRCS and SRCS. The SRCS will be supported in operationalizing the Pandemic Preparedness Hub for South East Asia as a platform for sharing knowledge and exchanging best practices. MRCS will be supported to operationalize its Humanitarian Field School (HFS) as a facility where the next generation of Red Cross Red Crescent responders can learn by doing. Lessons obtained from the COVID-19 operation will be documented and applied to position the IFRC network as the partner of choice for humanitarian assistance and community resilience.

IFRC support to Brunei during 2021-2025 will be on strengthening the overall organizational capacity of BDRCS so that they can deliver vital public humanitarian services it offers to the communities. These include blood donation campaigns, national health awareness campaigns, mobilizing and training youth, promoting road safety, delivering first aid, and coordinating with the public health authorities in preparedness for and response to epidemics, including COVID-19.

IFRC support to Malaysia during 2021-2025 will be ensuring that the National Society has systematically strengthened its organizational and response capacities based on evidence-based approach that will enable it to fulfil its humanitarian mandate. MRCS regularly responds to disasters, especially flooding during the monsoon season, health emergencies (such as its ongoing response to COVID-19) and ensures readiness for other disaster events. During non-disaster and non-emergency times, the main service of MRCS is an emergency ambulance service.

IFRC support to Singapore during 2021-2025 will be on augmenting efforts aimed at sharing best-practice, mobilizing subject matter experts for peer-to-peer support, enhancing readiness for epidemics and pandemics among ASEAN National Societies, enhancing coordination in international emergency response, and driving the ASEAN Coalition for Resilience. SRCS has a recognized level of excellence with regard to safety and first aid, social care programmes, youth and volunteer engagement and a growing role in international emergency response.

## **Movement cooperation**

The ICRC supports BDRCS, MRCS and SRCS through its Regional Office in Kuala Lumpur, with most work in Malaysia focusing on Sabah. The IFRC Focal Persons for Brunei, Malaysia and Singapore will ensure to work closely with the ICRC to complement efforts. Where applicable, Movement coordination mechanisms – including joint assessments, planning and reporting arrangements – will be pursued. Furthermore, BDRCS, MRCS and SRCS will be engaged jointly by IFRC and ICRC in moving forward the action plan on Strengthening Movement Cooperation and Coordination (SMCC) 2.0.

## **Partnerships**

BDRCS, MRCS and SRCS will be supported to strengthen partnerships with a range of external actors with the aim of shaping or influencing humanitarian agendas and policies as well as positioning the National Societies with their respective governments, civil society organizations and other stakeholder groups. The National Societies will be supported in formalizing partnerships with external actors through memorandums of understanding (MOUs) for cooperation where applicable. IFRC will also continue engaging in various sub-regional, regional and international platforms on behalf of or in support of the National Societies.

## B. STRATEGIC PRIORITIES AND APPROACH

### Strategic Priorities



#### Climate and environmental crises

**People targeted:**

Male:

Female:

**Requirements (CHF): 30,000**

#### Rationale and intended results

**Assessment and analysis:**

Malaysia is vulnerable to several natural hazards such as floods, forest fires, haze, landslides, seismic activity and epidemics. Floods are the primary hazard affecting the country, with landslides and droughts also significant though their effects are limited to much smaller areas in the eastern regions. Effects of climate change have the potential to result in high exposure, frequency and vulnerability to extreme weather and climate-related disasters. Compounded with biodiversity loss and other longer-term impacts of climate change, communities will face further exacerbation of shocks including increase in cases of vector-borne diseases, such as dengue, which are observed during warmer periods.

Climate change impacts on livelihoods have and are being felt through different sectors such as agriculture, forestry, biodiversity, water resources and energy. People and communities will continue to experience climate change impacts on water availability, food security and nutrition, infrastructure and services, and economic opportunities. For instance, considering that Singapore imports more than 90 per cent of its food demand, the island city-state is vulnerable to fluctuations in global food supply and prices. Effects of climate on crops grown in countries from which it imports food would have the potentiation of disrupting its food supply. In addition, the combined effects of increasing temperatures, high humidity and pollution is increasing the risks associated with heatwaves especially in urban contexts of the three countries. The risks include more occurrences of stress and discomfort among older people.

The threat on sustenance and survival of livelihoods among rural poor, urban informal settlers, communities residing in coastal areas and those reliant on nature (such as wetland marginal farmers, fisher folks, forest dwellers and indigenous communities) is humanitarian crisis in the making. Climate change will also impact on gender and income inequality reversing the gains achieved so far especially in communities reeling under socio-economic impact of COVID-19. Protecting, conserving and diversifying livelihood strategies is an imperative for community resilience.

**Outcome 1.1:** *Communities and Red Cross and Red Crescent (RCRC) staff and volunteers undertake urgent action to reduce and adapt to the rising and evolving risks from the climate and environmental crises.*

**Climate action and campaigns**

- Guide MRCS and SRCS to develop capacity and knowledge on climate change adaptation.
- Organize and facilitate capacity enhancement activities and trainings to build internal knowledge of MRCS and SRCS staff and volunteers in climate-smart programming, related advocacy and financing.
- Support knowledge exchange and capacity enhancement of MRCS and SRCS on climate adaptation measures and climate-smart actions to respond to extreme weather events (such as heatwaves) impacting urban areas.

- Invest in strengthening capacities, promoting good practices, guidance, tools and technical support to MRCS for urban resilience and reducing community risk.
- Organize and facilitate capacity enhancement activities that allow MRCS staff and volunteers to conduct risk awareness activities that analyze vulnerability and exposure to climate shocks, integrate and anticipate climate impacts, and identify suitable early actions, including via Forecast-based Financing (FbF).
- Foster collaboration between MRCS with government, civil society organization, private sector, research institutes, academe and other stakeholders to innovate, work on new programmes, catalyze and share learning, facilitate peer support to further enhance and scale-up climate action in Malaysia.
- Advocate for laws, plans and policies to be made climate-smart and to include urgent climate action.

