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# Emergency appeal

## Croatia: Petrinja Earthquake Response

 International Federation  
of Red Cross and Red Crescent Societies

Appeal n° MDRHR004

To be assisted: **80,000 people**

Appeal launched: **15 January 2021**

Glide n°: EQ-2020-000241-HRV

DREF allocated: **384,901 Swiss francs**

Appeal ends: **31 December 2021**

Funding requirements: **6.2 million Swiss francs**

This Emergency Appeal seeks a total of **6.2 million** Swiss francs to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to support the **Croatian Red Cross (CRC)** to deliver assistance and support the early recovery of some **80,000 people for a period of 12 months**, with a focus on the following areas of focus and strategies of implementation: Shelter, Livelihoods and basic needs, Health, Water Sanitation and Hygiene, Protection, Gender and Inclusion, Disaster Risk Reduction and Strengthening National Societies. The planned response reflects the current situation and information available at this time of the evolving operation and will be adjusted based on further developments and more detailed assessments. *More details will be available in the Emergency Plan of Action.*

## The disaster and the Red Cross Red Crescent response to date

**29 December 2020** at 12:19 PM CET a devastating earthquake of 6.2 magnitude<sup>1</sup> struck with the epicenter approximately 3 km from Petrinja, located some 50 km from Zagreb. 7 people were killed, at least 24 injured.

**29 December 2020** Croatian Red Cross teams consisting of 261 staff and volunteers joined immediately the search and rescue operation on the ground providing first aid.

**30 December 2021** IFRC Comms Officer deployed to assist Croatian RC response on the ground.

**4 January 2021** The state of emergency was announced by national authorities

**29 December – 8 January:** 379 aftershocks above 2.0 magnitude hit the same area some as strong as 5.0 magnitude on 6 January causing additional damage to already affected and new territories as well, causing additional fear and shock

**7 January 2021:** 384,901 Swiss francs allocated from the IFRC's Disaster Relief Emergency Fund (DREF)

**15 January 2021:** Emergency Appeal launched for 6.2 million Swiss francs



Croatian Red Cross assisting search and rescue operation immediately after the earthquake. Photo: Croatian Red Cross

<sup>1</sup> As per the Croatian Seismological Service (CSS). The European-Mediterranean Seismological Centre (EMSC) reported on upgraded magnitude to Mw 6.4

## The operational strategy

### Overview

A 6.2 magnitude earthquake with the epicentre close to Petrinja struck Croatia on 29 December 2020. This earthquake was reported as the strongest earthquake to hit Croatia in more than 140 years. 8 people were killed and at least 36 people were injured<sup>2</sup>, 10 of whom severely. Between 29 December 2020 and 8 January 2021, additional 379 aftershocks happened, some of which have been as strong as 5.0 magnitude causing additional damage to buildings and roads in the new areas of Sisak-Moslavina, Karlovac and Zagreb counties. Due to these additional quakes people are in prolonged panic and shock. The worst-affected areas are the towns of Petrinja, Sisak, Glina and Hrvatska Kostajnica covering a total of 2,801.61 km<sup>2</sup> of mostly rural area, consisting of one medium size town, three small rural towns and a total of 482 villages, many of them in hilly remote areas. The total population of the area is 149,371 people.

Some 50,000 people in the most affected area are in need of urgent humanitarian assistance (food, household items and/or shelter at the moment). This number also includes some 40,000 displaced people that are in need of longer-term accommodation solution as they are staying in temporary accommodation, i.e in collective shelters, individual shelters behind their damaged houses or hosted with relatives in neighbouring areas or in other parts of Croatia. Beside provision of food and household items, the main priority is to provide displaced people with some longer-term accommodation solution until their houses are reconstructed as the weather conditions already deteriorated with snowing and temperatures below zero degrees. Organisation and management of temporary shelters is the responsibility of state and municipal authorities with the Croatian Red Cross who are providing people with other services including food and household items delivery. Some additional 30,000 people estimated to be in need of PSS and CRC will reach through PSS and DRR activities.

Total number of people accommodated in collective temporary shelters in affected areas is fluctuating and reached a total of 1,000 during the course of first five days after the disaster. Two weeks after the disaster, some 571 are still in collective shelters. Meanwhile all elderly that had been evacuated from Homes for elderly are relocated from collective shelters to other homes for elderly in Croatia. People who already got housing containers have moved from collective shelters. On 2 January, the Ministry of Health started COVID-19 vaccination for citizens in collective accommodation and for the members of the emergency services, including RC staff and volunteers working in those centres. Public Health authorities and Ministry of Health (MoH) is present in the affected areas to provide emergency and primary medical services as a part of their mandate. Ministry of Health has also set up an emergency health container in Petrinja. Therefore, in the health sector, the Croatian RC will primarily focus on provision of PSS and will ensure necessary health protective measures are in place through provision of PPE for affected population and for the RC staff and volunteers.

So far, Croatian RC has registered 1,636 people in privately hosted accommodation whilst the majority of people in such accommodation are not registered yet and therefore the total number is not known yet. Some 500 containers were delivered so far to affected people by the state or by private donors. Container settlements in Petrinja and Sisak are under construction to accommodate families that had lived in town apartment units before the earthquake – a total number of containers to be set is not known as the containers have not arrived (estimations are between 200 to 400). It is estimated by authorities that some 1,000 families in villages outside Petrinja, Glina and Hrvatska Kostajnica, are still in need of housing containers to be set up on their properties where they are still living in unacceptable conditions as they do not want to leave their cattle behind.

People in rural areas are the most affected, in need of food and household items with limited or no access to public transportation. As market supply chains and public transport are disrupted as well as public infrastructure including some utilities, huge quantities of food and household items including hot meals need to be delivered to people and to a number of local distribution points until families have access to their cooking facilities and market properly.

