

(Revised) Appeal №: MDRHR004	To be assisted: 69,000 people¹	Appeal launched: 15 January 2021
	DREF allocated: 384,901 CHF	Revision n° 1 issued: 22 April 2021
Glide №: EQ-2020-000241-HRV	IFRC-wide funding requirements: 11.8 million Swiss francs	Appeal ends: 31 December 2021
	IFRC Secretariat funding requirements: 3.5 million Swiss francs	
	2.6 million CHF funding gap²	

This Revised Emergency Appeal reflects the Federation-wide funding requirement of 11.8 million Swiss Francs, which comprises all support and funding to be channeled to the Croatian Red Cross (CRC) to deliver assistance to 80,000 people affected by the earthquake.

*Specifically, this revised Emergency Appeal seeks a total of **3.5 million Swiss Francs** (reduced from CHF 6.2M) to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to continue supporting the CRC to deliver assistance to 69,000 people affected by the earthquake for 12 months in the following areas: Livelihoods and basic needs, Shelter, Health, WASH, Protection, gender & inclusion, Disaster Risk Reduction, Influencing others as strategic partners, Ensuring accountability and Strengthening National Societies.*

The key main changes that have triggered this reduction in the IFRC Secretariat Funding Requirements are:

- *The effectiveness of CRC's domestic fundraising and support received in bilateral cash and in-kind contributions*
- *The IFRC target of 10,000 people for cash assistance grants and the procurement of the Financial Services Provider (FSP) will now be covered by CRC's domestic fundraising and bilateral cash contributions*
- *The IFRC target of 1,000 people for WASH assistance will now be covered by bilateral project-based support from Polish Red Cross*

Details on all revisions and modifications included in this revised Emergency Appeal can be found below under each sector for intervention.

*This Emergency Appeal is part of a **Federation-wide approach** which is based on one plan with the response activities of all IFRC membership contributing to the response.*

¹ The IFRC Secretariat target number of people to be assisted is 69,000 and the Federation-wide target number of people to be assisted is 80,000. The difference is 10,000 people eligible for cash assistance under Livelihoods & Basic Needs now covered by CRC domestic fundraising, and 1,000 people under WASH now covered by a Polish Red Cross bilateral contribution.

² This funding gaps refers to the Secretariat funding requirements to assist 69,000 people.



Croatian Red Cross volunteer providing psychosocial support to a child now living in one of the container settlements for people who lost their home in the earthquake. Photo by Croatian Red Cross.

EVENTS TO DATE

- 29 December 2020:** at 12:19 CET a devastating earthquake of 6.2 magnitude struck with the epicenter approximately 3km from Petrinja, located some 50km from Zagreb. 8 people were killed and at least 36 injured
- 29 December 2020:** CRC teams consisting of 261 staff and volunteers immediately joined the search and rescue operation on the ground providing first aid
- 4 January 2021:** A state of emergency is announced by the national authorities
- 7 January 2021:** 384,901 Swiss Francs allocated from the IFRC's Disaster Relief Emergency Fund (DREF)
- 15 January 2021:** IFRC launches an Emergency Appeal of 6.2 million Swiss Francs to support 80,000 people to 31 December 2021
- 26 January 2021:** Deployment of a rapid response Operations Manager to Croatia
- 22 April 2021:** Revision of the Emergency Appeal with a downward revision of the funding requirements from 6.2 million Swiss Francs to 3.5 million Swiss Francs

Situation overview

A strong 6.4 magnitude earthquake struck Croatia on 29 December 2020, resulting in 8 deaths and up to 36 people injured. It was preceded by two foreshocks on 28 December measuring up to 5.0 and 5.2 magnitude respectively and was followed by more than 763 aftershocks; 15 of which measured between 4.0-4.9 magnitude and 57 between 3.0-3.9 magnitude³. The government of the Republic of Croatia declared a state of emergency on 4 January 2021 which is still in place. The worst affected areas are the towns of Petrinja, Sisak, Glina and Hrvatska Kostajnica in Sisak-Moslavina county consisting of one medium-sized town, three small rural towns and a total of 272 villages, many in remote rural areas. Damage was also reported in neighbouring Zagreb and Karlovac counties. Up to 150,000 people lived in the affected area, with approximately 39,000 people whose homes have been assessed as uninhabitable and are now living in temporary accommodation or even in their damaged houses. Many of the displaced households are staying in housing containers adjacent to their damaged houses, collective shelters, with host families or in newly built container settlements.