**Outcome 1.2:** *IFRC Secretariat and National Societies adopt environmentally sustainable practices and contribute to climate change mitigation.*

### Promoting environmentally sustainable practices

- Organize and facilitate capacity enhancement activities, including integrating focus on climate change mitigation and more sustainable environmental practices in ongoing activities – such as in livelihood and shelter interventions – to build knowledge of MRCS staff and volunteers.
- Support MRCS to conduct community and school-based education or awareness raising activities on environmentally sustainable practices in rural and urban contexts.



## Evolving crises and disasters

### People targeted:

Male:

Female:

**Requirements (CHF): 100,000**

### Rationale and intended results

#### Assessment and analysis:

Brunei and Singapore are largely free from many of the natural hazards that affect other countries in South East Asia. However, Malaysia is vulnerable to several natural hazards such as floods, landslide, forest fires and haze, with the risk of earthquakes mainly in Sabah. The threat of human-induced and technological hazards, especially contamination of water sources with toxic wastes, is on the increase in Malaysia. Urbanization is creating new risks as thousands of people, especially migrants, the homeless and urban poor, settle in hazard-prone areas.

Disasters and crises are predicted to become more common and complex, more concentrated, more dynamic and more costly. This, together with the threat of diseases and displacement is a recipe for humanitarian and development challenges.

In a context where humanitarian and development challenges are increasing, it is important for local humanitarian actors – including MRCS – to ensure that they are at the right place, taking the right action with the right capacity at the right time. To achieve this in Malaysia, MRCS will be supported as part of the Red Ready Programme to strengthen its institutional capacity for responding to disasters and crises.

Building on 20 years of experience in disaster law, IFRC will support MRCS to leverage on its auxiliary role to influence national and subnational disaster law processes. In this regard, MRCS will be supported to work closely with the governments and partners to strengthen laws and policies for climate, disaster risk management and emergency preparedness and response, including for public health emergencies. The end state of this support

is to make communities safer, facilitate humanitarian assistance and improve the protection and inclusion of the most vulnerable when faced with crisis. Furthermore, MRCS will be supported in its wider legislative advocacy work, to clarify and formalize its auxiliary role in domestic laws and policies.

### **Intended results:**

**Outcome 2.1:** *Communities take action to increase their resilience to evolving and multiple shocks and hazards.*

#### **Reducing vulnerability and exposure to hazards**

- Engage and facilitate events with BDRCS, MRCS and SRCS for sharing experiences, catalyzing learning and peer support for rolling out measures that will contribute to strengthening community resilience through community-based risk reduction (CBDRR) action in communities, schools and institutions.
- Promote coherence and alignment of school safety and school-based DRR initiatives as critical components of youth action and climate-smart community-based risk reduction in Brunei and Malaysia.
- Support community-led urban and rural DRR action, including community-led risk assessments (EVCA), contingency planning, and community engagement and accountability (CEA) linking with urban/municipal stakeholders to strengthen MRCS engagement in urban DRR and resilience building.

#### **Livelihoods strengthening**

- Support technical capacity enhancement of MRCS staff and volunteers on food security and livelihoods in close collaboration with Livelihood Resource Centre.
- Guide and support MRCS to implement appropriate livelihoods interventions in rural and urban settings to minimize and mitigate disaster risks and consequent loss of productive assets.

#### **Shelter and settlements strengthening**

- Support and guide capacity enhancement of MRCS staff and volunteers around shelter and settlements programming in rural settings, including through tailored technical training.
- Support MRCS to provide communities and local counterparts with knowledge and best practice on disaster-resilient building techniques and safe shelter awareness.
- Support MRCS to roll out/implement the PASSA and PASSA Youth methodology as its contribution to reducing shelter-related risks in rural communities.

#### **Forecast-based Financing**

- Facilitate discussions on FbF with MRCS including external stakeholders such as government authorities, humanitarian partners and the local network of civil society organizations.

**Outcome 2.2:** *People affected by crises and disasters have their needs met through access to assistance and support that is timely, adequate, flexible and strengthens their agency.*

#### **Accessing IFRC financing and surge capacity support**

- Support the National Societies to access funding support for their domestic disaster and crisis response through the most appropriate IFRC financing mechanism as and when requested.
- Support the National Societies in mobilization of rapid response members or personnel of sister National Societies (via peer-to-peer arrangements) to provide in-country or remote technical support to domestic disaster and crisis response operations.

#### **Strengthening regional response capacity**

- Engage with SRCS for the National Society to recruit and second (to IFRC) a staff member with regional responsibilities for the staff to learn on the job and contribute to strengthening regional response capacity.
- Engage with the National Societies in training and deployment of their staff and volunteers as part of the IFRC Rapid Response Personnel to support emergency response operations in Asia Pacific and other regions.

### **Cash readiness**

- Guide and support MRCS to develop measures for responding with speed using Cash and Voucher Assistance (CVA) to meet humanitarian needs, enhance coordination and collaboration with donors, governments and other humanitarian actors active in CVA, and share knowledge and best-practices across the IFRC network.
- Support and guide capacity enhancement of MRCS staff and volunteers around CVA in rural and urban settings, including through tailored technical training, on-the-job coaching and mentoring.

### **Accessing IFRC supply chain management support**

- Support the National Societies in mobilization of relief supplies, equipment and other items required for timely response to domestic disasters and crises where in-kind assistance is deemed most appropriate.

**Outcome 2.3:** *National Societies respond effectively to the wide spectrum of evolving crises and disasters, and their auxiliary role in disaster risk management is well defined and recognised.*

### **Urban readiness**

- Guide and support SRCS in designing relevant programmes to address urban resilience, including tackling the issues of an aging population.
- Guide and support MRCS in undertaking a research or case study and designing relevant programmes to address urban resilience.