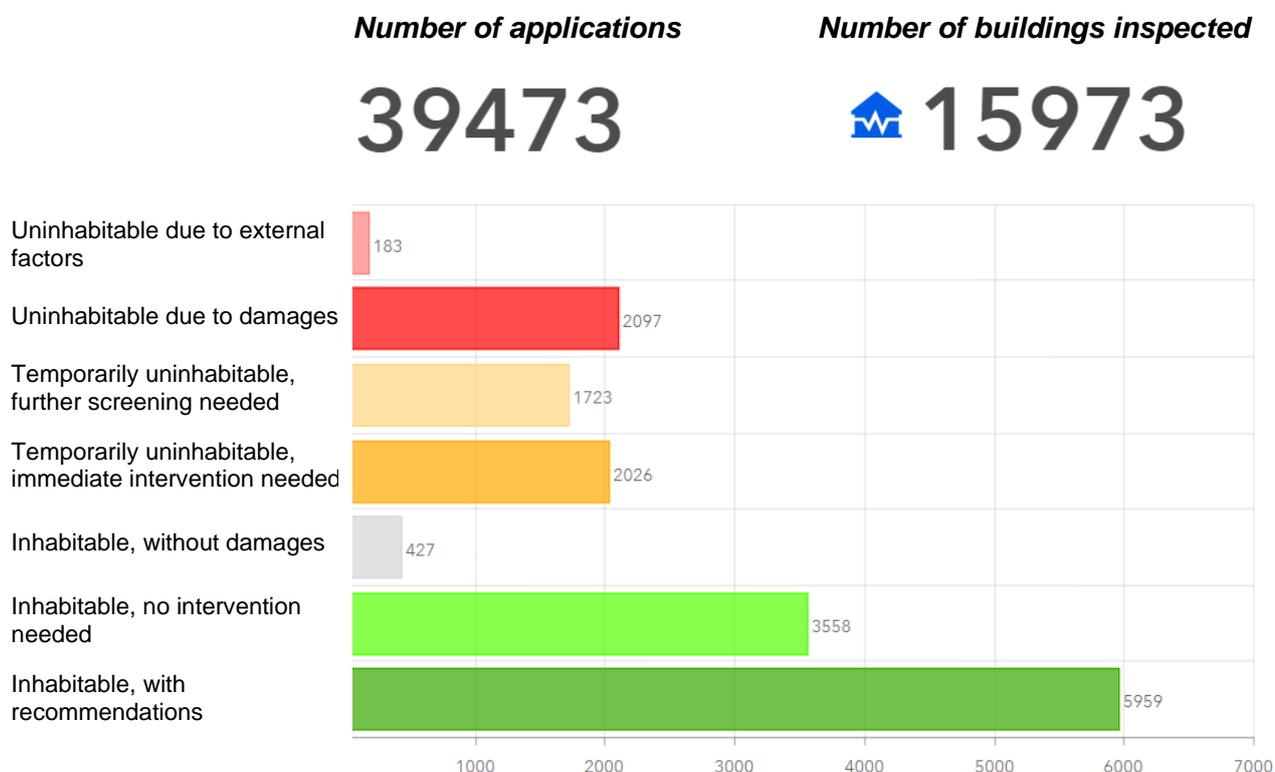
There is currently no final data on how many houses and residential buildings were damaged as the first screening and assessment of damages on buildings is still ongoing. According to the first estimations there are between 15,000 to 20,000 damaged and uninhabitable buildings mainly in Sisak-Moslavina County with damages initially estimated at HRK 3 billion (CHF 434.8 million) that will be needed for reconstruction.

<sup>2</sup><https://reliefweb.int/sites/reliefweb.int/files/resources/UNICEF%20Croatia%20Situation%20Report%20No.3%20%28Earthquake%29%20-%2013%20January%202021.pdf>

The majority of public buildings have been damaged and collapsed in the most affected area of Sisak-Moslavina county including 21 primary and secondary schools, city halls of Petrinja, Sisak and Glina as well as buildings of 760 small and medium companies in the area. The largest hospital in Sisak was strongly damaged and all 250 patients have been immediately evacuated on the day of earthquake to other hospitals in Zagreb including all COVID-19 patients. Glina health centre has also been seriously damaged and is not functioning. Beside majority of public and residential buildings, public utility networks are also damaged - 16 local roads and 6 bridges as well as a number of electricity substations in the area. Two weeks after the earthquake some settlements are still without electricity.

According to the damage assessment data as of 12 January 2021, 39,473 claims were received for the first building screening by construction engineers with more expected. Some 1,100 construction engineers examined 15,973 buildings so far. 14% are classified as uninhabitable (red category) and 24% as temporarily uninhabitable (yellow category). Screened buildings also include big apartment buildings that are counted as one building although they were homes to many families. There is a fear that some damaged buildings should be re-assessed due to continuation of aftershocks in the area as well as due to landslides and holes in ground that keep emerging in Hrvatska Kostajnica area causing further damage.

Table 1: First screening of damaged buildings in Sisak-Moslavina county by 8 January 2021  
(Damage assessment data as of 12 January 2021; Source: <https://www.hcpi.hr/>)



As overall recovery plans are still under development by the Disaster Headquarter appointed by Government, it is not easy to foresee for how long affected families will need temporary shelter – the officials estimate from 6 months to two years when the majority of reconstruction will finish.

### Summary of Red Cross response to date

At the time the earthquake hit the town of Petrinja and surrounding area, the CRC's COVID-19 outbreak operation was ongoing. Following the earthquake, CRC immediately activated the Emergency Operations Centre (EOC) coordinating with neighbouring National Societies to update on the situation, ongoing response and needs. CRC created an earthquake incident map in the NICS software and other NSs offering support also mapped available capacities through NICS for response in case of needs.

Upon request of CRC IFRC launched a DREF on 07 January with 384,901 CHF and have been supporting the CRC to date, also deployed two staff members from Regional Office in Budapest including Communications

and Partnerships and Resource Development experts to support CRC in drafting the Emergency Appeal and emergency communications.

### **Relief distribution**

Immediately after the earthquake a spontaneous bottom-up humanitarian movement started in Croatia with many citizens and companies as well as smaller NGOs collecting large quantities of food, hygiene and household items and transporting the items to affected areas. The Croatian Civil Protection Authority asked the CRC to take over receipt of in-kind donations, warehousing, sorting and distributing good to affected communities.

