

Programme Update 2007



International Federation
of Red Cross and Red Crescent Societies

Asia Pacific Service Centre

Appeal No: MAA50001
Programme Update No. 4

This report covers the period 1/6/07 to 31/10/07 of the 2006 -2007 Appeal

In a world of global challenges, continued poverty, inequity, and increasing vulnerability to disasters and disease, the International Federation with its global network, works to accomplish its Global Agenda, partnering with local community and civil society to prevent and alleviate human suffering from disasters, diseases and public health emergencies.



Federation finance staff training workshop in June 2007, Kuala Lumpur organised by the Zone Finance Unit.
Source: International Federation

In brief

Programme Summary:

The second half of 2007 has been a particularly challenging period for the Asia Pacific Service Centre (APSC). In July, the zone office for the Asia Pacific region was officially set up in Kuala Lumpur and the APSC was absorbed into the zone structure. With a new Head of Zone and a Deputy Head of Zone installed, the period since the inception of the zone office and structure has focused on discussions concerning administrative issues and operational procedures within the new structure. The period was also marked by continuing questions on the 2008-09 plans and appeals, requiring much time and energy from all concerned to produce the final documents. It was also a period when natural disasters hit the region at an unrelenting rate, particularly in South, South-east and East Asia. In August alone, the zone office supported the Asia Pacific Disaster Management Unit in 11 emergency relief operations for people affected by floods which devastated parts of Bangladesh, India, Nepal, China, the Democratic People's Republic of Korea (DPRK), and Viet Nam. These were soon followed in October by typhoon Lekima in Vietnam, and in November by Cyclone Sidr in Bangladesh and Cyclone Guba in PNG.

Despite the challenges arising from the establishment of the new zone structure and the multiple disasters in the region, units within the APSC kept to their tasks, working mostly according to the old mode (while the new zone structure and operating procedures are being confirmed and established), and provided comprehensive support to regional and country delegations for mostly capacity-building initiatives in the region.

Needs: Total 2006-2007 budget: CHF 2.78 million (USD 2.3 million or EUR 1.7 million) out of which 50 % was covered. [Click here to go directly to the attached interim financial report.](#)

No. of people we help: 37 national societies (NSs)

Our Partners: 37 NSs; government ministries; UNAIDS; partner national societies (PNSs); ICRC Cooperation counterparts in Geneva, the zone, regional and country delegations

Organisational and Volunteering Development Unit

Progress towards objectives

Objective

To ensure a coherent and coordinated Federation organisational development (OD) support strategy so that all RC/RC Movement OD, volunteering and capacity building (CB) counterparts have access to shared knowledge in order to maximize the use of local and regional resources, regional peer to peer support mechanisms, expert volunteers, and specialized consultants to improve services to vulnerable people.

Achievements

Efforts to develop a clear, comprehensive and unifying Federation and RC/RC Movement approach to national society OD, capacity building and volunteering development have focussed on:

- increasing the recipients of the quarterly Asia Pacific OD email update from 214 to 287 OD and capacity building counterparts in all NSs, PNSs, Federation and ICRC delegations across the region;
- planning for the AP forum on “Harmonised approaches to OD and CB across the RC/RC Movement” in early 2008;
- supporting harmonised OD planning in multi-stakeholder Movement partner contexts in Tibet, Sri Lanka, and the Maldives; and
- establishing a work plan with the newly-appointed Asia Pacific ICRC Cooperation counterpart based in Kuala Lumpur to further harmonise strategic and practical OD support to the 37 NSs in the region. An assessment is being made of how many measurable national society OD targets were met between 2004-2007 through a refreshed mapping process, and in order to set in place new NS generated baselines and targets for 2008 and 2009.

Several activities have resulted in improved systems to document and share successful OD, capacity building and volunteering interventions and their measurable impact on vulnerable people. Amongst these are the uploading of the Asia Pacific OD, CB and volunteering CD Rom and capacity building fact sheets onto the Asia Pacific OD FedNet page to allow online access and immediate updating of contents online; the sharing of three further “Impact Spiders” helping to measure the impact of finance development work on the lives of vulnerable people; receiving offers from 11 new NSs to generate new capacity building fact sheets to share their best practices with other NSs in sustainable programme development on issues such as branch development, strategic and operational planning, and coordinating support with partners; and circulating to seven NSs on request the new finance development materials and tools generated by the AP Finance Development Forum in February 2007.

Progress has been made in identifying the first group of 15 potential OD and volunteering NS practitioners to be available to provide peer support through coaching and mentoring to interested NSs in the selected areas of legal base and NS statutes development, volunteering, resource mobilisation, branch development, and strategic planning. The training in “counterpart relations” and “cross cultural communications” planned to enable this first group of practitioners to be ready to offer peer support will be held in the first quarter of 2008. The draft terms of reference to enable the suitable matching of peer practitioners with appropriate NSs have been developed and will be consulted on with a selected focus group of NS leaders in December and January before being activated in the first quarter of 2008.

It should be noted that several potential peer practitioners from the Asia Pacific NSs have already been recruited as Federation delegates in recent operations, thus expanding the human resource pool of trained regional personnel from societies within the region in measurable ways. This offers the peer practitioner network access to highly experienced NS personnel who can also strengthen a “non-delegate” model of peer support to other NSs following their missions.

To support societies in their efforts to meet the Global Agenda Goals and Singapore Declaration objectives, several activities have strengthened the approach to integrated programming which will allow the Global Agenda Goals to be delivered in a holistic manner to vulnerable communities in a wider risk reduction framework at community level. Among these are: the “South Asia NS Forum on Integrated Approaches” where each of the NS

generated an “Integrated Approach Framework” to guide the capacity building and OD components of all programmes in future relief and development programmes; peer support visits planned between DPRK RC and Nepal RC to learn about the integrated “Community Development Programme”; and developing further work to mainstream gender perspectives to be piloted with the Canadian RC “Gender Integration Delegate” in Sri Lanka.