### **Response readiness**

- Support MRCS to update, approve and adopt operational documents (DRM policy and strategy, SOPs, standardized formats and other relevant documents including rescue, response and recovery services as well as coordination obligations) as per National Society's mandate outlined in Directives No. 18, No. 20 and No. 21 of the National Security Council, and ensure socialization across the organization.
- Support MRCS to establish a centralized resource (HR, volunteer, logistics and finance) database and visualization system for the emergency operations centre (EOC) at headquarters as central command and control point for carrying out disaster and crisis management functions at a strategic level, ensuring that the information is collected, validated and analyzed to provide updated standardized situation reports.
- Support MRCS to undertake a resource mapping exercise, procure response equipment identified as necessary the mapping, test and strategically position the equipment in relevant branches, ensure regular maintenance of the equipment, and conduct refresher training for operators during non-disaster time.
- Support MRCS to organize training of State Disaster Response Team (SDRT) members ensuring that the curriculum is aligned with IFRC minimum standard curriculum for National Society response teams and includes a module on incorporating IFRC regional/global teams when needed.
- Support MRCS to define, procure and stock standard minimum quantities of relevant work implements (computers, phones, etc.), personal protective equipment (masks, gloves, tools, etc.) and necessary visibility items (t-shirts, vests, caps, etc.) for provision to responders activated for deployment.
- Support MRCS to update, approve and adopt a standardized format (as part of operational document review), including primary and secondary data collection and reporting, for multi-sector needs assessments, socialize it across the organization and include a module on it in SDRT training.
- Support MRCS to organize a multi-sector and multi-branch field school, with a disaster response simulation exercise a key component, to test the National Society's system-wide readiness for mounting and implementing an emergency operation effectively and efficiently.

### **Business continuity planning**

- Support MRCS in risk-based Business Continuity Planning (BCP) to ensure the ability to perform core functions effectively and in a safe way for staff and volunteers in case of external shocks, in the ongoing COVID epidemic and beyond.
- Support and facilitate BCP training for MRCS board members, staff and volunteers at headquarters and branch levels.

## Procurement and logistics capacity enhancement

- Support MRCS to develop, approve and disseminate procurement procedures – including authorization levels, standard forms and templates – and socialize them across the organization.
- Support MRCS to update warehouse and stock manual – with standard forms and templates – and provide refresher training for staff and volunteers on warehousing and stock management functions, including receipt, storage, release, dispatch and green disposal.
- Support MRCS to develop a fleet manual including road safety and security, vehicle management and maintenance, insurance and registration, and socialize them across the organization.
- Support the technical persons for logistics to enhance capabilities and professionalism through enabling them to attend training opportunities, learning-by-doing missions or internships with the IFRC.

**Outcome 2.4:** National Societies expand their leadership in the field of Disaster Law.

## Disaster law and legislative advocacy

- Support and enhance the capacity of MRCS to engage in legislative advocacy through development of evidence base, relevant strategies and provision of training and peer support opportunities.
- Guide and support MRCS to strengthen its auxiliary role in Malaysia domestic arrangements, including through recognition and awareness of the National Society's role in relevant laws, policies and plans.
- Accompany MRCS in engaging with and supporting the government in the development, revision and implementation of relevant domestic climate, disaster and emergency (including public health emergencies) laws and regulations.
- Strengthen partnerships with civil society organizations, the Humanitarian Country Team, legal networks and academic organizations in Malaysia on disaster law, including through possible joint research and advocacy initiatives, facilitation of training and peer learning opportunities.



## Growing gaps in health and wellbeing

### People targeted:

Male:

Female:

**Requirements (CHF): 30,000**

## Rationale and intended results

### Assessment and analysis:

Brunei, Malaysia and Singapore all reported their first cases of COVID-19 in January 2020. Since then, health authorities have scaled up measures to prevent a situation where the number of cases overwhelm the existing health systems. COVID-19 has highlighted the need to enhance pandemic preparedness. In addition to COVID-19, cases of water-borne and vector-borne diseases continue to affect parts of Malaysia, especially settlements in Sabah. Continuation of vital immunization services is important in eliminating vaccine-preventable diseases.

NCDs account for a large proportion of deaths in Malaysia. Increasing urbanization, a sedentary lifestyle, obesity and hypertension have all been major contributors that are leading up to these diseases – with major behavioural risk factors identified as a combination of one or more habits such as increased tobacco use and alcohol consumption, inadequate physical activity and unhealthy diet. Campaigns to promote healthy lifestyles are crucial.

The three National Societies offer first aid training courses, with the aim of equipping more people with basic first aid knowledge so that they are empowered to save lives in event of emergency situations. MRCS will be supported in its first aid programme, including taking steps towards attaining the International First Aid Attestation (IFAA) recognition.

Underlying health as well as water, sanitation and hygiene (WASH) vulnerabilities are usually exacerbated by disasters caused by natural hazards, such as floods which are the main disaster that affects Malaysia. Mental health and psychosocial support (MHPSS) remain a growing priority not only in times of disaster but also to support those who have suffered socio-economic effects of epidemics and social exclusion and stigma as well as those suffering from the effects of sexual and gender-based violence. There is a need to build up the capacity of MRCS in MHPSS to expand the reach in this vital service.

WASH capabilities vary between states and there is a need for MRCS to undertake an assessment which will enable it to develop a strategy for enhancing WASH capacity systematically. Preliminary analysis indicates the need for consistent training to equip staff and volunteers with knowledge and skills on WASH programming. There is also a need for providing WASH assets – such as water purification systems, water testing kits, hygiene kits and hygiene promotion materials – to enable MRCS to respond promptly to increasing WASH needs, including addressing waterborne diseases in Sabah.

### **Intended results:**

**Outcome 3.1:** *National Societies capitalise on their auxiliary role to ensure their position on relevant country level public health strategy, advocacy and policy platforms and mechanisms.*

### **Health and WASH strategies**

- Guide, support and accompany MRCS in developing, adopting, socializing and implementing health and WASH strategies aligned with its domestic mandate as well as the IFRC Global Health Framework 2030.

**Outcome 3.2:** *The health and wellbeing of communities are protected and improved through access to sustainable, affordable, appropriate, and quality health services across the life course.*

### **First aid programme**

- Support MRCS and SRCS in their first aid programmes, including taking steps towards the IFAA recognition.
- Support MRCS in expanding the reach, quality and financial sustainability of their first aid activities, including trainings and the development of appropriate commercial first aid models.
- Support BDRCS in upgrading their First Aid app to blended learning app for First Aid education

### **Community-based health programme**

- Guide and support MRCS in developing and implementing a community-based health programme focusing on prevention of vector-borne diseases based on the risk profiles of various states.

