

www.ifrc.org
Saving lives,
changing minds.

Emergency appeal operation update Philippines: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRPH010 GLIDE n° [FL-2012-000130-PHL](#) Operation update n°1 17 August 2012

Period covered by this operations update:
9 to 16 August 2012

Appeal target (current): CHF 922,700

Appeal coverage: The appeal is 53 per cent covered. More pledges are in the pipeline.

[<Click to go to donor response list or link to contact details >](#)

Appeal history:

- This emergency appeal was launched on a preliminary basis on 9 August 2012 for CHF 922,700 to assist 15,000 families (75,000 people) in five months
- CHF 180,837 was advanced on 9 August 2012 from the IFRC Disaster Relief Emergency Fund (DREF) to initiate distributions and to support detailed assessments.

Summary: A week after the International Federation of Red Cross and Red Crescent Societies (IFRC) launched this preliminary emergency appeal to enable Philippine Red Cross (PRC) to deliver urgent humanitarian assistance to 15,000 flood-affected families, relief operations are in full swing.

Utilizing items released from its pre-positioned stocks, funds advanced from IFRC's DREF and resources mobilized from individual and corporate partners, the national society has distributed food rations to 36,000 families and non-food packages to more than 14,000 families. Distribution of relief items continues, with additional supplies being dispatched from the capital, Manila, for affected areas.

Red Cross staff and volunteers have been active on the ground since the disaster unfolded, initially supporting pre-evacuation efforts of the local authorities and later conducting rescue operations, bringing more than 2,500 persons to safety. The Red Cross emergency response teams were equipped with ambulances, an amphibian vehicle, rubber boats and trucks. As well as serving ready-to-eat meals to some 82,000 persons in evacuation centres, Red Cross social workers provided psychosocial support and referral services to some 2,100 persons.



A man heads home after receiving relief items from the Red Cross in Valenzuela City. Photo: Romulo Godinez/PRC

Amidst constrained access to safe water supply in some areas due clogged systems or contamination by floodwater, the Red Cross is distributing clean water to selected evacuation centres. Thus far, more than 70,000 litres of fresh drinking water – including bottled water – have been served to families in need across the most affected areas. To address environmental sanitation challenges relating to clogging of drainage systems due to muck and uncollected debris, Red Cross volunteers and staff have been mobilized and are undertaking clean-up campaigns in their communities.

The national society is also conducting disease prevention, health and hygiene education in evacuations centres and communities and has so far reached some 3,000 families. This follows a leptospirosis alert issued by the health authorities, an increase in incidences of water-borne and water-related diseases, and observations that hygiene practices in some evacuation centres are poor.

Meanwhile, as fresh rains fuelled by a new weather system - Typhoon Kai-Tak which made landfall in North Luzon in the early morning of 15 August - pour, donations toward this appeal are trickling in. Several pledges are currently being processed, which will place the appeal coverage at more than 60 per cent. Nevertheless, additional and timely support from partners is required to enable the national society to deliver immediate relief to the hardest-hit people. On behalf of the PRC, IFRC would like to thank all partners who have contributed (pledges being processed) for their generous and invaluable donations to this appeal.

The situation

The Philippines is slowly recovering from massive flooding that was caused by southwest monsoon rains during the first week of August. The monsoon – which was initially enhanced by Typhoon Saola and later Tropical Storm Haikui – brought heavy rains between 6 and 8 August, exceeding the average amount of rainfall for the month. Floodwater rose high and swamped many parts of the capital, Manila, and neighbouring provinces. Disaster authorities have reported that the flooding, which is considered the worst in three years, left 110 fatalities and affected more than four million people across the National Capital Region (Metro Manila), and regions 1 (Ilocos), 3 (Central Luzon), 4-A (CALABARZON)¹, 4-B (MIMAROPA)², and VI (Western Visayas).

As of 17 August 2012, some 48,800 families were still staying in 656 evacuation centres. The damage to houses has been significant, with 3,354 houses destroyed and 9,608 damaged. The total cost of damage to infrastructure and agriculture is estimated at PHP 3.55 billion (USD 72.33 million), with the cost of damage to agriculture and fishing implements placed at PHP 2.4 billion (USD 59.9 million).