On 30 December 2020, the Government of the Republic of Croatia appealed to the public to direct all in-kind donations to be channelled exclusively through the CRC in order to guarantee that the help will reach those in need and to avoid misuse of the collected items. The CRC coordinates the receipt of donations and organizes the distribution and delivery of supplies to affected people.



Distribution of in-kind goods by Croatian Red Cross.  
Photo: CRC

In the first week of response, by 7 January 2021, the CRC has distributed 336 tons of food, more than 222,000 litres of water, more than 109,000 hot meals for the affected population and 18,562 hot meals for all emergency services members present on the ground. Additionally, 41.7 tons of hygiene items, 43 tons of clothes, more than 1,000 packages of baby food and baby supplies were delivered, along with 52 animal feed for cattle, 938 heaters, and 94 generators along with other humanitarian aid.

### **Staff involved**



Croatian RC providing assessment and registration in villages.  
Photo: CRC

In response, more than 600 CRC staff and volunteers were deployed so far on a rotational basis. In each shift, there were approximately 300 staff and volunteers on the ground. 176 CRC staff and volunteers joined the search and rescue operation along with firefighters, police forces and civil protection department, providing first aid to the people rescued from the rubble. In the first 24 hours only, the CRC and its local branches teams reached at least 8,000 people with search and rescue activities, evacuation, first aid and distribution of food and household items as well as with psychosocial assistance. In the first 24 hours, the CRC deployed a

total of 261 staff and volunteers, many of whom are victims of the earthquake themselves. In addition, there are some 300 volunteers from other organizations as well as spontaneous volunteers on the ground who are coordinated by the CRC. Approximately 2,000 members of various emergency services (fire fighters, police, mountain rescue service, military, etc) have been present on the ground since the aftermath of the earthquake.

## National Appeal and donors' response

Immediately after the disaster, CRC launched a national appeal for contributions from citizens and private sector. By 8 January 2021, approx. CHF 6.2 million has been raised in cash. CRC is planning to provide cash assistance with the majority of this funding to assist the affected people. The total value of in-kind donations received by CRC has been huge and its total value could not yet be aggregated.

Austrian Red Cross is supporting CRC with EUR 80,000 and is offering additional funds to support CVA, PSS services, in-kind assistance/shelter needs and operational costs. The German Red Cross with the support of German Government donated 4,200 hygiene kits for families and children, and 140 tents to the Croatian Civil Protection.

National Red Cross Societies of Slovenia, Bosnia and Hercegovina, Hungary, Serbia, Macedonia, Montenegro -all members of Neighbours Help First Network (NHF)- have launched national appeals for financial assistance. So far, the following NSs have announced or have already pledged their financial assistance: Serbia, Slovenia, Bosnia and Herzegovina, Montenegro, Romania, Cyprus and Canada. The Icelandic Red Cross announced a soft financial donation in coordination with the Government of Iceland.



Croatian RC providing registration and PSS services at collective shelter facilities.  
Photo: CRC

UNHCR assesses the situation on the ground and is raising additional funding earmarked for the earthquake affected people to be added to the existing Croatian Red Cross 2020 Project Agreement with UNHCR.

## Needs assessment and targeting

The current urgent needs are identified based on updated assessment by the CRC after the first week of the operation.

Following the published assessment results by construction engineers and the fact that screening of buildings is still going on, it can be assumed that some 15,000 – 20,000 residential buildings are destroyed and uninhabitable with at least some 40,000 family members in some sort of temporary accommodation (collective shelters, individual shelters and staying with relatives in other areas) and in need of a transitional solution until their houses are reconstructed.

According to the CRC latest assessment, some 50,000 people are in need of immediate humanitarian assistance in terms of shelter, livelihoods, and basic needs at the moment. These include basic needs assistance, such as food, hygiene items, essential household items, longer term accommodation solution, transportation, PSS, prevention of communicable diseases especially for the people that are accommodated in the temporary collective shelters and / or use water from unprotected water sources. The affected area is largely rural, with many remote settlements in hilly areas with disrupted public utilities and market chain as the many shops are destroyed as well. People have lost their homes and possessions and are in fear of aftershocks that further damage already damaged houses, as well as exposure to COVID-19, combined with the trauma and shock connected to over 379 earthquake aftershocks with magnitude over 2.0 until 8 January. Additionally, some 30,000 people will be targeted by the EA through provision of PSS and DRR activities in order to alleviate the high amount of stress among the population caused by earthquake.

In general, socio-economic conditions in Croatia are exacerbated by the COVID-19 outbreak, resulting in massive job losses, further exacerbated by this earthquake being the second in 2020. The Sisak-Moslavina county, the most affected by the earthquake, is one of the poorest regions in the country. Social programs are becoming key in response to the emergencies and the current situation is indicating high increase of demand for CRC involvement. These may change as the situation continues to evolve. The COVID-19 outbreak complicates the operation as the physical distance must be maintained and personal protection equipment must be used by response teams as well as by affected people, especially at temporary accommodation facilities.

Four local CRC branch offices in Petrinja, Sisak, Glina and Hrvatska Kostajnica suffered serious damages. The premises of Petrinja, Glina and Sisak branches cannot be used at all at the moment and therefore they need temporary alternative solutions in terms of containers as well as long term solution. Through the DREF provided as a loan for this EA, three containers are being procured by CRC to be used as temporary offices by branches and procurement of one additional container is envisaged under this EA as well as roof reconstruction of Sisak local branch as a long-term solution for them.

