

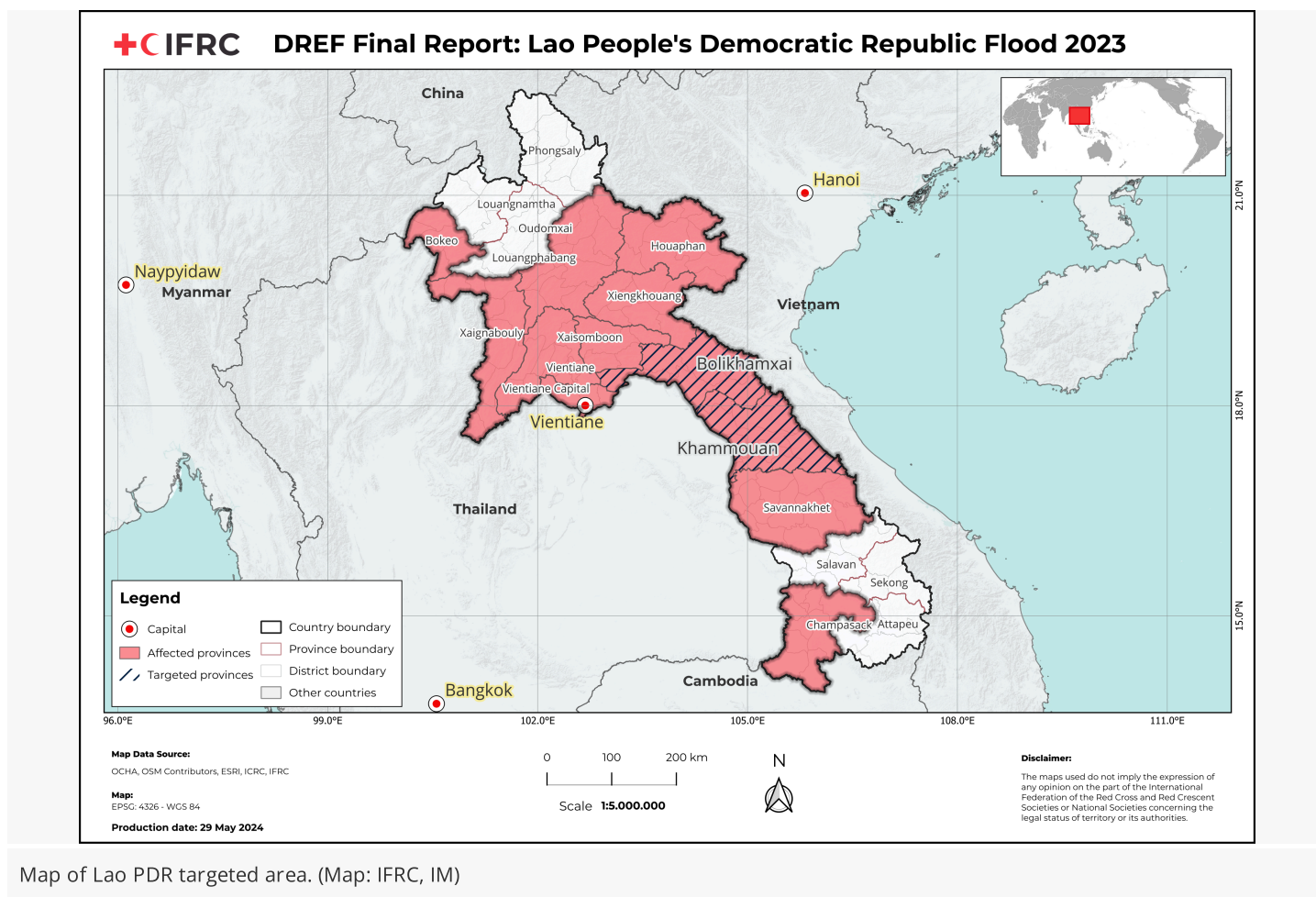


Affected population receiving cash assistance in Khammouan Province. (Photo: LRC)

Appeal: MDRLA009	Total DREF Allocation: CHF 499,985	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2023-000139-LAO	People Affected: 110,129 people	People Targeted: 20,930 people	
Event Onset: Slow	Operation Start Date: 15-08-2023	Operational End Date: 29-02-2024	Total Operating Timeframe: 6 months
Targeted Areas: Bolikhamxai, Khammouan			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



Map of Lao PDR targeted area. (Map: IFRC, IM)

Date when the trigger was met

09-08-2023

What happened, where and when?

During August 2023, persistent heavy rain led to extensive flooding across the central and southern regions of Laos. The flooding caused damages to numerous farms and houses, affecting thousands of people in the inundated areas. In the report released on 21 August 2023, the National Disaster Management Committee (NDMC), under the Ministry of Labour and Social Welfare (MOLSW), mentioned that 12 provinces were affected by the floods, including Vientiane Capital, Bokeo, Houaphan, Luang Prabang, Xaignabouly, Xiangkhouang, Vientiane, Bolikhamxai, Khammouan, Savannakhet, Champasack and Xaixomboun.

The impact of the flooding was substantial, with a geographical scope that covered 550 villages across 50 districts within the 12 provinces. The agriculture sector was heavily affected by the floods, with massive damages to crops, cropland and fishponds, which put households in crisis as the floods hit just before harvest season. Roads were damaged and village-level accessibility was challenging due to stagnant water and high-water level in some areas. The physical impacts on irrigation systems, schools, hospitals, electricity networks, vehicles and roads hindered adequate support to the affected population. The disruptions to telecommunication and water supply system increased the risk of shortage, affecting daily water consumption and sanitation conditions of the people in the affected areas.





