

# Operation Update Report

## Croatia: Petrinja Earthquake Response

|  |  |
|--|--|
| Emergency appeal n° MDRHR004<br>Operation update n° 1  | GLIDE n° EQ-2020-000241-HRV                                    |
| Date of issue: 22 March 2021   | Timeframe covered by this update:<br>7 January – 12 March 2021 |
| Operation start date: 7 January 2021   | Operation timeframe:<br>12 months, ending 31 December 2021     |
| Funding requirements (CHF): 6,220,000  | DREF amount initially allocated: CHF 384,901                   |
| N° of people being assisted: 80,000  |  |
| <b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The Croatian Red Cross (CRC); International Federation of Red Cross and Red Crescent Societies (IFRC); Albanian Red Cross, Austrian Red Cross, British Red Cross, Federation of Bosnia & Herzegovina Red Cross, Bulgarian Red Cross, Chinese Red Cross, Cyprus Red Cross, Finnish Red Cross, German Red Cross, Icelandic Red Cross, Italian Red Cross, Japanese Red Cross, Liechtenstein Red Cross, Red Cross of the Republic of North Macedonia, Red Cross of Montenegro, Polish Red Cross, Romanian Red Cross, Red Cross of Serbia, Slovenian Red Cross, Spanish Red Cross, Swiss Red Cross and Turkish Red Crescent |  |
| <b>Other partner organizations actively involved in the operation:</b><br>The Government of the Republic of Croatia, the County Headquarter for Crisis Coordination and three local Headquarters for Crisis Coordination for Petrinja, Glina and Sisak, Ministry of Interior, the Civil Protection Directorate, firefighters – local and state, Ministry of Health, Ministry of Economy, Crafts and Entrepreneurship – the State Commodity Reserves, Ministry of Defence, Ministry of Labour, Pension System, Family and Social Policy, Ministry of Foreign Affairs, Croatian Mountain Rescue Service, UNHCR, UNICEF, and national and local NGOs  |  |

### Summary of planned revisions to the emergency plan of action:

As a result of ongoing lessons learned in the first three months of the operation, as well as resource and capacity assessments, IFRC is planning a revision of the Emergency Appeal by the end of March. The revision will include operational changes, the largest of which is the removal of cash assistance grants to 10,000 people, and changes to the budget that reflect CRC's bilateral cash and in-kind contributions. It is estimated that the Emergency Appeal funding requirements will be reduced by nearly CHF 3 million.

Upcoming **operational changes** planned in the revision of the EA:

- The target of 10,000 people to receive unconditional-multipurpose cash grants to address basic needs, and the procurement of financial service provider will be removed from the emergency plan of action, reducing the overall budget by CHF 2,465,300. The disbursement of the one-off cash grants will now be covered by CRC domestic fundraising and bilateral cash contributions.

Nevertheless, given the importance of this cash assistance, the IFRC ROE CVA team will continue to provide the necessary remote or field support if requested and will participate in the lesson learned workshop for the operation. A specific CVA lesson learned workshop could also be considered.

- CRC has recognized that its current capacity to provide hot meals is insufficient. Prior to 12 January when "Pleter Usluge" company, a state-owned company working in the hospitality sector, took over the preparation of hot meals, CRC was using its own field kitchens which only had the capacity to produce up to 200 meals each. New, fully equipped kitchen containers will provide an average of 7,000 hot meals a day, will be added under Shelter in the upcoming revision of the EA to complement the industrial refrigerators (2) and freezers (2) already included in the EPoA.
- 2 vehicles will be replaced by 3 quad bikes for the delivery of humanitarian aid to remote villages as they are more appropriate for the off-road conditions.
- 3 CRC staff positions will be added – a Warehouse Manager for 7 months, a Petrinja Field Coordinator for 7 months and a Humanitarian Coordinator (to lead an NGO Coordination Forum) for 6 months.

- A regional workshop on earthquake response will be included in the revision of the EA.

Upcoming **budget changes** planned in a revision of the EA funding requirements:

- Under **Shelter**, CRC has received a substantial amount of in-kind donations, including 100 electric tent heaters, 300 field beds, 2 5kW generators, 30 2kW generators, 50 table & bench sets, 8 tents for food distribution and tarpaulins from bilateral partners which were included in the mobilization table. The reduction in the EA budget will be offset with 3 additional 'Alaska' tents, a higher specification of oil heaters (already donated by the Finnish Red Cross, please see the received donation in the Mobilization Table [here](#)) and an increase in the furniture and equipment for housing containers.
- Under **Livelihoods & Basic Needs**, 2 new vehicles and 5 forklift trucks will be covered by contributions from CRC bilateral partners. The reduction in the budget will be partially offset by increases in the cost of sorting and packing food and hygiene assistance, and 4 local branch DM Coordinators for 11 months (these staff will be moved to Livelihoods & Basic Needs from Strengthen NS in the upcoming revision of the EA).
- Under **Health**, some PPE and hygiene materials and 4 local branch coordinators of PSS activities will now be covered by contributions from CRC bilateral partners. This will be partially offset by the printing/reprinting of PSS manuals for school and kindergarten children and their teachers.
- Under **WASH**, costs related to the procurement of one vehicle, equipment and running costs of the WASH team for the cleaning of water wells will be covered by contributions from CRC bilateral partners.
- Under **Protection, Gender & Inclusion**, costs related to the procurement of emergency kits for the RFL team will now be covered by contributions from CRC bilateral partners. The reduction in the budget will be offset by the addition of supplies and materials to arrange activities for older people in collective shelters, and community-based protection activities, such as establishing child-friendly spaces.
- Under **Strengthening National Societies**, the budget for volunteer and staff transport and per diem to the operational site will be increased as these were significantly under-estimated at the beginning of the operation; mobile phones and laptops for local branches, one Finance Assistant costs will now be covered by contributions from CRC bilateral partners; and costs associated with developing the Preparedness for Emergency Response (PER) Plan of Action will be reduced.
- Under **Ensure a Strong IFRC**, the level of planned support from ROE will be reduced and the requirement for an in-country Operations Manager is extended.

Due to the modifications in the planned activities, the respective budget lines will be adjusted to reflect the above-mentioned changes in the upcoming revision of the EA and Operational budget. However, planned outcomes, outputs and targets will remain the same (with the exception of cash grant targets) and a Federation-wide approach will be used for Operations Update reports.