### Target population

Based on the latest assessment and observations by CRC HQ and the local branches the most vulnerable groups are:

- Displaced people who have had their homes and household items destroyed and are uninhabitable and need to seek shelter elsewhere or who need housing containers – **at least some 40,000 people** according to the first data and estimations.  
People who stayed in their homes with minimal damage but need assistance due to market-chain and public infrastructure being disrupted – **at least some 10,000 people besides the number of 40,000 people in need for longer term shelter solution, i.e. a total of 50,000 people in need of immediate humanitarian assistance.**

Additional target groups in need of assistance through provision of PSS and DRR related activities are:

- People who remain in their homes with no or with minimal damage, do not need humanitarian assistance to meet basic needs, but suffer from high levels of stress – a total number of these people cannot be determined at the moment as almost the entire population of Sisak-Moslavina County and parts of Zagreb and Karlovac County are affected. The people will be reached, identified and assessed by PSS mobile teams as well as through the PSS hotline – it estimated that at least **10,000 people, including especially vulnerable groups such as older adults and people with disabilities, will be reached with PSS activities.**
- Children in schools and kindergartens who will be reached through education on emergencies and to deal with the trauma and fear caused by the EQ – **at least some 25,000 children.**

As the last two groups are partially overlapping with the people in need for shelter and those in need for humanitarian assistance, **the total number of people to be supported in the framework of this Emergency Appeal is 80,000 people.**

As the identification of the most affected population is still ongoing, no further disaggregated data can be provided on the affected population's social structure, but it can be assumed that it will be close to Croatian average with a slightly higher number of older population.

### Coordination and partnerships

On 4 January 2021, the Croatian Government following declaration of the state of emergency and established new Headquarter to deal with restoration of the affected area. The members of the HQ are governmental officials leading different civil services along with a few Emergency Services as well as the Croatian Red Cross. The Civil Protection Directorate has established the National Headquarter on Civil Protection and Croatian Red Cross is its member with responsibility to take care of affected people during crisis and disasters.

The Ministry of Defence supports cleaning of rubble from the streets. Croatian Military and firefighters are providing water tanks with water and will do the water wells sanitations only of those wells in villages that are part of public water network. The Croatian Mountain Rescue Service have deployed around 100 of its volunteers to assist in the search and rescue operation during the first two days of operation but they also assisted the Red Cross teams to deliver the assistance to people in the villages around Glina, Petrinja and Hrvatska Kostajnica.

UNICEF is conducting needs assessment and delivering plastic tarpaulins, hygiene supplies and has three mobile teams in place with a focus on child protection.

The Croatian Red Cross has recently formed a coordination committee of 23 humanitarian and religious organizations and local community groups that want to help the people affected by the earthquake. The aim of the committee is to work in coordinated way and to make the most out of existing capacities and achieve the most effective outreach.

## COVID-19 outbreak in Croatia

According to the latest World Health Organization data for Croatia; a total of 222,117 COVID-19 cases have been confirmed with 4,472 deaths as of 14 January 2021 and high numbers of cases were recorded in November and December 2020<sup>3</sup>. Immediately after the Petrinja earthquake, some of the restrictions were lifted such as movement between counties. Operation on the ground is challenging since physical distance has to be maintained and personal protection equipment has to be used by both assistance providers and affected people. CRC staff and volunteers are participating in direct assistance to affected population and always must ensure the necessary measures for protection are taken.

Due to this there is a high need for protective equipment for staff and volunteers as well as for affected people in collective temporary accommodation to ensure their safety (primarily older people). The vaccination of people in temporary shelters as well as the CRC teams working in the temporary shelters has started and quick antigen tests have been conducted by the Ministry of health.

### IFRC COVID-19 Response

The National Societies' responses to COVID-19 are supported through the [IFRC global appeal](#), which will facilitate supporting them to maintain critical service provision, while adapting to COVID-19. This operation is aligned with and will contribute to the current global strategy and [regional Emergency Plan of Action for COVID-19](#) developed by the IFRC Regional Office for Europe, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, and movement of NS volunteers and staff as well as international staff. For more information, please consult the [COVID-19 operation page](#) on the IFRC GO platform.

## Proposed Areas for intervention

This Emergency Appeal operation aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the earthquake in Croatia; with specific focus on the worst affected towns of Petrinja, Sisak and Glina. A total 80,000 people will be supported with Shelter (household items, tents, containers), Health/PSS, WASH, Livelihoods and basic needs including cash and vouchers assistance, Protection, Gender and Inclusion and disaster risk reduction.

This Emergency Appeal contributes to the overall CRC response plan of action to the earthquake and is complementing nationally and bilaterally funded activities of CRC in the respective sectors. Almost all funds received bilaterally by the CRC (close to CHF 6.2 million so far) will be distributed as cash assistance to the affected communities. CRC will coordinate and ensure that the cash assistance provided through the Emergency Appeal and through the CRC local fund raising will complement but not overlap each other.

The focus of CRC's overall EA operation is to provide immediate humanitarian aid, through distribution of food and household items to the most affected people. Additionally, the most vulnerable people will be also assisted with the provision of furniture. In the temporary accommodation facilities, people will be assisted through the provision of health activities including psychosocial support, PPE provision and health promotion activities. In the framework of the operation, food security and livelihoods will be supported (through cash and voucher assistance to help the most vulnerable meet their basic needs), as well as provision of WASH-related services (including water well sanitation) and disaster risk reduction activities. Since CRC already received substantial in-kind donations including food and hygiene items, the procurement of these is not envisioned through this EA.

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<sup>3</sup> <https://covid19.who.int/region/euro/country/hr>

## Areas of Focus



### Shelter

**People targeted: 7,500**

Male:50 %

Female:50 %

**Requirements (CHF): 502,000**

### Proposed intervention

At least some 7,500 people whose homes are destroyed and/or are uninhabitable and need to seek shelter elsewhere will be assisted by the CRC through the process of registration of affected people and the provision of assistance to cover basic humanitarian needs, including provision of basic furniture and household equipment. Currently only CRC is doing assessment and registration of displaced people in various temporary facilities – collective organized shelters, housing containers and private host accommodation in the affected area and other areas of Croatia.

As there are a lot of people who are in need in a large area along with the people who already found temporary accommodation with their families and friends outside the area, there is a need to identify and register them to be able to provide them with tailored-made humanitarian aid as well as cash assistance that will be funded from the financial donations raised through both CRC National Appeal and this EA. Some people are already in need to establish contacts with their families especially those evacuated from the Petrinja Home for Older People – many of whom are without mobile phones. The process of registration and identification of affected families who will be in need for assistance has already started with registration of people in temporary accommodation and has been coordinated by CRC Restoring Family Links (RFL) teams. The assessment of needs done by CRC teams will be exchanged and the response coordinated with other partners and stakeholders including the state and local municipalities and NGOs that are present on the field. In order to continue aforementioned activities, the CRC RFL field teams will be equipped with additional equipment such as backpacks for crisis situations and additional communication equipment needs to be set in temporary accommodation.

