

FINAL REPORT



International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

ARGENTINA: FLOODS IN SANTA FE PROVINCE

2 April 2004

Appeal No. 10/03; Launched on: 6 May 2003 for three months for CHF 607,000 to assist 8,000 beneficiaries. Operations extended to 31 October 2003. Appeal coverage: 103%

Disaster Relief Emergency Fund (DREF) Allocated: CHF 50,000

[\(Click here to go directly to the attached Final Financial Report\)](#)

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 180 countries.

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Summary

During the second week of April 2003, several days of intense rain hit the province of Santa Fé and other provinces in northern Argentina, further aggravating a precarious situation that had been ongoing since late 2002 as a result of heavy rainfall. At the end of the month, after continued rain, the Salado River burst its banks, causing the worst flooding to hit the region in a century.

Within a few hours, one third of the provincial capital city of Santa Fé and a vast area of the province were flooded. The water entered through a barrier designed to protect the city from such an occurrence, 2.5 kilometres of which were incomplete. Houses, shops, hospitals and other public buildings were flooded by the water that in some areas of the city reached seven meters in height. The barrier, which was intended to protect the city, now trapped the water so that flood levels remained high for some time. The barrier had to be destroyed in several areas in order to allow the water to flow out of the city. The electricity was cut off in several areas of Santa Fé and its surroundings for a number of days, causing security and logistical problems. On the outskirts of the capital, farms, factories, crops and cattle were also affected by the flooding. Several access roads and bridges leading to Santa Fé were impassable or blocked by authorities for security reasons, slowing down early rescue operations.



Some 2,000 beneficiaries were rescued by the ARC during the first hours of the floods.

A total of 22 casualties and 500 missing persons were reported during the first hours of the floods, when 30,000 people were forced to leave their homes. A state of emergency was declared in 35 communities, with General Obligado, Monte Vera, San Cristóbal, San Justo, San Javier, Garay, Las Colonias, General López, San Martín and the city of Santa Fé being the worst hit areas of the province. Some 150,000 people had to leave their houses and properties and 26,000 houses had to be abandoned, 2,000 of which were completely destroyed. Due to the risk of vandalism and the extremely tense situation, a 6 pm curfew was put into place in the city of Santa Fé for 15 days. This curfew, which only excluded rescue and relief teams, was extended for a month for those beneficiaries living in evacuation centres.

More than 400 organized and make-shift evacuation centres were established in the city of Santa Fé and other smaller towns, most of which had precarious health and hygiene conditions. These centres hosted more than 75,000 people during the height of the emergency. Conditions in evacuation centres slowly improved and after 45 days the number of beneficiaries hosted in these centres stabilized at around 5,000 individuals living in 68 centres, including 9 large centres. Most of the other people affected by the floods found accommodation in the homes of relatives or friends.



Map of the city of Santa Fé showing flooded areas in red.



The flooded countryside surrounding the city of Santa Fé.

The response of Argentine Red Cross (ARC) to the disaster was immediate: during the first 24 hours after the flooding occurred volunteers from the Santa Fé and San Cristóbal branches of the ARC rescued more than 2,000 people in the city of Santa Fé, despite the fact that the branch premises were lying underwater. From the beginning of the emergency, the ARC worked together with other humanitarian agencies and local institutions of the inter-agency emergency unit that was set up in the offices of the local Ministry of Health.

Due to the gravity of the situation in the region, the ARC requested the assistance of the Federation. In response, the Federation launched an international appeal at the beginning of May, the objective of which was to bring relief assistance to 8,000 beneficiaries in the form of food, medicines, hygiene kits and other non-food items for a period of three months. The appeal also aimed at providing psycho-social assistance to disaster victims, facilitating the return of evacuees to their homes, and promoting sanitary conditions.

In order to meet new needs expressed by beneficiaries, the plan of action was readjusted in mid June, and the programme was extended until the end of October. The last relief kits were purchased and distributed to beneficiaries during the first week of November due to certain delays in the suppliers' delivery procedures and to the fact that distribution had to be interrupted during local elections in September so that the ARC would not be identified with any political agendas.

The relief operation benefited from a major demonstration of solidarity throughout the country. Private citizens, enterprises, and civil associations contributed to collect thousands of tonnes of food and non-food items. These items were distributed by the National Society to disaster victims not covered by this appeal and were also used to make up the kits that were included in the appeal.

In cooperation with the German Red Cross, the ARC is currently running two ECHO funded projects aimed at partially guaranteeing the continuation of the assistance provided by this appeal. The projects, which will terminate at the end of January 2004, consist of constructing 400 pre-fabricated houses in 5 areas of Santa Fé for an estimated 2,000 beneficiaries, and providing food assistance to 17,000 beneficiaries in the north of the country.

The remaining balance on the Santa Fé floods operation will be used in order to set up and equip two emergency rooms, one in the branch of Santa Fé and one in the headquarters, facilitating monitoring and rapid response in the event of a disaster. These facilities will also be used for such events as training courses, planning meetings and conferences. Furthermore, the Argentine Red Cross' capacity for disaster response will be strengthened through improvements to the regional warehouse in Santa Fé and the purchase of relief equipment.

Therefore, as a result of this project, both the headquarters and the branch of Santa Fé will have both the facilities and necessary equipment to improve coordination and response to emergencies at regional and national level.

Coordination

The Federation's sub regional office in Buenos Aires has been assisting the ARC in the management of the operation since the outset with both staff and resources, including the allocation of CHF 50,000 from the disaster relief emergency fund (DREF) in order to respond to the first phase of the emergency. In addition, the international appeal was drawn up with the support of the disaster management delegate from the Federation's Regional Delegation in Lima, the Pan American Disaster Response Unit (PADRU), and an assessment team made up of representatives of the ARC, the Federation, the Spanish Red Cross and regional intervention team (RIT) member.

The Federation worked together with the ARC and other key partners, supporting the National Society and assisting it in developing its network of contacts in the area. Federation and ARC staff participated in coordination meetings both at the branch and headquarters level.

The ARC achieved a high level of coordination and cooperation with strategic actors and partners involved in the operation, such as the Ministry of Health, the Civil Defence, UNICEF, the Pan American Health Organization (PAHO), OXFAM, and other local and international institutions. The military also made an important contribution to the operation in terms of logistics and transportation of relief items.

Red Cross and Red Crescent action – objectives, progress, impact

From the onset of the disaster, the Argentine Red Cross activated its Emergency Operations Centre at the National Society's headquarters in Buenos Aires and in the Santa Fé branch. Throughout the emergency period, regular coordination meetings were held with the Federation, operational partners and local institutions.