Croatian Red Cross providing group activities for children. Photo: CRC

## A. SITUATION ANALYSIS

### Description of the disaster

A strong 6.4 magnitude earthquake struck Croatia on 29 December 2020<sup>1</sup>, 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 has since been followed by more than 693 aftershocks; 14 of which measured between 4.0-4.9 magnitude and 50 between 3.0-3.9 magnitude. 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-size 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 38,000 people whose homes have been assessed as uninhabitable and are now living in temporary accommodation or even in their damaged houses. Most 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 been exacerbated by other issues: the COVID-19 pandemic, three cold waves where temperatures fell to below -10°C, 63 landslides caused by heavy rain and the appearance of 109 sink holes.

The most urgent needs are safe shelter and household items, food, water, hygiene items, transport and psychosocial support.

### Summary of current response

#### Overview of Host National Society

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.

#### National Society response to date:

Immediately following the earthquake, CRC activated the Emergency Operations Centre (EOC). An earthquake incident map was created with 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 victims of 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 (PFA). 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 in Sisak x 2, Glina and Zagreb. The headquarters and 62 local branches across Croatia have deployed staff and volunteers to the operation. Currently, there has been an average of 160 Red Cross personnel deployed on a daily basis: 87 staff from local branches, 10 from headquarters, 60 volunteers in the earthquake-affected area and 3 volunteers in the call centre in Zagreb.

CRC is currently continuing its response with a focus on relief distributions from its own stock and in-kind contributions (hot meals, food packages, hygiene kits) and psychosocial support.

**Table-1 Humanitarian Aid distributed by CRC as of 12 March 2021**  
(Source: CRC Daily report)

| Items                           | Total distributed | Items                           | Total distributed |
|---------------------------------|-------------------|---------------------------------|-------------------|
| Food (tonnes)                   | 902.86            | Blankets (units)                | 3,202             |
| Water (litres)                  | 543,087           | Clothing (units)                | 72                |
| Hot meals – affected population | 544,043           | Generators (units)              | 116               |
| Hot meals – operational staff   | 64,477            | Mattresses & beds (units)       | 407               |
| Hygiene items (kg)              | 186,475           | Baby food & equipment (package) | 7,761             |
| Heaters (units)                 | 3,330             | Animal feed (package)           | 2,193             |

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. Immediately after the earthquake this

<sup>1</sup> <https://www.usgs.gov/news/magnitude-64-earthquake-croatia>

included 737 people in five shelters, one in Glina (82 people), three in Sisak (282 people) and one in Petrinja (373 people).

**Table-2 Number of people registered in collective shelters as of 12 March 2021**  
(Source: CRC Restoring Family Links)

| Location   | # people   |
|--|------------|
| Sisak – Sobe Gojani  | 23         |
| Sisak – Sobe Sisak Stan  | 24         |
| Sisak – Stanovi Sisak Stan   | 9          |
| Petrinja – Predrag Matanović barracks  | 50         |
| Topusko - hotel  | 147        |
| Housing containers and prefabricated houses in organised container settlements | 422        |
| <b>TOTAL</b>   | <b>675</b> |

CRC has also registered people who sought safety from the impact of the earthquake in other parts of Croatia. As of 12 March, 2,892 people have been displaced within the area of 75 CRC local branches which are providing them with material and PSS assistance. In addition, the RFL has responded to 75 tracing requests from people looking for family members and has arranged 475 phone/video calls connecting families.

The CRC has a 24/7 toll-free phone line that directs callers affected by the earthquake to request food and medicine deliveries, PSS assistance or for general enquiries to the CRC call centre at the national headquarters. The call centre, operated by a team of psychologists, social workers and behavioural scientists, provides information on temporary accommodation, distributions, transportation as well referrals to the CRC PSS and RFL mobile teams and referral information for external organisations. Immediately following the earthquake, the call centre received some 300 calls per day before reducing to an average of 30 calls a day throughout January. Since mid-February and the end of the registration period for the cash grants, calls have increased up to 240 a day, with 90% related to cash disbursements. As COVID-19 restrictions are being slowly relaxed in Croatia and volunteers are returning to their regular jobs and studies, the call centre has reduced its operating hours at night and weekends as well as the number of volunteers for each shift.

CRC launched a domestic fundraising appeal. By 12 March, HRK 50,099,597 (CHF 7.26m) has been raised, all of which has been used for cash assistance. The value of in-kind donations collected by CRC headquarters and local branches is HRK 80,790,216 (CHF 11.7m).

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. More than 34,580 applications were registered with 31,939 approved for payment. Cash grant disbursements commenced on 26 February with HRK 50,178,100 (CHF 7.27m) already disbursed.

#### Overview of Red Cross Red Crescent Movement in country

On 7 January 2021, IFRC released a DREF for 384,901 Swiss francs, a loan to the Emergency Appeal. 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<sup>th</sup> January for three months through the rapid response mechanism.

#### Bilateral assistance – cash and in-kind:

- Bilateral cash contributions to CRC have raised a total of **CHF 527,000**. Of this, CHF 356,000 came from members of the “**Neighbours Help First**” network, comprising 17 member and 5 observer Red Cross Societies (EUR 220,900 from Slovenian Red Cross alone). There were two additional project-based contributions by Austrian RC and Polish RC, also members of NHF network:
  - Austrian Red Cross – EUR 215,000 to support PSS services, in-kind assistance/shelter needs and operational costs
  - Polish Red Cross – EUR 223,000 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 (60m<sup>2</sup>)
- Red Cross of Montenegro launched a national appeal for financial assistance, 100 heaters, 100 mattresses, 100 bed linen, 500 winter jackets; 500 heaters, 500 electric kettles, 100 extension cords, 60 plastic shelves, 220 pairs winter boots, 500m<sup>2</sup> tarpaulin and 500 packs washing detergent. From 16-24 February, a 6-person team deployed to Petrinja to provide support in logistics, PSS, first aid and distribution of humanitarian assistance.

#### Overview of non-RCRC actors in country

Within 24 hours of the earthquake, the Civil Protection Directorate activated the **National Headquarters on Civil Protection**, of which CRC is a member 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.

On 4 January, the government declared a state of emergency for affected areas of Sisak-Moslavina, Zagreb and Karlovac counties which is still in place. The government launched an Earthquake Relief Fund, with proceeds going directly into the state budget to support the relief and reconstruction effort.