The Croatian Red Cross is not responsible for shelter provision to affected population, but it is the most important service provider for affected people in any kind of temporary shelter. For example, a number of people assisted/to be assisted received non furnished containers or mobile houses and CRC is helping them with some household necessities to make their life easier (covering basic needs in furniture, heaters, bed linen and kitchen utensils, etc.).

In parallel to the registration of the families and needs assessment; CRC will also provide furniture and household items to the families who are or will be provided with containers by authorities or private donors. At least 3,000 households will be addressed with this activity. Generator, electric equipment, wi-fi, charging units (for mobile phones), heating, furniture and household equipment will be provided by CRC for the families who are accommodated in the collective shelters or housing containers.

These 3,000 households will be consisting of:

- 1,500 HH, (3,750 people) who are or will be accommodated in containers in front of their damaged homes
- 400 HH, (1,000 people) who will be accommodated in container settlements to be constructed in affected areas
- 1,100 HH (2,750 people) in different type of private shelter temporary solutions (neighbors, relatives, etc.)

*Ongoing and planned activities:*

- As the temporary shelter accommodation for displaced population is being organized and managed by authorities, CRC will be complementing with provision of different services for beneficiaries including distribution of household items to the people sheltered in temporary accommodation (collective shelters as well as containers provided by authorities). Household items will be provided from in kind donations received by CRC and through the EA funding.

- Packing, storing and distribution of household items that are already donated to the CRC to meet the most urgent and basic needs of affected population.
- Distribution of the household items to the affected population – procurement of electric heaters and electricity material (cords, cables, multiplug etc.), wi-fi equipment, tent heaters, generators, etc
- Procurement of tents for food distribution
- Replenishing of warehouse stock (tents, desks and benches).
- Identification of caseloads and verification of affected people in different target groups – inclusion factors integrate age, gender, diversity and disability in the response
- Identification of the appropriate modality of support for each caseload
- Coordination with state and local municipality governments and other stakeholders
- Organizing post distribution monitoring activities following the household items distributions
- Evaluation of the shelter activities



## Livelihoods and basic needs

**People targeted: 35,000**

Male: 50 %

Female: 50%

**Requirements (CHF): 3,046,000**

### Proposed intervention

10,000 people will be assisted with unconditional multipurpose cash grants (CVA) through this EA with a one-off transfer, and some 25,000 people with in-kind humanitarian aid. That means a total of 35,000 people will be reached with a combination of in-kind goods collected and distributed via the CRC, and cash assistance. Cash assistance will be used as a modality to provide victims with the means to address their immediate basic needs, once they can access markets.

CRC has already raised a lot of in-kind donations of food in-country, which will be distributed in the short-term while market access remains disrupted. Therefore, this EA does not include procurement of food.

The CRC plans to reach in total 40,000 (with destroyed or severely damaged houses) people with multipurpose cash grants. 10,000 will be supported through this EA and the rest will be supported through the funding raised bilaterally by CRC. So far, CRC collected a total of CHF 6,2 million in cash donations, the vast majority of which will be used for CVA. The total value of the CRC's CVA assistance will be approx. CHF 9.9 million if all eligible affected people apply for the assistance. CRC will be assisted through the regional CVA delegate remotely and with short term missions to the country during the design of the CVA programme.

The Croatian Government has decided also to provide some CVA assistance through the social welfare system but the criteria and timeframe have not yet been decided and published. CRC will ensure close coordination with relevant authorities and partners to avoid duplication and ensure that the CRC cash assistance compliments assistance provided by Government. At the moment there is no other actor that is planning cash assistance for affected households apart from Croatian Government and CRC.

CRC has adjusted its response to the disruption to the supply chains in severely hit rural areas where people will need food and non-food items in the short-term. As the majority of in-kind humanitarian aid is raised in-country, CRC is implementing a vast logistics operation on the ground including sorting, packaging, transport and distribution.

People in rural areas are the most affected, in need of food and household items with limited or no access to public transportation. As market supply chains and public transport are disrupted as well as public infrastructure including some utilities, huge quantities of food and non-food items including hot meals need to be delivered to people and to a number of local distribution points. To do this the local branches are in need for additional vehicles to transport all humanitarian aid. Temporarily, they are assisted with the CRC HQ vehicles and volunteers at the field.

The damage of property has a severe financial impact on the affected families, many of whom are expected to have difficulties recovering on their own. Based on available data, most of the displaced people meet the usual

vulnerability criteria (e.g. older people, single headed households, people with disabilities etc.). The emergency contravened the everyday life of affected people (especially those displaced) not only because of damaged property but also in terms of workplace, individual and family businesses and education.

Individuals and families will need support to cover their basic needs until they can meet them with dignity. The planned cash transfer value is CHF 246 (HRK 1,700) which is closely linked to, but still less than, the maximum social benefit a person can receive from the Croatian Social Welfare Center (HRK 2,000 per month). According to the Croatian Bureau of Statistics the average basic expenditure amounts to HRK 20,400 annually per person, per month it equals HRK 1 700 (approx. CHF 246) per person<sup>4</sup>. Selection and verification process will be done in close cooperation with governmental bodies and municipalities.