Table 1: Effects of floods - as of 17 August 2012 (Source: NDRRMC)

Details	Total
Deaths	109
Injured	14
Missing	4
# of evacuation centres	656
# of persons in evacuation centres	48,784
# of affected persons	934,285 families (4,236,151 persons)
Totally damaged houses	3,354
Partially damaged houses	9,608
Total # of damaged houses	12,962

To date, low-lying portions of Metro Manila, Bulacan, Laguna, Pampanga, Rizal and Tarlac are still submerged at least three feet in floodwaters. According to authorities and residents, it might take weeks for the water to completely recede, especially in portions surrounding the Laguna Bay and low-lying parts of nearby provinces as overflowing dams release water. The situation could be compounded by fresh southwest monsoon rains enhanced by Typhoon Kai-Tak (local name Helen) which made landfall in the northern tip of Luzon Island in the morning of 15 August. Although Typhoon Kai-Tak has since moved to the sea west of the Philippines and is no longer a threat, there are fears that enhancing southwest monsoon rains could cause more flooding.

Meanwhile, as floodwaters recede, sanitation is emerging as a key problem particularly because of clogged pipelines, scattered trash and uncollected garbage. Earlier, health authorities raised an alert on possible outbreak of leptospirosis, a bacterial disease caused by exposure to water contaminated by rat urine.

¹ Provinces of Cavite, Laguna, Batangas, Rizal, and Quezon

² Provinces of Mindoro Occidental, Mindoro Oriental, Marinduque, Palawan and Romblon

Coordination and partnerships

Movement coordination: Red Cross Red Crescent partners continue to hold meetings. The Philippine Red Cross (PRC) has consistently briefed the International Committee of Red Cross (ICRC), IFRC, Australian Red Cross, German Red Cross, The Netherlands Red Cross and Spanish Red Cross representatives in Manila on the latest developments and updates on its response. It is upon a request from PRC that the IFRC launched a preliminary emergency appeal, pending assessments to inform the issuance of an Emergency Appeal.

IFRC, German Red Cross, The Netherlands Red Cross and Spanish Red Cross have coordinated and planned a joint action within the context of a proposal to the European Commission's Directorate General Humanitarian Aid and Civil Protection (DG ECHO). The four partners will implement the DG ECHO-funded action on a consortium basis. Under the consortium, The Netherlands Red Cross will cover non-food relief, hygiene kits and related hygiene promotion specifically focusing on the Valenzuela chapter of PRC – where it is providing long-term disaster risk reduction support. German Red Cross and Spanish Red Cross will cover the water and sanitation components of this operation, with the former focusing on sanitation activities (cleaning of debris and de-clogging of blocked drainages) and the latter focusing on the water aspects (water trucking and installation of water storage capacity in evacuation centres and affected communities).

Coordinating with authorities: PRC maintains a long-standing and strong relationship with government bodies through participation or collaboration with the following: (i) the National Disaster Risk Reduction and Management Council (NDRRMC); (ii) local disaster risk reduction and management councils; and (iii) local government units. PRC is participating in NDRRMC meetings as well as coordinating with the Department of Social Welfare and Development (DSWD), Department of Health (DOH), Department of Education (DepEd) and disaster risk reduction and management councils at the provincial, municipal and barangay levels.

Inter-agency coordination: PRC and the IFRC country office continue to participate in humanitarian country team (HCT) meetings. The Red Cross Red Crescent is represented in meetings of relevant clusters, although inter-agency standing committee (IASC) clusters have not been activated for this intervention. PRC and IFRC provided support to a DG ECHO fact-finding mission to Caloocan, Malabon, Navotas and Valenzuela (CAMANAVA) on Sunday 12 August 2012. IFRC, German Red Cross, The Netherlands Red Cross and Spanish Red Cross have coordinated with Action Contre la Faim (ACF) and Save the Children on specific localities where the respective organizations are implementing activities so as to avoid duplication and to build synergies.

Red Cross and Red Crescent action



A Red Cross social worker conducts psychosocial support activities for children at an evacuation centre in Valenzuela City.
Photo: Romulo Godinez/PRC

PRC has been active on the ground since the disaster unfolded, initially supporting pre-evacuation and later conducting rescue operations. In the wake of the heavy rains, the national society deployed emergency response teams equipped with ambulances, an amphibious vehicle, rubber boats and trucks among others. The teams helped to evacuate 8,000 persons and rescued 2,500 to safety.

In support of those displaced, PRC has served ready-to-eat meals to some 82,000 persons in evacuation centres. Red Cross social workers set up 75 welfare desks and have also provided psychosocial support and referral services to some 2,100 persons.