**Table 3: Government disbursements to earthquake-affected area**  
(Source: National Headquarters)

| Authority  | Amount                  | Description   |
|--|-------------------------|---|
| Government of the Republic of Croatia                        | HRK 120m<br>(CHF 17.4m) | Reconstruction funds for Sisak-Moslavina county (HRK 100m), Zagreb county (HRK 10m) and Karlovic county (HRK 10m) |
| Ministry of Labour, Pension System, Families & Social Policy | HRK 120m<br>(CHF 17.4)  | One-off financial assistance – HRK 2,500 for one-person HH; HRK 3,500 for 2 or more person HH                     |
|  | HRK 64m<br>(CHF 9.3m)   | Furlough payment for small/medium businesses (earthquake & COVID-19)  |
| Ministry of Public Works                                     | HRK 19m<br>(CHF 2.7m)   | Infrastructure repairs  |
| Ministry of Croatian Veterans                                | HRK 11m<br>(CHF 1.6m)   | Social assistance   |
| Department of Agriculture                                    | HRK 10m<br>(CHF 1.4m)   | Livestock feed, transport of livestock and disposal of dead animal bodies   |
| Environment Protection Fund                                  | HRK 50m<br>(CHF 7.2m)   | Debris collection from collapsed buildings  |

Communication services throughout the earthquake-affected area has been improved with the construction of 6 mobile transmitters and 65 transformer stations. Nearly 60,000 HH have been exempted from paying for electricity for three months.

Since 8 January, at the government's request, CRC has been leading the coordination of national and local NGOs active in the response in an **NGO Coordination Forum**. CRC has recruited a Humanitarian Coordinator for six months, co-funded with ADRA Hrvatska, Association for the Promotion of IT, Culture & Coexistence (IKS), Serbian National Council (SNC) and SOLIDARNA. Other members include ALD Sisak, Udruga slijepih SMŽ, Zaklada Zamah, Merhamet, Zadruga za Etično Financiranje, PGP Sisak, Ljudi za Ljude, Suncocret, UNICEF and the Red Cross local branches of Glina, Sisak, Petrinja and Hrvatska Kostajnica. Coordination meetings take place weekly in Petrinja.

Also, at the government's request, CRC established a **Psychosocial Support Coordination group**, gathering representatives of civil society organizations, initiatives and institutions involved in provision of psychosocial support to the affected population. Ombudsman and Ombudsman for children are part of the coordination which enables the coordination group to advocate on noticed coping difficulties, not always related to the sector but causing psychosocial difficulties. Other organizations regularly participating at the meetings are Hrvatska ADRA, local Centers for Social Services, Association for Psychological Assistance, Luč, Mol Directorate, Suncokret, Inicijativa Stručna psihosocijalna pomoć, Sociativa Nova and Korak dalje. To date, 7 coordination meetings have taken place on a weekly basis, with meetings providing an opportunity to exchange experiences, challenges and best practice and to establish a common model of cooperation.



Croatian Red Cross personnel on household visit. Photo: CRC

## Needs analysis and scenario planning

### Needs analysis

Current urgent needs, based on data shared by the Government of the Republic of Croatia, CRC assessments and observations, are in the areas of shelter, food, hygiene, protection and PSS. These may change as the situation develops.

For a detailed initial analysis on needs, please refer to the EPoA [here](#). An updated needs analysis will be available in the upcoming Emergency Appeal revision.

A structural building assessment is ongoing. Authorities have so far received 49,167 reports of damaged buildings of which 38,737 buildings (78.8%) have been assessed. 4,442 (11.5%) are classified as uninhabitable (red category) and 8,354 (21.5%) as temporarily uninhabitable (yellow category). Screened buildings also include multi-apartment buildings that are counted as one building although they were home to many families.

**Table 4 Screening of damaged buildings in Sisak-Moslavina earthquake up to 12 March 2021**

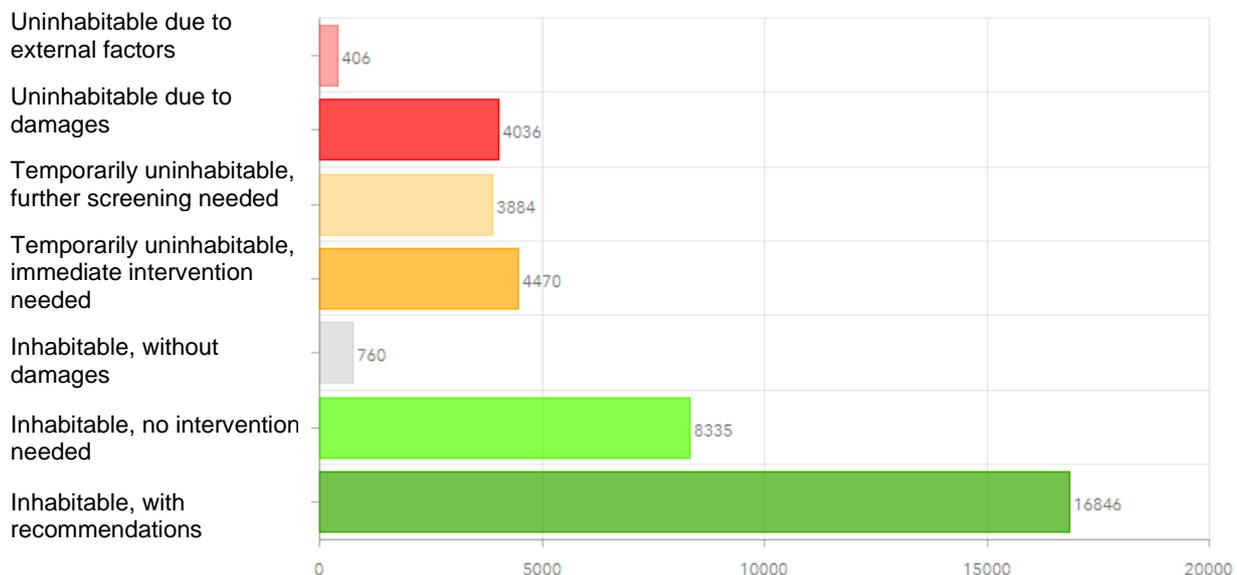
(Source: <https://www.hcpi.hr/>)

**Number of applications**

**49167**

**Number of buildings inspected**

**38737**



By 12 March 2021, 253 people are living in temporary collective shelters (solid buildings) and 422 people in organised collective shelters (200 housing containers and prefabricated houses). A total of 1,958 housing containers have been installed and linked to utilities (1,719 provided by the authorities and 239 provided by private donors) located in organised shelter settlements and next to destroyed or damaged houses. A number of container settlements for people who were living in destroyed or damaged apartment buildings are still under construction, with 340 containers in 13 locations in place so far (of which only 200 containers have been occupied to date). In addition, 2,892 people are registered as moving away from the earthquake-affected area to other parts of Croatia.