Affected population receiving hygiene promotion at Khamkert Village, Bolikhamxay Province (Photo: LRC)

Scope and Scale

According to the government report released on 21 August 2023, it was estimated that 22,024 families were affected, comprising of 110,120 individuals (including estimated 55,170 females) residing in 550 villages across 50 districts within the 12 provinces. Six people lost their lives, and one person was missing due to the flooding.

Furthermore, the resulting floods and landslides caused damages to 190,467 hectares of agricultural land, 106 barns (storage for rice stock), 18,776 livestock, 154 roads, 79 irrigations, 10 schools, 3 district hospitals, 225 toilets, 12 electric poles, and 310 vehicles, resulting in a total estimated cost of damages amounting to 151,912,785,473 Lao kip (LAK) or equivalent to CHF 6,873,355.

The affected population was substantial, estimated at 110,120 people. Vulnerable individuals, especially children under five years old, faced risks of malnutrition due to loss of crops, rice storage, damage to plantations and food sources. There were no further updates on the scope and scale of the situation since the Operation Update 1.

During early August 2023, the existing information was inadequate for Lao Red Cross (LRC) to formulate a comprehensive plan of action and outline activities for each sector. Therefore, LRC applied for an IFRC-DREF assessment to assess the situation of the affected households and identify appropriate assistance in the most affected areas. Upon approval of the IFRC-DREF assessment application, during 15 August to 7 September 2023, LRC conducted a needs assessment involving 4,125 households or 20,930 individuals (M:10,369/F:10,561) in three districts (Khamkerth, Khoun Kham and Na Kai) of two provinces (Bolikhamxay and Khammouane). The two targeted provinces were selected based on the level of impact and assignment by the Lao government.

The comprehensive assessment findings outlining priority areas, target groups and recommended interventions can be found in the attached assessment report, with the key data points further described in the Needs (Gaps) Identified section below. Based on findings from the need assessment, LRC applied for and was granted a second IFRC-DREF allocation.

Taking into consideration its capacity and the guidance of NDMC, LRC supported 4,125 families impacted by the floods in the two targeted provinces through multi-purpose cash assistance, health and hygiene promotion, Community Engagement and Accountability (CEA), and Protection, Gender and Inclusion (PGI) interventions. The remaining 10 affected provinces received support from the Government and other assigned agencies.



National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
Please provide a brief description of those additional activities	-

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC Country Cluster Delegation (CCD) in Bangkok, Thailand covers the four Mekong countries of Thailand, Lao People's Democratic Republic (Lao PDR), Cambodia, and Viet Nam. IFRC CCD supports the National Societies in these countries to enhance institutional capacity, respond to humanitarian needs in the event of disaster and crisis as well as in implementing long-term development projects.</p> <p>IFRC closely monitored the situation and maintained close coordination with LRC to provide technical assistance during the development of the DREF application.</p>
Participating National Societies	<p>The Swiss Red Cross (SRC) as part of its bilateral Institutional Preparedness for National Society Development (IPNSD) initiative, extended financial assistance to the LRC headquarters to support the Bolikhamxai branch on rapid response along with relief kits and drinking water. SRC also regularly coordinated with LRC to provide information on humanitarian assistance provided by other actors. As of reporting date, Ministry of Foreign Affairs (MoFA) has not approved any INGOs for cash transfer.</p>

ICRC Actions Related To The Current Event

N/A

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>National-level assistance:</p> <p>MOLSW, along with the Ministry of National Defense (MOD), provided essential aid to those affected by the floods in Bolikhamxay, Khammouane, and Savanakhet provinces. The assistance included consumer goods such as rice, sanitary appliances, household items, and clothing. The total value of this support amounted to LAK 573,927,000 (equivalent to CHF 25,631). Furthermore, MOLSW extended its aid by distributing fuel vouchers to the flood-affected population in ten provinces. The value of this initiative reached LAK 360,000,000 (equivalent to CHF 16,077).</p> <p>MOD played a crucial role in mobilizing military forces and vehicles to provide assistance, namely the distribution of food and non-food items, as well as the provision of temporary shelter equipment in Bolikhamxay, Khammouane, Savanakhet, and Huaphan provinces.</p> <p>The Ministry of Health (MOH) took proactive measures by deploying a team equipped with mobile water purification unit to produce clean water in Khammouane province. MOH also distributed various water containers, including gallons, buckets, and water bowls, alongside essential medicines. The total value of this support amounted to LAK</p>



418,573,868 (equivalent to CHF 18,693).

Provincial-level assistance:

Vientiane province: The District Disaster Management Committee (DDMC) conducted field visits to gather information on the extent of the damages, needs of affected people, and condition of roads.

Savannakhet province: The Provincial Disaster Management Committee (PDMC), in coordination with the DDMC, surveyed the affected areas across seven districts. They provided essential assistance, including cash, drinking water, and food items, to those in need.

Xaignabouli province: The DDMC took swift action by deploying military forces, policemen, and local authorities to evacuate people from flood-affected areas to safe zones. Additionally, the committee offered guidance to village leaders and residents on post-flood house recovery measures.

Champasak province: Local authorities in Champasak province visited flood-affected areas to assess the situation and gather data for reporting to national authorities. They also undertook repair work on roads and drainage systems to restore normalcy.

Houaphan province: The DDMC proactively monitored high-risk areas to ensure readiness for potential responses, including preparation of manpower, vehicles, equipment, and evacuation sites.

Khammouane province: Both the PDMC and DDMC closely monitored high-risk zones, and mobilized manpower from various sectors to assist in the evacuation of affected people to safe locations. Additionally, the committees provided essential assistance in the forms of cash, food, and non-food items to flood affected people. The total cost of this support amounted to LAK 344,481,000 (equivalent to CHF 15,384).

UN or other actors Save the Children conducted rapid need assessment in six villages of Atsaphone district, in Savannakhet province.