An assessment team composed of experts in disaster management, logistics and health, as well as information and reporting staff, from the Argentine Red Cross, the Federation, PADRU and the Spanish Red Cross were mobilized to assess damage and needs and to work on a plan of action.



Within the first 48 hours after the flooding first occurred, 6 teams of volunteers with technical equipment reached the city of Santa Fé, together with Federation and PADRU experts. Among the ARC volunteers were lifeguards and nurses from the Red Cross School of Nursing, carrying with them first aid materials and radio-communication equipment, as well as boats and vehicles for rescue operations. While teams of volunteers were rescuing affected individuals, other ARC volunteers were operating in evacuation centres, receiving beneficiaries and providing assistance to pregnant women day and night. Almost every one of the 76 ARC branches

Teams of ARC volunteers reached Santa Fé within 48 hours of flooding and made their first deliveries to beneficiaries stranded on their rooftops.

participated in the relief operations, collecting donations for evacuees or sending volunteers to the field. More than 1,000 volunteers worked in Santa Fé, while almost 5,000 were mobilized in other branches.

The National Societies of Austria, Finland, Japan, Norway, Sweden and the United States contributed to this appeal, while the German and Spanish Red Cross Societies contributed bilaterally, supported by their governments, in close coordination and cooperation with the ARC. Other donations came from the Embassies of the Netherlands and New Zealand in Buenos Aires and local donors.

Relief distribution of food and basic non-food items

ARC relief distribution within the appeal targeted the most vulnerable evacuees affected by the floods. The generous contribution of relief items from all sectors of the Argentine population permitted the ARC to exceed the mandate of this appeal, providing more assistance and reaching more beneficiaries. Teams of ARC volunteers surveyed and assisted a total of 436 official and make-shift evacuation centres, hosting 73,006 evacuees. Additional centres that were not included in the appeal also benefited from public donations gathered by ARC branches around the country.

Identification of the food and non-food items that were required by beneficiaries was carried out by Federation and ARC staff, taking into consideration local dietary habits and the SPHERE guidelines of minimum standards of intervention. The assessment of beneficiaries and the distribution of relief items were carried out by ARC volunteers and were based on the same criteria.

A readjustment of the plan of action was approved in mid June in order to better respond to the needs of those beneficiaries who had to remain in evacuation centres because their homes were destroyed, and of those returning to devastated communities. Following a needs assessment that was carried out together with beneficiaries, gas stoves, furniture, kitchen sets and transistor radios were added to the list of items to be provided.

During the first month of the operation, the ARC used five warehouses for receiving and distributing relief items. A single depot was rented, in which 60 volunteers were working on a daily basis, assisted by 120 high school students from Santa Fé.



Children and elderly people were prioritized for assistance during this appeal.

Objective 1: to provide humanitarian assistance in the form of food for three months, together with a kitchen set and hygiene kit for 8,000 persons affected by the floods.

Less than 20 hours after the onset of the emergency, 10 tonnes of food were sent from the Argentine Red Cross central warehouse and distributed immediately upon arrival in Santa Fé. This first donation provided 2,500 beneficiaries in 4 evacuation centres with relief items for 1 week and assisted those people who remained on the rooftops of their homes during the first weeks after the flooding. Immediate emergency relief items were provided through the Federation's Disaster Relief Emergency Fund and public donations to the Argentine Red Cross.

The exact number of beneficiaries hosted in evacuation centres was constantly changing throughout the course of the operation because people tended to return to their homes as soon as possible. During the 6 months of the operation, ARC volunteers distributed a total of 1,935 family food packages provided by the appeal to 9,675 persons in 9 official centres, 10 make-shift centres, and the rural community of Monte Vera, on the outskirts of Santa Fé. Deliveries of relief items were also made to individuals who were affected by the floods but were not staying in evacuation centres.

The content of the food packages was determined by the Federation and the ARC. Each 37.3-kilogram package, which was intended to meet the nutritional needs of five people for one month, included the following items:

Item	Quantity per package	Total distributed
Rice	4 kg	7,740 kg
Pasta	6 kg	11,620 kg
Wheat flour	3 kg	5,805 kg
Maize flour	3 kg	5,805 kg
Tomato sauce	3 litres	5,805 litres
Salt	0.5 kg	967,5 kg
Oil	3 litres	5,805 litres
Soya beans	2 kg	3,870 kg
Canned peas	3 cans	5,805 cans
Soup base	24 units	46,440 units
Powder milk	5.8 kg	11,223 kg
Yerba mate (tea)	3 kg	5,805 kg
Sugar	2 kg	3.870 kg
Cocoa	1 kg	1,935 kg
TOTAL	37.3 kg	72,165.5 kg

Food packages were provided through the contribution of the Spanish Red Cross (750 packages), the Spanish government (900 packages) and a private local supplier (280 packages).

Beneficiaries also received kitchen and personal hygiene kits, which were particularly necessary in evacuation centres. A total of 600 families, for an estimated 3,000 beneficiaries, received kitchen sets that included the following items:

Item	Quantity per kit	Total units delivered
Plastic plates	5 units	3,000
Plastic glasses	5 units	3,000
Steel knives	5 units	3,000
Steel forks	5 units	3,000
Steel spoons	5 units	3,000
20-litre water tank	1 unit	1,300
Pans	2 units	1,200
Dust bin	1 unit	600

These kits were purchased with donations from the Spanish Red Cross, which provided 120 kits, and from a local contribution to the appeal, which provided 480 kits.

Personal hygiene kits were distributed to 1,300 families, for an estimated 6,500 beneficiaries. These kits were provided through contributions from the Spanish Red Cross (200 kits), the German Red Cross (500 kits), the Norwegian Red Cross (100 kits) and the Spanish government (500 kits). The content of each kit, together with the total amount of items delivered, is listed below:

Item	Quantity per kit	Total units delivered
Unscented soap	5 units	6,500
Toothbrushes	5 units	6,500
Toothpaste	2 tubes	2,600
Toilet paper	8 rolls	10,400
Shampoo	2 bottles	2,600

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Comb	1 unit	1,300
Sanitary towels	30 units	39,000
Family towels	3 units	3,900
Sponge	1 unit	1,300
Female hygiene kit	1 box	1,300

Female hygiene kits included in this distribution were part of 20,000 hygiene kits donated by UNICEF. Each of these kits included the following items:

Item	Quantity Per kit
Sanitary towels	40 units
Unscented soap	2 units
Deodorant	1 unit
Refreshing tissues	70 units

UNICEF also distributed 20,000 hygiene kits, including female hygiene kits, which included the following:

Item	Total units distributed
Sanitary towels	800,000
Unscented soap	40,000
Deodorant	20,000
Refreshing tissues	1,400,000

The distribution of kits and food packages to evacuation centres within the international appeal was as follows:

Evacuation centre/Community	Family food packages	Kitchen sets	Personal Hygiene kits
Belgrano station	41	29	49
Belgranito warehouse	62	21	67
La Florida	249	87	237
Telecom warehouse	21	11	22
Mitre station	7	12	12
Club Telefonos	57	34	65
La Tablada	90	33	78
Vialidad (Peñalosa and Hernanderias Warehouse)	54	35	55
Cartonero Warehouse	14	4	9
Individual deliveries(*)	50	11	33
Special Centres (**)	139	45	157
Monte Vera Neighbourhood	1,151	278	516
TOTAL	1,935	600	1,300

(*): At the beginning of the emergency operation, the ARC was able to register recipients of these kits, but not their location.