The earthquake response has faced various challenges such as the COVID-19 pandemic restrictions, three cold waves where temperatures fell to below -10°C, more than 60 landslides caused by heavy rain and the appearance of over 109 sink holes.

Summary of Red Cross Red Crescent response to date⁴

Immediately following the earthquake, CRC activated its Emergency Operations Centre (EOC). An earthquake incident map was created with Next Incident Command System (NICS) software and mapping started for offers of support from sister National Societies. CRC staff and volunteers joined the search and rescue operation along with firefighters, police and civil protection department, providing first aid to people rescued from buildings. Within the first 24 hours, CRC deployed a total of 261 staff and volunteers (many were affected by the earthquake themselves) who reached some 8,000 people with search and rescue activities, evacuation and distribution of humanitarian aid in food and household items to cover immediate needs as well as psychosocial first aid. CRC released emergency stock items from its national logistics centre to establish a Field Operational Centre in Petrinja with a large warehouse, and 4 additional warehouses: 2 in Sisak, 1 each in Glina and Zagreb.

CRC has been providing support in temporary collective shelters established for people whose homes are permanently or temporarily uninhabitable and who have no alternative accommodation. There are currently nearly 675 people in these shelters. CRC has also registered people who sought safety from the impact of the earthquake in other parts of Croatia with 75 CRC local branches providing material and PSS assistance. In addition, the RFL team has responded to tracing requests from people looking for family members and has arranged phone/video calls connecting families. A toll-free phone line has been directing callers affected by the earthquake to request food and medicine deliveries, PSS assistance or for general enquiries. CRC is currently continuing its response with a focus on the distribution of humanitarian aid from its own stock and in-kind contributions (hot meals, food packages, hygiene kits) and psychosocial support.

Between 29 January and 19 February, CRC registered applications for a one-off unconditional, multipurpose cash grant to households whose houses had been damaged by the earthquake. 34,580 applications were registered with 31,939 approved for payment. Cash grant disbursements commenced on 26 February with HRK 50,439,200 (CHF 7.31m) already disbursed. Single-occupant households received HRK 900 (CHF 130) and households with more than two people received HRK 1,900 (CHF 275).

The impact of the earthquake on the four local CRC branches in Sisak-Moslavina county has been significant, including the permanent loss of the branch buildings in Sisak, Glina and Petrinja and the ability to quickly mobilize local volunteers and staff when their homes and livelihoods were also directly affected. Support from the headquarters in Zagreb and 60 local branches in other parts of Croatia was critical to ensure the response, beyond the immediate search and rescue activities, could be initiated within hours of the earthquake.

³ <https://www.emsc-csem.org/Earthquake/>

⁴ Information and details on the response so far can be found in [Operations Update no. 1](#).

A. THE OPERATIONAL STRATEGY

Needs assessment and targeting

This revised Emergency Appeal aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the Petrinja earthquake. 80,000 people will receive Federation-wide support, of which 69,000 people will be assisted through this Emergency Appeal with Shelter, Livelihoods and basic needs, Health/PSS and WASH with Protection, Gender & Inclusion and Disaster Risk Reduction mainstreamed into the operation. The focus of the operation will be on the areas of Sisak-Moslavina county, Zagreb county and Karlovac county, prioritizing the areas in Sisak-Moslavina covered by the CRC local branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica.

Needs Assessment

Livelihoods and basic needs

Sisak-Moslavina county is one of the poorest counties in Croatia and where unemployment is twice as high as the rest of the country. Remote, rural settlements are home to a substantial number of older people and disabled war veterans, some still shielding from COVID-19 and, due to the earthquake, unable to easily access public transport to buy food and cover other basic needs. Affected areas are not very productive agriculturally, and many households rely entirely on social security and pension schemes. The disruption to infrastructure and supply chains has left people especially in the remote rural areas in longer-term need of food and hygiene items with limited access to transport to reach markets and shops in urban areas. The damage to homes has a severe financial impact on the affected families, many of whom will struggle to manage in the short-term and to recover, without some short-term external assistance or expansion of the social safety net by the Government. Even for those who have not been displaced, the damage to workplaces, businesses, schools, medical facilities and transport links has had an impact.