### **MHPSS programme**

- Guide and support MRCS in developing, adopting, socializing and implementing an MHPSS framework.
- Guide and support MRCS to integrate psychological first aid in its first aid training courses, ambulance services and emergency response.
- Support SRCS in convening of mini-seminars and/or workshops on MHPSS.

### **Voluntary non-remunerated blood (VNRB) programme**

- Guide and support MRCS in scaling up promotion of VNRB to encourage regular blood donations.

### **Immunization programme**

- In close coordination with the ICRC, support MRCS Sabah Branch in its ongoing collaboration with state health authorities on social mobilization for routine and emergency vaccination campaigns.

### **Migration health support**

- In close coordination with the ICRC, support MRCS in its collaboration with relevant government entities authorities on promotion of health among migrants in government-designated facilities.

### **NCD programme**

- Guide and support MRCS in developing and implementing a youth-led campaign to promote healthy lifestyle.

### **Healthy aging programme**

- Support SRCS in collecting, analyzing and sharing evidence demonstrating the impact of its programmes that support older people – [ElderAid](#), [Family LifeAid](#), Home Monitoring and Eldercare ([HoME+](#)) and Medical Chaperone and Transport (MCT) service, which is also known as [TransportAid](#) – on healthy aging.
- Engage with SRCS in sharing knowledge on healthy aging programming with other National Societies. (See also urban readiness under SP2)

**Outcome 3.3:** *The health and dignity of communities in emergencies are maintained by providing access to appropriate health services.*

### **Pandemic preparedness**

- Support and accompany SRCS in establishing and operationalizing Centre for Excellence – Pandemic preparedness
- Support SRCS in convening of mini-seminars and/or workshops by providing thematic speakers in health, pandemics and WASH.
- Guide and support MRCS to review its completed Preparedness for Effective Response (PER) plan to incorporate epidemic preparedness.
- Guide and support MRCS to organize epidemic control for volunteers (ECV) training to better prepare volunteers for epidemic outbreaks.

### **Medical Services**

- Support SRCS in engaging with NSs of ASEAN countries to establish and operationalize their medical response together with their government bodies.

**Outcome 3.4:** *Communities have increased access to affordable, appropriate and environmentally sustainable water, sanitation and hygiene services.*

### **Rainwater harvesting**

- Guide and support MRCS to build on experience from its response to the 2014 East Coast floods operation in Kelantan to institutionalize installation of rainwater harvesting systems as one of its WASH approaches particularly for resource-limited communities in rural areas.

### **Sustaining hygiene practices**

- Guide and support MRCS in developing and implementing a youth-led campaign to sustain hygiene practices and respiratory etiquette in view of the continued threat of COVID-19.

### **WASH programming capacity enhancement**

- Support and facilitate relevant WASH training for BDRCS, MRCS and SRCS, including in emergency WASH and participatory hygiene and sanitation transformation (PHAST).
- Support and facilitate prepositioning of hygiene kits, servicing of WASH assets (such as water purification units) and provision of hygiene promotion boxes for MRCS.

### **Regional WASH response capacity enhancement**

- Facilitate engagement between MRCS, SRCS and WASH ERU National Societies in training and deployment of MRCS and SRCS personnel as part of the IFRC WASH Rapid Response Personnel.
- Work closely with MRCS in utilizing the Humanitarian Field School in Kelantan, Malaysia, as a centre for learning by doing of better integration of WASH and other thematical training.

**Outcome 3.5:** *Communities at risk from pandemics and epidemics have increased access to affordable, appropriate and environmentally sustainable water, sanitation and hygiene services.*

#### **WASH programming capacity enhancement**

- Support and facilitate relevant WASH training for MRCS, including in emergency WASH and participatory hygiene and sanitation transformation (PHAST).
- Support and facilitate prepositioning of hygiene kits, servicing of WASH assets (such as water purification units) and provision of hygiene promotion boxes for MRCS.

#### **Regional WASH response capacity enhancement**

- Facilitate engagement between MRCS and WASH ERU National Societies in training and deployment of MRCS personnel as part of the IFRC WASH Rapid Response Personnel.
- Work closely with MRCS in utilizing the Humanitarian Field School in Kelantan, Malaysia, as a centre for learning by doing of better integration of WASH and other thematical training.
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## **Migration and identity**

### **People targeted:**

Male:

Female:

**Requirements (CHF): 25,000**

### **Rationale and intended results**

#### **Assessment and analysis:**

Brunei, Malaysia and Singapore are significant countries of destination for migrants, mainly due to their economic and development status. Among the Association of Southeast Asian Nations (ASEAN) member states, the three countries – together with Thailand – are particularly viewed as countries of destination for labour migration.

Migration is an important issue of humanitarian concern in Malaysia, as well as an important strategic priority for MRCS. Assisting and protecting migrants and refugees forms an important part of the National Society's history. In the 1970s, nearly 25 years after the founding MRCS, the National Society undertook a major effort to assist displaced people and refugees who had arrived in Malaysia as part of what was then known as the Indochina refugee crisis. MRCS was active at the time in promoting the local integration of those who had been granted permission to settle in Malaysia, whilst also continuing to provide aid to those granted temporary asylum pending permanent resettlement elsewhere. On 10 October 1977, MRCS was awarded the Nansen Medal for its efforts to support refugees in Malaysia. Recently, MRCS made several new commitments to increase its capacity and impact in addressing the needs of migrants and refugees. In part this recognizes some of the important humanitarian aspects of migration in Malaysia.