(**): This figure includes 10 make-shift centres hosting self-evacuated beneficiaries.

Besides the relief items delivered through this appeal, ARC volunteers distributed some 3,200 tonnes of food and non-food items that were received by branches around the country through private donations from citizens. Food items were packaged according to the content of the family food packages created for the appeal and were delivered to beneficiaries hosted in evacuation centres that were not assisted by this appeal. A total of 3,200 families, an estimated 16,000 people, benefited from the food distributions made within and outside the appeal.

The following is the list of food distributed to beneficiaries outside the appeal's objectives:

Item	Total Quantity distributed
Mineral water	109,571 litres
Oil	3,624 litres
Rice	13,833 kg
Soup broth	17,328 units
Salt	3,122 kg
Bread	960 kg
Pasta	27,086 kg
Wheat flour	7,963 kg
Maize flour	16,358 kg
Tomato sauce	10,795 units
Canned beans	2,195 cans
Potatoes	28,000 kg
Soja beans	5,867 kg
Fresh vegetable	7 packs
Dairy products	54,000 units
Long life milk	32,574 litres
Powdered milk	20,183 kg
Sugar	10,445 kg
Tea	25,594 boxes
Mate cocido (tea)	17,207 bags
Hierba mate (tea)	9,269 kg
Cakes	854 units
Biscuits	6,152 packs
Cocoa	8,094 packs
Jam	754 boxes
Fruit juice	6,694 units

The following non-food items were collected by ARC branches and distributed to beneficiaries not included in the objectives of the appeal:

Item	Total Quantity distributed
Bed sheets	831 pairs
Blankets	5,982 units
Mattresses	3,007 units
Pillows	7,798 units
Beds	12 units
Garbage bags	7,030 units
Cleaning cloths	36,281 units
Bleach	9,852 litres
Detergent	542 litres
Disinfectant	279 litres
Chlorine	55 packs
Clothes	22,364 sacks
Shoes	5,784 sacks
Toilet paper	15,511 packs
Cotton	535 packs
Soap	40,620 units
Deodorant	16,595 units
Towels	3,550 units
Sponge	1,741 units

Toothbrushes	5,850 units
Toothpaste	7,031 units
Shampoo	1,266 litres
Combs	556 units
Razors	250 units
Sanitary towels	817,550 units
Candles	15,489 units
Matches	4,654 boxes
Lamps	223 units
Toys	357 sacks

The distribution of non-food items was readjusted whenever possible, on the basis of the content of kits set by the appeal.



ARC, Federation and OXFAM teams, like these ones pictured above, monitored the living conditions in evacuation centres. The plan of action was readjusted in June in order to better respond to the needs of beneficiaries.

Objective 2: to facilitate the return of evacuees to their homes and promote sanitary conditions

Activities under this objective were carried out in centres and in the rural community of Monte Vera. This community is located in a depressed rural area that had low social and living indicators prior to the floods. Monte Vera was selected because of the severe damage caused by the floods and the fact that no relief assistance was provided to the community by other humanitarian actors.

The German and Spanish Red Cross Societies contributed to the relief effort in this community in close cooperation with the ARC, while OXFAM donated construction material for the reconstruction of an aqueduct that provided running water to 483 residents. Reconstruction work was carried out by beneficiaries and ARC volunteers, under the coordination of OXFAM experts.



After a mid-term evaluation was carried out together with beneficiaries, new items were identified that would help beneficiaries improve their living conditions and resume a normal life once they returned to their homes. For example, funds that had been previously earmarked for mattresses and blankets were reallocated to the purchase of kitchen sets, gas stoves and basic furniture kits. There was a greater need for

Families in the rural community of Monte Vera, like this one pictured above, were particularly affected by the flooding. The Red Cross selected Monte Vera to take part in the operation because of the severe damage to the community, and because no other humanitarian groups were active in the area.

these items because mattresses and blankets had already been provided by the ARC and other humanitarian agencies. Distribution of gas stoves was particularly welcomed by beneficiaries because it helped them to re-create a family environment within evacuation centres.

The following is a list of articles distributed by the ARC within this objective:

Evacuation centre/Community	Cleaning sets	Gas stove with 10 kg gas tank	Furniture sets	OXFAM furniture kits	Washing machines (***)	Transistor radios
Telecom warehouse	11		10			
Florida Tent camp	87		86			
Belgrano Station	29					
Belgranito warehouse	21		22			
Club Telefonos	34		30			
La Tablada	33		29			
Vialidad (Peñalosa and Hernanderias Warehouse)	35	29	24		32	
Mitre station	12					
Cartonero Warehouse	4	6	9		5	
Individual deliveries(*)	413	71	63		3	176
Special Centres (**)	57	94	49			24
Monte Vera Neighbourhood	564		278	50		
TOTAL	1,300 sets	200 units	600 sets	50 units	40 units	200 units

(*): At the beginning of the emergency operation, the ARC was able to register recipients of these items, but not their location.

(**): This figure includes 10 make-shift centres hosting self-evacuated beneficiaries.

(***): Private donations to the ARC not included in the original appeal.

- Cleaning sets distributed to beneficiaries during activities designed to raise awareness of cleanliness and public health, included the following items:

Item	Quantity per set	Total quantity delivered
Brush	1 unit	1,300
Broom	1 unit	1,300
Gloves	1 pair	1,300
Detergent	5 litres	6,500
Chlorine	3litres	3,900
Plastic garbage bags	50 units	65,000
Unscented soap	3 units	3,900
Bucket (10 litres)	1 unit	1,300
Sponge	1 unit	1,300
Wringer	1 unit	1,300
Cleaning cloths	2 units	2,600
Dishcloths	1 unit	1,300

- Furniture kits were provided, as follows. Each furniture kit included:

Item	Quantity per kit	Total units delivered
Beds	2 units	1,200
Table	1 unit	600
Chairs	4 units	2,400
Kitchen cupboard	1 unit	600
Mattresses (*)	2 units	1,200

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Pillows (*)	2 units	1,200
Blankets (*)	2 units	1,200

(*) private donations to the ARC not included in the original appeal

- OXFAM, in agreement with a local technical school, made a donation of raw materials and tools to 50 families in Monte Vera that were used to build furniture sets composed of:
 - 2 beds
 - 1 table
 - 1 kitchen cupboard.