The government has published the procedures for the removal of buildings, construction of replacement family houses, payment of financial assistance for temporary protection of buildings, financial assistance for renovation and financial assistance ahead of the construction of a replacement family house<sup>2</sup>, including deadlines:

- **June 30, 2021** for financial assistance for the costs of preparing the main project for the reconstruction of the earthquake-damaged existing building, and which payment can be made after the submission of the final report of the supervising engineer
- **December 31, 2021** for financial assistance for temporary earthquake protection of an existing building
- **December 31, 2021** to remove the earthquake-damaged building

<sup>2</sup> Prikaz postupka prema Zakonu o obnovi zgrada i podzakonskim aktima (Review of the procedure according to the Law on Renovation of Buildings and bylaws)

- **December 31, 2025** to remove the earthquake-damaged family home
- **December 31, 2025** for the construction of a replacement family home
- **December 31, 2025** for financial assistance instead of building a replacement family home
- **December 31, 2027** for the structural renovation of the building
- **December 31, 2027** for financial assistance for the structural renovation of the building
- **December 31, 2030** for a complete renovation of the building.

Four local Red Cross branch buildings were badly damaged by the earthquake. The branch offices and other buildings in Sisak, Petrinja, Glina and Hrvatska Kostajnica will all need total reconstruction or significant repairs. The cost is estimated at CHF 2,138,000:

**Table 5 Summary of damage to CRC local branches**

| Local branch                                      | Building            | Area                 | Remarks   | Estimated cost (HRK) |
|---|---------------------|----------------------|---|----------------------|
| City Society of the Red Cross Sisak               | Office              | 250m <sup>2</sup>    | Partial collapse of the roof due to the collapse of the adjacent building | 1,875,000            |
|   | Warehouse           | 350m <sup>2</sup>    | Minor damage, needs renovation  | 1,400,000            |
|   | Distribution centre | 20m <sup>2</sup>     | Minor damage  | 50,000               |
| City Society of the Red Cross Petrinja            | Office              | 250m <sup>2</sup>    | Demolition and reconstruction required                                    | 2,875,000            |
|   | Warehouse           | 200m <sup>2</sup>    | Front of the building collapsed   | 2,300,000            |
| City Society of the Red Cross Glina               | Office              | 335.98m <sup>2</sup> | Demolition and reconstruction required                                    | 3,863,770            |
|   | Warehouse           | 207.74m <sup>2</sup> | Demolition and reconstruction required                                    | 2,389,010            |
| City Society of the Red Cross Hrvatska Kostajnica | Office              | 200m <sup>2</sup>    | No damage to the interior but the whole building may need demolishing     | 0                    |
|   | Warehouse           | 100m <sup>2</sup>    |   | 0                    |
| <b>TOTAL</b>                                      |                     |                      |   | <b>14,752,780</b>    |

It will cost an additional CHF 30,500 to replace furniture and office equipment, and CHF 41,500 to replace IT and communication equipment. Containers, which are currently under procurement through the Emergency Appeal resources, will provide office space in the short-term for each of the local branches until the buildings are reconstructed or repaired.

### Scenario Planning

| Scenario  | Humanitarian consequence  | Potential Response  |
|---|---|---|
| Prolonged aftershocks further damaging infrastructure   | Need for search and rescue, first aid, additional temporary and longer-term safe shelter, trauma support, essential health services | First aid<br>Distribution of food, household items and cash, PSS and RFL services<br>(Primary health services to be covered by public health authorities)   |
| Insufficient PPE and lack of information combined with a high number of people in temporary shelters  | Higher risk of exposure to COVID-19   | Distribution of PPE. Hygiene promotion, risk communication messaging that explains the nature of the risk, how it is transmitted and what the individuals can do to prevent infection; advocacy to the local authorities ensuring there is a referral system in place for suspected cases, as well as prioritisation for vaccination. |
| Delayed recovery due to two combined emergencies (COVID-19 and earthquake) that requires competing coping measures – earthquake recovery needs more social contact whilst COVID-19 requires reduced social contact. | Prolonged need for humanitarian response<br>Vulnerable groups (i.e. older people) may be in high risk of exposure to COVID19.       | PSS, referral to relevant stakeholders, relevant information provision  |

### Operation Risk Assessment

The trauma caused by the earthquake has been exacerbated by subsequent aftershocks, cold weather, landslides and the emergence of more than 100 sink holes in some areas. 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 exacerbated by the lack of suitable 4WD and off-road vehicles to navigate the difficult terrain. The procurement of more vehicles is included in the Emergency Appeal, but assured funding is required before the procurement can be initiated.

Aftershocks may cause people to migrate away from the area, making it difficult to keep track of them when following up with relief distributions and PSS support. 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. OPERATIONAL STRATEGY**

### **Proposed strategy**

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, Glina, Sisak and Hrvatska Kostajnica and their surroundings.

Based on assessment information, targeted groups include people whose homes were damaged (collapsed, severely damaged or uninhabitable until repairs are completed) and are vulnerable due to a low level of income, living in a remote rural local with limited transport, household composition (older people, disability, families with more than 3 children as well as families with small children), and people in need of psychosocial support.

Initially up to 80,000 people were targeted with Shelter, Health/PSS, WASH, Livelihoods and basic needs including cash assistance, Protection, Gender and Inclusion and Disaster Risk Reduction activities. Due to the evolving context and the needs, CRC's domestically raised funding and received in kind donations, some of these sectors are and will be covered by CRC national fundraising resources and will be excluded from the funding requirements in the upcoming revision of the emergency appeal. However, the progress among those sectors and / or activities will still be reported as part of the CRC overall response.

During their regular meetings, the NGO and PSS coordination forums are conducting capacity and gap analyses to reduce duplication of resources and address any gaps in services, as well as common methodologies and best practice.

The focus of the operation will be on the areas of Sisak-Moslavina county, Zagreb county and Karlovac county, prioritizing the areas covered the CRC branches of Petrinja, Glina, Sisak and Hrvatska Kostajnica.