Discussions with several Movement counterparts to improve the use and monitoring of impact indicators that demonstrate integrated OD, volunteering and capacity building indicators in all health, DM and humanitarian values programmes have been concluded. Some tools to measure impact include the use of “Impact Spiders” and clearer indicators in selected NSs to better measure the impact of OD and capacity building programmes. Others have been used to measure progress in improved services to vulnerable communities in the Nepal Red Cross Community Development Programme; Cambodia Red Cross on measuring the impact of the CAS process on programme implementation levels; Myanmar Red Cross considering use of human resource (HR) indicators to utilise an external HR consultant’s services to make measurable difference in programme implementation skills and outcomes in staff; Afghanistan Red Crescent whose new Strategic Plan attempts to frame measurable indicators, including those on cross-cutting capacity building issues, in all programmes; and the Indian Red Cross and DPRK Red Cross Societies respectively in measuring the outputs and outcomes of the first phase of implementation of their NS strategic plans. The outcomes of these processes are being documented and will be shared widely among all 37 NSs to increase similar good practices in the wider environment.

Work has also progressed on improved learning and approaches to OD in emergencies, particularly the OD and capacity building opportunities in emergencies. The OD in emergencies model has been shared in country level partnership forums, and was used to assist planning in emergency operations (Papua New Guinea, DPRK, 6 NSs in the South Asia “integrated approach forum, and at the meeting of DM and OD counterparts in South East Asia). The South East Asia (SEA) national society DM Working Group identified volunteering as one of the key issues to be addressed by SEA NSs in order to have a better response in disasters. In October this year, the focus group in charge of volunteering met in Bangkok to define “*minimum standards for volunteering management in emergencies in South East Asia*”. The outcomes of this process, which is being facilitated by the DM Unit at the Federation’s Regional Delegation in Bangkok, will be shared with other regions as it will definitively contribute to similar discussions being held in other regions.

The highly appreciated “Volunteering in Emergencies Review” carried out between January and March in 4 emergency operations in Asia and Pacific (Pakistan earthquake, Philippines floods and landslides, Yogyakarta earthquake, and Papua New Guinea Manam and Languila Volcano eruptions) was validated in April by 22 NSs from Asia Pacific, Europe, Americas and Africa in a global workshop held in Kuala Lumpur. During this event, a plan to implement the recommendations until 2009 was proposed, with two draft papers regarding “Financial compensation to volunteers” and “Volunteers affected by disasters” prepared and later presented to the Federation Governing Board, which subsequently approved them.

OD and capacity building inputs have also been made to emergency operations task forces on cyclones, earthquakes and tsunami alerts, and NSs are increasingly ensuring that a capacity building budget line is integrated into all emergency appeals across the region.

Targeted OD support has been offered through country level missions to Myanmar, Sri Lanka, Cambodia, Maldives, China, Indonesia and DPRK RC Societies and Movement counterparts in the respective countries to ensure harmonised OD support to each NS. Direct and long distance support was given to NSs who showed interest in volunteer management and development, such as Solomon Islands, Philippines, Vietnam and China. Support has also been given to NSs requesting support on strategic plan reviews (India, Cambodia, DPRK, Afghanistan), and also to PNSs asking for strategic feedback on OD evaluations and reviews (Canadian Red Cross and Australian Red Cross).

The Federation Insurance Scheme for Volunteers was disseminated throughout the region, and although there was keen interest in the scheme, due to various reasons, mainly financial constraints, no societies within this region have signed on.

Constraints and challenges

Some activities could not be completed as certain pre-conditions to implement the 2007 work plan were not realised. Cross-regional knowledge sharing between anticipated sub-regional networks and forums on specific areas such as youth, gender, resource mobilisation, and volunteering was affected due to a lack of sufficient funds and changed strategies at sub-regional level. The lack of engagement with the Australian RC Asia Pacific Youth Network focal point to review the need for the network, and the delayed appointment of the anticipated “Singapore Conference Liaison Officer” while the new zone structure was being put in place, were two other issues which resulted in some activities not being implemented. These issues will be further addressed in 2008.

There is a need to improve regular collective communication mechanisms between the zone and all sub-regional teams as the technological attempts piloted in 2007 have proved ineffective (skype connections not being possible, and teleconferences being too expensive for monthly conference calls given budget constraints). New mechanisms will have to be established from 2008 onwards, which may include more regular face to face meetings and planned collective conference calls linking up all regional OD teams to facilitate improvements in common planning, knowledge sharing, and implementation of OD and volunteering support work.

The lack of zone counterparts on health, disaster management (DM) and humanitarian values (HV) has made attempts at integrated programming models at zone level challenging. This will hopefully be resolved with these appointments from early 2008 onwards.

Working in partnership

Joint work and collaboration has increased with a small selection of government ministries on the protection of RC/RC legal base. There are also plans to share learning on capacity building at community and institutional level with international developmental agencies (in keeping with Global Agenda Goal 3). Efforts are being undertaken with nine PNS partners within the Movement on more harmonised approaches to OD and capacity building agendas.

It has been difficult to allocate the quality time needed to negotiate new outsourced training modules with external training institutions in areas such as leadership development and resource mobilisation, but further efforts to achieve this will be attempted in 2008.