Shelter and essential household items

The government will take the lead on reconstruction and housing issues under a 100% state funding scheme that will cover all reconstruction costs in government-assisted areas, which covers the majority of the earthquake-affected area. With more than 43,552 buildings assessed as of 8 April⁵, findings show around one-third are currently uninhabitable with an estimated 39,000 people in need of temporary accommodation. However, some buildings initially screened will need to be re-assessed due to the continued aftershocks, and due to the landslides and sink holes that have emerged in the Hrvatska Kostajnica area causing further damage. There is a concern that some houses originally assessed as habitable soon after the earthquake are no longer so, and the people who were living in them may be excluded from some assistance on the assumption that their homes are safe.

People will be housed in temporary accommodation for the foreseeable future provided by state and local authorities until a permanent shelter solution is available. However, only 40-50 housing containers a week are being delivered to the area so some people are still living in unsafe conditions whilst they wait for their temporary shelter to be allocated. In some cases, people have been able to retrieve some household and personal belongings from their damaged houses but others were displaced leaving everything behind and may be in need of assistance to replace furniture and household items in order to recover.

Health and PSS

National health authorities are present on the ground providing a full range of health care services. Older people, those vulnerable to the effects of COVID-19 and front-line emergency workers have been prioritized for vaccination by the Ministry of Health but the use of PPE, sanitizer and observing physical distancing are still requirements. Assessments conducted by PSS mobile teams reflect widespread fear and trauma caused by the earthquake and continued aftershocks, as well as concerns for the future.

Water, Sanitation and Hygiene

The main water supply in the earthquake-affected areas has been declared safe to drink. However, up to 20% of people living in rural areas in Croatia rely on water from wells, which are usually around 15m deep, that are not part of the public water network. A detailed assessment of water wells in the affected area is currently being

⁵ <https://www.hcpi.hr/>

carried out. Households that rely on these water wells are in remote villages and settlements and do not have alternative, sustainable sources of safe drinking water.

Protection, Gender and Inclusion

The destruction and loss caused by earthquakes can affect multiple aspects of people's well-being, both physically and socially. Older people and people with disabilities are at the highest risk of being denied access to services and support. Local branches affected by the earthquake have specialized staff in place and relevant experience working with this target group through Home Care services. COVID-19 also means more stressors to the daily life of people, particularly those at higher risk of the impact of catching it, leaving them on the margins of society with no social network and support. CRC PSS assessments reveal that older people's major anxiety is losing their home, sometimes for the second time (the first time was during the war of independence 1991-1995). Children's anxiety is focused around their lack of social interaction with their friends, as most schools and kindergartens in the area are still closed due to earthquake damage and COVID restrictions.

Disaster Risk Reduction

Croatia is prone to floods and earthquakes, the frequent impact of which highlights the need to ensure that community preparedness and risk reduction measures are implemented alongside relief and recovery interventions. One way of addressing the vulnerability of 25,000 children and teachers is to integrate DRR learning into the curriculum of the 60 schools and kindergartens in the earthquake-affected area. Also, a public media information campaign will promote messages on how people, families and communities can protect themselves in an emergency, as well as keep people informed on the reconstruction of housing and restoration of the earthquake affected area.

Community Engagement and Accountability (CEA)

Given Croatia Red Cross' government-appointed role as lead intermediary between affected people and agencies responding to the earthquake, effective CEA will be crucial. CRC will ensure people affected are kept well informed about the CRC's mandate, activities, and prioritization criteria. CEA will be working with other response priority areas to ensure quality programming and that actions taken are based on asking people what they know, want and need, and involving them in designing and delivering services. It will be crucial for CEA to know what are the most trusted, preferred and reliable communication channels to keep providing live-saving information and will employ a variety of community engagement approaches to engage affected people in conversations in order to give opportunities to ask questions and issues of concern.