## C. DETAILED OPERATIONAL PLAN

Results marked with an asterisk (\*) are reflecting results reached through the joint efforts of CRC domestic resources and support from IFRC Movement partners.

|   | <p><b>Shelter</b></p> <p><b>People reached: 3,675</b></p> <p>Male: 50%</p> <p>Female: 50%</p>   |        |        |        |  |       |       |
|--|---|--------|--------|--------|--|-------|-------|
| <p><b>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</b></p>   |   |        |        |        |  |       |       |
| <b>Indicator:</b>  | <table border="1"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%;">Target</th> <th style="width: 20%;">Actual</th> </tr> </thead> <tbody> <tr> <td>People are provided with temporary shelter</td> <td style="text-align: center;">7,500</td> <td style="text-align: center;">3,675</td> </tr> </tbody> </table> |        | Target | Actual | People are provided with temporary shelter | 7,500 | 3,675 |
|  | Target  | Actual |        |        |  |       |       |
| People are provided with temporary shelter   | 7,500   | 3,675  |        |        |  |       |       |
| <p><b>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families</b></p>  |   |        |        |        |  |       |       |
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| People are assisted with household items   | 7,500   | 3,675  |        |        |  |       |       |
| <p><b>Progress towards outcomes</b></p>  |   |        |        |        |  |       |       |
| <p>At least some 675 affected people who are sheltered in solid building shelters and container collective shelters together with a further 3,000 people in 1,000 housing containers in front of their houses have received assistance with furniture, equipment and household items. Even more people have been assisted so far but precise data on the last still have to be aggregate by the CRC field teams. Once the planned shelter container settlements have been established by the authorities, CRC field teams will conduct new needs assessment to verify what items are still needed as well as the quantity of plastic vestibules/canopies for housing containers (to provide a winter foyer/artic entry and heat/sun protection for containers).</p> <p>The Finish Red Cross contributed the following items from the mobilisation table for a total of EUR 85,976.69 – one Rubb hall tent (cc. 240 m2) and 10 oil heaters, delivered on 24 February 2021.</p> <p>3,330 heaters, 3,202 blankets, 116 generators, 407 beds and mattresses from donated in-kind items have so far been distributed to people who are living in collective shelters, in housing containers in front of their damaged houses or have moved into collective shelters. Since there have been so many in-kind donations of household items received to date, the procurement of items under this plan has yet to start.</p> <p>CRC has established distributions centres in Sisak, Glina, Petrinja and Hrvatska Kostajnica. As the response from the general public, local and national business has been so overwhelming, additional capacity has been needed to receive, sort and temporarily store the donated items whilst needs assessments were conducted. Many of the items will be distributed in the container settlements which are under construction.</p> <p><i>CRC has so far received in-kind donations of 100 electric tent heaters, 300 field beds, 2 5kW generators, 30 2kW generators, 50 table &amp; bench sets, 8 tents for food distribution and tarpaulins from bilateral partners that were in the mobilisation table. The reduction in the upcoming revision of the EA funding requirements will be offset with 3 additional 'Alaska' tents, an increase in the unit cost of oil heaters, an increase in the furniture and equipment for housing containers.</i></p> |   |        |        |        |  |       |       |



## Livelihoods and basic needs

People reached: 30,200

Male: 50%

Female: 50%

### Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

| Indicators:                                  | Target | Actual |
|--|--------|--------|
| People are provided with basic needs support | 35,000 | 30,200 |

### Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

| Indicators:   | Target | Actual |
|---|--------|--------|
| People are provided with food and in-kind basic needs support | 25,000 | 30,200 |

### Output 1.2: People are provided with unconditional/multipurpose cash grants to address their basic needs\*

| Indicators:   | Target | Actual |
|---|--------|--------|
| People are supported with one-off multipurpose cash grant | 10,000 | 31,939 |

### Progress towards outcomes

Initially there were blanket distributions of food and hygiene packages across the earthquake-affected areas. An estimated 27,400 people received humanitarian aid at this time in the earthquake-affected area as well as around 2,800 people displaced to other areas of Croatia who have been assisted by 75 local branches.

Since the earthquake, CRC has been distributing an average of 7,400 hot meals every day for people, and basic household items such as heaters, blankets, beds and mattresses for up to 50 people a day.

Since late February the local branches of Sisak, Glina, Petrinja and Hrvatska Kostajnica have been drawing up distribution lists of those who are still in need of humanitarian aid and longer-term assistance, including people in collective shelters and container settlements.

Four coordinators for branch DM activities have been recruited to increase the capacity of the 4 local branches in the affected area.

Registration for cash assistance took place from 29 January to 19 February. 34,580 applications were received, of which 31,939 were approved, with a total of HRK 50,178,100 (CHF 7.27m) disbursed to 10,506 single households and 21,433 to households of two or more people.

Initially 30,000 people were planned to be covered by CRC domestic fundraising and up to 10,000 people under this Emergency Appeal, with an initially planned transfer value of CHF 246 per person. At the end of registration, CRC applied a transfer value of HRK 900 (CHF 130) for households of one person and HRK 1,900 (CHF 275) for households of two or more people; calculations based on the amount of cash raised domestically and the number of approved applications. As this did not reflect the minimum expenditure basket calculated at the outset of the operation, the target of 10,000 cash grants will be removed from the Emergency Appeal, a total of CHF 2,460,000 as well as the procurement of financial services provider. These costs are now fully covered by CRC domestic fundraising and bilateral cash contributions.

The CVA ROE team will follow up on the cash assistance through remote or in-country support and participating in the related lesson learned workshops.

*Costs related to cash grants for 10,000 people and financial service providers have been covered by CRC domestic fundraising. 2 new vehicles and 5 forklift trucks will be covered by CRC bilateral partners but together with vehicles initially planned in other sections of the EA the total reduction of vehicles is 5 vehicles to be covered by other funds outside EA. The reduction in the revised EA budget will be partially offset by increases in the cost of sorting and packing food and hygiene assistance, the addition of fully equipped kitchen containers for the preparation of hot meals, and 4 local branch DM Coordinators for 11 months and one Humanitarian Coordinator for 6 months. Overall, there will be a reduction of CHF 2,374,000 in this sector of the upcoming revision of the EA funding requirements.*



## Health

People reached: 2,951

Male: 50%

Female: 50%

### Outcome 1: Transmission of diseases of epidemic potential is reduced

| Indicators:   | Target | Actual |
|---|--------|--------|
| People are assisted with PPE, risk communication and CEA activities | 1,000  | 0      |

### Output 1.1: Community-based disease control and health promotion is provided to the target population

| Indicators:        | Target | Actual |
|--------------------|--------|--------|
| People receive PPE | 1,000  | 0      |

### Outcome 2: The psychosocial impacts of the emergency are lessened\*

| Indicators:  | Target | Actual |
|--|--------|--------|
| People affected by the earthquake receive PSS services | 10,000 | 2,951  |

### Output 2.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff\*

| Indicators:                                      | Target | Actual |
|--|--------|--------|
| PSS services provided to the affected population | 30,000 | 11,386 |

### Progress towards outcomes

Psychosocial problems and suffering of both individuals and families, as well as whole communities were identified through the following **reactions**: fear of repeated earthquakes; loss of home (many in the area previously lost their house during the war); anxiety due to uncertain future; perceived unfair distribution of aid and shelter; fear of being left alone with limited resources (which are already short from their perspective); bitterness towards the government, both local and national, but also to the Red Cross and other humanitarian organizations; hopelessness due to the slow reconstruction process; exhaustion, helplessness due to prolonged stress; sleeping problems; constant alertness; anger; lack of energy; links among people and community support network are poor and need to be rebuilt.