Contributing to longer-term impact

All OD, capacity building and volunteering activities have concentrated on working towards an effective integrated programming approach to improve and scale up services and programmes to the vulnerable with measurable results achieved through strengthened approaches to monitoring and evaluation. Gender and equity perspectives have also been strengthened through OD and volunteering reviews and evaluations, and the dissemination of best practices through capacity building fact sheets on humanitarian values and gender best practices. The Asia Pacific OD coordinator, through facilitation of the “Tsunami Lessons Learned” review, contributed to the Federation Governing Board resolutions to revise and update the Code of Conduct for the RC/RC Movement and NGOs in disaster relief to better integrate perspectives on OD issues within emergencies as well as improved volunteer management.

A brief paper on the outcomes of the work by NSs to define “minimum standards in volunteering in emergencies in South East Asia” was presented and appreciated by some 80-90 NSs from all regions of the world at the General Assembly’s Volunteering Side-Event. The findings of the review on “Volunteering in Emergencies” and the recommendations of the global workshop were shared as well with the Federation’s Development Commission and the Ad-Hoc Volunteering Group, and were also supported and commended by the Tsunami Lessons Learned Forum at a meeting in Kuala Lumpur in October 2007.

Looking Ahead

Some activities planned for 2007 were not deemed possible for a variety of reasons. The majority of these are expected to be implemented early in 2008, including: the “AP Forum on harmonised approaches to OD and capacity building across all Movement components”; a coordinated strategy with respective regional delegations

to develop a pilot “Leadership development” course which may become an “OD and capacity building” course,; and a proposal to develop a team of sub-regional gender focal points to better manage gender mainstreaming work at sub-regional as well as zone-wide levels. The next phase of the volunteering development programme will be to consolidate the peer practitioners network and to offer intensified support by using the experiences gained in volunteering in emergencies initiatives to initiate similar work in other zones.

Disaster Management Unit

Progress towards objectives

Objective

National societies in the Asia Pacific region and the Federation Secretariat, with help from Movement partners, are well prepared to respond to disasters collectively, by strategically mobilizing regional resources and requesting global resources when required

Achievements

The second half of 2007 has been a particularly challenging period for the Asia Pacific Disaster Management Unit (DMU). During the period, there were multiple ongoing disaster operations in South, South-east and East Asia. In August alone, the DMU had to manage 11 emergency relief operations when floods devastated certain parts of Bangladesh, India, Nepal, China, DPRK, and Viet Nam. Natural disasters have occurred at a unrelenting rate in the region – the floods were soon followed in October by typhoon Lekima in Vietnam, and in November by Cyclone Sidr in Bangladesh and Cyclone Guba in PNG. At the same time, the DMU also supported operations in China and Taiwan resulting from Typhoon Sepat, flooding in Indonesia. Thailand, Cambodia and the Philippines, as well as civil unrest in Timor-Leste.

To provide all relevant parties within the Federation a more comprehensive overview of the number, type, scope and extent of the disasters, the DMU developed and circulated a matrix with regularly updated operation statistics, Also posted on DMIS, the matrix has been a very useful tool for disaster management. It has also allowed the Federation’s external partners to understand and communicate better with their own local media about the disasters in the AP region.

The DMU established and led the AP zone task force for operations, which allowed for proper coordination between the DMU and relevant units within the zone office, including the Zone Planning, Monitoring, Evaluation and Reporting Unit (ZPMER, former RRU), Zone Finance Unit, Regional Logistic Unit, Organizational Development Unit and the Zone Information Systems Unit. Through this working modality, the DMU and the Federation’s AP zone office demonstrated their strong and well-coordinated capacity to work together and ensure each emergency operation received the full support from the Federation, including operational direction, resource mobilisation, assessment, planning, filling gaps and support of external coordination. The Deputy Head of AP Zone and the Operations Coordinator in Geneva were actively involved and provided strong leadership throughout.

During the period, the DMU also maintained round-the-clock disaster monitoring and supported the Federation country delegations in their work on disaster risk reduction, preparedness and response with the national societies. The unit applied the new holistic approach for disaster management in its work and integrated this change of thinking in its support for disaster operations and review of operational documents such as emergency appeals, operation objectives in the plan of action, operational updates, DMIS, etc. Together with the ZPMER Unit, the DMU worked to ensure that public health in emergency, early recovery and information about the national societies’ work in community-based preparedness, recovery and emergency volunteer programs was included in strategic thinking, planning and reports.

The milestones this year were the official establishment of the AP zone office in Kuala Lumpur in July and the development of the document “Working Modality in Disaster Management in Asia Pacific” which was issued jointly by the Deputy Director of Disaster Management (DDDM) and Head of AP zone in October. With the terms of reference for the DMU still to be developed, the document on working modalities has provided initial

guidance on how the DMU relates to other entities in the Federation structure in disaster response. Although the DMU reports directly to the DDDM in Geneva, it has functioned as an integral part of AP zone office and demonstrated its strong capability to manage disaster response operations on behalf of the zone office and the Federation in the last few months. The technical capacity of the DMU was further enhanced with the addition of a delegate in public health in emergencies in November.

The DMU response preparedness activities primarily focus was on contingency planning, standardisation of Regional Disaster Response Team (RDRT), and regional capacity building in emergency shelter. The DMU took a leading role in the resolution of various issues related to RDRT after the October RDRT meeting in Geneva. In close coordination with the Geneva Shelter Department, the DMU aided in the groundwork necessary for strengthening the Federation's capacity to meet its global commitment in emergency shelter in the Asia Pacific region. In October, the DMU, in conjunction with Shelter Department in Geneva and Regional Delegation in Bangkok, assisted with the organisation of an Emergency Shelter Cluster Coordination (ESC) training workshop. The DMU also aided in the selection of participants to attend the ESC workshop with the aim of adding to the roster of those able to serve on shelter cluster teams when emergency shelter clusters are activated.