Are there major coordination mechanism in place?

At the national-level, MOLSW played a key coordinating role and worked closely with the provincial authorities. LRC actively collaborates with NDMC and provided support in the designated areas to assist the affected population, as per its assignment from the government.

Needs (Gaps) Identified

Shelter Housing And Settlements

The flooding damaged numerous houses, including roofs, walls, floors, and doors, as well as essential facilities like bathrooms. Assessment conducted by LRC shows that the flooding caused shelter damage to 14 per cent of the households, with 33 per cent reporting severe damage, 62 per cent reporting moderate damage and 5 per cent reporting minor damage. They also sustained damage to their bathrooms, vehicles, and rice mills.

Although the community sustained damages on their shelters, LRC was unable to conduct shelter related support due to budget constraints, limited timeframe and capacity of operation team to implement such intervention. MOD provided temporary shelter equipment in Bolikhamxay, Khammouane, Savanakheth, and Huaphan provinces after the floods and continued providing shelter support in the following weeks and months.





Livelihoods And Basic Needs

Agriculture sector was also significantly affected, with 94 per cent of families reported agricultural damage and livestock loss. The major damages were on rice farmland, rice storage, cassava and rubber plantation. Families also lost cows, buffaloes, pigs, goats, and poultries, as well as frog pools and fishponds. It was recognized that the loss of livelihoods would undoubtedly exert a substantial impact on the affected individuals and their communities. Local government authorities spearheaded assessments and provided continuous support to those affected in this area, their livestock and farmland. In response, LRC committed to providing support to these affected families in the form of multi-purposes cash assistance (MPCA), enabling them to purchase essential food items and basic hygiene items.



Health

LRC needs assessment highlighted that several households had difficulty accessing health services due to the damaged road conditions, and some family members were found to be sick with fever, common cold, red eyes, abdominal pain and diarrhea. In addition, more than half of the affected people felt stressed due to the food shortage.

Risk factors associated with vector and waterborne diseases, such as dengue fever, malaria, and diarrhea were heightened due to limited access to health facilities and lack of adequate sanitation facilities. As people lost their daily hygiene supplies such as toothpaste, toothbrush, soap, washing powder and shampoo, health situation started to deteriorate. It was found in the assessment that children in 5 per cent of the affected families were left without vaccination as well.

MOH played a pivotal role in disseminating crucial health information on the health impacts of flooding, as well as facilitating vaccination demand and health surveillance. LRC recognized that it could potentially complement such efforts by providing supplementary assistance, including promoting health awareness on communicable diseases and psychological first aid (PFA) in the targeted areas.



Water, Sanitation And Hygiene

During the assessment, several households reported difficulties accessing clean water. This issue was exacerbated by the flooding, which disrupted local water sources. As a result, people were forced to seek alternative water sources that are often distant and necessitate navigating challenging road conditions. In certain areas, viable water sources are entirely absent. As common practice, people often store water in containers such as jerry cans, lidded buckets, and open containers. However, the flooding has also caused the loss of these water storage options. Many villagers also practiced the recommended methods for water treatment, such as boiling, filtration, and chlorination.

LRC branches took actions early on to set up the AP700 water filtration system to provide clean water in Bolikhamxay and Khammouane. Additionally, local authorities also responded to some of the essential needs including providing clean water. Therefore, after the second IFRC-DREF allocation, LRC re-prioritized its efforts to focus on promoting hygiene awareness within the broader context of WASH.



Protection, Gender And Inclusion

Among the 4,125 targeted households, 5 per cent were elderly people who urgently need basic food, health and WASH facilities, which suffered due to the floods and its impact. Access to health facilities and clean drinking water was limited for the elderly, due to challenges posed by the distant travel required to collect water.

Pregnant mothers and children under 5 years were vulnerable to malnutrition due to shortage of food. It was also reported that many children under 5 years were not vaccinated. Their well-being was a cause for concern due to damaged shelters, lack of basic food, health and WASH facilities, which also raised concerns around the issues of privacy, child safety, and protection in the areas.

People living with disability experienced difficulties with movement due to their physical limitations. They reported challenges in accessing health facilities and raised concerns on the issue of nutrition due to the lack of adequate and proper food to eat.

In general, the affected population faced increasing vulnerability due to the lack of proper housing, limited access to health care, suboptimal WASH facilities and economic insecurity, often due to loss of immediate livelihoods. Vulnerable population, such as children, elderly, people with disabilities or chronic medical conditions, faced barriers in accessing assistance and increased risks of violence and abuse. There was a need to protect these people and incorporate their specific needs while planning interventions. Sex, age and disability disaggregated data (SADDD) needed to be available, to ensure accountability and inclusiveness of the response.



In light of the on-going situation and the critical role played by staffs in supporting the affected communities, there was a need for refresher training course on PGI in emergencies for the relevant staffs. By providing staffs with updated knowledge and skills in such crucial area, it enhanced their capacity to effectively and compassionately address the needs of affected population in a dignified manner.

In addition, child safeguarding analysis was conducted to ensure that children were protected from all forms of violence, abuse, exploitation, and neglect in all LRC-IFRC programmes. Preventive actions were prioritized, and accountability was ensured.



Community Engagement And Accountability

The people in the affected areas had access to information through different channels. Based on the need assessment involving 4,125 households or 20,930 individuals (M:10,369/F:10,561), almost half of the households preferred to use social media to receive information. Other channels of communication included television, local radio, and public announcements by the head of village. Only few of the households (21 per cent) were aware of feedback mechanism on how to ask questions or provide feedback to LRC.

Further communication and engagement with the affected people were needed, especially women, children and vulnerable people needing assistance. As these affected households required support from both government and non-government organizations, it is crucial to provide information about the types of available support and how households can access it. This information should be readily available to ensure that affected households are aware of the assistance they can receive.