Provision of food and non-food relief progressed concurrently and thus far the national society has reached 36,000 families with food packages and 14,000

families with non-food packages. More than 2,200 staff and volunteers have been mobilized for the response.

To get a clear picture of the needs on the ground, PRC deployed four multi-sectoral assessment teams on Saturday 11 August; one team headed to Caloocan, Malabon, Navotas and Valenzuela (CAMANAVA), the second to Bulacan and Pampanga, the third to Rizal and Quezon City and the fourth to Bataan, Olongapo and Zambales. The teams have since completed this necessary groundwork and are currently consolidating their reports. Assessment findings will inform the adjustment of the overall plan of action and budget which will provide the basis for updating the emergency appeal. Further sector-specific assessments may be conducted where gaps are highlighted.

Progress towards outcomes

Relief distributions (food items)	
Outcome: Emergency food needs of 15,000 flood-affected families (75,000 persons) are met through the provision of appropriate food items in adequate quantities and quality within 1 month.	
Output (expected result)	Activities planned
The immediate food needs of 15,000 flood-displaced families are met through one-off food distributions.	<ul style="list-style-type: none"> • Undertake real-time needs/capacity assessments to identify gaps. • Mobilize volunteers and provide them with orientation on distribution protocols. • Identify, register, verify and mobilize beneficiaries for food distributions. • Distribute food packages to 15,000 families (75,000 persons). • Conduct post-distribution surveys. • Monitor and report on distributions.

Progress

PRC initiated provision of ready-to-eat meals, food items, and food packages alongside rescue and emergency operations. Initially, priority was on families in evacuation centres but the support has now been extended to affected families in the community. One week after the launch of this operation, PRC has delivered food packages to some 36,000 families in Caloocan, Malabon, Navotas, Quezon and Valenzuela cities in Metro Manila as well as Bataan, Bulacan, Laguna, Pampanga, Pangasinan, Rizal, Tarlac and Zambales provinces. Distributions continue.

The food packages distributed to date include those mobilized using funds advanced from IFRC's DREF, under this operation. To ensure timely distributions, PRC chapters covered by this operation have been given the green light to procure food items at the provincial level. Procurement processes are largely concluded and distribution of all 15,000 food packages planned under this operation will be completed within August. Each food package comprises five kilograms of rice, four packets of noodles and four cans of sardines. The breakdown of distributions per province or city will be provided in the next operations update.



The Secretary General of PRC, Gwendolyn Pang, distributes relief items to affected families in Caloocan City. Photo: Romulo Godinez/PRC

Relief distributions (non-food items)

Outcome: The living conditions of up to 15,000 flood-affected families (75,000 persons) are improved through the provision of appropriate non-food items within 3 months.	
Output (expected result)	Activities planned
The immediate needs of up to 15,000 flood-affected families that incurred losses or damage to household items are met through distribution of non-food items.	<ul style="list-style-type: none"> • Mobilize volunteers and provide them with orientation on distribution protocols. • Identify, register, verify and mobilize beneficiaries for distributions. • Distribute blankets (two per family) and sleeping mats (two per family) to 15,000 families (75,000 persons). • Distribute one 20-litre jerry can per family (for household level water storage), to 15,000 families (75,000 persons). • Distribute hygiene kits to 10,000 families (50,000 persons). • Monitor and report on distributions.

Progress

Provision of assorted non-food items and non-food relief packs and hygiene kits started alongside rescue and emergency operations, initially focusing on families in evacuation centres. The support has now been extended to include affected families in the community. As of 16 August, PRC has distributed non-food packages to some 14,000 families using funds advanced from IFRC's DREF and resources mobilized from its individual and corporate partners.

Among the geographical areas served to date are Caloocan, Malabon, Navotas, Quezon and Valenzuela cities in Metro Manila as well as Bataan, Bulacan, Laguna, Pampanga, Pangasinan, Rizal, Tarlac and Zambales provinces. The non-food item packages and hygiene kits distributed thus far include those released from pre-positioned stocks.

To ensure a timely and effective response, PRC released non-food item packages for 9,000 families and hygiene kits for 3,000 families from its main warehouse in Manila on Saturday 11 August and dispatched them to chapters that had submitted distribution plans. Each non-food item package comprises two blankets, two sleeping mats and one 20-litre jerry can. Items for the remainder 6,000 families will be dispatched to respective chapters on 17 August 2012, meaning that items sufficient for 15,000 families – i.e. the target of this operation – will have been released by then. Distribution of items under this operation is underway, and is scheduled to be completed by the mid-September. The breakdown of distributions will be provided in the next operations update.