The DMU has provided technical support and facilitation in various training courses, workshops and conferences, including RDRT trainings in Singapore and Bali, training for South-east Asia DM managers in Bangkok, Cluster contingency workshop in Philippines, South Asia meeting of secretary-generals of national societies, the Regional Logistics workshop in October and the AP zone Management meeting in Kuala Lumpur in October. The unit also provided staff members to FACT teams for the July floods in Pakistan and Bangladesh, and Cyclone Sidr in November in Bangladesh.

Constraints and challenges

The lack of clear terms of reference for the DMU continues to inhibit the full development of the unit and allow it to establish its true value in emergency operations. Staffing of the DMU is also inadequate for it to realize its full capacity. The absence of key personnel within the AP zone office in communications, resource mobilization and disaster management has also constrained the capacity of the DMU to take the international lead in disaster response. Finally, an inadequate phone communications system is preventing the DMU from setting up conference calls within the vast AP region to maintain effective overall coordination.

Working in partnership

Despite the constraints and challenges highlighted earlier, the DMU has managed to establish an effective working relationship with all Federation structures in the Asia Pacific as well as Geneva in the areas of preparedness for response, response and early recovery. Together with external partners, the DMU serves as co-chair of the Asia Pacific IASC working group to promote UN-led humanitarian reform process in the region. Currently, efforts are in progress to strengthen collaborations with other UN/INGOs, such as OCHA, WHO, RedR. The DMU has also made a significant contribution to deliberations on the community-based approach in the Intergovernmental Coordination Group for the Indian Ocean Tsunami Warning and Mitigation system, Working Group 6.

Contributing to longer-term impact

In disaster response, the DMU has strived to ensure that regional capacity, in particular HR, were well utilized. Since its inception, the DMU has worked to support emergency relief operations to the full extent of its capacity. Through its work with the Federation's regional offices in the AP region on disaster monitoring, enhancing preparedness for disaster response, and contingency planning, the DMU is contributing to efforts to ensure timely disaster response by the Federation, thus achieving the aims of our Global Agenda. The DMU's support in regional training courses and workshops, with emphasis on coherent programming on global standards, has had significantly positive effects on human resource development within the Federation.

Looking ahead

The DMU is currently operating without its full complement of staff and expects to recruit resource persons in shelter, recovery, and water and sanitation. A full team will be able to provide more comprehensive and effective support to emergency operations and bring resources closer to the field, in line with the Federation of the Future

and framework for action. The development of the DMU is in line with the Federations' new operating model, with the unit and Geneva working as a single entity.

Knowledge Sharing Unit

Progress towards objectives

Objective

A foundation is set up for knowledge building and sharing in the Asia Pacific region, with focus on training, information management, and the promotion of FedNet as a valuable knowledge sharing resource for the Movement.

Achievements

FedNet Editors: There are now an additional 12 FedNet editors from a previous 23, bringing the total to 35. For the first time, a representative from Laos participated in the training held during the second half of 2007.

First Knowledge Sharing and Knowledge Management Meeting: At this meeting, it was noted that for disaster management, the Disaster Management Information System (DMIS) and FedNet will be merged into one account. This leads to extensive sharing and transparency between information centres and allows for a DM cluster to form.

Health and Care: The creation of a separate category for “best practices” and certain “time sensitive items” for the different regions. This leads to effective/efficient search.

Humanitarian Values: a global movement audience with a global network will be made aware of the situation faced by vulnerable communities worldwide.

Organizational Development: A global audience will be made aware by participating in the new knowledge sharing role within FedNet, and will contribute directly to organizational learning where FedNet will be working in symbiosis/cooperation with OD.

Constraints and challenges

Geographic and communication limitations made communication with the current bank of 35 FedNet editors difficult. There are only 2,000 FedNet users in Asia and Pacific with 35 known FedNet editors. Similarly, FedNet has yet to include tools that provide editors with areas to post specific content and thus utilize the knowledge they gained at the training sessions. In addition, there is no room for content sharing and participation from the editors. In response to this, FedNet is rolling out tools and is categorizing content gradually, albeit a little too slowly.

Contributing to longer-term impact

The new FedNet team has set its sights on working as a unit serving the networking functions between the Federation and the rest of the Movement. FedNet Asia Pacific is also working with ZISU (which is leading the effort) on ITIL standards which will allow the KSU to assess the efficiency and weaknesses of its operations.

Looking ahead

The results from 2006 – 2007 will see 2008 moving knowledge sharing into the regions of AP. The KSU will be working at a closer level with OD to reach the grassroots of NSs and delegations in order to understand what is required by the end users to make FedNet more efficient and effective, and to make it a learning and collaborative tool.

Implementation and coordination

Coordination, cooperation and strategic partnerships

Overall coordination between the various units of APSC and the regional delegations have continued and improved in the second half of 2007. This has enabled the APSC to be more effective in providing technical support and guidance to delegations and national societies.

Under organisational development, support was provided to several NSs and delegations planning strategic partnerships and operational alliances, including:

- Cambodia, DPRK and Nepal for CAS process review;
- Nepal for Operational Alliance processes;
- China for Intensified Capacity Building Fund application; and
- South Asia NSs for strengthened linkages between Federation of Future, OD and capacity building.

These activities contribute to the Framework for Action objectives of “Effective, empowered leadership, governance and management”; “Federation-wide approach to planning, performance management and accountability”; “Flexible, responsive operating models”; “Strengthened and improved cooperation, coordination and support mechanisms”; and a “Human resource strategy to strengthen the volunteer and staff base of the Federation”.

The APSC has also continued to pursue the development of a sustainable partnership with the UN family. Close ties have been established with the World Food Programme (WFP), which has a strong logistics unit in Kuala Lumpur.