According to UNHCR, as of July 2020, there are more than 170,000 refugees and asylum seekers living in Malaysia, more than 80 percent of them from Myanmar. Malaysia is also hosting refugees from other countries including Afghanistan, Iraq, Somalia, Syria and Yemen. Nearly 30 percent of refugees in Malaysia are under 18 years old. While the refugees and asylum seekers are registered by UNHCR, the picture of support they receive is complex since Malaysia is not a signatory to the Refugee Convention. Limitations include difficulties to access public schools (although there are some refugee-led schools) and challenges finding decent work or places to live. While refugees do have the right to access health care, there are some barriers, including costs.

Malaysia also has many migrant workers who play an important role in its economy. However, a significant number are undocumented or in an irregular status. The latest estimates are that there may be up to 4 million irregular migrants in Malaysia. Many of them are in low-paid work and face barriers to accessing services. The country also has some complex issues related to statelessness as well as migrants whose presence in the country goes back to generations but lack necessary official documentation. This relates to historical movement of people between Sabah and southern Philippines, and between Sabah and eastern Indonesia. These movements have contributed to the large numbers of people in an irregular status, including those with indeterminate nationality (at risk of statelessness) in Sabah, and the grave humanitarian needs associated with this situation. Furthermore, new migrants and refugees continue to arrive via sea, mostly in Langkawi, in Kedah State. Many of these migrants and refugees have usually undertaken difficult and traumatic sea journeys from the camps in Cox's Bazar, Bangladesh.

To better address the issues to do with migration, MRCS is taking steps to enhance its capacity in this area with support from the IFRC and the ICRC. The National Society has developed a plan of action on migration with three components. The first component is capacity building and training for staff and volunteers. The second is emergency preparedness and response, including for maritime arrivals. The third is community work, including addressing stigma against some migrants and refugees.

### **Intended results:**

**Outcome 4.1:** *Migrants and displaced persons have access to assistance and protection at key points along migratory routes as well access to durable solutions when appropriate.*

#### **Community programming**

- Guide and support MRCS to develop and implement principled programming to assist and protect migrants as well as host communities in coordination with CEA, health, PGI and WASH teams.
- Facilitate and support MRCS and SRCS in enhancing cooperation with National Societies of neighbouring countries and those along migratory routes in coordinating support to migrants.
- Support MRCS in activities aimed at addressing stigma against migrants and refugees.

#### **Emergency preparedness, response and solutions**

- Support MRCS to prepare for and respond to population movement crises, including for maritime arrivals.
- Support MRCS to better understand and address the displacement dimensions, including internal displacement induced by disasters and crises.

#### **Humanitarian advocacy and diplomacy**

- Support MRCS to engage with authorities, decision makers and key partners on the issue of migration and displacement, including through targeted humanitarian dialogue and advocacy where relevant.

**Outcome 4.2:** *National Societies are able to engage with migrants, displaced persons and host communities to more effectively assess, understand and respond to their priority needs.*

#### **Strategy, procedures and guidance**

- Support MRCS to develop its strategy, plan of action and guidance on migration and displacement.

#### **Capacity strengthening**

- Support MRCS in undertaking a national needs assessment on migration and displacement, integrating migration and displacement into its strategic plans.
- Guide and support MRCS' Migration and Displacement Lead in organizing and facilitating national- and branch-level training for staff and volunteers on migration and displacement.

#### **Networking and knowledge sharing**

- Support BDRCS, MRCS and SRCS in developing case studies on their work in migration and displacement.
- Support MRCS in organizing peer to peer exchanges with other National Societies.
- Support BDRCS, MRCS and SRCS to actively engage in the Asia Pacific Migration Network (APMN).



## Values, power and inclusion

### People targeted:

Male:

Female:

**Requirements (CHF): 25,000**

### Rationale and intended results

#### Assessment and analysis:

The three National Societies will be supported to ensure the integration of IFRC minimum standard commitments to gender and diversity in emergencies within their response operations. Furthermore, IFRC technical teams will support technical review and quality assurance of emergency operations of National Societies, including ensuring that the approach of dignity, access, participation and safety is incorporated in all IFRC-supported interventions. They will also ensure advancing, elaborating and operationalizing the principle of “do no harm”.

National Society activities will target schools as key institutions crucial in expanding the reach of interventions. Such activities will include school safety and mobilizing youth for action in various areas including campaigns on climate action, NCD and sustaining hygiene in view of COVID-19. Furthermore, MRCS will be supported to develop a humanitarian education programme, building on its initial work of delivering humanitarian education assistance to children from underprivileged families as part of the COVID-19 response operation.

In 2020 BDRCS, MRCS and SRCS were active part of the revitalization of the Southeast Asia Youth Network (SEAYN) which had not been active since 2017. SRCS became the Chair and MRCS the Co-Chair of SEAYN. SEAYN enjoyed renewed endorsement by leaders of South East Asia National Societies during their annual meeting held in October 2020. The South East Asia network has also actively contributed to revitalization of the broader Asia Pacific Youth Network (APYN). As such, during 2021 and beyond, IFRC will continue to coordinate and support the participation of BDRCS, MRCS and SRCS in SEAYN activities, including scaling-up the Youth as Agents of Behavioural Change (YABC) initiative and integrating YABC activities into other thematic areas.

#### Intended results:

**Outcome 5.1:** *National Societies contribute to a positive change in communities through a wider understanding, ownership and concrete application of humanitarian values and fundamental principles, focusing especially on young people’s knowledge, skills and behaviour.*

#### Youth-led initiatives

- Guide and support MRCS to engage in youth-led initiatives including in climate action (Y-Adapt), health and hygiene promotion, road safety, and reducing stigma against migrants (YABC).
- Support SRCS in organizing and facilitating a YABC peer educator training.

**Outcome 5.2:** *National Societies promote and support equitable access to quality education for all boys and girls affected by disaster, crisis or displacement.*

#### Education

- Support MRCS to develop an integrated school safety programme as critical components of youth action.
- Support MRCS to develop a humanitarian education programme, building on the education assistance the National Society provided part of its COVID-19 response operation.
- Support MRCS to forge partnerships with the Ministry of Education, schools and education stakeholders in the humanitarian education agenda.