The services provided by the CRC mobile outreach teams, working in coordination with the Association for Psychological Assistance, have included a full range of assistance – psychological first aid; psycho-education; reduced stress reactions; practical assistance and humanitarian aid based on direct needs assessment; comfort and reassurance; supported people to take action and regain control of their lives; encouraged social support of family, friends and the community; provision of relevant information and prevention of rumors; referral to other organizations and institutions. The mobile teams identified some people during needs assessment visits of remote villages, but acted mostly on a notification basis, e.g. they were called by other teams visiting people be it from the CRC, other organizations working in the area and from the volunteers' team working in the CRC call centre.

CRC PSS teams have been providing services 7 days a week since the earthquake. Of the 2,951 people assisted, 2,821 people received visits and 130 people were reached over the PSS support line. Activities initially focused on collective centres in Petrinja, Sisak, Glina and Topusko together with visits from mobile teams to remote villages. More recently container settlements in Sisak and Petrinja have been visited on a daily basis. As COVID-19 restrictive measures are still in place, activities have been mostly individual or family oriented.

Support for children has included daily play, first aid and outdoor activities. Theater plays and performances have been organized with local artists.

Psychosocial support has also been provided to **staff and volunteers**, as many of them felt exhausted after many days of continuous pressure and long working hours. Through psychoeducation, daily operational debriefings, individual and group support sessions a better working environment has been created. However, much more work is needed to set up adequate and sustainable system of care for helpers. A psychosocial support session was organized for **27** spontaneous volunteers in Petrinja to prevent further distress as many of them had been directly affected by the earthquake. A total of **81** staff and volunteers have been supported through group and individual sessions.



Costs related to the procurement of PPE and hygiene materials and 4 local branch coordinators of PSS activities will now be covered by CRC bilateral partners. This will be partially offset by the printing/reprinting of PSS manuals for school and kindergarten children and their teachers. Overall, there will be a reduction of CHF 116,000 in this sector of the upcoming revision of the EA funding requirements.



## Water, sanitation and hygiene

People reached: 0

Male: 0

Female: 0

### Outcome 1: Immediate reduction in risk of waterborne and water-related diseases in target communities in the recovery phase

| Indicators:   | Target | Actual |
|---|--------|--------|
| People reached with key messages to promote personal and community hygiene          | N/A    | 0      |
| % of people who state the hygiene promotion activities were relevant to their needs | N/A    | 0      |

### Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

| Indicators:                                    | Target | Actual |
|--|--------|--------|
| People reached by hygiene promotion activities | 1,000  | 0      |

#### Progress towards outcomes

Activities will commence when more people have moved into housing containers and container settlements.

### Outcome 2: Sustainable reduction in risk of waterborne and water-related diseases in targeted communities in the recovery phase

| Indicators:  | Target | Actual |
|--|--------|--------|
| People are provided with safe water services that meet agreed standards according to specific operational and programmatic context | 1,000  | 0      |

### Output 2.2: Community managed water resources giving access to safe water is provided to target population\*

| Indicators:   | Target | Actual |
|---|--------|--------|
| People are provided with access to an improved water source | 1,000  | 0      |
| Water wells are tested and cleaned                          | 400    | 0      |

#### Progress towards outcomes

On 24 February, the Sisak-Moslavina County Public Health Institute reported that water from the main water supply was safe for human consumption. However, this assurance is not yet in place for people who are not connected to water supply network and instead are using water from wells.

Activities to repair and clean water wells that are not connected to the main water supply are planned to commence in June/July.

The Finish Red Cross contributed an item from the Mobilization Table – a trailer for a 4WD vehicle to be used for WASH activities, delivered to CRC on 24 February 2021.

Costs related to the equipping and running costs of the WASH team will now be covered by CRC bilateral partners, with a reduction of CHF 168,000 in this sector of the upcoming revision of the EA funding requirements.



## Protection, Gender and Inclusion

People reached: >3,800

Male: 45%

Female: 55%

### Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable

| Indicators:   | Target | Actual |
|---|--------|--------|
| Older people, disabled and children have access to food, medical supplies and public services | 500    | >500   |

### Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors\*

| Indicators:   | Target | Actual        |
|---|--------|---------------|
| People displaced to other areas in Croatia provided with PGI services | N/A    | 2,892         |
| Number of services provided to people in temporary accommodation      | N/A    | 475           |
| People supported with delivery services                               | N/A    | Not yet known |
| People supported with transportation services                         | N/A    | Not yet known |
| At-risk people using referral services                                | N/A    | 0             |

### Progress towards outcomes



As of 12 March, 2,892 people were registered as moving to other parts of the Croatia from the earthquake-affected area are now living with family and friends or in rented accommodation, which is the highest number registered so far. Their location falls within the operational area of 75 local branches from whom the displaced can access CRC services, such as basic needs items and PSP services.

CRC's RFL team has been assisting people to maintain contact with their families. 475 'Safe and Well' phone and video calls for people accommodated in the collective shelters and in remote villages with no or poor phone connections. Most of the users of this service were older people whose homes were destroyed or badly damaged and were evacuated with no regular means of communication.

The RFL team has distributed 64 phone cards and 17 mobile phones and chargers to people who either didn't own a mobile phone before the earthquake or didn't have the means to replace theirs which was lost whilst fleeing from their homes. Older people, who have never used a mobile phone before, have been taught how to use

it.

A total of 75 tracing requests were received, 68 from within Croatia and 7 from overseas. The RFL team was able to provide information by checking the list of evacuated persons or from active tracing in the field. RFL updates were shared with the Red Cross/Red Crescent Family Links Network.

Interventions such as tailored support and referrals have been done for and with children, older people, people living in poverty, people with previous mental health issues and families at higher risk of domestic violence, usually in cooperation with Center for Social Service, in order to complement efforts and achieve a better outcome.

CRC signed an MoU with Red Noses Croatia to work together to support older people, children and children with disabilities. 2 workshops were organized for 40 volunteers from the 4 local branches, and visits made to 8 kindergartens, 4 schools and all collective centers.

CRC and UNICEF signed an MoU for the establishment of between 3-7 child-friendly spaces for the protection of children, adolescents and young adults. UNICEF will provide Early Childhood Development (ECD) and recreational kits and school-in-the-box as well as furniture, didactic toys and other materials. CRC will ensure a sufficient number of staff and volunteers trained in child safeguarding principles and mechanisms, including personnel from associate organisations working with children. The child-friendly spaces will act as areas that ensure timely identification and referral to child protection services, access to informal education and early child development.