Service Centre/ Zone Office Management

With the setting up of the new zone office and structure, efforts are now underway to fulfil the human resource needs of the new set-up. The following positions have been opened for applications:

- planning, monitoring, evaluation and reporting unit manager;
- relationship managers; and
- communications manager.

Other positions include a DM delegate and a health and care delegate. The filling of these positions, expected in the early part of 2008 will allow zone office to operate at an optimum level.

The monthly APSC management meetings have now been replaced with regular zone office management meetings chaired by the head of zone. An AP zone extended management meeting was held in Kuala Lumpur in October to ensure a common understanding of the new set up between the zone office and regional and country delegations.

How we work

All International Federation 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 is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

<p>The Federation's Global Agenda</p> <p>The International Federation's activities are aligned with under a Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".</p>	<p>Global Agenda Goals:</p> <ul style="list-style-type: none">• Reduce the numbers of deaths, injuries and impact from disasters.• Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.• Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.• Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.
<p>Contact information</p>	
<p>For further information specifically related to this operation please contact:</p> <ul style="list-style-type: none">• In Malaysia: Ole Johan Hauge, Head of Asia Pacific Service Centre; email: olejohan.hauge@ifrc.org; Phone: +60.3.2161.0892 ext 600; Fax: +60.3.2161.1210• In Malaysia: Jagan Chapagain, Deputy Head of Zone, email; jagan.chapagain@ifrc.org; phone +60 3 2161 0892, fax + 60 3 2161 1210, mobile + 60 12 215 3765.	

[Annex: Reports of core-funded programmes and interim financial report below](#)

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Annex: Reports of core-funded programmes

1. Zone Finance Unit (formerly the regional finance unit)

Objective

Sustain the goodwill that is already in place and at the same time continue to provide, professional and technical support to the Federation delegations in improving the standard of financial management in the region.

Achievements

From June to October, the Zone Finance Unit (ZFU) had achieved the following:

- Timely and accurate monthly financial closing within the deadline.
- Delegation documents are reviewed and audited monthly to ensure compliance to federation procedure.
- Continuously monitor and highlight any risk and exposure on each delegation's balance sheet, assets, liabilities and expenses account.
- Follow up with delegation and submit validated pledge-based financial statements by the due date. This included financial reports for programme and operations updates.
- Ensure smooth facilitation of cash request and monthly transfer to delegation and maintain accurate and valid bank signatories.
- Half-yearly compilation of financial leases and fixed assets listing.
- Verify coding and budget of almost 80 staff request and extension forms.
- Provide technical comment on resumes of finance delegate.
- Support and advice delegations with queries on Bilateral Service Agreements.
- Daily code maintenance by opening project code, linking codes to CODA company in APPLE system, updating programme managers name, triggering donor code and updating appeal time-frame.
- Provide ad-hoc analysis and report on delegation finance during preparation of cash request analysis; this includes highlighting budget variance, PEAR ceilings, funding exposure or soft pledges and unauthorised expenditure.
- Timely submission of Monthly Financial Analysis reports to managers. This report highlights in advance any issues or exposure that need to be addressed by project managers to avoid financial risk.
- Worked with the Zone Planning, Monitoring, Evaluation and Reporting Unit and delegations to finalise the budgets for the 2008-09 plans and appeals.

Through a series of training workshops for programme managers, overall understanding of financial project management among delegates and within national societies has improved significantly. The training workshops included:

- 3-day finance workshop for 17 finance staff in Kuala Lumpur from 18 to 20 June. Finance staff at the 2nd level of training were selected for this workshop.
- 3-day finance workshop for South Asia programme managers in New Delhi from 11 to 13 September. The participants consisted of 16 Federation and one national society staff.
- 3-day finance workshop for programme managers in Jakarta, Indonesia from 22 to 24 October. There were nearly 20 Federation participants.
- Comprehensive finance training on Federation finances to Norwegian RC finance staff based in Aceh, Indonesia, from 30 July to 7 August.
- Briefing and finance training for Nepal and Papua New Guinea Federation representative.

The ZFU also provided initial support during the emergency phase of the Pakistan floods operation in Karachi.

Constraints or challenges

There were no major constraints during the period. However, a constant challenge has been the maintenance of adequate human resources in the field due to the constant high staff turnover. Another issue is that often it is not the most qualified and experienced who are appointed to fill vacant finance positions in the field. The positions are sometimes filled by inexperienced or qualified appointees from partner national societies who are willing to

bear the full cost of these appointees. For expediency, some national societies in the region without any means have no choice but to accept these appointments. This causes disruptions to the work as these appointees need quite a bit of training before they can perform the required tasks.

2. Planning, Monitoring, Evaluation and Reporting Unit

With the inception of the Federation's AP zone office in Kuala Lumpur in June, the Regional Reporting Unit within the Asia Pacific Centre has been officially renamed the Zone Planning, Monitoring, Evaluation and Reporting (ZPMER) Unit. The unit has been led by an acting head since the beginning of the year and experienced several staff changes with the resignation of the regional reporting officer for South Asia (June) and the unit's senior regional reporting officer (October). Two new officers were recruited as replacements, while a third officer was added to the unit in December due to the increasing workload in emergency reporting.

During the second half of the year, the zone PMER unit has continued to strive hard to carry out its mandate. In addition to the reporting work for development programmes, the unit worked closely and successfully with the zone finance unit, the DMU and PMER focal points in the regional offices, to develop the emergency appeals for the high number of disasters which hit the Asia Pacific region during the period. They included the floods which devastated parts of Bangladesh, India, Nepal, China, DPRK and Viet Nam in August alone, followed in October by typhoon Lekima in Vietnam, and Cyclone Sidr in Bangladesh and Cyclone Guba in PNG, in November. The unit also supported the compilation and posting of numerous information bulletins and operational updates.