Prior to undertaking distributions, Red Cross volunteers and staff are selecting beneficiaries using PRC's set criteria. Geographically, the operation has targeted localities that were most affected on the basis of request for additional support from respective PRC chapters. The distributions target the most vulnerable families, i.e. those that lack the capacity to recoup their household items, with priority on beneficiaries staying in makeshift houses or evacuation centres. Relief items are being distributed per family, not per individual. Priority is being given to families without income, families that have not received any substantial assistance from the government or other organizations, families headed by persons with disabilities, families headed by women (especially widows or separated), families with young children or elderly family members, and other socially vulnerable groups.

Health and care

Outcome: The risk of waterborne and water-related diseases has been reduced through health and hygiene promotion for 10,000 families (50,000 persons) in 5 months.	
Outputs (expected results)	Activities planned
10,000 flood-affected families have improved knowledge of preventing waterborne, water related and infectious diseases.	<ul style="list-style-type: none"> • Mobilize existing trained community health volunteers. • Undertake surveys to determine baseline and end line levels of awareness on priority waterborne, water related and infectious diseases in communities impacted by flooding. • Mobilize community members for disease prevention and health promotion. • Disseminate relevant disease prevention, health and hygiene messages to 10,000 families (50,000 people). • Provide psychosocial support to affected community members and responders involved in the operation. • Undertake cleaning campaigns in affected communities.

	<ul style="list-style-type: none"> • Provided medical support and oral re-hydration solutions to those in need, together with instructions on utilization. • Distribute information, education and communication (IEC) materials to 10,000 families (50,000 people) in the target communities. • Promote proper disease prevention, health and hygiene practices among pupils in targeted schools. • Monitor and report on activities.
<p>The scope and quality of the Philippines Red Cross psychosocial support, disease prevention and health promotion services are improved.</p>	<ul style="list-style-type: none"> • Recruit and train community health volunteers. • Produce IEC materials relevant for disease prevention and health promotion. • Coordinate with national and local health authorities, to ensure that activities are in line with priorities. • Train psychosocial support providers in selected chapters.

Progress

To assist flood-affected persons in distress to overcome the crisis situation, enable them to deal positively with the emotional impact of disaster and to regain their social functioning, PRC has provided timely psychosocial support, mainly focusing on affected persons in evacuation centres. Red Cross social workers set up 75 welfare desks through which they have provided psychosocial support and referral services to some 2,100 persons, most of them children. A bulk of support delivered in this regard was psychological first aid, stress debriefing, therapeutic recreation activities like drawing, games, other group activities, guidance and counselling, and referral services. Referral is provided to guide those who require assistance which is not within the scope of Red Cross to appropriate agencies. The requests referred included requests for free medical management, funeral services, and contacting relatives abroad.



PRC volunteers Aura Barroga, Katrina Young and Leyza Velasco conduct a health and hygiene education session at Navotas evacuation centre.
Photo: Joe Cropp/IFRC

As well as providing psychosocial support to affected persons in evacuation centres, PRC has provided similar assistance to its volunteers and staff as well as other humanitarian workers who were involved in rescue operations. Besides working around the clock and complaining of getting burnt out, the workers were subjected to verbal criticism by some affected persons who felt that rescue operations were slow. However, the reality is that the rescue workers had to consider their own safety, and in some cases had to manoeuvre through sections in which electrical wires presented the risk of electrocution. The support provided was to enable such workers to deal positively with the emotional impact of the circumstances.

Hygiene and sanitation have emerged as a key problem as floodwaters recede. Respective Red Cross chapters are disseminating disease prevention, health and hygiene messages to affected people alongside distribution of non-food items. To date, PRC has mobilized some 230 community health volunteers in Bulacan, Laguna, Pampanga Pangasinan and Rizal. The volunteers in Bulacan, Pampanga and Pangasinan were previously trained and mobilized during the response to typhoons Nesat and Nalgae of 2011 while those in Laguna and Rizal were previously trained and mobilized during the response to typhoons Ketsana and Parma of 2009. As of 15 August 2012, PRC has reached some 3,000 families with health and hygiene promotion activities.