Costs related to the procurement of emergency kits for the RFL team will now be covered by CRC bilateral partners. The reduction in the upcoming revision of the EA funding requirements will be offset by the addition of supplies and materials to arrange activities for older people in collective shelters, and community-based protection activities.



## Disaster Risk Reduction

People reached: 88

Male: 50%

Female: 50%

### Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster

| Indicators:   | Target | Actual |
|---|--------|--------|
| People reached through activities in communities, kindergartens and schools | 25,000 | 88     |

#### Output 1.1: Schools take active steps to strengthen their preparedness for timely and effective response to disasters

| Indicators:                                 | Target | Actual |
|---|--------|--------|
| Schools with an earthquake contingency plan | 60     | 0      |

#### Progress towards outcomes

The CRC PSS team arranged psychosocial support sessions combined with the disaster risk reduction education for teachers in two schools in Sisak and one school in Dvor. A total of **88** teachers participated. Feedback was very positive as their knowledge improved to support children in case of a strong earthquake. This is a preliminary training with planned activities yet to commence properly, and subject to available funding.

*Costs related to the salaries of two CRC Public Officers to develop and disseminate DRR messages to communities will be reduced from 11 months to 8 months. Overall, there will be a reduction of CHF 13,000 in this sector of the upcoming revision of the EA funding requirements.*

## Strengthen National Society

### Outcome S1.1: National Society capacity building and organisational development objectives are facilities to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform

| Indicators:  | Target | Actual |
|--|--------|--------|
| CRC staff and volunteers, who when asked, agree that this operation has enhanced the National Society's operational capacities | 80%    | 0      |

#### Output S1.1.4: National Societies have effective and motivated volunteers who are protected

| Indicators:  | Target | Actual |
|--|--------|--------|
| Volunteers recruited and deployed to the affected area | 250    | 260    |

#### Output S1.1.6: National societies have the necessary corporate infrastructure and systems in place

| Indicators:  | Target | Actual |
|--|--------|--------|
| Red Cross local branches sheltered and equipped for provision of assistance to the affected population | 4      | 0      |

#### Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

| Indicators:  | Target | Actual |
|--|--------|--------|
| People with whom the human capacity of CRC is enhanced (5 coordinators, 1 PR Officer, 1 CVA coordinator) | 7      | 7      |
| PER assessment to assess and analyse disaster management and disaster preparedness capacities            | 1      | 0      |

#### Progress towards outcomes

Every day, there have been between 19 – 160 volunteers deployed to the operation. Most of these are trained volunteers from local branches within the earthquake-affected area and other branches across Croatia. Up to 300 spontaneous volunteers have also been active on any given day.

Induction training has been provided to 11 new employees, which included some personnel seconded under the government's Public Works scheme.

Containers are under procurement to provide short-term office space for the four local branches affected by the earthquake, with delivery expected in mid-March.

81 staff and volunteers, and 27 spontaneous volunteers, received psychosocial support through group and individual sessions.

In mid-January, CRC appointed a Public Relations company to support their external communications. The company has engaged in media scanning, written 10 press releases which were published by press and online media, prepared press conferences, designed visual materials, and developed updates for the CRC website (<https://www.hck.hr/>).

*Costs related 12 mobile phones and 6 laptops for local branches, and the support of one Finance Assistant for 6 months will be covered by CRC bilateral partners; and two vehicles will be replaced by quad bikes (and moved to Livelihoods & Basic Needs sector). This will be offset by an increase in staff and volunteer transportation and per diems and the extension of the contract with a PR company to manage external communication. Overall, there will be a reduction of CHF 19,000 in the upcoming revision of the EA funding requirements.*

## International Disaster Response

**Outcome S2.1: Effective and coordinated international disaster response is ensured perform**

**Output S2.1.1: Effective and respected surge capacity mechanism is maintained**

| Indicators:   | Target | Actual |
|---|--------|--------|
| IFRC missions to CRC field operation and headquarters | 21     | 2      |

**Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved**

| Indicators:   | Target | Actual |
|---|--------|--------|
| Data collected from affected communities through post-distribution monitoring:                            |        |        |
| % target population satisfied with the support received   | 60%    | 0%     |
| % target population satisfied with the level of consultation information and involvement in the operation | 60%    | 0%     |

### Progress towards outcomes

Technical assistance by IFRC ROE has been provided by the deployment of a Communications officer and a Senior Officer, Partnership & Resource Development in the first week of the disaster.

An IFRC Operations Manager was deployed to Croatia on 26 January for three months through the rapid response mechanism. This role will be extended through short term deployment for an additional 3 months; profile to be developed.

*Costs related to the deployment of an in-country Operations Manager will be increased, which will be offset by a reduction in the number of technical missions from ROE. Overall, there will be an increase of CHF 21,600 in the upcoming revision of the EA funding requirements.*

## Influence others as leading strategic partner

**Outcome S3.1: The programmatic reach of the National Society and IFRC is expanded**

**Output S3.2.3: National Societies are supported in resource and partnership development (from both domestic markets and foreign sources)**

| Indicators:  | Target | Actual |
|--|--------|--------|
| Final evaluation and lessons learned workshops organised | 2      | 0      |

### Progress towards outcomes

The new position of Humanitarian coordinator has been recruited for 6 months to lead the coordination of NGOs active in the response.

*The new Humanitarian coordination role and an additional regional workshop on earthquake response will be included in the revision of the EA. Overall, there will be an increase of CHF 22,084 in the upcoming revision of the EA funding requirements.*

## Effective, credible and accountable IFRC

**Output 4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders**

| Indicators:                        | Target | Actual |
|------------------------------------|--------|--------|
| Financial reports produced on time | 100%   | 0      |

**Output S4.1.4: Staff security is prioritized in all IFRC activities**

| Indicators:  | Target | Actual |
|--|--------|--------|
| CRC staff and volunteers aware of security regulations | 100%   | 100%   |

### Progress towards outcomes

Nil to report.

*The number of IFRC finance missions will be reduced from 4 to 2 and the deployment of a IFRC Finance delegate will be reduced from 10 months to 6 months. Overall, there will be a reduction of CHF 41,500 in the upcoming revision of the EA funding requirements.*

## D. Financial report

Please click [here](#) to see the interim financial report.