On the Federation's planning for 2008-09, the unit worked closely with the Federation Secretariat in Geneva, the regional offices and country delegations, as well as the zone finance unit to finalise the 2008-09 plans and appeals for the AP region.

Progress towards objective

Objective

Federation programmes and services in Asia Pacific are effectively reported on and profiled through improved quality control, standards and procedures, and intensified knowledge sharing and reporting capacities.

Achievements

Processing and posting of appeals and reports

During the second half of the year, the ZPMER unit processed and posted a total 298 of all types of documents, including 2008-09 plan and appeal, programme and operations updates, DREF and information bulletins, 3-year earthquake and tsunami reports and fact sheets, as well as pledge-based reports (sent to donors), with the support of PMER focal points in regional offices. Please see table on the right for details.

2008-09 planning

The ZPMER unit liaised closely with the PMER unit in Geneva and the AP zone finance unit to clarify planning guidance and templates with the field. The unit also worked closely with regional offices, country delegations and the deputy head of AP zone to finalise the country and regional plan and appeals, which were then launched in December.

Awareness and capacity building

As part of capacity building to build the PMER expertise in the region, the unit carried out orientation programmes for new PMER delegates and officers from Maldives, Indonesia and the East Asia regional office. Briefings on the Federation's plan and appeal system were also provided to new delegates.

Document	No. Processed
2008-09 Appeal	20
2008-09 Programme Support Plan	20
2008-09 Plan and Resources Summary Matrix	20
Programme update	20
Emergency appeal	14
Operations update	51
DREF bulletin and update	19
Earthquake and tsunami report	23
Fact sheet	6
Information bulletin	38
Avian influenza report	1
Pledge-based report	66
Total (all documents)	298

Direct support

The ZPMER unit provided direct support to the following:

- The regional reporting officer for South-east Asia spent a week in Indonesia to help the new reporting officer to settle into her job and organise the reporting processes and systems. There was no proper handover for the officer concerned as the previous reporting and communications delegate had left on very short notice; and
- The regional reporting officer for the Pacific spent a week with the Pacific regional office in Suva, Fiji, to help them to draft and finalise the second programme update for 2007 as well as the final report. The officer also helped to clarify emergency appeal and reporting procedures for the regional office staff.
- The acting head of ZPMER unit was in Bangladesh to support the Cyclone Sidr disaster relief operation. He facilitated the development of the full emergency appeal which was launched within first week of the disaster.

Constraints or challenges

One of the major challenges during the period was working with the regional offices to facilitate the 2008-09 planning process. Often, there were late requests or revised guidelines from Geneva, necessitating last minute changes by delegations to the plans and appeals. Another major challenge was maintaining the work-rate and performance of the ZPMER unit with the resignation of two of the unit's staff, including the senior reporting officer. New staff were recruited in a timely manner to ensure a smooth transition and handover of tasks and responsibilities. The unit successfully dealt with the problem, and this was despite the increased workload due to the multiple disasters which occur in different parts of the AP region, with a number of them occurring simultaneously.

The maintainance of the reports-due list remained a major challenge as the list on the FMR is still not regularly updated. This has meant that the unit has to compile the list manually, after spending much time and effort to confirm the status with several other parties.

Working in partnership

The ZPMER unit is working closely with regional and country delegations to build PMER capacity and ensure that the quality and timeliness of reports. In capacity building, the unit has worked very closely with the South Asia Regional Delegation PMER focal person in particular to conduct training on logframes in several countries in South Asia. The ZPMER unit is also working with other programmes within the APSC like the OD programme to consider ways to enhance planning with delegations and national societies.

Contributing to longer-term impact

The ZPMER unit plays a major role in the planning, development and timely launching of appeals to raise funds for the Federation's development and emergency operations. These funds allow the Federation to deliver vital services and provide relief to vulnerable and disasters-affected groups, thus helping to reduce sufferings, hardships and fatalities. The unit also works to ensure that programmes and services are profiled and reported effectively and in a timely manner to major stakeholders as part of the effort to enhance accountability within the Federation.

Looking Ahead

A manager was to have been appointed for the ZPMER unit by December, but the recruitment process failed. The unit hopes very much a manager will be appointed as soon as possible in 2008 to lead the unit. One major issue that needs to be addressed in the near future is the question of where it would be most effective to locate PMER human resources to ensure a speedy and timely plan, appeal and reporting process, and avoid duplication between the zone, regional and country offices.

3. Zone Information Systems Unit

The IT and Telecommunications unit at the APSC was officially renamed the Zone Information Systems Unit (ZISU) when Kuala Lumpur was selected as the location for the zone office for the Asia Pacific region. ZISU has been tasked primarily to plan and manage the implementation of the Federation's IT and telecommunications policies, procedures and services throughout the AP region. Set up in October 2005 and headed by a regional coordinator, the unit expanded to include a network administrator in early 2007 in anticipation of the new zone IT setup implementation.

Progress towards objectives

Objective

The main objective of the unit is to ensure that the Asia Pacific zone centre experience the same high quality and consistent information and communications technology as that has been successfully deployed in the Federation Geneva Secretariat over the years. In addition, the unit also has to ensure that the region's field IT and telecommunications needs are reviewed and fulfilled in a timely manner. The unit represents a critical link between the Federation Secretariat's technology arm and the zone/field office requirements, ensuring that key IT and telecommunications deliverables can be integrated uniformly throughout the region.