The community health volunteers are using flipcharts to support hygiene promotion sessions and are distributing leaflets containing information on hand-washing, general hygiene, diarrhoea and cholera, leptospirosis, and athlete's foot. Posters and banners bearing key messages on hand-washing, leptospirosis and dengue prevention have been posted at strategic locations in evacuation centres.

Owing to an alert raised by health authorities on possible outbreaks of leptospirosis, a bacterial disease caused by exposure to water contaminated by rat urine, PRC has administered doxycycline for staff and volunteers at high risk after participating in activities that demanded them to wade through floodwater and provided some medicines to local health units. The medicines are being administered on case-by-case basis by medical doctors within the national society's blood services. Meanwhile, the national society continues to participate in meetings of the health cluster – as well as those of nutrition and water, sanitation and hygiene promotion (WASH) clusters – to ensure that actions and planned interventions are well mapped out in order to avoid duplication.

Water and sanitation

Outcome: The risk of water and sanitation-related diseases in targeted communities has been reduced through the provision of safe water supply and improved sanitation facilities for 10,000 families (50,000 persons) in 3 months.	
Outputs (expected results)	Activities planned
Safe water and adequate sanitation is provided to affected families as damaged systems are restored including to families in evacuation centres.	<ul style="list-style-type: none"> • Provide safe drinking water (through trucking and bladders) in evacuation centres. • Identify families in need of emergency household water treatment and provide them with appropriate water purification solutions. • Provide guidance to families assisted with water purification solutions on the proper use of the same. • Collaborate with the relief sector in providing safe water storage containers and hygiene kits to targeted families. • Collaborate with the health promotion sector in highlighting the linkage between safe water handling and storage at household level and prevention of waterborne and water related diseases. • Support for the management and planning of evacuation centre solid waste, • Support additional sanitation facilities in targeted evacuation centres. • Monitor and report on activities.

Progress



At least 700 volunteers and staff of PRC participated in a clean-up drive at Barangay Mariblo in Quezon City on 12 August. Photo: Mollie Godinez/PRC

In view of constrained access to safe water in some areas due disrupted supply, clogged systems or contamination by floodwater, PRC is distributing clean water to selected evacuation centres. The national society has deployed three bladders which are catering for water needs of more than 2,000 families. Cluster partners and local government units are helping to fill up the bladders. Thus far, PRC has provided 70,000 litres of water in Caloocan, Malabon, Navotas, Quezon City and Rizal.

To support environmental sanitation efforts, PRC volunteers and staff have participated in clean-up drives in affected communities and schools. In this regard, on Sunday, 12 August, at least 700 volunteers and staff armed with shovels, brooms and other cleaning materials participated in clean-up drive in Barangay Mariblo, Quezon City.

PRC has planned to undertake more clean-up drives, cleaning of debris and de-clogging of blocked drainages in the coming days.

National society disaster preparedness and capacity building

Outcome: The disaster preparedness and response capacity of PRC national headquarters and selected chapters in affected regions strengthened within 5 months.

Outputs (expected results)	Activities planned
PRC national headquarters and chapters in operational areas have improved their disaster response capacities.	<ul style="list-style-type: none"> • Form, train and equip one land and water search-and-rescue teams. • Provide technical materials and technical support to PRC national headquarters and chapters targeted by operation. • Conduct on-the-job training in logistics core areas (procurement, warehousing, and transport and fleet management) for PRC staff and volunteers at national headquarters and targeted chapters. • Assist PRC in their training activities by providing delegates as facilitators based on their expertise. • Identify and map the overall and essential preparedness gaps in capacities and resources.

Progress

Chapters in affected provinces have mobilized volunteers to assist with serving persons in evacuation centres and relief distributions. The volunteers received basic induction prior to getting involved in the operations. More than 2,000 volunteers are still on the ground providing emergency and relief assistance. Relief staff members from PRC national headquarters are following up with chapters while IFRC has re-assigned one relief delegate already in-country to support the PRC team in monitoring. The delegate will provide temporary support, working alongside PRC counterparts, thereby providing on-the-job coaching and mentoring until a field delegate is in place to boost monitoring efforts.

Challenges

The flooding that affected vast areas in the capital, Manila, and nearby provinces did not spare Red Cross volunteers and staff. At the height of the floods, some PRC chapter buildings were marooned while many members and staff in the chapters and at the national headquarters were not able to report for duty. Some volunteers and staff and their families were victims themselves, were forced to evacuation centres and needed relief assistance. Margarita Morales, a resident of Barangay Bagong Silangan in Quezon City, was one of them – [read her story by clicking on this link](#). At the same time, Red Cross rescue workers had to consider their own safety as they undertook efforts to evacuate affected residents to safer grounds. In some cases they had to manoeuvre through sections in which live electrical wires presented the risk of electrocution.