## Contact information

### Reference documents



Click here for:

- [DREF](#)
- [Emergency Appeal](#) (the Emergency Plan of Action (EPoA) is accessible from the EA document)

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

#### In the Croatian Red Cross

- Robert Markt, Executive President, phone +385 1 4655 (ext 106); email: [Robert.markt@hck.hr](mailto:Robert.markt@hck.hr)
- Anna-Maria Radić, Head of EU Department; phone +385 1 4655 814; [anna-maria.radic@hck.hr](mailto:anna-maria.radic@hck.hr)

#### In the IFRC Regional Office for Europe

- Seval Guzelkilinic, Head of Disaster Climate and Crisis ; phone +36 70 430 65 02; [seval.guzelkilinic@irc.org](mailto:seval.guzelkilinic@irc.org)

#### For IFRC Resource Mobilization and Pledges support:

- Andrej Naricyn, Head of Partnerships and Resource Development; [Andrej.naricyn@ifrc.org](mailto:Andrej.naricyn@ifrc.org)

#### For In-Kind donations and Mobilization table support:

- Aysegul Bagci, Advisor, Global Logs&Supply Chain Mgt, +41-78-915 0936, [aysegul.bagci@ifrc.org](mailto:aysegul.bagci@ifrc.org)
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#### For Performance and Accountability support (planning, monitoring, evaluation and reporting enquiries)

- Dorottya Patko, PMER Manager, [dorottya.patko@ifrc.org](mailto:dorottya.patko@ifrc.org)

#### In IFRC Geneva

- Antoine Belair Senior Officer - Operations Coordination – Response and Recovery: [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

## 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.

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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.**

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# Emergency Appeal

INTERIM FINANCIAL REPORT

| Selected Parameters |            |           |          |
|---------------------|------------|-----------|----------|
| Reporting Timeframe | 2021/01-02 | Operation | MDRHR004 |
| Budget Timeframe    | 2021/1-12  | Budget    | APPROVED |

Prepared on 18 Mar 2021

All figures are in Swiss Francs (CHF)

## MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Dec 2021; appeal launch date: 15 Jan 2021

### I. Emergency Appeal Funding Requirements

| Thematic Area Code                                    | Requirements CHF |
|---|------------------|
| AOF1 - Disaster risk reduction                        | 687,000          |
| AOF2 - Shelter  | 502,000          |
| AOF3 - Livelihoods and basic needs                    | 3,046,000        |
| AOF4 - Health   | 222,000          |
| AOF5 - Water, sanitation and hygiene                  | 230,000          |
| AOF6 - Protection, Gender & Inclusion                 | 13,000           |
| AOF7 - Migration                                      | 11,000           |
| SFI1 - Strengthen National Societies                  | 1,290,000        |
| SFI2 - Effective international disaster management    | 45,000           |
| SFI3 - Influence others as leading strategic partners | 24,000           |
| SFI4 - Ensure a strong IFRC                           | 150,000          |
| <b>Total Funding Requirements</b>                     | <b>6,220,000</b> |
| <b>Donor Response* as per 18 Mar 2021</b>             | <b>430,489</b>   |
| <b>Appeal Coverage</b>                                | <b>6.92%</b>     |

### II. IFRC Operating Budget Implementation

| Thematic Area Code                                    | Budget         | Expenditure    | Variance   |
|---|----------------|----------------|------------|
| AOF1 - Disaster risk reduction                        | 0              | 0              | 0          |
| AOF2 - Shelter  | 20,420         | 0              | 20,420     |
| AOF3 - Livelihoods and basic needs                    | 215,505        | 384,224        | -168,719   |
| AOF4 - Health   | 31,489         | 0              | 31,489     |
| AOF5 - Water, sanitation and hygiene                  | 0              | 0              | 0          |
| AOF6 - Protection, Gender & Inclusion                 | 0              | 0              | 0          |
| AOF7 - Migration                                      | 6,112          | 0              | 6,112      |
| SFI1 - Strengthen National Societies                  | 108,074        | 0              | 108,074    |
| SFI2 - Effective international disaster management    | 3,195          | 0              | 3,195      |
| SFI3 - Influence others as leading strategic partners | 0              | 0              | 0          |
| SFI4 - Ensure a strong IFRC                           | 107            | 0              | 107        |
| <b>Grand Total</b>                                    | <b>384,901</b> | <b>384,224</b> | <b>678</b> |

### III. Operating Movement & Closing Balance per 2021/02

|   |                |
|---|----------------|
| Opening Balance                                 | 0              |
| Income (includes outstanding DREF Loan per IV.) | 715,776        |
| Expenditure                                     | -384,224       |
| <b>Closing Balance</b>                          | <b>331,552</b> |
| Deferred Income                                 | 0              |
| Funds Available                                 | 331,552        |

### IV. DREF Loan

|                                  |        |         |              |   |                      |                |
|----------------------------------|--------|---------|--------------|---|----------------------|----------------|
| * not included in Donor Response | Loan : | 384,901 | Reimbursed : | 0 | <b>Outstanding :</b> | <b>384,901</b> |
|----------------------------------|--------|---------|--------------|---|----------------------|----------------|

# Emergency Appeal

INTERIM FINANCIAL REPORT

| Selected Parameters |            |           |          |
|---------------------|------------|-----------|----------|
| Reporting Timeframe | 2021/01-02 | Operation | MDRHR004 |
| Budget Timeframe    | 2021/1-12  | Budget    | APPROVED |

Prepared on 18 Mar 2021

All figures are in Swiss Francs (CHF)

## MDRHR004 - Croatia - Earthquake

Operating Timeframe: 07 Jan 2021 to 31 Dec 2021; appeal launch date: 15 Jan 2021

### V. Contributions by Donor and Other Income

| Opening Balance                             |                |              |                  |                |                |                 | 0 |
|---|----------------|--------------|------------------|----------------|----------------|-----------------|---|
| Income Type                                 | Cash           | InKind Goods | InKind Personnel | Other Income   | TOTAL          | Deferred Income |   |
| British Red Cross                           | 85,930         |              |                  |                | 85,930         |                 |   |
| DREF Allocations                            |                |              |                  | 384,901        | 384,901        |                 |   |
| Finnish Red Cross                           | 109,893        |              |                  |                | 109,893        |                 |   |
| Italian Red Cross                           | 82,420         |              |                  |                | 82,420         |                 |   |
| Japanese Red Cross Society                  | 42,631         |              |                  |                | 42,631         |                 |   |
| Liechtenstein Red Cross                     | 10,000         |              |                  |                | 10,000         |                 |   |
| <b>Total Contributions and Other Income</b> | <b>330,875</b> | <b>0</b>     | <b>0</b>         | <b>384,901</b> | <b>715,776</b> | <b>0</b>        |   |
| <b>Total Income and Deferred Income</b>     |                |              |                  |                | <b>715,776</b> | <b>0</b>        |   |