- Transistor radios were distributed to elderly persons living on their own in the neighbourhoods of Villa del Parque and Santa Rosa de Lima. Beneficiaries were selected with the help of local service associations from among the most vulnerable senior citizens in the communities.



The plan of action was changed in June to include furniture sets, kitchen kits and gas stoves. Here, beneficiaries in Monte Vera build furniture with materials donated by OXFAM.

A bilateral donation from the German Red Cross provided beneficiaries from the community of Monte Vera with 500 bedroom kits and 350 hygiene kits:

Bedroom kits included the following items:

Item	Quantity
Blankets	2,064 units
Mattresses	2,064 units
Bed sheets	2,000 sets
Pillows	2,000 units
Towels	4,000 units

Each hygiene kit financed by the German Red Cross included the following items:

Item	Units per kit	Total units delivered
Unscented soaps	4	1,400
Toothbrushes	4	1,400
Tooth paste tube	2	700
Sanitary towels	20	7,000
Toilet paper (rolls)	8	2,800
Comb	1	350
Disposable razor	1	350

Following the end of the operation, 31,600 Argentine Pesos (approximately CHF 15,000) from this appeal were reallocated to support a 6-month project that the ARC is now running and co-financing aimed at promoting the sustainability of 7 evacuation centres and 50 families from the community of Monte Vera. Beneficiaries of this intervention are 229 families who were assisted during the Santa Fé floods programme. These beneficiaries' homes were destroyed and are waiting for new houses to be built.

This separate project, which is being carried out outside of the framework of the appeal, consists of providing equipped community kitchens, kitchen kits and hygiene kits to beneficiaries. The project also includes training kitchen staff in hygiene and kitchen maintenance, as well as training of other beneficiaries in community health and first aid. Centres and numbers of assisted beneficiaries are listed below:

Evacuation centre	Families hosted	Beneficiaries
Belgrano station and Belgranito warehouse	15	50
La Tablada tent camp	30	185
La Florida tent camp	30	490
Club Telefono warehouse	37	163
Vialidad warehouse	27	132
Telecom warehouse	40	68
Monte Vera community	50	600
Total	229	1,688

This project is providing much needed assistance to people who could not return to their homes after the floods. It is being carried out with the technical and financial cooperation of the local government and municipality, which is providing fresh food, as well the Spanish NGO Acción Contra el Hambre and the Italian NGO Gruppo Volontari Civili (GVC).

Once the project is completed, soup kitchens will be turned over to community centres in affected areas. The Santa Fé branch of the ARC will retain an additional kitchen as a part of the emergency resources to be used in case of a disaster.

Health and Care

Since the beginning of the operation, health and care has been one of the most relevant and delicate areas of intervention in the province of Santa Fé, primarily due to the risk of epidemics and the precarious health conditions in evacuation centres. One problem faced by local institutions was the challenge of collecting thousands of tonnes of garbage that were left in the streets after the floods, which presented a health risk. At the same time, thousands of victims who had lost their homes were hosted in warehouses, schools or other shelters that had extremely limited facilities, such as toilets or kitchens.



Thousands of tonnes of garbage were left in the streets after the floods, presenting a major health risk.

The ARC intervention focused on vaccinations, awareness campaigns, improving water and sanitation infrastructure, delivering hygiene kits and medicines and providing psycho-social counselling to beneficiaries. These activities, which were carried out with key partners such as local institutions, UNICEF, OXFAM, and Medicos sin Fronteras (MSF), helped to improve the beneficiaries' living conditions in evacuation centres and communities. In addition, these activities also enabled some beneficiaries to return to their homes.

Objective 1: To improve the health situation of those affected by the floods through health and hygiene promotion and disease prevention

At the outset of the operation, ARC activities in the field of health and care consisted of a vaccination and prevention campaign in support of the Ministry of Health's activities to fight leptospirosis. During this time, ARC nurses and volunteers vaccinated 5,000 beneficiaries in the Centenario and Barranquitas neighbourhoods. A similar initiative was carried out by ARC nurses and volunteers in order to vaccinate beneficiaries against hepatitis. All volunteers and staff working in the field received the same medical attention.

After the initial emergency phase, the local Ministry of Health was able to begin operating once again at full strength. The ARC was therefore able to focus activities on awareness campaigns addressing hygiene and health issues, as well as on improving water and sanitation infrastructure in evacuation centres and distributing hygiene sets to beneficiaries.

Joint ARC and OXFAM teams visited evacuation centres on a regular basis, where they spoke to beneficiaries about hygiene and cleanliness. Awareness activities were particularly important due to the precarious living conditions beneficiaries were faced with, as families hosted in evacuation centres were living in close proximity and in poor hygienic conditions. Workshops on water and sanitation and hygiene related issues were also organized for volunteers, NGOs and public institutions. An additional task carried out by ARC and OXFAM teams was entertaining children in evacuation centres, playing educational games to teach them about hygiene.

As a part of the awareness campaign on hygiene and health care, 20 ARC nurses visited 6 evacuation centres, holding speeches on how to keep food, garbage disposal and personal hygiene. The following is a list of centres visited and beneficiaries trained:

Evacuation centre	Beneficiaries
Escuela Colon	250
Escuela Almirante Brown	449
Predio Ferial	850
Escuela Normal	500
UTN	156
Vecinal República del Oeste	160
Total	2,365

Some 30,000 brochures on health and care, which were drawn up by UNICEF experts, were distributed in hospitals, streets and evacuation centres, along with 5,000 leaflets on hygiene and sanitation that were issued by the ARC. Appropriate material sent from Federation's Regional Delegation in Lima was also distributed.

Information provided by these sources included:

- personal hygiene
- clean water
- refuse disposal
- prevention of vector related diseases
- prevention of diarrhoea and other intestinal diseases
- prevention of domestic accidents
- prevention of HIV/AIDS and sexually transmitted diseases
- promotion of breast feeding
- use of re-hydration salts.