The system for collection of CVA requests has been developed as well as a web application and database by CRC during the response operation after Zagreb March 2020 EQ. People included in the programme will receive a one-off cash transfer, calculated to cover their basic needs for one month. The CRC will start with applications by people with red marks on their damaged housing and will exchange data with the Ministry of Social Welfare to ensure coordination and avoid overlapping. The main target group will be people who had to abandon their houses and apartments as totally destroyed and dangerous to stay in. In addition to this, possible vulnerability criteria that will be used to select people are (to be determined exactly in coordination with the Ministry):

- pre-existing reliance on state welfare system (inclusion in welfare system)
- single headed household
- persons with disability in household
- older people in household
- families with three and more children

The inclusion of existing income into the selection criteria as well as the prioritisation of the recipients will be further identified and considered by CRC while designing the CVA programme and will also be incorporated into the Emergency Plan of Action. Among the affected population there are lot of people without or with limited access to internet (especially older people) for whom CRC has to organize collection of CVA applications in person - in temporary shelters but also for people sheltered in housing containers in front of their houses and other private accommodation elsewhere in Croatia. This registration and assessment will be mainly managed by CRC RFL teams, therefore RFL teams and local branches will need additional equipment to do so – including backpacks for crisis situations. RFL costs are budgeted under “Migration”, however, it is to be noted that it only for technical purposes and no corresponding operational migration sector was developed.

CRC has a full overview of market availability and capacities in the affected area and currently running an assessment related to cash assistance modalities. It is planned to deliver CVA as it was implemented through the DREF operation for the Zagreb earthquake in March 2020 – direct transfer of the cash grants to the bank accounts of the affected targeted population. According to the assessment results - work of most of the banks in the area has been disrupted (damage of the branches buildings, damage of the ATMs, shortages in wire and wireless connection for POS terminals). However, all banks taking active actions to restore /move their branches and ATMs and resume their work. Croatian RC closely monitoring the process of banks resuming their activities and in parallel developing an alternative plan (to back up operation) if banks won't open in the nearest future. NS will closely collaborate with IFRC ERO CVA and procurement teams in defining the transfer modality, setting up the CVA programme, identification of the financial service provider, as well as development of the backup plan.

CRC will continue distribution of humanitarian aid as well as hot meals for the families who do not have access to cooking facilities and markets yet. Funding required for hot meal distribution will be covered by Croatian Government with CRC obligation to organize distribution. Also, CRC will procure tents and freezer containers for distribution and storing fresh food items.

*Activities planned to be carried out:*

- Packing, storing and distribution of food items that are already donated to CRC (in-kind) to meet the basic needs of affected population
- Procurement of wrapping materials and plastic containers for packing, sorting, packing and distribution of in-kind donations
- Storing in-kind food donations to be used for provision of hot meals prepared by volunteers
- Organizing post distribution monitoring following the food items distributions

<sup>4</sup> [https://www.dzs.hr/default\\_e.htm](https://www.dzs.hr/default_e.htm)

- Design of Cash & Voucher Assistance (cash, vouchers, etc.) to meet basic needs of the affected population including re-design of CRC Web Application and Database for registration of cash grants requests
- Identification of training needs for CRC staff and volunteers regarding the implementation of CVA (i.e. CEA, information management, targeting, reconciliation)
- Identification of target population – CVA application and registration
- Planning and implementation of community engagement, consultation, communication and feedback activities required to implement a successful CVA
- Selection of cash modality and financial service provider<sup>5</sup>
- Distribution of unconditional multipurpose cash grants (one off) to the target population
- Post distribution monitoring, including satisfaction questions on the use of unconditional multipurpose cash grant



## Health

**People targeted: 10,000**

Male: 50 %

Female: 50 %

**Requirements (CHF): 222,000**

### Proposed intervention

At least 10,000 people, including children, will be supported with psychosocial support (outreach and PSS phone lines) inclusive some 1,000 who will receive personal protective equipment (PPE).

Since national health authorities are present on the ground providing necessary health services, CRC will focus mainly on the PSS component whilst its trained staff and volunteers present on the ground will also continue providing first aid if and when required. Additionally, health and hygiene promotion related activities will be carried out especially with the people in collective shelters when and where if it will be feasible by use of CRC capacity in community - based health promotion that was built thanks to the IFRC' and Movement partners' prior investments.

Psychosocial support will continue to be provided by trained staff and volunteers through face-to-face contacts in the field – in temporary organized shelters and at their temporary addresses, at their houses, as well as through dedicated free phone lines.

There is also need for PSS for staff and volunteers through online sessions to safeguard provision of services to affected people during the upcoming period.

#### *Activities planned to be carried out:*

- PPE procurement <sup>6</sup>and distribution to staff and volunteers that are deployed to the earthquake response as well as to people in temporary organized shelter – masks and disinfectants.
- Risk communication, CEA and health promotion activities with special focus on prevention of the communicable diseases
- Assessment of PSS needs and resources available in the affected community
- Provision of PSS to people affected by the earthquake via outreach and phone which includes procurement of PSS material for the most affected, especially children in temporary shelter
- Training for new staff and volunteers on PSS in emergencies included into emergency response (Part of the training will be how to keep track of information through KoBo).
- Provision of PSS to staff and volunteers through group support and experience exchange meetings
- Revision and translation of the PSS in emergencies manual in consultation with IFRC regional health team and in line with PSS Reference Centre's resources<sup>7</sup>.

<sup>5</sup> For the selection and evaluation of the FSP IFRC procedures will be followed by utilizing resources available on cash-hub.org: <https://cash-hub.org/resources/procurement-tools-and-templates/>

<sup>6</sup> This procurement will be coordinated with Global SCM and MedLog team, in order to ensure the quality and standards

<sup>7</sup> Mental Health and Psychosocial Support in Emergencies – Delegate handbook – Psychosocial Support IFRC (pscentre.org) and Talking and writing about mental health and psychosocial support in emergencies – Psychosocial Support IFRC (pscentre.org)

- Organization of health and hygiene promotion related activities especially for families in collective shelters including production of leaflets (included into WASH budget)
- Experience exchange and teambuilding meetings for staff and volunteers for 4 local branches



## Water, sanitation and hygiene

**People targeted: 2,000**

Male: 50 %

Female: 50%

**Requirements (CHF): 230,000**

### Proposed intervention

Some 1,000 families members in villages around Petrinja and Glina who are or will be temporary sheltered in housing containers will be supported by cleaning of water wells. On top of that additional 1,000 people will be covered with hygiene and health promotion activities as well as with household cleaning equipment to be used in collective shelters as well as for other spaces used for workshops.