COVID-19 outbreak in Croatia

According to the latest World Health Organization data for Croatia; a total of 265,901 COVID-19 cases have been confirmed with 5,872 deaths as of 27 March 2021⁶. Immediately after the Petrinja earthquake, some COVID-19 restrictions were lifted such as movement between counties. The operation on the ground has been challenging since physical distance needs to be maintained and personal protection equipment must be used by both assistance providers and affected people. CRC staff and volunteers are delivering direct assistance and must always 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 started in January and quick anti-gen 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 has been facilitating the support 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. 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.

⁶ <https://covid19.who.int/region/euro/country/hr>

Targeting

Targeting will include people whose homes have been destroyed or severely damaged and in need of short and longer-term accommodation; people with lighter housing damage in need of immediate humanitarian aid and psychological first aid; people in need of basic food and household items and people in need of psychosocial support.

Selection criteria for eligibility of multi-purpose cash grants has been damaged houses and the proof of residency in the damaged house, while the selection for shelter and other humanitarian aid will include the following vulnerability criteria:

- people living in organized temporary shelter;
- pre-existing reliance on state welfare system (inclusion in pension and welfare system)
- single and two-person household with older people
- person with disability in household
- older people in household
- families with three and more children
- single headed households with children mainly headed by women
- people whose social well-being deteriorated rapid as a direct consequence of the earthquake – lost their livelihoods and jobs
- people living in remote villages with limited access to markets and grocery shops due to disrupted public transportation network.

Coordination and partnerships

CRC is a member of the **National Headquarters on Civil Protection** and is responsible for meeting people's immediate humanitarian needs, to coordinate the warehousing and distribution of all food and non-food-related aid, and provision of emergency accommodation. The National Headquarters, chaired by the Deputy Prime Minister, is comprised of government Ministries, the Directorate of Civil Protection (Croatian Red Cross, Croatian Fire Brigade, Croatian Police, Croatian Army and Croatian Mountain Rescue Service) and other relevant offices including Croatian Waters, Croatian Forests, Environmental Protection Fund, Office for Digitalization of Society, State Geodetic Administration and the Housing Fund. Daily meetings are followed by working group meetings; CRC is active in those dealing with nutrition (hot meals), distribution of humanitarian aid, drinking water, flood protection and social issues. At the government's request, CRC has also been leading the coordination of national and local NGOs active in the response in an **NGO Coordination Forum** and has recruited a Humanitarian NGO Forum Coordinator for six months.

Also, at the government's request, CRC established a **Psychosocial Support Coordination group**, gathering representatives of civil society organizations and institutions involved in provision of psychosocial support. CRC has partnered with **Red Noses Croatia** to support older people and children with disabilities, and with **UNICEF** to establish child-friendly spaces for the protection of children, adolescents and young adults.

The CRC domestic appeal has so far raised HRK 50,613,695 (CHF 7,33m) which has been earmarked for cash assistance and has received in-kind donations valued at HRK 80,790,216 (CHF 11.7m). Bilateral cash contributions to CRC have raised a total of **CHF 1,010,000** of this, CHF 356,000 came from members of the Red Cross **"Neighbours Help First" (NHF)** network (EUR 220,900 (CHF 244,000 from Slovenian Red Cross alone), and two project-based contributions by Austrian Red Cross and Polish Red Cross, also members of NHF network:

- Austrian Red Cross – EUR 215,000 (CHF 237,000) to support PSS services, in-kind assistance/shelter needs and operational costs
- Polish Red Cross – EUR 223,000 (CHF 246,000) to support some WASH activities

German Red Cross with the support of the German Government donated 1,504 hygiene kits for families and 972 baby hygiene packages and 140 family tents (60m²).

Red Cross of Montenegro launched a national appeal for financial assistance and also provided in-kind donations. From 16-24 February, a 6-person team deployed to Petrinja to provide support in logistics, PSS, first aid and distribution of humanitarian assistance. British Red Cross, Finnish Red Cross, Italian Red Cross, Japanese Red

Cross and Liechtenstein Red Cross have all contributed to the operation with multilateral funds and in-kind support.

On 7 January 2021, IFRC released a DREF for 384,901 Swiss francs. In the first week after the earthquake, two staff members from the Regional Office for Europe (ROE) based in Budapest covering Communications and Partnerships & Resource Development were deployed to provide support CRC in emergency communications and drafting the Emergency Appeal. An IFRC Operations Manager has been deployed since 26 January for three months through IFRC rapid response mechanism.