Moreover, it's essential to continuously monitor the needs of different groups within the community. Different people may have varying needs, necessitating targeted support to address these specific requirements. Two-way communication plays a vital role in providing aid during disasters. The information provision to affected households is insufficient; equally important is listening to their needs and feedback. Information serves as a life-saving mechanism during disasters, underscoring the importance of ensuring that accurate and up-to-date information reaches affected households.

Additionally, integrating post-distribution monitoring (PDM) was crucial for gathering feedback and addressing beneficiaries' concerns and complaints. This approach helped ensure that beneficiaries' voices are heard, grievances are addressed, and future distribution programmes are improved based on their perspectives.

Operational Strategy

Overall objective of the operation

With the second allocation, the overall objective of the operation was to enable 20,930 people (4,125 families) affected by floods, to meet their immediate basic needs. LRC aimed to deliver MPCA, along with hygiene and health promotion initiatives, PGI considerations in emergency response, and CEA measures in Bolikhamxay and Khammouane provinces.

The specific objectives are as follows:

1. Support the basic needs of the affected families for a month through MPCA
2. Increase the health and hygiene awareness among the affected families
3. Enhance the capacity of LRC's PGI and CEA in emergencies

Operation strategy rationale

In response to the flood situation in August 2023, LRC applied for an IFRC-DREF assessment allocation. Upon approval, the assessment was conducted from 15 August to 7 September 2023 in Bolikhamxay and Khammouane provinces, two of the most affected areas assigned by the Government for LRC support. From the assessment results, LRC identified the unmet needs among affected individuals in the targeted areas. Subsequently, a second IFRC-DREF allocation was requested to address these needs.

With the second IFRC-DREF allocation, based on its capacity and the guidance of NDMC, LRC decided to support 4,125 families impacted by the floods in the two targeted provinces. While the remaining 10 provinces would receive support from the Government and other assigned agencies.

LRC aimed to provide support to the target families in the following manners:

1. Multi-purpose cash assistance:

MPCA aimed to sufficiently cover the basic needs for food, WASH, and essential household items (HHI) of one family for a period of one



month. Each family received cash support based on their family size. Although there are 5.3 people in each household on average, it is common practice in Laos for two or more families to live together, which results in households with more than 11 people. This meant that the fundamental needs of all the residents cannot be met by a single standard amount of cash assistance.

The transfer values were calculated based on the Minimum Expenditure Basket (MEB) recommended by the Lao Cash Working Group, led by the World Food Programme (WFP). The total MEB amount, which covers food, water, sanitation, and non-food items (NFI), was LAK 3,146,323 (equivalent to CHF 157). This figure included the adjustment for inflation rate of 25.88 per cent, as reported by the Laos National Bank in August 2023.

To determine the average monthly cost per person, LRC divided the total MEB amount by the average family size identified by the WFP. This calculation yields an average cost of LAK 593,636 (equivalent to CHF 30) per person per month. However, taking into considerations the yellow-level category of the disaster and budget limitation, LRC adjusted the transfer value to cover at maximum 45 per cent of the expenditure for each level as follows:

- Families with 1 to 3 members would receive LAK 1,000,000 (equivalent to CHF 50) for one month (Total of 910 families).
- Families with 4 to 6 members would receive LAK 1,700,000 (equivalent to CHF 85) for one month (Total of 2,342 families).
- Families with 7 and above members would receive LAK 2,100,000 (equivalent to CHF 105) for one month (Total of 873 families).

It is important to note that LRC did not have any framework agreement signed with a financial service provider (FSP). Hence, 'cash in envelope' was selected as the delivery mechanism, where the distribution was carried out by LRC finance team. LRC disaster management team supported by providing orientation to district government, traders and village leaders on cash distribution process and selection criteria of the families getting different amounts. They also facilitated and coordinated the distribution process when any conflict or security issues arise. Commercial agencies and traders were also included in the orientation to prevent potential price inflation. District government and police participated as observers during the cash distribution. As part of CEA measures, public awareness and information dissemination on cash distribution were provided prior to the distribution, where information was delivered by the head of village through loudspeakers. LRC also posted messages at distribution sites about the criteria of cash distribution and hotline numbers to call for feedback or inquiry.

For security, LRC applied strict security measures throughout the cash delivery and distribution process. LRC received monitoring and surveillance support from the local police. During each monitoring, LRC finance staffs were accompanied by the police to withdraw cash from the local bank. Once the cash was secured, the finance team returned to their workspace to count and place the cash into envelopes designated for different levels and amounts. Each staff member was responsible for counting the cash for a specific level. For example, person A counted the money for level 1, while person B handled level 2. After the envelopes were correctly filled and sealed, the finance team and the police travelled in separate vehicles to the distribution site. Police maintained a discreet but visible presence, kept appropriate distance and did not use Red Cross Red Crescent marked vehicles. Additionally, LRC used safe boxes, one purchased, and one borrowed from the IFRC, to secure the cash.

Based on the lessons learned from previous relief operations implemented in 2020 and 2022, LRC procurement process were often lengthy and complicated. During the previous cash distribution operation, procurement process took around 4-6 weeks to complete. Since LRC proposed to use the same cash distribution mechanism for this operation, a similar duration was expected for the procurement process. To address such issue, LRC has committed to developing an agreement with FSP in the first quarter of 2024 as part of the ongoing Red Ready project. IFRC CCD Bangkok will offer technical assistance throughout the FSP procurement process. Furthermore, LRC need to further develop the capacity of its staffs on procurement process and procedures.

Given that the effectiveness of cash assistance depends on a functioning market, an assessment of the local market was conducted. According to the needs assessment report, there was an increase in the percentage of households purchasing food from the market, rising from 10 to 17 per cent after the floods. This data suggested that local market remains operational, and people continues to have access to both food and non-food items.

