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Emergency Plan of Action (EPoA) Malaysia / South East Asia: Seasonal Flooding



DREF Operation n° MDRMY002	Glide n° FL-2014-000168-MYS
Date of issue: 1 January 2015	Date of disaster: 23 December 2014
Operation manager (responsible for this EPoA): Hajjah Shamsiah bt Haji A. Kadir Director of Operation, MRCS NHQ	Point of contact: 1. Rozalla Iskandar bin Mohamad Rosni Preparedness and Contingency Plan Officer, MRCS NHQ Mobile phone: +6016 872 4156 2. Zulkarnain bin Musa Response Officer, MRCS NHQ Mobile phone: +6012 282 3626
Operation start date: 23 December 2014	Expected timeframe: 1 month
Overall operation budget: CHF 82,964	
Number of people affected: more than 200,000	Number of people to be assisted: 25,000 (5,000 families)
Host National Society(ies) presence (n° of volunteers, staff, branches): 160 staff and 230,000 registered volunteers throughout 13 states in Malaysia	
Red Cross Red Crescent Movement partners actively involved in the operation (if available and relevant): the International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: n/a	

A. Situation analysis

Description of the disaster

The heavy seasonal rain and strong wind have affected most parts of Malaysia since mid-December 2014 and are expected to continue until early January 2015. The rain has caused severe flooding in the East Coast of Peninsular Malaysia – state of Terengganu, Pahang, and Kelantan. In addition to the three most affected states, four other states in Peninsular Malaysia (Perak, Johor, Selangor and Perlis states) and one state in East Malaysia (Sabah) are also experiencing floods due to the heavy rainfalls (highest recorded at 255 mm). More than 200,000 people¹ have been evacuated since the onset of the flooding and at least 17 people² were confirmed dead.

Reports state that roads in the flood affected states have been inundated, especially in Kelantan where 20 roads in six districts have been closed due to the rising water levels from three main rivers (Sungai Lebir, Sungai Kelantan and Sungai Golok). Five of the 20 roads are now open for access as the water level has lowered. In Terengganu, 33 roads in six districts have been closed.³ Rescue teams had difficulty reaching the worst affected states due to limited access and resources (to date, some areas are only accessible by boats and helicopters only). The Electricity Board had suspended the supply of electricity for the past couple of days. Since yesterday, the electricity supply has been reconnected. There are reports of shortages of petrol in some areas, as petrol stations have been flooded and submerged. The government has postponed the start of the school year by one week in light of the floods.

¹ <http://www.malaysiakini.com/news/284726>

² <http://portalbencana.mkn.gov.my/Portal/Home/SummaryInfo?type=22> (taken on 1 January 2015, 12:30hr)

³ <http://portalbencana.mkn.gov.my/Portal/Home/ClosedRoadInfo> (taken on 1 January 2015, 12:30hr)

Summary of the current response

Overview of Host National Society

Malaysian Red Crescent Society (MRCS) is supporting the Malaysian government in the relief operation and has launched a national campaign for the floods operation – [Ops Banjir BSMM Prihatin](#). The Malaysian government has requested MRCS to support relief distributions, hot meal distribution and inter-agency boat rescue operations in several affected districts in Kelantan. The MRCS Water Purification team of four volunteers has been despatched to Kerai in Kelantan.

The situation continues to evolve with more rains forecast. MRCS is working to collect information to determine the needs of the affected population. Kelantan state is currently being monitored by Radio Communication (MRCS' RadCom). Some districts in Kelantan remain inaccessible. Relief items such as hygiene kits and blankets are seriously needed. MRCS has mobilized 200 volunteers from its Kelantan branch and a further 100 volunteers from the Pahang branch. This is with the support of six rescue teams from MRCS national headquarters (NHQ).

The contingency plan has been activated by MRCS NHQ, whereby MRCS branches in non-affected areas are on standby. MRCS Disaster Management Centre (DMC) has been activated and is operating 24 hours to monitor and disseminate all the necessary information.

To date, it is confirmed that the Red Cross Society of China has donated USD 100,000 (approx. CHF 98,800) to the MRCS for responding to the floods operation and Singapore Red Cross MYR 600,000 (approx. CHF 169,700), partly with funds from the Singapore government. The International Federation of Red Cross and Red Crescent Societies (IFRC) Asia Pacific zone office (APZO) continues to support MRCS as required.

Overview of Red Cross Red Crescent Movement in country

The IFRC APZO – located in Kuala Lumpur, Malaysia – acts as the IFRC representative to the country team for the MRCS.