Capacity analysis of the National Society in the country, risk analysis and scenario planning

Overview of the Croatian Red Cross

The Red Cross has been active in Croatia since 1878 and has operated as Croatian Red Cross (CRC) since 1991. It is active in first aid, protection and promotion of health, work on addiction diseases, preparation and response to crisis, saving lives on the water, environmental protection, care for international asylum seekers, prevention of human trafficking, care for socially vulnerable citizens, tracing service and youth education. CRC is comprised of 131 county, city and municipal Red Cross societies with 1,972 staff, 10,000 active volunteers and a membership of 188,841 people. CRC has one permanent warehouse in Zagreb and opened a second warehouse in the capital for the first three months of the operation. Tent warehouses to support the operation have been set-up in Sisak, Glina, Petrinja and Hrvatska Kostajnica.

The earthquake directly impacted the buildings of 4 CRC local branches, which now require demolishing/reconstruction or substantial repairs. In the meantime, office containers have been procured and set-up for Glina and Petrinja local branches whilst Sisak and Hrvatska Kostajnica local branches are working from alternative accommodation.

Operation Risk Assessment

The trauma caused by the earthquake has been exacerbated by subsequent aftershocks, cold weather, landslides and the emergence of more than 109 sink holes in some areas as well as the ongoing COVID-19 restrictions. This is mitigated by mobile Red Cross teams making extensive visits across the affected area combined with the delivery of food, water and hygiene supplies. However, visits to more remote communities that are only accessible on poor roads makes it time-consuming to reach some households, and this is aggravated by the lack of suitable 4WD and off-road vehicles to navigate the difficult terrain. The procurement of 4WD vehicles, including quad bikes, is included in the Emergency Appeal.

Aftershocks may still cause people to migrate away from the area, making it difficult to keep track of them when following up with relief distributions and PSS assistance. The CRC RFL team will continue to keep track of the movements of people from the affected area so, if required, they can receive humanitarian aid from local Red Cross branches across Croatia. There is a challenge of maintaining physical distance when delivering direct assistance to people. PPE has to be used by both humanitarian aid providers and the affected people, especially when working around older people in the temporary collective shelters. The MoH vaccination campaign has prioritised those living in the collective shelters as well as the CRC teams working there.

The CRC was initially subjected to negative press on social and printed media which they feel contributed to a decline in cash and in-kind donations to their domestic fundraising. CRC, supported by the IFRC ROE, prepared reactive lines to address allegations of a slow response, throwing away donated food, leaving out certain households from aid distributions and asking for people's ethnicity. A Public Relations company was appointed in mid-January to support CRC with their media scanning and external communications.

B. PROPOSED AREAS OF INTERVENTION

STRATEGIC SECTORS OF INTERVENTION



Livelihoods and basic needs

People targeted: 25,000 people⁷: At least 25,000 people for food and basic needs assistance

Male: 12,500

Female: 12,500

Requirements (CHF): 825,000

Proposed intervention

Needs analysis

The initial blanket distributions across the earthquake-affected area have been reduced as the local branches in Sisak, Glina, Petrinja and Hrvatska Kostajnica conduct their assessments of households that require further assistance to recover. In February, CRC invited people whose houses had been destroyed or were uninhabitable due to the earthquake to register for a one-off unconditional multipurpose cash grant to help meet basic needs and to replace lost and damaged household items.

The government will continue to provide hot meals for the unforeseeable future which CRC will distribute along with other basic items, i.e. food and hygiene packages, including menstrual hygiene items, clothes and bedding. Doorstep deliveries will continue for people unable to leave their homes, and CRC has set up several food distribution points. The government has secured substantial EU solidarity funds to expand the social welfare assistance in the earthquake affected areas. Considering this it is expected that even the most vulnerable households will be able to meet their basic expenditures in the future. The affected area is not very productive agriculturally, and where other livelihoods have been affected by damage to offices and business premises, government assistance has already been provided in cash form to employers and employees.