The unit's performance is measured based on the following deliverables:

- Federation zone/field offices receive consistent and quality IT support;
- IT-enabled systems and processes are consistent for all Federation field offices within the AP region;
- IT-enabled systems and processes are appropriate and effective in all Federation field offices;
- IT and telecommunications costs across the region are identified and tracked;
- IT and telecommunications capacity of Federation's delegations and membership in the region are mapped;
- IT and telecommunications preparedness in delegations and NSs in Asia Pacific is strengthened in the areas of regional network, human resources, standards and systems, resource mobilization and information management for better response and support; and
- Establishment of a working relationship with IT-related personnel or outsource companies providing services to Federation field offices.

Several methodologies have been employed to ensure an organized approach, with selective missions and inter-delegation cross-functional coordination work forming an integral part in the delivery process. Having recognized the importance of disaster preparedness and disaster response, the unit regularly contributes on IT and telecommunications-related matters by integrating its work with the work of other units at the Zone office, namely the disaster management, knowledge sharing and organizational development units.

Based on needs assessments carried out, expectations and requests from the Federation delegations and National Societies, the unit has provided consultancy, technical support, project management, and monitoring and control across various IT and telecommunications projects and initiatives in the region.

Achievements:

The key achievements include:

- Successful implementation of zone IT setup Phase 1 in July 2007 to support the new zone office structure and increasing IT needs. Amongst others, the deployment included the selection of internet service provider for leased line service through competitive bidding and technical evaluation, infrastructure provisioning to accommodate additional zone office human resource placement and relocation of the server room to a new location that adheres strictly to Federation standard equipment room policies.
- Completion of zone IT setup Phase 2 in November 2007 to add value to existing zone office IT infrastructure. Voice over IP phones and Active Directory System were integrated into the existing network to introduce optimum control, cost reduction and organized help desk service.
- Initiated a proposal to organize a forum to enhance programs and services through ICT in the region. The forum is planned as a joint effort between the Federation South-east Asia (SEA) regional office and the Malaysian Red Crescent Society (MRCS). Preliminary scope definition for the proposed forum was

discussed by both parties and after a thorough discussion a concept paper was produced for the review of the zone office and SEA regional office. The proposed forum is targeted in the second quarter of 2008, with participation from all NSs in Asia Pacific and selected PNSs.

IT & telecommunications operational achievements in the region include the following:

- Fiji and PNG: Switchover to new internet service provider and IT support company was recommended based on cost reduction, improved quality of service and value-added services;
- East Asia regional office, Cambodia & Vietnam: Assessments, audit and improvement of IT infrastructure in accordance with recommended Federation policies and procedures;
- Philippines: Continued support for the establishment of new IT architecture for the Philippines National Red Cross Society (PNRC). PNRC has embarked on a 5-year plan to revamp and enhance their capabilities via a virtual network across the many branches and sub branches;
- Thailand: Assessment, audit and improvement of IT infrastructure through site visit, remote coordination and staff exchange training program.
- Myanmar: Development of network procedures and infrastructure document for future reference. Efforts are in progress to increase the reliability, efficiency and effectiveness of communication mode through the assistance of local IT personnel. Access to Federation public FTP site is being negotiated with the service provider and at the same time, a pilot Lotus Notes trial via web interface was completed successfully. There will be a planned mission to Myanmar in February 2008.
- DPRK: In September 2007, a new internet circuit by KCKKP was integrated into the network in order to ensure direct unlimited access to Federation web sites. Besides that, the gradual phasing out of stand alone Finance system CODA was completed with the final approval obtained from the NS in November 2007. Currently, the financial system is available online thus alleviating the resources required for maintaining the legacy stand alone system.
- Continuous support to disaster management by providing technical assistance in IT and telecommunications, which include technical evaluation of satellite-based solutions (BGAN) for quick deployed communications, maintenance of emergency telecommunications stock in the bonded warehouse, procurement of IT and telecommunications equipment and consultancy.
- Daily operational supports to all Federation offices within the region, either through direct liaisons with IT support companies or coordination with Federation IT staffs in the field.

Constraints or challenges:

Countries in the Asia Pacific region are culturally very different. There is no common language. This is an issue in regional coordination and training. It is difficult to find good English speakers in many of the countries. As such, some national societies send the same person to all regional workshops because he/she is the only person who understands and speaks English, even though the person may not have the appropriate technical skills. Also, funding is a major problem for some NSs, leaving the IT infrastructure in a deplorable state and in desperate need of improvement. Due to unavailability of standards or poor enforcement, IT equipment in several countries are loaded with illegal software and are not readily protected from security issues. Another key issue is the competencies of staffs required to maintain the IT or telecommunications network. One example is CVTL (Timor Leste national Red Cross society) which does not have the capacity to maintain or expand the radio network which the Federation recently implemented for them.

Working in partnership

The unit has worked with the following partners:

- i) Malaysian Red Crescent Society: establish an IT training syllabus; revamp its IT architecture and set up of IT infrastructure; and joint effort in organizing regional ICT forum. The proposed ICT forum, organised in response to the global Federation IT summit in Geneva, will explore ways to enhance services and programmes through improved ICT technologies. As part of the preparations, the unit is already working with the NS to identify, organize and develop the framework for the forum.
- ii) DTRAC: establish Federation standards in GIS systems; and provide assessment and selection of coordination database
- iii) Nethope India chapter: establishing Federation partnership in IT knowledge sharing.

- iv) The unit is also part of the Asia Pacific ITIL charter that encourages the use of best practises of IT service management in the region.

The partnerships have generated further opportunities that the unit will be keen to explore, namely on ensuring continuous support and a coordinated approach. In the case of Pacific initiatives, the unit finds the participation of the New Zealand RC as the driving factor in an integrated approach to optimise resources. Some obstacles exist however, mainly due to different organizational objectives and how the objectives are aligned with the IT and telecommunications goals of the Federation.