The International Committee of Red Cross (ICRC) regional delegation – based in Kuala Lumpur covers Malaysia, Brunei and Singapore – promotes humanitarian values and relevant international norms and standards with government agencies, detaining authorities, armed and security forces, and civil society groups. Much of its work is conducted jointly with the Malaysian Red Crescent, Brunei Darussalam Red Crescent and the Singapore Red Cross.

Movement Coordination

MRCS is working in close coordination with the IFRC APZO and the ICRC regional delegation, both based in Kuala Lumpur.

Overview of non-RCRC actors in country

The Malaysian Prime Minister has announced MYR 500 million⁴ (approx. CHF 141.8 million) allocation for the floods response, while MYR 50 million (CHF 14.1 million) has been allocated via the Ministry of Finance for immediate response. Additional smaller allocations have been made by other state governments to support the flood operations. The National Security Council, under the Prime Minister's Department, is taking the lead in coordination. The Civil Defence is mostly concentrating on relief distributions, mass feeding and community service (cleaning). The Fire Department focuses on rescue, evacuation and air operation. The Royal Malaysian Military are doing the air service, relief distributions, logistics and medical support. The Malaysian Royal Police are in charge of safety and security.

The Electricity Board are doing reconnection of electricity supply in the affected areas. The Water Board are also reconnecting the fresh water supply and the necessary repairing of water pumps in the badly hit areas. The Ministry of Health has activated their contingency plan, in which have mobilised all their available resources to the affected areas.

Many local and national organizations are also active in the response. Other humanitarian actors like Mercy Malaysia is operating their field clinics in Manik Urai and conducting relief distributions. Smaller NGOs are also concentrating on food and relief distributions. The situation has also led to great public awareness and action, with individuals or groups initiating and coordinating collections, transportation and distributions of relief goods to the affected areas.

Needs analysis, beneficiary selection, risk assessment and scenario planning

With staff and volunteers on the ground, MRCS continue to assess the constantly evolving situation. In the past days, water levels have receded but at the same time there has been an increase in people coming to evacuation centres.

⁴ <http://www.themalaymailonline.com/malaysia/article/flood-victims-urge-government-to-assess-flood-damage>

Search and rescue units are on standby for any future unexpected emergency, especially if more rain falls and the situation worsens in some areas.

Based on reports from the field, the needs (besides food and water) are for everyday household and hygiene items, such as blankets, mats, baby kits and hygiene kits. With humid/damp and cool night time conditions, blankets are needed for protection and warmth. Basic medical items such as medicines are also needed, but will be arranged by the Ministry of Health.

It is estimated that at least 100,000 people in Kelantan state alone are in need to these basic items. While in Pahang, there are approximately 10,000 additional displaced and affected individuals. According to the latest information received on 31 December from the MRCS Kelantan branch, in Pasir Mas district, there are 16 evacuation centres with 573 families and 3,015 individuals. As for Tumpat district, there are 25 evacuation centres, 5,390 families and 18,408 individuals.

While some services and support are being provided in the centres, such as water and food, there are gaps, not least with growing/fluctuating numbers of people in the centres. As such, the needs will likely vary from area to area, depending on the availability of support from the authorities and other organizations as well as road access.

Health and hygiene promotion is also essential, given the humid and damp conditions and densely populated evacuation centres. As the flood waters start to recede, people will likely need support with tools for clean-up of homes. Vector borne diseases will be continuously monitored by the Ministry of Health.

Risk Assessment

Rains have been forecasted for several more days into 2015. While the past days have seen less rain and receding waters, the main risk is that the situation can worsen as the flooding continues and subsequent displacements are prolonged.

B. Operational strategy and plan

Overall objective

The overall objective of this part of the operation funded by this DREF is to provide 5,000 families displaced by the flooding with blankets. (Each family will receive two blankets.) The population targeted will primarily be those in evacuation centres in the worst affected states, specifically Kelantan.

Proposed strategy

MRCS, with substantial bilateral contributions and successful fundraising from the general public and private companies in Malaysia, continues to provide services across the affected areas, with a focus on Kelantan. With staff and volunteers on the ground, the shifting situation is continuously assessed and operational plans updated, pending summarized and consolidated plans.

There are indications that due to the ongoing situation, blankets are difficult to find in large quantities on the local market, while the quality and price varies significantly. Taking advantage of readily available stocks in the IFRC Zone Logistic Units warehouse in Kuala Lumpur, this DREF focuses solely on providing 10,000 blankets for 5,000 families as part of the overall operation.