To address the concerns about people with disabilities in cash distribution, cash in envelopes were directly delivered to their households as LRC had records of the households with disabilities. Such approach ensured that people with disabilities would not be miss out on receiving cash support from the distribution points.

To support the implementation of cash transfer activities, surge deployment order was sent out right after the second allocation was approved. IFRC deployed one Cash and Voucher Assistance (CVA) coordinator with operation management capacity to provide in-country support in Lao PDR for two months. Remote support was also provided prior to arrival of the coordinator in Laos. The surge personnel provided technical assistance to LRC programme, finance, and PMER team during field implementation. In terms of risk management during cash distribution, LRC had previous experiences on risk reduction and security prevention. A cash distribution guideline had also been developed to provide directions for the cash distribution.

To strengthen LRC capacity, the refresher orientation on cash distribution was conducted for 33 staffs (M:19, F:14) from headquarters and branch levels. The refresher session established a systematic methodology and ensured adherence to standardized practices for cash



distribution.

After the cash distribution, LRC carried out PDM in the two targeted provinces, which engaged 900 families or approximately 20 per cent of the total targeted families. The PDM results indicated that majority of the recipients used the cash for essential needs: 43 per cent for health expenses, 25 per cent for purchasing food and drinking water, and 19 per cent for acquiring personal hygiene kits. Overall, most respondents were satisfied with the cash distribution process.

2. Health Promotion:

LRC implemented health promotion along with PFA activities in Bolikhamxay and Khammouane provinces. Health promotion activities included dissemination of information on water borne diseases and the prevention of seasonal diseases, such as dengue fever and influenza, in targeted communities. Basic PFA service was also integrated as a component of the health promotion activities. The approach of LRC PFA service prioritized active listening to individuals affected by disasters, allowing them to openly discuss their situation and needs. LRC also encouraged participants to freely express their emotions and thoughts, fostering an environment of empathy and support. LRC conducted the health promotion activities alongside WASH activities in November 2023, engaging the same group of 3,950 participants (M:2,030/F:1,920). However, due to competing priorities such as the harvesting season and traditional festivals, participation in some communities was lower than LRC expected.

The families who received MPCA also received support through health promotion and PFA activities. To reach people with disabilities through health and hygiene awareness activities, LRC conducted household visits and provided orientation to ensure their engagement in promotion activities.

3. Hygiene Promotion:

LRC conducted hygiene promotion sessions in the communities to mitigate hygiene related issues. Health and WASH team first provided health and hygiene promotion training, including basic PFA to volunteers who would then support the dissemination of hygiene promotion messages in target communities. IEC materials with hygiene promotion messages were printed and used by volunteers during field implementation.

During November 2023, LRC conducted the WASH promotion activities alongside the health activities in Bolikhamxay and Khammouane provinces, covering a total of 30 villages in two districts. Specifically, the activities took place in Khamkert district (24 villages), Bolikhamxay province, and Nakai district (6 villages), Khammouane province. In total, 3,950 participants (M:2,030/F:1,920) were involved, the same group who was engaged with the health activities. Similar to the health activities, due to competing priorities such as the harvesting season and traditional festivals, participation in some communities was lower than LRC expected.

The key topics under hygiene promotion covered during the sessions included dissemination of information about LRC activities, prevention of the spread of diseases through proper sanitation practices, dengue prevention, the 5 F-diagram, four methods of household water treatment, the seven steps of handwashing, simulation exercises using Glo Germ, construction of handwashing tippy taps, and distribution of basic cleaning equipment (including brooms, dustpans, trash bags, gloves and masks) to communities.

LRC also produced hygiene promotion IEC materials to support the information dissemination sessions, which included contents related to topics such as the 5F-diagram, seven steps handwashing, and four methods of water treatment by using common household items.

The hygiene promotion efforts were carried out by five teams comprising of 24 staff members, including six females. The team composition included five staffs from HQ, five from Khammouane branch, five from the Bolikhamxay branch, and six deployed from various branches from Vientiane, Salavan, Champasak, and Sekong provinces. Additionally, seven staff members from the district-level also participated.

4. Protection Gender and Inclusion (PGI) in Emergencies:

LRC provided guidance session on how to work with the communities in humanitarian sector during emergencies to its staffs and volunteers in the two targeted provinces. The PGI support focused on PGI in WASH and menstrual hygiene management, PGI in non-food item distributions, child safeguarding analysis assessment focusing on the meaning of safeguarding and the risks that LRC staffs and volunteers would face during interactions with people in vulnerable situations. A total of 30 participants (M:16/F:14) attended this session. The participants were from disaster management (DM) and PGI staffs from various locations, including HQ, Luang Prabang, Vientiane Capital, Bolikhamxay, Khammouane, Savannakhet, Salavan, and Champasak provinces. Throughout the cash distribution process, volunteers disseminated PGI messages and established distribution sites that adhered to PGI minimum standards, ensuring priority service for women, the elderly, and people with disabilities in targeted communities.

5. Community Engagement and Accountability (CEA):

CEA measures ensured that individuals could access timely and accurate information about the nature and extent of assistance and services provided by the LRC. It also emphasized public awareness on the expected behaviours of both staffs and volunteers. Throughout the entire operational cycle, local volunteers and community members were mobilized to support these assessments and remain involved.



LRC provide CEA session to its staffs and volunteers which focused on communication methods during cash distribution to ensure transparency and accountability. Total 30 participants (M:16/F:14) attended this session. Among the participants were DM and PGI staffs from various locations, including HQ, Luang Prabang, Vientiane Capital, Bolikhamxai, Khammouan, Savannakhet, Salavan, and Champasak provinces.