**Outcome 5.3:** *National Societies and the IFRC Secretariat adopt a comprehensive Protection, Gender and Inclusion approach across operations and programmes.*

#### **Protection, gender and inclusion**

- Support the National Societies in organizing and facilitating national and branch level training for staff and volunteers on protection, gender and inclusion.
- Guide and support the National Societies in systematic application of agreed minimum standards for protection, gender and inclusion in emergencies.
- Guide and support the National Societies to ensure that their response plans and activities include measures to prevent and respond to inter-personal violence such as sexual and gender-based violence, sexual exploitation and abuse, child abuse and trafficking in persons.

#### **Inclusive programming**

- Support SRCS in collecting, analyzing and sharing evidence demonstrating the impact of its inclusive programmes – [ElderAid](#), [Family LifeAid](#), Home Monitoring and Eldercare ([HoME+](#)) and Medical Chaperone and Transport (MCT) service, which is also known as [TransportAid](#) – that support older people and the homeless.
- Engage with SRCS in sharing knowledge on inclusive programming with other National Societies. (*See also urban readiness under SP2 as well as healthy aging programme under SP3*)

**Outcome 5.4:** *National Societies and the IFRC Secretariat lead by example and inspire others on gender and diversity.*

#### **Manila Call for Action commitments**

- Support the National Societies in monitoring progress against Manila Call for Action gender and diversity targets at all levels (governance, management, staff and volunteers).

## **Enabling approaches**

### **Enabler 1: Engaged - with renewed influence, innovative and digitally transformed**

The IFRC will support BDRCS and MRCS – as well as engage SRCS – to participate in various regional platforms, including as those of ASEAN. Prioritization will be based on the value the events bring to positioning the National Societies with their respective public authorities. Noting that trust is the foundation of humanitarian action, MRCS will be supported to continue investing in measures that will create understanding of its mandate among various government ministries, departments and agencies. This is because principled humanitarian assistance is crucial to fostering access, support and respect for the Red Cross Red Crescent mission among people, communities, the general public and public authorities.

IFRC will accompany MRCS in meetings of the Humanitarian Country Team (HCT) and engagements with the government on the analysis, updating and implementation of disaster risk management laws or regulations. Furthermore, MRCS will be supported to promote utilization of its Humanitarian Field School by different actors as a facility for training the next generation of humanitarian workers through a 'learning by doing' approach.

BDRCS and MRCS will be supported to pursue ASEAN Coalition for Resilience partnerships (as their contribution to One Billion Coalition) as well as strengthen coordination, collaboration, cooperation with Red Cross Red Crescent partners, ICRC, public authorities, local civil society actors, UN agencies, INGOs, multilateral organizations, private sector, civil-military actors and regional entities such as ASEAN and its AHA Centre. SRCS

will be engaged in driving the ASEAN Coalition for Resilience by rallying other ASEAN National Societies, such as via its annual humanitarian conference.

#### **6.1: National Societies and the IFRC Secretariat have strengthened their engagement with partners within and outside the network to work collectively on the key challenges facing communities.**

- Support MRCS ensure coordination with primary stakeholders including National Societies, ICRC, public authorities (at national, state and local levels), the National Disaster Management Agency (NADMA) and other entities as mandated in Directives No. 18, No. 20 and No. 21 of the National Security Council.
- Support MRCS in co-leading and hosting the Malaysia COVID-19 Coordination and Action Hub (MATCH), which is a platform that connects donors, civil society organizations, and relevant government agencies to enhance coordination and impactful humanitarian action in Malaysia.
- Engage with and support SRCS in convening of mini seminars and/or workshops by facilitating identification of thematic speakers (at a leadership level) in various areas including disaster management and response, disaster law, health including medical services and pandemics, migration and displacement, protection, gender and inclusion, volunteering and innovation in relation to critical disaster risk management agenda.

#### **6.2. National Societies and the IFRC network as a whole are effective advocates, influencing both public behaviour and policy change at the domestic, regional and global levels.**

- Support SRCS in hosting, facilitating and providing high-level speakers for its annual Humanitarian Conference that reaches out to regional National Societies and other humanitarian actors in Singapore with the aim of shaping the disaster risk management agenda in South East Asia and Asia Pacific at large.
- Support SRCS to establish and operationalize an information sharing platform and advisory group to enhance engagement with government bodies in South East Asia within the umbrella of ASEAN Coalition for Resilience.
- Together with SRCS, engage the Singapore Armed Forces, Ministry of Defense and other relevant actors in events aimed at enhancing collaboration in humanitarian issues within the context of CMR.
- Coordinate with and support BDRCS, MRCS and SRCS in delivering high impact media and communications on emergencies as well as undertake public advocacy targeting donors, government, partners and policy influencers via traditional media, social media, web and other digital channels.
- Support MRCS in identifying, training and coaching media spokespeople at national and subnational levels.

#### **6.4: The IFRC network undergoes a digital transformation.**

- Collaborate with SRCS in developing solutions on the application of virtual reality in disaster management training and simulations exercises.
- Support MRCS in fast-tracking digital connectivity of its headquarters and state branches, including by providing relevant hardware, software and training.
- Support MRCS to improve its volunteer management system by developing, testing and operationalizing an app to facilitate access and public messaging, developing guidelines for managers and users on the volunteer management system, and socializing the system across the organization.

### **Enabler 2: Accountable - with an agile management and a renewed financing model**

MRCS will be supported to enhance effectiveness, credibility, accountability and trust by putting in place stronger internal controls, improved financial reporting, and more relevant training on finance for headquarter and branch personnel. A systematic approach will be pursued to institutionalize budgeting and financial planning, financial management and monitoring of income and expenditure for all programmes. Considering lessons from the COVID-19 pandemic, digitalization of processes will be pursued, including digitization of financial records.

#### **7.1: The IFRC secretariat is working as one organization globally, delivering what it promises to National Societies and the communities they serve.**

### **Human resources management capacity**

- Support MRCS to review and update its standard recruitment process, to develop and approve HR procedures for peacetime and emergencies, and to socialize them across organization.
- Support MRCS to conduct assessment of its staffing capacities and gaps, update its organizational structure, update job descriptions for each position and classify each position in line with HR procedures.