Activities carried out and planned

- Pack, sort and distribute food, hygiene and household items donated to CRC
- Deploy trained CRC staff and volunteers from headquarters and local branches
- Recruit CRC DM Coordinators in four branches in the earthquake-affected areas
- Increase CRC capacity to provide hot meals with new container kitchen facilities, refrigerators and freezers
- Re-design CRC web application and database for registration of CVA requests

In this revision of the EA:

a) The target of 10,000 people for cash assistance grants has been removed, reducing the number of people to be assisted in this sector from 35,000 to 25,000; b) cash grants for 10,000 people and procurement of the Financial Services Provider has been removed from the funding requirements as these will now be covered by CRC's domestic fundraising and bilateral cash contributions; c) three quad bikes will be procured to deliver humanitarian aid to remote rural communities instead of two 4WD vehicles; d) fully equipped kitchen containers will be procured to increase CRC's capacity to deliver an average of 7,000 hot meals a day for people who have no access to cooking facilities; e) the substantial volume of in-kind donations of food, hygiene and other basic needs received has increased the cost of sorting, packing and distributing and f) the mobilisation of trained volunteers and staff (Intervention Teams) from headquarters and branches from other parts of Croatia to deliver humanitarian aid for the first three months of the operation has been added

⁷ An additional Federation-wide target of 32,000 people receiving cash assistance is supported by CRC domestic fundraising and bilateral cash contributions



Shelter and essential household items

People targeted: 7,500 people for essential furniture and household items

Male: 3,750

Female: 3,750

Requirements (CHF): 565,000

Proposed intervention

Needs analysis

Whilst state and local authorities will provide the temporary shelter, CRC will assist people who do not have the financial resources to replace their damaged and lost belongings, such as people on a fixed income, e.g. pensioners, those on social welfare, unemployed and people who cannot work because of caring responsibilities.

Activities carried out and planned

- Procure and distribute basic furniture and household equipment to people living in temporary shelters
- Provide sun/rain protection (canopies) for housing containers
- Set up facilities (Alaska tents) to hold group and community meetings and activities, training sessions, workshops, etc.

In this revision of the EA:

a) furniture and household equipment will be increased to reflect the anticipated number of people who will be living in collective shelters, housing containers and container settlements in the short/mid-term who meet the vulnerability criteria; b) the number of Alaska tents will be increased from 1 to 4; of which two are for CRC stock replenishment and c) the mobilization table will be adjusted to reflect in-kind donations to CRC



Health

People targeted: 10,000 people: 10,000 people for PSS services delivered including 1,000 people for PPE, risk communication and CEA activities

Male: 5,000

Female: 5,000

Requirements (CHF): 100,000

Proposed intervention

Needs analysis

As health authorities are providing a full range of health care services, CRC will focus on psychosocial support to address the widespread fear and trauma caused by the earthquake, and hygiene promotion activities to reduce the transmission of COVID-19, particularly in collective shelters. PSS is provided by trained staff and volunteers through face-to-face contact and dedicated phone lines. Mobile PSS teams visit households in both urban and rural settings and conduct organized activities in collective shelters. As there is a high demand for PSS services, additional staff and volunteers have been recruited in local branches in the earthquake-affected area. Psychosocial support will continue to be provided to CRC staff and volunteers, many of whom live in the earthquake-affected area and are dealing with their own stress and anxiety whilst assisting others.

Activities carried out and planned

- Provide psychological first aid, comfort and reassurance

- Organise daily play and outdoor activities for children, as well as theatre plays and performances with local artists
- Follow up requests for PSS assistance and referrals with home visits
- Conduct PSS training for new CRC staff and volunteers
- Revision and printing of PSS in Emergencies manual
- Printing of PSS manuals for schools and kindergartens
- Regional exchange workshop on PSS in an earthquake response

In this revision of the EA:

a) substantial in-kind donations of PPE (masks, gloves and disinfectant) have been received reducing the amount to be procured; b) Austrian Red Cross will cover the staffing costs of coordinators of PSS activities in 4 local branches as part of their project-based contribution and c) the printing of two PSS manuals for schools and kindergartens has been added



Water, sanitation and hygiene

People targeted: 2,000 people: 1,000 people for hygiene promotion and 1,000 people⁸ for an improved water source.