LRC utilized voice loop system to disseminate real-time information regarding feedback on fraud and corruption concerns. Furthermore, LRC facilitated transparency by producing and displaying banners detailing distribution at targeted communities and provided relevant information on the cash envelopes.

6. Child safeguarding risk analysis assessment was completed during PGI and CEA sensitization session. The child safeguarding risk analysis assessment (CSRA) was conducted alongside the PGI and CEA sessions. CSRA focused on what is safeguarding and the risks that LRC staffs and volunteers would face during interactions with people in vulnerable situations. In total, 30 participants (M:16/F:14) attended this session. The participants included DM and PGI staffs from various locations, including HQ, Luang Prabang, Vientiane Capital, Bolikhamxai, Khammouan, Savannakhet, Salavan, and Champasak Province.

7. Post-distribution monitoring (PDM): PDM survey provided feedback on the operation and inputs for response preparedness in the long run. This was carried out through community visits, focus group discussions with LRC staffs and volunteers, and engagement with community leaders and members. PDM allowed LRC to capture relevant information regarding the distribution process, gather feedback and data from beneficiaries, and identify any gaps or areas for improvement.

LRC conducted PDM of the cash distribution in two targeted provinces, in which LRC engaged 900 families or approximately 20 per cent of the total targeted families. According to the PDM results, majority of the recipients utilized the cash they had received for essential needs, including 43 per cent for health expenses, 25 per cent for purchasing food and drinking water, and 19 per cent for acquiring personal hygiene kits. Overall, majority of the respondents expressed satisfaction with the cash distribution process.

Targeting Strategy

Who was targeted by this operation?

With the IFRC-DREF allocations, both assessment and response operation, LRC aimed to reach 4,125 families (approximately 20,930 people) in Bolikhamxai and Khammouan provinces as assigned by the Government. Based on the results of the assessment, the primary target beneficiaries for the IFRC-DREF operation encompassed individuals significantly affected by the floods. This group included those with limited income or inadequate support from other organizations, households with disabilities or serious illnesses, families headed by women, pregnant women, families with children under 6 years old, and elderly individuals aged 65 and above.

Explain the selection criteria for the targeted population

Once the MOLSW report was released on 21 August 2023, LRC was assigned to conduct need assessments in two provinces, Bolikhamxay and Khammouane. The selection criteria for the targeted population included households mostly affected by the floods as determined by the Lao government, individuals with limited income or insufficient support from other organizations, households with disabilities or serious illnesses, families led by women, pregnant women, families with children under 6 years old, and elderly individuals aged 65 and above.

Total Targeted Population

Women	10,561	Rural	62.7%
Girls (under 18)	1,589	Urban	37.3%
Men	10,369	People with disabilities (estimated)	1%
Boys (under 18)	1,371		
Total targeted population	20,930		



Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
The flood situation could potentially worsen.	LRC planned for potential expansion to its operations and considered requesting for additional funding support from IFRC and its partners.
Injuries or loss of life of staff or volunteer due to road accidents during assessments. Due to the road conditions and difficulties in accessing villages, there might be an unexpected accident for LRC staff and volunteers.	LRC ensured the availability of first aid kit in vehicles and first aid trained staffs kept distance from potential risks and targets, kept real-time monitoring of the situation and regularly provided advice to its staffs and volunteers. LRC provided communication of activities and movement with all stakeholders, used the protective emblem, implemented critical incident management, established emergency plans and monitored movement.
Conflicts during the cash distribution due to the differing amounts provided to families based on different family sizes.	Pre-cash distribution launching meeting was conducted together with district government, police, traders and commercial agencies to provide information on cash distribution process and criteria of selection. These key stakeholders were provided opportunities to be involved as observers to avoid any security issues and conflicts among people.
Health related risks. Given the context, in some areas, there is a risk of the spread of water-borne diseases consisting of faecal-oral diseases, water-borne diseases (cholera, malaria, and dengue fever), vector-borne disease, water-related diseases and aquatic diseases due to the increasing inundated spots as potential mosquitos breeding sites.	LRC together with volunteers at branches provided health promotion sensitization to affected people in targeted communities, the topics covered water-borne and vector-borne diseases which are common in Laos. They informed families about the risks of transmission and about cleaning their homes and surroundings, removing stagnant water and curbing pollution. In case of suspicion, they would inform the local health authorities to prevent the spread of a potential epidemic at an early stage. Volunteers were given information on how to properly protect themselves against water-borne diseases and provided with protective equipment such as alcohol gel.

Please indicate any security and safety concerns for this operation

Adequate measures were taken to ensure the safety and security of all Red Cross Red Crescent personnel involved in this operation. All Red Cross Red Crescent staffs and volunteers were encouraged to complete the IFRC Stay Safe 2.0 e-learning courses.

For personnel under IFRC security's responsibility, including surge support and integrated Participating National Societies deployed to the area, the existing IFRC country security plan, including security regulations, contingency plans for medical emergencies, relocation and critical incident management were applied. Field missions undertaken by IFRC personnel adhered to the current IFRC travel approval process, current health advisories and business continuity planning (BCP) guidance regarding COVID-19.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Multi Purpose Cash

Budget: CHF 408,121



Targeted Persons: 21,143

Assisted Persons: 20,930

Indicators

Title	Target	Actual
# of families supported through multipurpose cash grants	4,125	4,125
# of refresher orientations conducted on cash distribution to LRC staff and volunteers	1	1

Narrative description of achievements

In September 2023, after completion of the need assessment, LRC headquarters held a meeting with Bolikhamxay and Khummouane branch to consolidate and finalize the collected data. Later on, the assessment results were used in the application to request for a second IFRC-DREF allocation, which received approval in early October 2023.

In October 2023, with the support from IFRC, LRC conducted a refresher orientation on cash distribution for 33 staffs (M:19, F:14) from headquarters and branch levels. The refresher session established a systematic methodology and ensured adherence to standardized practices for cash distribution.