It is estimated that 1,500 households will be accommodated in housing containers as temporary accommodation in front of their houses, inclusive families using 400 water wells that are not part of public water network.

Water well sanitation is needed for approximately 400 water wells in the rural areas of Glina and Petrinja. As medium-term response, CRC is planning to deploy additional team of 3 people for water well sanitation in the area that will start in late spring when the number of aftershocks is expected to decrease as well as risk of flooding.

Some 400 water wells will be cleaned through provision of specialized CRC water well sanitation team. These teams are in place since late 1990-ies when with heavy support of the IFRC, the capacity of CRC for water well sanitation was developed. Currently in the country, water well sanitation services are commercial services whilst national army has capacity and mission to deal with public water well sanitation. As all wells in the affected area are in need for water sanitation, the CRC have to establish an additional team to clean wells in the area.

#### *Activities planned to be carried out:*

- Cleaning of communal areas in organized temporary shelters and areas for group activities (soaps, detergents, brooms, floor cleaner - mops, etc.)
- Forming new water well sanitation teams
- Procure the well sanitation equipment and tools including 4W drive vehicle to get to remote areas (a lot off roads and quite a muddy area even in summer)
- Clean 400 water wells to ensure safe water for targeted population
- Hygiene and health promotion activities including awareness raising related to prevention of water-borne diseases and waste management – inclusive of production of leaflets and provision of information to beneficiaries (organization of workshops for beneficiaries if and where possible)

Above activities will be accompanied by community-based hygiene and health promotion activities, including awareness raising sessions for affected population with special focus on the ways of prevention of water-borne diseases and waste management that includes distribution of the leaflets containing this information and provision of information to beneficiaries.



## Protection, Gender and Inclusion

**People targeted: 500**

Male: 50%

Female: 50%

**Requirements (CHF): 13,000**

### Proposed intervention

At least some 500 vulnerable people – older people and people with disabilities as well as children, will be supported with delivery and transport services. Referral pathways are established and vulnerable groups have access to psychosocial support. In addition, older people have access to safe accommodation, food and medicine. CRC have already organised some activities for children in a few temporary accommodation – children theatre and playing areas as friendly spaces.

Other vulnerable and marginalized groups (e.g. older people, Roma population, etc.) are considered when planning sectoral activities. Referral pathways should be in place to enable support to those who need it the most.

Older people are in most vulnerable situation, due to merged emergencies. They are attached to their homes and unwilling to leave regardless of the house damage. Due to COVID-19 restrictions they cannot leave their house to access basic services, or transportation to the safe accommodation. In addition, Red Cross city branches have to ensure transport for people with disabilities as well as older people from their house to the safe accommodation or to access medical assistance or public services, especially in the situation of disrupted public transport.

The destruction and loss caused by earthquake disasters, can affect multiple aspects of people's well-being, both physically and socially. Effects are manifested in health and living conditions, as well as in interactions within the family and wider community. Looking at the impacts of earthquake with a protection and gender lenses is vital not only in order to uncover patterns of vulnerability (i.e. who was most affected) but also to better understand their capacities (i.e. how people cope with and recover from shocks and stresses) of self-protection. Older people and people with disabilities are at the highest risk of being denied access and support. Local RC branches affected by the earthquake have specialized staff in place and relevant experience working with this target group through Home Care related services. This will ensure that this target group is appropriately reached and included in the communication about the most relevant information.

Likewise, in the current time the COVID-19 outbreak means more stressors to the daily life of people, exposing them to new vulnerabilities and leaving them on margins of society with no social network and support.

#### *Activities planned to be carried out:*

- Conduct an assessment of specific needs of the affected population based on criteria selected from the minimum standards for PGI in emergencies.
- Assessment of the needs and provision of delivery assistance of food and medical supplies to older people affected by earthquake <sup>8</sup>
- Transportation of older people and people with disabilities
- Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated data (see guidance in Minimum Standards)
- Establish child-friendly spaces and/or community-based child protection activities as per further need and incorporating already available child related protection tools and materials in place.
- Volunteers and staff are screened for and briefed on child safeguarding policy/guidelines.

<sup>8</sup> The costs of items and operational costs are already covered under other relevant sectors, but the assessment and assistance is covered under PGI sector.



## Migration<sup>9</sup>

**People targeted: registered people under shelter and under livelihoods for CVA**

Male: 50%

Female: 50 %

**Requirements (CHF): 11,000**

### Proposed intervention

The proposed actions are described under shelter regarding registration of people in temporary organized accommodation and under livelihoods regarding people who will be assisted to file claims for CVA.



## Disaster Risk Reduction

**People targeted: 25,000**

Male: 50%

Female: 50 %

**Requirements (CHF): 687,000**

### Proposed intervention

CRC will organise education workshops for children in schools and kindergartens in Sisak-Moslavina county and neighbouring affected local communities with aim to enhance in preparedness of schools and kindergarten children for emergencies as targeted population but through them their teachers and parents. It includes provision of educational material such as first aid education materials and supplies as well as emergencies kits. The additional training of children and their teacher will enable the school system to integrate the content of the educational curriculum on emergencies developed by CRC to their school programmes. Some 25,000 children will be assisted directly but through them also their adult family members.

Public media information campaign will be organized and will target all local communities in the most affected by earthquake with messages on how to protect themselves in emergency and on how to deal with fear as well as the overall situation as the reconstruction of housing and restoration of whole area will last at least a couple of years.

#### *Activities planned to be carried out:*

- Enhancing preparedness of schools and kindergarten children through emergency education and provision of first aid education materials and kits as well as emergency kits
- Raise community awareness of risks and appropriate actions through Community Engagement activities and dissemination of the Public Awareness and Public Education DRR key messages
- Work with affected and vulnerable people to develop and disseminate targeted messages and communication assets (social media material) for media, volunteers, local and traditional leaders, churches, schools and other stakeholders to trigger community preparedness actions following the Participatory Campaign Planning (PCP) approach.