### **Implementing policies on personnel behaviour**

- Support MRCS to develop and adopt a Code of Conduct for its personnel as well as policies, guidelines, tools and mechanisms on prevention of fraud and corruption, prevention of sexual exploitation and abuse (PSEA), child protection, and sexual and gender-based violence (SGBV), and ensure they are enforced.
- Support MRCS to develop – or adopt existing – training modules on the Code of Conduct, prevention of fraud and corruption, PSEA, child protection, SGBV, and ensure they are delivered as part of response team training.

### **Financial management capacity**

- Support MRCS to develop, approve and disseminate finance procedures for peacetime and emergencies.
- Support MRCS in reviewing its existing financial management system to ensure that it meets internal and external reporting needs in a timely manner.
- Support MRCS to digitalize its financial management processes.

### **Risk management capacity**

- Guide MRCS to complete its annual audited financial statements and ensure that the audits are up to date.
- Support MRCS to develop, approve and socialize a whistleblowing mechanism for reporting cases of suspected fraud and corruption, misconduct and abuse.
- Guide and support MRCS to institutionalize inclusion of audit and risk management professionals in its Board.

### **Supply chain management capacity**

- Support MRCS to develop and approve procurement procedures – including authorization levels, standard forms and templates – and socialize them across the organization.
- Support MRCS to update warehouse and stock manual – with standard forms and templates – and provide training for staff and volunteers on warehousing and stock management functions.
- Support MRCS to develop a fleet manual including road safety and security, vehicle management and maintenance, insurance and registration, and socialize them across the organization.
- Support MRCS technical persons for logistics to enhance capabilities through training opportunities, learning-by-doing missions, peer-to-peer exchanges or internships with the IFRC and/or other National Societies.

### **Planning, monitoring, evaluation and reporting**

- Support MRCS to develop, approve and socialize standard planning and reporting formats and institutionalize the practice of issuing timely and accurate reports publicly or as agreed with donors.
- Support MRCS to develop, approve and socialize PMER guidelines, including the practice of commissioning evaluations and building a culture of learning.
- Coordinate with and support BDRCS, MRCS and SRCS to fulfill their constitutional commitments of providing their yearly data and documents to the Federation-wide Databank and Reporting System (FDRS).

### **Enabler 3: Trusted, owned and valued by the membership**

BDRCS, MRCS and SRCS will be supported to continue working better with partners within and outside the IFRC network. A genuine spirit of Movement cooperation will be pursued to reinforce common approaches for greater efficiency and effectiveness as well as to advance collective quantitative and qualitative impacts. This support will include promoting joint planning at country levels and strengthening sub-regional National Society networks. In addition, IFRC will be more a broker of technical support and lesser the main provider of technical support by seeking the “better placed” entity within the Movement for technical support to BDRCS and MRCS. This will also

be done as part of peer-to-peer support, shared leadership in action, and engagement of relevant reference centres and hubs for Federation-wide benefit.

BDRCS and MRCS will be supported to strengthen their legal bases by updating their National Society statutes in accordance with IFRC National Society Statute Guidance and Model Law. The National Societies will also be supported to update their respective Strategic Plans in line with the IFRC Strategy 2030. Additionally, MRCS will be supported towards greater localization by a strong focus on branch development. Similarly, efforts for ensuring the safety and security of staff and volunteers as well as their space for growth, development and contributions in the humanitarian agenda will continue.

The National Societies will be engaged to ensure that they have sufficient quality assurance measures, while also achieving greater ownership and responsibility at leadership level to high standards of integrity and accountability. In line with commitments made at the 2018 Asia Pacific Regional Conference, Manila Call for Action, efforts will also focus on enhancing women leadership in the National Societies. Furthermore, the National Societies will be supported in their efforts on zero tolerance on fraud and corruption, and sexual harassment, exploitation and abuse as well as ensuring compliance with the Code of Conduct for humanitarian relief.

### **8.1: The IFRC Secretariat effectively supports National Societies to become the trusted partner of choice for local humanitarian action with the capabilities to act in the global network.**

#### **Legal base and strategic planning**

- Support BDRCS and MRCS to update, adopt and socialize their new statutes across all levels of the organization.
- Support BDRCS and MRCS to develop their new Strategic Plans in line with the IFRC Strategy 2030.

#### **Evidence-based approach in National Society preparedness and development**

- Support MRCS towards achieving its Organizational Capacity Assessment and Certification (OCAC) targets.
- Support MRCS in completing pending Branch Organizational Capacity Assessments (BOCA) as basis for carrying out branch development activities for localized actions.
- Support MRCS to review its Preparedness for Effective Response (PER) baseline, update the PER workplan and subsequently its Red Ready implementation plan.

#### **Financial sustainability**

- Support MRCS to develop, approve, socialize and implement a fundraising strategy with the aim of increasing the financial resource base at national and sub-national levels.
- Support MRCS to establish an emergency fund at national level together with mechanism for mobilizing financial resources towards the fund and rules for replenishment as well as accessing, using and reporting on the fund.
- Support MRCS to continue implementation of the working with project partners (WWPP) financial working modality.
- Support MRCS to finalize, approve, socialize and implement its cost recovery guidelines.

#### **Addressing integrity and reputational risks (see also 7.1)**

- Support MRCS to develop and adopt a Code of Conduct for its personnel as well as policies, guidelines, tools and mechanisms on prevention of fraud and corruption, prevention of sexual exploitation and abuse (PSEA), child protection, and sexual and gender-based violence (SGBV), and ensure they are enforced.
- Support National Society staff and volunteers to register for, and undertake, online courses available on the above topics in IFRC's Learning Platform.

#### **Accountability to donors and partners (see also 7.1)**

- Support MRCS to review and ensure that its audits are up to date.
- Support MRCS to develop, approve and socialize a whistleblowing mechanism for reporting cases of suspected fraud and corruption, misconduct and abuse.
- Guide and support MRCS to institutionalize inclusion of audit and risk management professionals in its Board.