Male: 1,000

Female: 1,000

Requirements (CHF): 55,000

Proposed intervention

Needs analysis

Some 400 water wells serving up to 1,000 people who remain living in their existing houses or in housing containers in front of their houses around Petrinja and Glina will have their wells checked and the water tested by the Institute of Public Health institutes and, if necessary, chlorinated. CRC will deploy specialized water well sanitation teams in the late spring to clean some 400 water wells, when the number of aftershocks and risk of flooding is expected to decrease. The well cleaning 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 leaflets and provision of information to affected communities. This hygiene and health promotion activities will also cover topic on prevention of communicable diseases for people in collective organized shelters including workshops if applicable.

Activities carried out and planned

- Conduct water tests for wells
- Procurement of a trailer for the CRC sanitation team
- Provide hygiene, tools and cleaning supplies for community areas
- Conduct hygiene and health promotion activities

The Polish Red Cross will cover the costs of one vehicle, WASH equipment and the cleaning of water wells through their project-based contribution

⁸ Assistance for 1,000 people to repair water wells will be provided through a bilateral contribution from Polish Red Cross



Protection, gender and inclusion

People targeted: 500 older people, people living with disability and children

Male: 250

Female: 250

Requirements (CHF): 115,000

Proposed intervention

Needs analysis

Older people and people living with illness and disability, often alone, are in a vulnerable situation due to combined emergencies of the earthquake and COVID-19. Some are attached to their homes and unwilling to relocate regardless of the house damage and may still be waiting for temporary safe shelter to be allocated. Due to COVID-19 restrictions and disruptions to public transport, they have not been able to leave their house to access basic services, medical appointments or transportation to safe accommodation. Immediate response interventions have included home delivery of basic needs, medicines and hot food, transportation to access services and prioritization of space in the collective shelters and for the temporary housing containers to be placed near their damaged homes. Referral pathways have been established so they also receive assistance from PSS teams and to access other support, such as registering for cash assistance, organized tailor-made PSS activities for women in collective shelters and referrals of specific cases.

Activities carried out and planned

- Reunite people who lost contact with family members and help them maintain contact through phone and video calls
- Assist with the registration of people displaced by the earthquake
- Partner with other organisations providing support to specific groups including older people, children, people with mental health issues and families at risk of domestic violence
- Establish child-friendly spaces and activities for children, including educational ones (in partnership with UNICEF and Red Noses Croatia)
- Organise activities for older people in collective shelters and new container settlements

In this revision of the EA:

a) A coordinator of RFL and PSS mobile teams has been added; b) the mobilization costs of 22 PSS-trained staff from headquarters and other local branches has been added; c) the mobilisation of trained RFL and PSS volunteers and staff from headquarters and branches from other parts of Croatia for the month of the operation has been added; d) tailor-made activities for people living in collective shelters, especially for older people, has been added and e) RFL team emergency kits will now be covered by CRC bilateral contributions



Disaster risk Reduction

People targeted: 25,000 school and kindergarten children, their teachers and their local communities

Male: 12,500

Female: 12,500

Requirements (CHF): 675,000

Proposed intervention

Needs analysis

Croatia is prone to disasters including floods and earthquakes, the frequent impact of which highlights the need to ensure that community preparedness and risk reduction measures are implemented alongside relief and recovery interventions. School-based DRR activities address the vulnerability of children and seek to integrate DRR learning into the school curriculum.

Activities carried out and planned

- Provide emergency and first aid education, as well as first aid materials and kits and emergency kits
- Raise community awareness of risk and appropriate actions through community engagement activities and dissemination of Public Awareness and Public Education for DRR: Action-oriented key messages for households and schools.
- Work with affected and vulnerable people to develop and disseminate targeted messages and communication assets (social media materials) for media, volunteers, local and traditional leaders, churches, schools and other stakeholders for bigger community preparedness actions following the Participatory Campaign Planning approach

In this revision of the EA:

- Staffing costs for 2 Public Officers will be reduced from 11 months to 8 months

ENABLING ACTIONS

Influencing others as strategic partners

Requirements (CHF): 50,000

Activities carried out and planned

- Recruit a CRC Humanitarian Coordinator to lead the NGO Forum
- Organise regular meetings of the NGO Forum and PSS Coordination group
- Organise two regional exchange workshops – one with other NS with high risk of earthquakes and one on PSS in earthquakes
- Organise a lessons learned workshop
- Conduct a final evaluation of implemented activities

In this revision of the EA:

a) A Humanitarian NGO Forum coordinator position has been added to the staffing needs and b) a regional exchange workshop with other National Societies to share experiences of an earthquake response has been added.