In November 2023, LRC distributed beneficiary cards in targeted communities and organized a launching meeting for the cash distribution. Held in Bolikhamxay province, the ceremony was led by LRC President with invited guests that included the Vice Governors from Khammouane and Bolikhamxay provinces, representatives from Provincial Administration Office, Provincial Department of Labor and Social Welfare, Natural Resources and Environment, Education and Sports, Public Work and Transports, Public Health, Public Security and National Defence, Provincial Disaster Committee, Deputy Head of Districts from Khounkham, Nakai and Khamkert districts and other relevant stakeholders, including local commercial traders.

The cash distribution in targeted communities were conducted from 09 to 23 November 2023, where cash in envelope was distributed based on the family size as detailed below:

- Families with 1 to 3 members received LAK 1,000,000 (equivalent to CHF 50) for one month. (Total of 910 families).
- Families with 4 to 6 members received LAK 1,700,000 (equivalent to CHF 85) for one month. (Total of 2,342 families).
- Families with 7 and above received LAK 2,100,000 (equivalent to 105) for one month. (Total of 873 families).

After the cash distribution, LRC carried out a PDM of the cash distribution in two targeted provinces. They engaged 900 families or approximately 20% of the total 4,125 families. The PDM results indicated that majority of the recipients used the cash for essential needs: 43% for health expenses, 25% for purchasing food and drinking water, and 19% for acquiring personal hygiene kits. Overall, most respondents were satisfied with the cash distribution process.

Lessons Learnt

The absence of financial service provider (FSP) agreement posed a potential risk, especially risks related to fraud and corruption, to LRC for subsequent implementation phases. IFRC supported LRC by deploying a cash practitioner to work with LRC for 4 weeks between mid-May to mid-June 2024.

Cash assistance SOP needs to be developed to ensure all processes align with both IFRC regulations and local context.

LRC should further engage with the Cash Working Group in Laos to share knowledge and learn from other relevant actors.

Increasing the efficiency of coordination among and between the headquarters, provincial and district level to better facilitate information sharing during emergencies, particularly relating to the implementation of need assessment and IFRC-DREF operation.

Challenges

LRC does not have sufficient technical staffs to properly lead and support cash assistance intervention. Due to the limited number of human resources at LRC and the simultaneous occurrence of several ongoing projects within tight timeframes, the only Practical Emergency Cash Transfer (PECT) trained staff member at LRC was allocated to support other projects instead of the operation. To address



this gap, IFRC deployed a surge Operation Manager with cash background to support LRC.

LRC lacked community engagement and accountability (CEA) mechanism as well as designated personnel to carry out CEA activities. IFRC provided support to fill this gap.



Budget: CHF 16,241

Targeted Persons: 5,888

Assisted Persons: 3,950

Indicators

Title	Target	Actual
# of people received health promotion with PFA integration	5,888	3,950
# of staff and volunteers received PFA training	28	25

Narrative description of achievements

During health promotion activities, LRC disseminated information on water-borne diseases and the prevention of seasonal diseases, such as dengue fever and influenza, in targeted communities. Basic PFA service was also integrated as a component of the health promotion activities. The approach of LRC PFA service prioritized active listening to individuals affected by disasters, allowing them to openly discuss their situation and needs. LRC also encouraged participants to freely express their emotions and thoughts, fostering an environment of empathy and support.

LRC conducted the health promotion activities alongside WASH activities in November 2023, engaging the same group of 3,950 participants (M:2,030/F:1,920). However, due to competing priorities such as the harvesting season and traditional festivals, participation in some communities was lower than the LRC expected.

LRC organized a sensitization session on PFA to staffs before the implementation of cash distribution, where a total of 25 people (M:19/F:06) participated. The PFA session focused on active listening to individuals affected by disasters and encouraged them to openly discuss their situations and needs.

Lessons Learnt

The internal communication and coordination need to be improved, particularly during emergency responses and IFRC-DREF operations.

The capacity and preparedness of LRC to implement health in emergencies need to be further improved, to ensure effective and timely health intervention. Particularly, increasing the capacity of health teams at branch level, so they can quickly support nearby provinces as needed.

Need to explore innovative approach and strategizing for health communications to avoid the risk of lower participation due to harvest season, traditional festivals and other unexpected circumstances.

Challenges

Limited trained PFA staffs to provide the support to the IFRC-DREF operation.

Lack of internal coordination between Health team and WASH team to provide complementary support to each other during IFRC-DREF operation.





Water, Sanitation And Hygiene

Budget: CHF 0

Targeted Persons: 5,888

Assisted Persons: 3,950

Indicators

Title	Target	Actual
# of people (and households) reached by hygiene promotion activities in the response period	5,888	3,950

Narrative description of achievements

Since water storage containers were found to be a need, LRC addressed this issue through multi-purpose cash assistance. In relation to provision of clean water to the affected communities, this was addressed by the local authorities. The budget for WASH activities was covered under the Health section.

During November 2023, LRC conducted the WASH promotion activities alongside the health activities in Bolikhamxay and Khammouane provinces, covering a total of 30 villages in two districts. Specifically, the activities took place in Khamkert District (24 villages), Bolikhamxay province, and Nakai District (6 villages), Khammouane province. Total of 3,950 participants (M:2,030/F:1,920) were involved, which were the same group who were engaged with health activities. Due to competing priorities such as the harvesting season and traditional festivals, participation in some communities was lower than the LRC expected.

The hygiene promotion efforts were carried out by five teams comprising of 24 staff members, including six females. The team composition included five staffs from HQ, five from Khammouane branch, five from the Bolikhamxay branch, and six deployed from various branches from Vientiane, Salavan, Champasak, and Sekong Province. Additionally, seven staff members from the district-level also participated.