Contributing to longer-term impact

The setting up of a Service Desk in the zone IT centre will provide immediate technical support to users throughout the region and consequently, it will become an important tool in enhancing IT and telecommunications standards. In the long run, it is within the unit's objective to implement the same standards within NSs in the region. One example is the ITIL training that was provided during the Federation Fednet training in Kuala Lumpur this year. Also, recognizing the need of capacity building, the unit provides technical assistance through remote coordination to local IT staffs in the NSs and Federation offices with the hope that the information is further disseminated to the membership in general.

Looking ahead

A major task for the unit in the coming months is to continue the IT and telecommunications mapping, and the establishment of a functional working relationship with all NSs. There is an important need to facilitate and coordinate ICT initiatives amongst various entities to ensure optimum results and knowledge sharing.

As the level of resource and services varies widely between operations in different Federation offices and NSs, the Zone centre IT unit will adopt an incremental approach to implement standards and monitor IT and telecommunications spending. The best way to achieve this is for the unit to visit each Federation field office and perform a thorough assessment and training, and employ similar methods for the NSs, depending on the availability of funding.

International Federation of Red Cross and Red Crescent Societies

MAA50001 - Asia Pacific Zone

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2006/1-2007/11
Budget Timeframe	2006/1-2007/12
Appeal	MAA50001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
A. Budget	0	1,407,898		488,866	884,699	2,781,464
B. Opening Balance	0	0		0	0	0
Income						
<u>Cash contributions</u>						
American Red Cross		143				143
Australian Red Cross				65,701		65,701
Australia - Private Donors (from Australian Red Cross)		33,723				33,723
DFID Partnership				19,957		19,957
Japanese Red Cross		131,690				131,690
Malaysia - Private Donors					8,006	8,006
New Zealand Red Cross		78,546				78,546
Norwegian Red Cross					31,184	31,184
Norwegian Red Cross (from Norwegian Government)					164,965	164,965
Other				9,885		9,885
Swedish Red Cross (from Swedish Government)				189,046		189,046
C1. Cash contributions		244,102		284,589	204,155	732,847
<u>Inkind Personnel</u>						
American Red Cross		19,800				19,800
New Zealand Red Cross		74,607				74,607
Norwegian Red Cross					231,767	231,767
Other		170,000		142,600		312,600
C4. Inkind Personnel		264,407		142,600	231,767	638,774
<u>Other Income</u>						
Miscellaneous Income					341	341
Services & Recoveries					10,336	10,336
C5. Other Income					10,677	10,677
C. Total Income = SUM(C1..C5)	0	508,509		427,189	446,599	1,382,297
D. Total Funding = B + C	0	508,509		427,189	446,599	1,382,297
Appeal Coverage	#DIV/0	36%		48%	50%	50%

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
B. Opening Balance	0	0		0	0	0
C. Income	0	508,509		427,189	446,599	1,382,297
E. Expenditure		-433,155		-363,756	-411,668	-1,208,579
F. Closing Balance = (B + C + E)	0	75,355		63,433	34,930	173,718

International Federation of Red Cross and Red Crescent Societies

MAA50001 - Asia Pacific Zone

Interim Financial Report

Selected Parameters	
Reporting Timeframe	2006/1-2007/11
Budget Timeframe	2006/1-2007/12
Appeal	MAA50001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A							B	A - B
BUDGET (C)		0	1,407,898		488,866	884,699	2,781,464	
Land, vehicles & equipment								
Computers & Telecom	88,296		1,977		1,977	-8,131	-4,177	92,473
Office/Household Furniture & Equipm.					1,780	3,795	5,575	-5,575
Others Machinery & Equipment					794	-4,169	-3,375	3,375
Total Land, vehicles & equipment	88,296		1,977		4,551	-8,505	-1,978	90,274
Transport & Storage								
Storage	1,500		-5,706		105	266	-5,336	6,836
Distribution & Monitoring					168	177	345	-345
Transport & Vehicle Costs	71,800		-537		1,972	11,291	12,726	59,074
Total Transport & Storage	73,300		-6,244		2,245	11,734	7,735	65,565
Personnel								
International Staff Payroll Benefits	527,984		357,236		224,155	268,601	849,992	-322,008
Delegate Benefits	427,412							427,412
Regionally Deployed Staff	438,900							438,900
National Staff	213,530		-1,778		498	45,606	44,326	169,204
Consultants	120,091		791		5,400		6,191	113,900
Total Personnel	1,727,917		356,249		230,053	314,206	900,508	827,409
Workshops & Training								
Workshops & Training	64,417		6,819		42,236	13,081	62,136	2,281
Total Workshops & Training	64,417		6,819		42,236	13,081	62,136	2,281
General Expenditure								
Travel	406,709		39,229		27,857	4,179	71,265	335,444
Information & Public Relation	16,397		-511		5,029	2,672	7,190	9,207
Office Costs	116,590		3,857		6,485	37,573	47,916	68,674
Communications	86,392		4,191		14,886	17,085	36,163	50,229
Professional Fees	185		374			2,256	2,631	-2,446
Financial Charges	12,000		4		0	17,692	17,696	-5,696
Other General Expenses	8,466		171		6,546	-34,182	-27,464	35,930
Total General Expenditure	646,739		47,316		60,803	47,277	155,396	491,343
Depreciation								
Depreciation						13,779	13,779	-13,779
Total Depreciation						13,779	13,779	-13,779
Programme Support								
Program Support	180,795		27,038		23,042	20,097	70,176	110,619
Total Programme Support	180,795		27,038		23,042	20,097	70,176	110,619
Operational Provisions								
Operational Provisions					827		827	-827
Total Operational Provisions					827		827	-827
TOTAL EXPENDITURE (D)	2,781,464		433,155		363,756	411,668	1,208,579	1,572,885
VARIANCE (C - D)			974,744		125,110	473,031	1,572,885	