Strengthening coordination and accountability

Requirements (CHF): 175,000

Activities carried out and planned

- Deploy an Operations Manager through the IFRC Rapid Response mechanism for 3 months
- Deploy an Operations Manager through the IFRC Regional Office for Europe for 3 months
- Provide financial management support to CRC with through a dedicated Finance delegate and in-country visits
- Communicate the Emergency Appeal and updates to partners on a regular basis
- Ensure the supply chain, procurement, fleet, storage and transportation are in accordance with IFRC's standard logistics processes and procedures
- Support CRC to develop a Communications strategy
- Ensure IFRC staff adhere to IFRC security plans and risk mitigation measures are identified and implemented
- Conduct a final evaluation and audit of the operation

In this revision to the EA:

a) The role of Operations Manager will be extended by additional 3 months for a total of 6 months (including three months of rapid response operations manager deployment) and b) there will be a reduction to the number of visits from the Regional Office for Europe

Strengthening National Societies

Requirements (CHF): 940,000

A key priority for the National Society is to ensure the four Red Cross local branches, whose branch buildings were destroyed or badly damaged by the earthquake, continue to provide services to the affected population. CRC has procured office containers to provide temporary facilities for the branches in Petrinja and Glina, and support is still required for the longer-term reconstruction and repairs of the buildings.

Activities carried out and planned

- Deploy key headquarters personnel to support the operation, including an Operations Manager and PRD Officer
- Procure materials and equipment, including vehicles, computers, printers/scanners, for the effective management of the operation
- Provide effective visibility of staff, volunteers, buildings and services of the Croatian Red Cross
- Ensure staff and volunteers have insurance, clothing, training and access to PSS
- Provide temporary container shelter to Glina and Petrinja Red Cross local branches
- Initiate the design and preliminary works for the reconstruction of four Red Cross local branches damaged by the earthquake
- Secure the services of a PR Company to conduct medial scanning, and liaise with the media
- Re-design the CRC website to include a section on the Petrinja earthquake response
- Analyse CRC's disaster management and preparedness capacity through a Preparedness for Effective Response (PER) process
- Conduct a final evaluation and audit of the operation

In this revision of the EA:

a) Some staff costs have been moved to specific sectors for intervention; b) the number of vehicles required has been reduced from two to one; c) CRC visibility (signs and other markings to identify new locations of local branches, warehouses, distribution sites and other services) will be added to the plan; d) the contract with a Public Relations company to support external communications will be extended from 2 to 4 months and e) some costs will now be covered by CRC's domestic fundraising (one headquarters staff position, and mobile phones and laptops for local branch team)

C. FUNDING REQUIREMENTS

International Federation of Red Cross and Red Crescent Societies

REVISED EMERGENCY APPEAL

MDRHR004 - Croatia - Earthquake Funding requirements - summary

LIVELIHOODS AND BASIC NEEDS	825.000
SHELTER	565.000
HEALTH	100.000
WATER, SANITATION AND HYGIENE	55.000
DISASTER RISK REDUCTION	675.000
INCLUSION, GENDER AND PROTECTION	115.000
STRENGTHEN NATIONAL SOCIETY CAPACITIES	940.000
STRENGTHENING COORDINATION AND ACCOUNTABILITY	175.000
INFLUENCE OTHERS AS LEADING STRATEGIC PARTNERS	50.000
TOTAL FUNDING REQUIREMENTS	3.500.000

all amounts in Swiss Francs (CHF)

With some 452,377 Swiss Francs of contributions received, the net multi-lateral needs amount to **2.6 million⁹ Swiss francs**.

⁹ This amount is calculated taking soft pledges into consideration

Contact information

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

In the Croatian Red Cross

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Reference documents



Click here for:

- [Previous Appeals and updates](#)

How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.

Jagan Chapagain
Secretary General