Nevertheless, while these scenarios slowed down the Red Cross response, PRC was able to intensify its response as soon as conditions and the safety of its volunteers and staff improved. The national headquarters and nearby chapters that were not affected deployed surge capacity in terms of specialized volunteers and staff to support emergency and relief efforts of their counterparts. Chapters that were affected have since reverted to full operation mode and relief operations are progressing well.

Logistics

The IFRC's in-country logistics team – which comprises one logistics delegate and two logistics officers – has facilitated the immediate release of pre-positioned stocks and assisted in organizing transportation of items to the chapters. The team has also supported international and local mobilization of goods. Already, requisitions have been prepared and the process of procuring 10,000 hygiene kits, 15,000 jerry cans, 30,000 blankets and 30,000 sleeping mats (to replenish released stocks) has advanced. Procurement of food items, blankets, jerry cans and sleeping mats will be done locally in accordance with PRC and IFRC procedures. Hygiene kits will be mobilized internationally through the zone logistics unit (ZLU) in Kuala Lumpur. The first 5,000 hygiene kits will be shipped from the Kuala Lumpur zone warehouse in the week starting 20 August..

Donors who wish to cover items procured locally are requested to give earmarked cash donations. Donors who wish to cover hygiene kits should note that the items will be procured ex stock from the IFRC zone logistics unit (ZLU) warehouse in Kuala Lumpur, Malaysia. All donors should coordinate with [ZLU](#) regarding outstanding needs relating to non-food items and hygiene kits.

Communications – Advocacy and Public Information

A press release was sent out to international media the same day as the preliminary emergency appeal was launched. Several local and international news sources mentioned the launch. A communications delegate from the Asia Pacific zone office was deployed a day after the appeal was launched, and is in-country providing support including issuing web stories, blog entries and [images](#), working closely with the reporting and information officer of the country office. A story titled '[Clean water a priority in Manila as floodwater recedes](#)' was issued on www.ifrc.org, a [video](#) showing the damage and initial response of PRC was posted on the IFRC Video Newsroom and several photos have been uploaded on IFRC Cumulus. A [blog entry](#) was also posted at 'Our World Your Move' website on 15 August, followed by [another](#) on 16 August. More content is in the pipeline.

Contact information

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

- **Philippine Red Cross:**
 - Gwendolyn Pang, secretary-general; email: gwendolyn.pang@redcross.org.ph
phone +63 2 525 5654; fax +63 2 527 0857;
- **IFRC Philippine country office:**
 - Selvaratnam Sinnadurai, country representative; email: selvaratnam.sinnadurai@ifrc.org
phone +63 2 309 8622; mobile +63 917 880 6844
 - Necephor Mghendi, operations manager; email: necephor.mghendi@ifrc.org
phone +63 2 309 8622; mobile +63 928 471 2335;
- **IFRC regional office for Southeast Asia, Bangkok:**
 - Anne Leclerc, head of regional office; email: anne.leclerc@ifrc.org
phone +66 2 661 8201; mobile +66 85 661 7464;
- **IFRC Asia Pacific zone office, Kuala Lumpur:**
 - Jerry Talbot, a.i. head of operations, email: jerry.talbot@ifrc.org ;
phone: +603 9207 5700; fax: +603 2161 0670
 - Raul Paredes Toledo, operations coordinator, email: raul.paredes@ifrc.org ;
phone: +60 12 230 8249
 - Jeremy Francis, zone logistics coordinator, email: jeremy.francis@ifrc.org
phone: +60 12 298 9752
 - Patrick Fuller, communications manager, email: patrick.fuller@ifrc.org;
phone: +60 12 230 8451
 - Alan Bradbury, head of resource mobilization and PMER; email: alan.bradbury@ifrc.org,
phone: +60 3 9207 5775; fax: +60 3 2161 0670
Please send all pledges of funding to zonerm.asiapacific@ifrc.org



Click here

1. **[Return](#) to the title page**
-

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 \(NGOs\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

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.

www.ifrc.org

Saving lives, changing minds.



IFRC's work is guided by [Strategy 2020](#), which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
 2. Enable healthy and safe living.
 3. Promote social inclusion and a culture of non-violence and peace.
-