### **Youth in local action (see also the section on values, power and inclusion)**

- Support MRCS to update and implement YABC initiatives, utilize the Youth Engagement Strategy (YES) toolkit, increasing the proportion of youth in its Board and have its youth involved in inter-agency youth networks.
- Support MRCS to develop and implement youth leadership training and programme, including provision of internship opportunities for Malaysian and foreign university/colleges students.

### **Diversity of volunteers**

- Support MRCS to diversify its individual volunteer base to include under-represented communities.
- Support MRCS to expand partnerships with different corporate entities, professional associations, recreational associations and other groups to tap on their skills and abilities as 'group volunteers' of the National Society.

### **Duty of care**

- Support MRCS to develop and approve safety and security policy for staff and volunteers, socialize it across the organization including via production of a minimum safety and security briefing pack.
- Support MRCS to mainstream security modules of response team training, technical training, volunteer induction sessions, and pre-deployment briefings.
- Support BDRCS, MRCS and SRCS to ensure that all volunteers who are deployed for emergency response are adequately insured, either through a local insurance scheme or the IFRC volunteer insurance scheme.
- Support the National Societies to ensure MHPSS and counseling arrangements for responders (staff and volunteers).

## **8.2: IFRC network prioritizes volunteering development and youth action as critical catalysts of behavioural change and local action, ensuring access and nurturing trust in all contexts**

### **Youth networks**

- Support the participation of BDRCS, MRCS and SRCS in sub-regional, regional and global youth networks.

## **8.3: The IFRC network steadily renews its leaders to foster a more diverse leadership embodied in increased volunteer and youth involvement, gender parity and equitable geographic representation.**

### **Leadership development**

- Support MRCS and SRCS in developing and piloting a youth leadership development programme which includes seconding staff (who are within the youth group) to IFRC for regional roles.
- Support BDRCS, MRCS and SRCS in their engagements in sub-regional leadership forums as platform for peer-to-peer learning, mentoring and exchanges.
- Support MRCS in strengthening participation of youth in its leadership.

## **8.4: Membership Coordination is a core part of the IFRC Secretariat's work and has led to a changed mindset within the Secretariat under the new IFRC-wide approach, resulting in greater trust from the membership and greater efficiency and effectiveness of our humanitarian actions.**

### **Membership coordination**

- Engage with MRCS and SRCS in Federation-wide approaches in supporting emergencies and programme within their countries and of other National Societies.
- Coordinate with and support BDRCS, MRCS and SRCS to fulfill their constitutional commitments of providing their yearly data and documents to the FDRS (*see also 7.1*).
- Pursue shared leadership arrangement with SRCS in pandemic preparedness (via the Pandemics Preparedness Hub) and with MRCS on integrated training of the next generation of humanitarian workers (via the Humanitarian Field School).

## **8.5: The IFRC will deliver on its priorities for Movement Coordination and Cooperation, as established in the Council of Delegates meeting in 2019.**

### Strengthening Movement Coordination and Cooperation

- Work together with the ICRC and the National Societies in actioning the 2019 Council of Delegates Resolutions (Resolution CD/19/R9) on Strengthening Movement Coordination and Cooperation.
- Work together with the ICRC in ensuring that the National Societies contribute to review of the Seville Agreement and its Supplementary Measures.

### 8.6: People and communities, vulnerable to and affected by crises, are empowered to influence decisions affecting them and trust the RCRC to serve their best interest.

#### Community engagement and accountability (CEA)

- Support BDRCS, MRCS and SRCS to institutionalize the six Movement commitments for CEA by integrating and strengthening mechanisms for communication, participation and feedback and complaints within programmes.
- Support MRCS in strengthening understanding of and capacity to implement CEA approaches at all levels of the organization, i.e. from programme and operations staff to senior leadership.
- Support BDRCS, MRCS and SRCS to integrate CEA into their strategic and annual plans, policies, guidelines, and operating procedures so that CEA becomes a standard approach for the National Societies.
- Support MRCS in collecting, analyzing and sharing evidence demonstrating the impact of CEA on programme quality.
- Support MRCS to expand and strengthen coordination and communication with ICRC and external stakeholder supporting CEA efforts at national and sub-national levels.

## C. FUNDING REQUIREMENTS

	Strategic Priority/Enabler	Total in CHF
SP1	Climate and environmental crises	30,000
SP2	Evolving crises and disasters	100,000
SP3	Growing gaps in health and well-being	30,000
SP4	Migration and Identity	25,000
SP5	Values, power and inclusion	25,000
E1	Engaged	35,000
E2	Accountable	60,000
E3	Trusted	25,000
	<b>TOTAL:</b>	<b>330,000</b>

## Contact information

For further information, specifically related to this operational plan please contact:

#### In the National Societies

- **Brunei Secretary General:** Haji Muhammad Suhaimi Haji Ibrahim, [suhaimi.ibrahim@bruneiredcrescent.com](mailto:suhaimi.ibrahim@bruneiredcrescent.com)
- **Malaysia Secretary General:** Hj Hakim Bin Hj Hamzah, [secgen@redcrescent.org.my](mailto:secgen@redcrescent.org.my)
- **Singapore Secretary General:** Benjamin William, [benjamin.william@redcross.sg](mailto:benjamin.william@redcross.sg)

#### In the IFRC

- **For Brunei:** Ahmad Sami, National Society Development Coordinator, [ahmad.sami@ifrc.org](mailto:ahmad.sami@ifrc.org)
- **For Malaysia and Singapore:** Necephor Mghendi, Head of Disaster and Crisis Unit Asia Pacific, [necephor.mghendi@ifrc.org](mailto:necephor.mghendi@ifrc.org)
- **For Brunei, Malaysia and Singapore:** Ai Chun Yeng, Programme Support Coordinator, [aichun.yeng@ifrc.org](mailto:aichun.yeng@ifrc.org)

## Reference documents



Click here for:

- Previous operational plans and reports;
- Emergency Appeals and DREFs in the country

## 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.

1. 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.
  2. Enable healthy and safe living.
  3. Promote social inclusion and a culture of non-violence and peace
-