In addition, 26 volunteers from the Santa Fé branch of the ARC received training in hygiene and HIV/AIDS. These volunteers also participated in workshops and talks addressing sexually transmitted diseases (STDs) in evacuation centres. These activities were carried out in cooperation with OXFAM and the Ministry of Health's provincial programme on HIV/AIDS. Following a request from beneficiaries, elements of family planning were also included in the workshops.

A total of 788 beneficiaries received training in reproductive health and STDs during talks and workshops that were open to the public. Workshops were held in the following evacuation centres:

- Florida Tent Camp
- Club Telefono
- Telecom warehouse
- Belgrano station
- Vialidad warehouse
- Mitre Station
- La Tablada Tent Camp

During this campaign, ARC volunteers distributed 1,000 posters on health and care, 11,000 informational leaflets on HIV/AIDS and 10,800 condoms.

Workshops addressing STDs were very important and significantly increased the knowledge of STDs among beneficiaries. The following table illustrates the results of surveys amongst beneficiaries addressing basic health related information at two different times during the relief operation:

Question	Initial survey	Final survey
Do you know of any STDs?	Yes: 70%	Yes: 79%
Do you know any general symptoms of STDs?	Yes: 27%	Yes: 72%
Do you know any preventive means for avoiding STDs?	Yes: 61%	Yes: 89%
Do you recognize condoms as a means of preventing STDs?	Yes: 54%	Yes: 89%
Do you use any contraceptive means?	Yes: 33%	Yes: 46%
Do you use condoms as a preventive means?	Yes: 20%	Yes: 98%
Do you know any diagnostic method to recognize STDs?	Yes: 39%	Yes: 50%

Water and sanitation activities, including installing and repairing sewers, toilets, showers and pipelines, were run by ARC volunteers and beneficiaries in cooperation with OXFAM experts and with the support of local municipalities. The need for these facilities was identified by beneficiaries, who took an active role in their construction. The following is a list of water and sanitation and awareness activities carried out by ARC volunteers together with OXFAM staff:

EVACUATION CENTRES	ACTIVITIES
Campo Universitario	Water pipelines and drinking water in the kitchen. Construction of a washing place for clothes. Showers repaired. Health promotion.
Telecom Warehouse	Toilets repaired. Two washing places for clothes constructed. Health and HIV/AIDS promotion.
Florida tent camp	Showers constructed. Connected water and electricity. Provided drinking water with five water tanks. Health and HIV/AIDS promotion.
Belgrano station and Belgranito warehouse.	Repair of six showers and two toilets. Construction of eight washing places for clothes. Construction of eight showers and four washing places for clothes. Health and HIV/AIDS promotion.
Peñaloza y Hernandarias warehouse	Electricity connection. Showers. Health promotion.
Club Teléfono Warehouse	Water pipelines. Toilets and showers. Two washing places for clothes constructed. Health and HIV/AIDS promotion.

La Tablada tent camp	Showers. Water connection. Two water tanks. Health and HIV/AIDS promotion.
Mitre Station	Health and HIV/AIDS promotion.
Monte Vera Community	Tools provided to repair a broken aqueduct serving 483 beneficiaries. Basic furniture kits provided for 50 families.



Health and hygiene activities were particularly important due to the precarious living conditions beneficiaries were faced with in evacuation centres. Water and sanitation activities were run by ARC volunteers and beneficiaries in cooperation with OXFAM experts and with the support of local municipalities. Here, women are cleaning clothes at a washing station.

A workshop on water and sanitation for ARC staff and volunteers, NGOs and other involved actors was also organized by the ARC and OXFAM, for a total of 35 participants. OXFAM also donated cleaning and maintenance kits to be used in the newly constructed facilities.

Concerning hygiene and health care, an important contribution came from UNICEF, which donated 350 hygiene kits to the ARC that were distributed to beneficiaries in evacuation centres. These kits were delivered to families returning home, and contained the following items:

Item	Quantity per set	Total units distributed
Detergent	10 litres	3,500
Bleach	10 litres	3,500
Shampoo	5 litres	1,750
Cloths	10 units	3,500
Duster	10 units	3,500
Sponge	10 units	3,500
Unscented soap	10 units	3,500
Garbage bags	100 units	35,000
Toilet paper	48 rolls	16,800
Toothpaste	10 units	3,500
Toothbrush (adult and child)	40 units	14,000
Disinfectant	10 litres	3,500

Distribution of kits and awareness activities in the field of hygiene and health and care proved positive and have contributed effectively to reducing diseases and improving the well-being of people hosted in evacuation centres. As a result of these workshops, beneficiaries started participating in the maintenance and upkeep of the centres, organizing themselves into teams in charge of daily cleaning activities.

Objective 2: To reinforce the capacity of individuals to prevent and mitigate the effects of post traumatic stress experienced when affected by a disaster, thus facilitating the readjustment of disaster victims to their usual social, personal and work routines.



Psycho-social assistance activities took into consideration particularly vulnerable groups, such as children and elderly people.

The ARC was one of the few agencies dealing with the provision of psycho-social assistance to the victims of the floods, not only in Santa Fé, but also from the National Society's headquarters in Buenos Aires. A 24 hour telephone line was set up at the ARC office in Buenos Aires immediately after the disaster. This service, carried out by ARC professionals, provided psycho-social assistance to the public for the first 15 days of the operation. The service was particularly helpful in reuniting families.

Only three days after flooding occurred, ARC experts in the field of psycho-social assistance to victims of disasters held two workshops in Santa Fé. The workshops were attended by psychologists, doctors, two staff members from city hospitals and staff from local universities, schools and social service agencies, as well as teacher and students from the ARC nursing school, and ARC volunteers. The meeting addressed psycho-social assistance during disasters and involved sharing past experiences and looking at case studies. A total of 15 volunteers from the Santa Fé branch received specific training on stress management at that time. During the operation, 144 volunteers including 45 volunteers from the Santa Fé branch and 54 from the branches of Cordoba, Saavedra, Comodoro Rivadavia, Corrientes, and San Francisco, participated in other training activities that were carried out specifically for volunteers.

Trained ARC volunteers worked in teams with professionals, nurses and medical staff, providing psycho-social assistance to more than 6,000 beneficiaries in evacuation centres and communities. During regular visits to evacuation centres, ARC volunteers distributed 20,000 brochures and other supporting material drafted by ARC experts, taking into consideration particularly vulnerable groups, such as children and elderly people. Brochures were also distributed among volunteers, who received psycho-social assistance as well as the beneficiaries. No particular campaign was designed to address the psycho-social needs of volunteers, despite the fact that cases of stress were registered among volunteers during the programme. A particular cause of stress reported by volunteers was the inability to rescue all the people they would have liked to.