## Strengthening National Societies

**Total requirement: 1,290,000**

- Support to 4 local branches of Red Cross in Petrinja, Glina, Sisak and Hrvatska Kostajnica with the containers and repairment, since their premises have been severely affected.
  - Provision of temporary shelter (4 containers) for 2 RC local branches in Petrinja and Glina,
  - Professional Project design for the new RC branches premises and some construction work for 2 branch premises that can be temporarily used again after some restoring work

<sup>9</sup> RFL costs are budgeted under "Migration", however, it is to be noted that it only for technical purposes and no corresponding operational migration activities will be implemented. The costs related with RFL team' equipment is planned in order to reinforce teams that are involved in assessment and identification.

- Ensure volunteers' safety and wellbeing Volunteers incentives (prepaid/post-paid phones, transportation, lunch, insurance)
- Ensure visibility of volunteers and staff at the field including CRC clothing and visibility marks
- Disaster response and risk reduction capacity building activities with NS Coordination ensured by 4 CRC coordinators
- Lessons learned workshop and evaluation are organised at the end of the operation
- Redesign of the NS website to create special Earthquake operation site
- CEA is mainstreamed in sectoral activities
  - Individuals are involved in the needs assessments and decision-making to ensure assistance is appropriate and relevant, people are kept informed of plans and progress
  - Feedback mechanism (including rumour tracking) are established, and feedback acted upon and used to improve the response operation
- CRC will undertake Preparedness for Effective Response (PER) to be able to assess and analyze overall disaster management and preparedness capacities and to better identify areas for improvement. PER will be undertaken by CRC in order to ensure that National Society have the necessary legal, ethical and financial foundations, systems and structure, competences and capacities to plan and perform. Through the PER approach (where health component is also equally represented), the CRC will be able to assess and analyze overall disaster management and preparedness capacities and to better identify areas for improvement in disaster management effort - more specifically the self-assessments proposed. The approach will provide CRC with practical indicators for overall planning and setting up a multi-year action plan, that will guide further capacity development in inclusive way. Through this exercise CRC will undertake comprehensive review of disaster response system, looking at 37 components of the National Society Disaster Preparedness Mechanism and will also be able to understand root-cause and barriers for NSs to advance with activities. Depending on the PER self-assessment results, CRC may need to prioritize the critical areas where gaps need to be bridged in the short-, mid-, and long-term with the support of IFRC and other interested partners such as Partner National Societies, the International Committee of the Red Cross and potential donors. It is also in line with Grand Bargain commitments by pushing for greater funding for national and local responders. IFRC Regional Office for Europe will (1) accompany and guide National Societies during the process, (2) also look for potential partners and donors that should come on board once the Plan of Action is validated by the National Society management, as well as (3) support capacity development efforts throughout the implementation. The monitoring system will enable National Society to feed information into established PoA and to solicit support for specific preparedness initiatives. The approach will also allow NSs to measure changes in disaster preparedness and response capacity over time and to connect preparedness for response approach with other National Society development plans.

## Effective International Disaster Management

**Total requirement: 45,000**

IFRC Regional Office for Europe will support the Croatian RC in implementing the EA operation with an operations manager to be deployed in the country through the rapid response mechanism, that may be followed by a longer-term operations manager presence in the country for the whole timeframe of the EA which is still under consideration. In addition to that regional Cash and Vouchers Assistance, Information Management, Protection Gender and Inclusion, Community Engagement and Accountability, and Communications Delegates, Procurement and Supply Chain, PMER and Finance and Health teams will also provide support throughout the EA operational timeframe, including design and implementation of the CVA programme, development of the Communications strategy, supporting the finance and reporting capacities of the Croatian RC. Partnerships and Resource Mobilization regional team will also communicate the EA and the updates with partners on regular basis.

Logistics activities aim to effectively manage the supply chain, procurement, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's standard logistics processes and procedures. The supply chain of the operation will be based on the National Society's capacity to conduct procurement locally, based on the availability of items in the national/local markets. All procurement related to this appeal will follow the IFRC's standards and procurement procedures.

The IFRC security plans will apply to all IFRC staff throughout the implementation period. Area specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented. All IFRC staff must, and RC/RC staff and volunteers are encouraged,

to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training.

### **Influence others as Leading Strategic partners**

**Total requirement: 24,000**

The CRC is planning to organise the regional experience exchange workshop with other RC national societies with experience in similar emergencies. IFRC regional office has already conducted a communications mission and will continue assisting CRC in developing a communications strategy, along with emergency communications support.

At the end of implementation of the EA, the CRC will organise the lessons learnt workshop with participation of IFRC and stakeholders to discuss the results and reach of the implemented activities. Prior to the workshop, the satisfaction of the people assisted will be measured through an appropriate survey and other relevant activities including focus groups. A final external evaluation and audit will be also conducted.

### **Ensure Effective IFRC**

**Total requirement: 150,000**

A final audit of the operation will be conducted together with the development of a Communication strategy including 2 communication missions and one workshop.

## **Funding Requirements**

### **International Federation of Red Cross and Red Crescent Societies**

#### **EMERGENCY APPEAL**

#### **MDRHR004 - CROATIA EARTHQUAKE**

#### **Funding requirements - summary**

<b>Area of Intervention</b>	<b>Needs in CHF</b>
DISASTER RISK REDUCTION	687,000
SHELTER	502,000
LIVELIHOODS AND BASIC NEEDS	3,046,000
HEALTH	222,000
WATER, SANITATION AND HYGIENE	230,000
PROTECTION, GENDER AND INCLUSION	13,000
MIGRATION	11,000
STRENGTHEN NATIONAL SOCIETIES	1,290,000
EFFECTIVE INTERNATIONAL DISASTER MANAGEMENT	45,000
INFLUENCE OTHERS AS LEADING STRATEGIC PARTNERS	24,000
ENSURE A STRONG IFRC	150,000
<b>TOTAL FUNDING REQUIREMENTS</b>	<b>6,220,000</b>

*all amounts in Swiss Francs (CHF)*

**Jagan Chapagain**  
Secretary General

## Reference documents



Click here for:

- Emergency Plan of Action (EPoA) – to be made available later

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

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## How we work

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

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



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



Enable **healthy**  
and **safe** living.



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