The IFRC warehouse also holds a number of items that have shelf life of 12-18 months and can be used immediately. These items include body and laundry soap, sanitary pads, toothpaste and toothbrushes, razors and towels. Together with IFRC, MRCS will explore the need for these items and dispatch as needed. As these items are set for disposal, no cost for replenishment has been included in the DREF budget.

Through the incoming Disaster Management (DM) delegate (refer to *human resources section*), IFRC will provide MRCS support in operational planning to mobilize bilateral financial contributions to support of those affected and monitor the implementation. The operation is expected to look at immediate and medium-term needs as the situation evolves, including areas for future disaster preparedness.

All ongoing and future interventions will be done in close coordination with the authorities and other organizations working in the affected areas.

Operational support services

Human resources

It has been agreed that IFRC will provide technical support to the MRCS through an experienced DM delegate. The delegate is being mobilized to work with MRCS in operational planning and implementation over the new few weeks. A provision has also been made for an RDRT deployment, should more or different forms of support be needed.

Logistics and supply chain

Taking advantage of readily available stocks in the IFRC Zone Logistic Unit (ZLU) warehouse in Kuala Lumpur (and considering that many commodities are difficult to procure locally in relevant quantities, quality and prices), the ZLU has prepared the release of 10,000 blankets from the warehouse. The required documentation from the authorities to release the goods into Malaysia from the bonded warehouses has been made and custom clearance is ongoing. MRCS has made arrangements for the transportation from the IFRC warehouse to the affected areas. The DREF will be used to replenish the blankets, following IFRC standards to ensure audit trails. IFRC ZLU is on standby to give MRCS technical support in logistics as needed.

Communications

MRCS has achieved great visibility nationally, not least through the active and ongoing fundraising campaigns. Internationally, MRCS has given interviews to global networks such as Al Jazeera and CNN. IFRC will promote MRCS operations through existing channels and work with MRCS to support them in their communication work, utilizing existing resources at the AP Zone office. No specific costs for communication activities have been included in the DREF budget.

For news stories, click [here](#).

Planning, monitoring, evaluation, & reporting (PMER)

MRCS will lead on the monitoring of the implementation, with support from the IFRC, specifically the incoming DM delegate. A DREF update will be available within the first month of operation. The DREF final report is expected 90 days after the end of operation – by end of April 2015.

Budget

MDRMY002 Malaysia: Seasonal Floods 2014

Budget Group	DREF Grant Budget CHF
Clothing & Textiles	60,000
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	60,000
Storage, Warehousing	1,000
Distribution & Monitoring	3,000
Logistics Services	5,500
Total LOGISTICS, TRANSPORT AND STORAGE	9,500
International Staff	4,600
Total PERSONNEL	4,600
Travel	3,000
Financial Charges	300
Other General Expenses	500
Total GENERAL EXPENDITURES	3,800
Programme and Services Support Recovery	5,064
Total INDIRECT COSTS	5,064
TOTAL BUDGET	82,964

Contact information

For further information specifically related to this operation please contact:

- **Malaysian Red Crescent Society:**
 - Hajjah Shamsiah bt Haji A. Kadir, Director of Operations, phone: +6012 381 9559; email: shamsiah@redcrescent.org.my
 - Saiful Izan Nordin, International Relations Manager, phone: +6019 269 4875; email: ihlmrcs@gmail.com
- **IFRC Southeast Asia Regional Delegation, Bangkok:**
 - Anne Leclerc, Head of Regional Office, phone +66 2661 8201; email: anne.leclerc@ifrc.org
- **IFRC Asia Pacific Zone Office:**
 - Christine Strater, Operations Coordinator, phone: +6012 213 0149; email: christine.strater@ifrc.org
- **In Geneva:**
 - Christine South, Operations Support; office: +41 22 730 4529; email: christine.south@ifrc.org
- **IFRC AP Zone Logistics Unit (ZLU):**
 - Florent Chane, Zone Logistics Coordinator; mobile: +60 12 298 9752; email : florent.chane@ifrc.org

For Resource Mobilization and Pledges:

- **In Asia Pacific Zone Office:**
 - Emilia Koski, Relationship Manager; mobile:+60 12 230 7548; email: emilia.koski@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- **In Asia Pacific Zone Office:**
 - Peter Ophoff, Head of PMER; office: +603 9207 5507; email: peter.ophoff@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 (NGOs) 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.