ARC informational material, together with articles on stress reduction, appeared in local newspapers, the ARC website, and radio and television programmes. The materials focused on this difficult aspect of relief, stressing the importance of ARC activities in this field.

The following is the number of beneficiaries in each evacuation centre who received direct psycho-social attention from ARC volunteers and professionals:

Evacuation Centre	Number of Beneficiaries assisted
Campo Universitario	190
Telecom Warehouse	100
Florida tent camp	500
Belgrano station and Belgranito warehouse.	816
Vialidad Warehouse	112
Club Teléfono Warehouse	180
National Tech. University	300
Gym club	80
Almirante Brown school	500
Vecinal República del Oeste	160
Normal school	500
Predio Ferial	700
Colon school	400
La Tablada tent camp	185
Sindicato de la Carne	102
Mitre Station	125
La Florida neighbourhood	1,000
TOTAL	5,990

Psycho-social assistance and professional counselling were also provided to 40 teachers from the Dante Alighieri School who were providing assistance to 4,000 evacuees and to residents of the La Florida neighbourhood. These beneficiaries were assisted by an ARC team operating from a hospital-truck provided by the branch of Corrientes.

Objective 3: To improve access to medicines and basic supplies by providing these to 16 evacuation centres and 10 primary health centres in the affected areas

All the medicines distributed by the ARC during the intervention in Santa Fé were donated by institutions, companies and private citizens. In order to organize and speed up delivery operations and to conform to the international standards determined by the Pan American Health Organization, ARC volunteers received training and adopted the PAHO's SUMA Stocking and Delivery Standards for drugs.

While during the emergency phase ARC volunteers delivered medicines directly to beneficiaries together with Médicos sin Fronteras (MSF), in the post emergency phase drugs were provided to the Ministry of Health's Department of Pharmacy and Biochemistry. The assistance carried out together with MSF also included providing basic primary health care to beneficiaries living on the rooftops of their houses. ARC nurses adopted World Health Organization (WHO) standards for registering and monitoring sick beneficiaries in evacuation centres. This intervention was particularly important due to the presence of intestinal diseases among children.

The following is a list of evacuation centres that, together with the Ministry of Health and individuals, have benefited from direct ARC assistance:

- La Tablada
- Ex Combatientes Malvina
- Asociación Evangélica Filadelfia
- Colegio Nuestra Señora del Huerto
- Escuela Normal Superior

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- Escuela Almirante Brown
- Federación de Ex Combatientes
- Galpón Vialidad
- Iglesia del Buen Pastor
- Centro Miguel Figueredo
- Centro Nuestra Señora del Calvario
- Predio Ferial
- Sindicato de la Carne
- Inturraspe Hospital
- Cullen Hospital

The following chart illustrates the total quantity of medicines delivered during the operation:

ITEM	Quantity supplied (Units)
Analgesics	361,349
Allergy medicine	1,004
Anaemia medicine	1,242
Asthma medicine	505
Antibiotics	4,896
Epilepsy medicine	514
Anti-inflammatories	1,309
Parasite/malaria medicine	1,187
Cough medicine	1,133
Hypertensive medicine	3,596
Antispasms	790
Hormones	820
Diabetes medicine	1,100
Psychotherapeutics	2,101
Vitamins	1,553
Steroids	1,100
Gastro-intestinal medicine	2,067
Muscle relaxing cream	69
Hydroelectrolite balance	7
Anaesthetics	30
Disinfectants	6
Diuretics	302
Plasma	5
Vaccines	745
Basic solvents	5
Ophthalmic solutions	14
Ear, nose and throat (ENR)	1
Local use	82
Other	5,768
TOTAL	392,310

Disaster preparedness

Objective 1: To promote the preparedness and response capacity of the population for future emergencies and disasters through the promotion of community education in risk management

This component of the plan of action could not be implemented at community level as planned by the National Society given external circumstances outside the control of the ARC. The constantly changing number of beneficiaries hosted in evacuation centres (from 150,000 at the beginning of the operation to 5,000 after 45 days), together with the fact that beneficiaries from the same neighbourhoods were dispersed in different centres, did not allow the ARC to implement such activities during the initial months of the operation. When the general situation could have permitted the ARC to organize community workshops on disaster preparedness, volunteers were faced with beneficiaries' unwillingness to address this issue. The disaster was, in fact, perceived by the population of Santa Fé as a result of erroneous preventive measures and lack of initiative from local authorities, rather than as a natural disaster. As a result, basic awareness activities regarding disaster preparedness have been carried out by volunteers in evacuation centres, while information provided to the media included elements of disaster preparedness.



Warehouses stocked tonnes of food and non-food items that were later distributed to beneficiaries. A warehouse for emergency items has been included in a disaster preparedness project in Santa Fé that is being carried out outside the framework of the appeal.

At the National Society level, several measures have been taken during this programme in order to increase the Argentine Red Cross's capacity to respond to a disaster. A new department of Disaster Prevention, Response and Preparedness was created in the National Society, a Federation standard National Intervention Team (NIT) course was organized for staff and volunteers, and a new emergency plan in case of a disaster was drafted. Regional training in this field is scheduled for mid-January in Buenos Aires, Tucumán and Resistencia, and the National Society is planning to present disaster preparedness issues again to local communities at a later time.

The ARC is now preparing a project outside of the framework of the appeal to install an emergency coordination room and a meeting room for volunteers in the Santa Fé branch. The emergency coordination room will allow the ARC to monitor the region and plan an intervention directly, while the meeting room will be used for training activities, especially in the field of disaster preparedness and prevention. A warehouse for emergency items in case of floods is also included in this project. The project, which has an estimated budget of between 85,000 and 100,000 Argentine Pesos (CHF 36,000 – 42,000), will be implemented with the funds remaining from the emergency appeal, ARC funds and a contribution from the Spanish Red Cross.

Advocacy

Objective 1: To promote the reduction of potential tensions between social groups through appropriate design and implementation of humanitarian activities

The reduction of possible tensions among beneficiaries has been a priority for ARC teams working in evacuation centres, especially during the first few months of the operation when living conditions in centres were difficult due to the high number of beneficiaries hosted and the precarious health and living conditions.

The first field assessment was carried out between 29 April and 1 May by an integrated team including members of the Argentine Red Cross, Federation staff from the Lima Regional Delegation and the Buenos Aires sub regional office, PADRU and the Spanish Red Cross. This assessment allowed the team to identify needs and plan the emergency response phase of the operation. A follow up assessment was conducted 45 days after the flooding first occurred and helped relief workers to re-evaluate the situation in evacuation centres, as almost 80% of beneficiaries had returned home, and identify new needs.

The ARC carried out the following activities in order to reduce tensions between groups and to ensure that all aspects of the operation were conducted with respect to humanitarian values:

- Beneficiary selection and distribution of relief assistance were guided by transparent criteria and with respect for different cultures and living conditions.
- Assistance to children and elderly people, as well as gender issues, was prioritized throughout the operation.
- Needs assessments and readjustments in the distribution of relief goods were conducted in cooperation with beneficiaries.
- Volunteers held speeches in evacuation centres and provided psycho-social assistance to beneficiaries.

Red Cross and Red Crescent Movement – Principles and initiatives

- All objectives put forward in the appeal are in line with the Strategy 2010, as well as the Strategy for the Movement.
- Beneficiary selection criteria focused on the vulnerability of those affected, ensuring gender considerations and prioritizing assistance to children and elderly people.
- ARC activities responded to the needs of the most vulnerable and those most seriously affected by the floods.
- Activities carried out were based on the Fundamental Principles of the Red Cross and Red Crescent Movement, the SPHERE Project humanitarian charter and the code of conduct for emergency response.
- Transparency has been ensured, including the production and dissemination of narrative and financial reports.

National Society capacity building

The National Society, which is benefiting from the Federation's Capacity Building Fund (CBF), is currently involved in a deep process of internal reforms: a draft of the new National Society Statutes is under discussion, and a new Plan of Action for the period 2003 – 2007 has been launched.

The two major operations that were completed in 2003, the Santa Fé floods operation and the Social Crisis operation, have contributed to the modernization process of the Argentine Red Cross and have notably improved the National Society's capacity to respond to disasters.

Training courses for volunteers and staff addressing topics related to this appeal have been organized with institutional partners and other agencies, both in Santa Fé and in other branches. Training covered such topics as disaster response and preparedness, water and sanitation, psycho-social counselling, project implementation, public health and HIV/AIDS.

As a result of the coordination efforts of the National Society, the department of disaster response and a new national emergency plan were created with the assistance of the Federation. The text of the national emergency plan, which includes frameworks, capacities, vulnerabilities, organizational responsibilities and case studies, has been presented to the ARC branches and is currently under review for final approval.

Communication – Advocacy and Public Information

Coverage of the operation has been carried out by local and national media since the beginning of the relief effort. In Santa Fé, a team of volunteers, coordinated by the National Society's department of communication and marketing, was in charge of producing press releases and other informative reports, and keeping the media updated on operational activities. There was a high level of interest in ARC activities on the part of the media, and a television campaign to collect funds for the Santa Fé operation was launched in June. On 20 May, a concert was held in a famous Buenos Aires theatre in front of almost 7,000 spectators. The entire proceeds were granted for ARC activities in Santa Fé, and the event was broadcast on national television. Media coverage was also assured during PNS and donors' field visits.



ARC worked with strategic partners involved in the operation, such as the Ministry of Health, the Civil Defence, UNICEF, PAHO and OXFAM. Here, joint ARC/OXFAM teams install washing basins in an evacuation centre.

In addition, ARC informational articles and materials on hygiene and psycho-social support for adults and children have been published in the local media. Informational pamphlets on the operation have been distributed by the ARC during public events, at which time videos were also presented.

The Federation reporting delegate and information officers have been assisting the National Society in the development of a communication strategy. The ARC dedicated a special section of its web page to the operation (www.desastres.cruzroja.org.ar), containing the appeal, updates on relief activities, press releases and a picture gallery. Videos of the programme's development have also been shot since the first week of the operation, and provided to the media and interested humanitarian agencies. Articles and updates on the operation have also appeared on the Federation's English and Spanish web sites (www.ifrc.org, www.cruzroja.org).

Assessment and lessons learned

- This operation was an opportunity for the National Society to improve its capacity to respond to an emergency situation and to train volunteers and staff in different aspects related to disaster management.
- The integration and coordination of staff from the Federation, the ARC and other National Societies was a successful experience in cooperation.
- Despite logistical and administrative difficulties caused by managing two extensive relief programmes at the same time (Santa Fé Floods and the Social Crisis operation), the National Society, supported by the Federation, demonstrated its capacity to conduct successfully large-scale humanitarian operations.
- The experiences and lessons learned by the National Society during the implementation of the Social Crisis operation were useful tools that helped to reduce reaction times during this emergency.
- The experiences and lessons learned during this operation provided the National Society with the managerial, planning and logistical capacities necessary to react in the event of a future disaster. This experience will be maintained and developed thanks to the creation of specific technical instruments, such as the Disaster Prevention, Response and Preparedness Unit, the National Intervention Team and the National Emergency Plan.
- The level of response and care provided to beneficiaries by ARC volunteers helped to create strong links between the ARC and the public, which will be extremely important for future community based activities in the area.
- Activities carried out in close cooperation with beneficiaries contributed to the dissemination of the Red Cross's mandate and principles, and gave the ARC and its operational partners visibility in the country.

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- ARC volunteers involved in the relief operation responded well to the emergency despite several stressful factors, such as long working hours and large numbers of tasks to be done. Follow up of beneficiaries' conditions was also difficult due to the emergency situation and the fact that the number of evacuees in centres was changing on a daily basis. There was a particularly high degree of stress among volunteers from the region as their own homes were also flooded.
- Providing psycho-social assistance to beneficiaries and volunteers proved to be one of the most important aspects of this operation. Despite the fact that no particular case of stress emerged among volunteers, and the fact that more than 100 volunteers received specific training on stress management, it is recommended that more volunteers receive psycho-social assistance in the future, and that more volunteers are trained to deal with this aspect of disasters.
- The ARC has already started developing projects in affected communities outside this appeal, and will continue monitoring the situation closely.
- The National Society and the Federation express appreciation for the assistance and cooperation provided by all partners.

For further details please contact:

- Argentine Red Cross; Phone: 54 11 4952 7200; Fax: 54 11 4952 7715; email: info@cuzroja.org.ar
- Fernando Casanova, sub regional coordinator, Buenos Aires; Phone: 54 11 4951 0720; Fax: 54 11 4951 7662; email: ifrcar01@ifrc.org
- Olaug Bergseth; Phone: 41 22 730 45 35; Fax: 41 22 733 03; email: olaug.bergeth@ifrc.org

All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable. The procurement for this operation was carried out in full compliance and conformity with the Federation's standard for international and local procurement.

For support to or for further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.

This operation sought to administer to the immediate requirements of the victims of this disaster. Subsequent operations to promote sustainable development or long-term capacity building will require additional support, and these programmes are outlined on the Federation's website.

INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

Interim report	
Annual report	
Final report	X

Appeal No & title: 10/2003 Argentina floods
Period: from 2003 up to Aug. 2004
Project(s): PAR503
Currency: CHF

I - CONSOLIDATED RESPONSE TO APPEAL

FUNDING	CASH		KIND & SERVICES		TOTAL INCOME
	Contributions	Comments	Goods/Services	Personnel	
Appeal budget	607,000				
less					
Cash brought forward					
TOTAL ASSISTANCE SOUGHT	607,000				
<u>Contributions from Donors</u>					
American Red Cross (DNUS)	19,313				19,313
Argentina - Private donor (DPAR)	736				736
Austrian Red Cross (DNAT)	60,900				60,900
Finnish Red Cross (DNFI)	37,775				37,775
Japanese Red Cross (DNJP)	19,313				19,313
New Zealand Government (DGNZ)	19,636				19,636
Norwegian Red Cross (DNNO)	58,050				58,050
Swedish Govt. via Swedish Red Cross (DGNSE)	83,000				83,000
Switzerland - Private Donors (DPCH)	1,000				1,000
UNICEF		Bilateral, kits	28,525		28,525
TOTAL	299,722		28,525		328,247

II - Balance of funds

OPENING	
CASH INCOME Rcv'd	299,722
CASH EXPENDITURE	-299,548

CASH BALANCE	174

Appeal No & title: 10/2003 Argentina floods

Period: from 2003 up to Aug. 2004

Project(s): PAR503

Currency: CHF

III - Budget analysis / Breakdown of expenditures

Description	APPEAL Budget	CASH Expenditures	KIND & SERVICES		TOTAL Expenditures	Variance
			Goods/services	Personnel		
<u>SUPPLIES</u>						
Shelter & Construction	27,000	27,937			27,937	-937
Clothing & Textiles	50,000	3,067			3,067	46,933
Food & Seeds	168,000	13,107			13,107	154,893
Water & sanitation	50,000	66			66	49,934
Medical & First Aid	18,000	7			7	17,993
Teaching materials						
Utensils & Tools		17,968			17,968	-17,968
Other relief supplies	77,000	12,534	28,525		41,059	35,941
Sub-Total	390,000	74,686	28,525		103,211	286,789
<u>CAPITAL EXPENSES</u>						
Land & Buildings						
Vehicles						
Computers & Telecom equip.	15,000	9,462			9,462	5,538
Medical equipment						
Other capital expenditures		3,522			3,522	-3,522
Sub-Total	15,000	12,984			12,984	2,016
<u>TRANSPORT & STORAGE</u>						
Warehouse & distribution	32,000	7,224			7,224	24,776
Transport & vehicles	3,000	6,855			6,855	-3,855
Sub-Total	35,000	14,079			14,079	20,921
<u>PERSONNEL</u>						
Personnel (delegates)	18,000	3,779			3,779	14,221
Personnel (regional, national staff)	51,000	56,287			56,287	-5,287
Consultants		11,453			11,453	-11,453
Workshops & training	17,000	11,007			11,007	5,993
Sub-Total	86,000	82,526			82,526	3,474
<u>GENERAL & ADMINISTRATION</u>						
Travel & related expenses	6,000	13,600			13,600	-7,600
Information expenses	11,000	16,189			16,189	-5,189
Admin./general expenses	25,000	39,765			39,765	-14,765
Sub-Total	42,000	69,553			69,553	-27,553
<u>PROGRAMME SUPPORT</u>						
	39,000	19,471			19,471	19,529
Operational provisions		26,250			26,250	-26,250
Transfers & contributions						
TOTAL BUDGET	607,000	299,548	28,525		328,073	278,927

Argentina - floods

ANNEX 1

APPEAL No. 10/2003

PLEDGES RECEIVED

14/12/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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CASH

REQUESTED IN APPEAL CHF ----->					607,000		TOTAL COVERAGE
							103.4%
AMERICAN - RC		15,000	USD	20,393	12.05.03		
ARGENTINA - GREENPEACE		1,500	ARS	746	19.06.03		
AUSTRIAN - RC		40,000	EUR	60,440	19.05.03		
FINNISH - RC		25,000	EUR	37,775	09.05.03		
GERMAN - GOVT/RC		62,000	EUR	93,682	16.05.03	BILATERAL	
JAPANESE - RC		15,000	USD	20,393	15.05.03		
NETHERLANDS - GOVT		5,000	ARS	2,485	21.08.03	BILATERAL	
NEW ZEALAND - GOVT		14,534	USD	19,635	16.06.03		
NORWEGIAN - RC		300,000	NOK	56,100	16.05.03		
PRIVATE DONORS				2,876	26.06.03		
PRIVATE DONOR BANCO COMAFI		7,766	ARS	3,859	21.08.03	BILATERAL	
PRIVATE DONOR SHOW MIDACHI		66,669	ARS	33,134	21.08.03	BILATERAL	
SPANISH - RC		63,106	EUR	97,751	21.08.03	BILATERAL	
SPANISH - GOVT		44,488	EUR	68,911	21.08.03	BILATERAL	
SWEDISH - GOVT/RC		500,000	SEK	80,000	19.05.03		
WHO - PRIVATE DONORS				1,000	22.05.03		
SUB/TOTAL RECEIVED IN CASH				599,180	CHF		98.7%

KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
UNICEF				28,525	21.08.03	BILATERAL, KITS
SUB/TOTAL RECEIVED IN KIND/SERVICES				28,525	CHF	4.7%

ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
COOPERATIVA AGRICOLA MIXTA				3,250	21.08.03	BILATERAL, YERBA
PRODUCTOS DE AGUA SA				5,000	21.08.03	BILATERAL, MINERAL WATER

Argentina - floods

ANNEX 1

APPEAL No. 10/2003

PLEDGES RECEIVED

14/12/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
DANONE SA				7,500	21.08.03	BILATERAL, YOGURT
KIMBERLEY-CLARK				11,250	21.08.03	BILATERAL, DIAPERS
CARREFOUR				5,600	21.08.03	BILATERAL, MILK & MINERAL WATER
PROCTER & GAMBLE				75,000	21.08.03	BILATERAL, DIAPERS
SATLER & CIE				3,820	21.08.03	BILATERAL, GRUPO ELECTROGENO
OXFAM		102,195	ARS	50,790	21.08.03	BILATERAL, WATSAN EQUIPMENT
PERFUGROUP/MOLINOS		29,965	ARS	14,892	21.08.03	BILATERAL, FOOD ITEMS
SUB/TOTAL RECEIVED				177,102	CHF	