The key topics covered during the sessions included dissemination of information about LRC activities, prevention of the spread of diseases through proper sanitation practices, dengue prevention, the 5 F-diagram, four methods of household water treatment, the seven steps of handwashing, simulation exercises using Glo Germ, construction of handwashing tippy taps, and distribution of basic cleaning equipment (including brooms, dustpans, trash bags, gloves and masks) to communities. These topics are part of LRC's standard materials provided during WASH promotion in emergencies.

LRC also produced hygiene promotion IEC materials to support the information dissemination sessions, which contained contents related to topics such as the 5F-diagram, seven steps handwashing, and four methods of water treatment by using common household items, such as boiling or heating water.

Lessons Learnt

- The internal communication and coordination need to be improved, particularly during emergency responses and IFRC-DREF operations.
- Improve coordination with external partners, especially health department and hospitals, to ensure that hygiene promotion activities align with the prevention and protection of specific disease outbreak in the area.
- Planning process should involve more participation of district authorities to ensure alignment of certain plans and engagement of communities with the planned activities.
- Diversify channels of communication for hygiene promotion, such as voice loop that can be played through village loudspeaker. This will help increase access to information for a wider audience.
- Increase the capacity of hygiene promotion teams at branch level, so they are able to support nearby provinces as needed.

Challenges

The delay in health promotion activities highlighted the need for LRC to enhance its ability to prioritize emergency work effectively during IFRC-DREF operations.



Less participation in some communities due to competing priorities, such as harvesting season and traditional festival.



Protection, Gender And Inclusion

Budget: CHF 3,195

Targeted Persons: 262

Assisted Persons: 249

Indicators

Title	Target	Actual
# of volunteer trained on PGI	235	220
# of staff received sensitization on PGI during emergency training	28	30
# of Child safeguarding Risk Analysis Assessment conducted	1	1

Narrative description of achievements

In October 2023, workshops on PGI, Child Safeguarding Analysis, and CEA were conducted. The PGI topic focused on PGI in WASH and menstrual hygiene management, PGI in non-food item distributions, the Child Safeguarding Analysis Assessment focused on what is safeguarding, the risks that LRC staffs and volunteers would face during interactions with people in vulnerable situations. A total of 30 participants attended (M:16/F:14) where participants were DM and PGI staffs from various locations, including HQ, Luang Prabang, Vientiane Capital, Bolikhamxay, Khammouane, Savannakhet, Salavan, and Champasak provinces.

During November 2023, LRC conducted an orientation on PGI during emergencies for volunteers in targeted communities. These volunteers then assisted LRC in cash distribution by establishing distribution sites that adhered to PGI minimum standards, ensuring priority service for women, the elderly, and people with disabilities.

Lessons Learnt

Further enhance knowledge of PGI focal points at HQ and branches in order to improve PGI mainstreaming into programmes and operations.

LRC staffs need further knowledge and expertise on the application of child safeguarding risk analysis tools and PGI sensitization process to strengthen its disaster preparedness and response capacity.

Challenges

Limited number of PGI focal points at the branch level as staffs were being assigned to multiple roles simultaneously.



Community Engagement And Accountability

Budget: CHF 586

Targeted Persons: 262

Assisted Persons: 249

Indicators

Title	Target	Actual
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# of LRC personnel trained on CEA	27	30
# of staff received sensitization training on CEA during emergency	28	30
# of sets of CEA key messages printed and stick at the affected districts	44	44
# of volunteers trained on CEA	235	220

Narrative description of achievements

CEA during emergencies was integrated with PGI and Child Safeguarding Analysis workshop in October 2023. The CEA focused on communication methods during cash distribution to ensure transparency and accountability. A total of 30 participants (M:16/F:14) attended the workshop. The participants were DM and PGI staff members from various locations, including HQ, Luang Prabang, Vientiane Capital, Bolikhamxay, Khammouane, Savannakhet, Salavan, and Champasak Province.

During cash distribution in the targeted communities in November 2023, LRC leveraged innovative communication methods to ensure transparency and accountability. LRC utilized voice loop system to disseminate real-time information regarding feedback on fraud and corruption concerns. Furthermore, LRC facilitated transparency by producing and displaying banners detailing distribution at targeted communities and provided relevant information on cash envelopes.

Lessons Learnt

Drawing from insights gained in previous operations, LRC acknowledged the critical necessity for both a robust feedback mechanism and a designated CEA focal point. Therefore, as part of the Red Ready project spanning 2024-2025, LRC is strategically focusing on CEA development initiatives. These include the translation of CEA guidelines (supported by the Asia-Pacific Regional Office), conducting CEA training sessions, and appointing CEA focal points at both headquarters and branch levels.

Challenges

As there was no dedicated CEA focal point, so during each operation, LRC had to assign ad-hoc personnel to collaborate with IFRC on CEA components.

There was no established feedback mechanism in place, posing further obstacles to effective community engagement and accountability practices.



Secretariat Services

Budget: CHF 24,495

Targeted Persons: 2

Assisted Persons: 3

Indicators

Title	Target	Actual
# of IFRC personnel deployed for monitoring field visit	2	2
# of IFRC surge personnel deployed	1	1

Narrative description of achievements

The IFRC programme officer joined the LRC assessment team in the field and provided technical support for KOBO training, including monitoring the assessment process. Additionally, an IFRC PMER personnel from the Asia Pacific Regional Office provided technical support to LRC in finalizing the operation update in September 2023, including development of needs assessment report for the



operation.

One Operation Manager from the Canadian Red Cross was deployed for two-months of period, from October to December 2023, to extend support to LRC in managing the initial phases of the operation. During this period, the Operation Manager played a pivotal role in offering hands-on assistance to LRC. This involvement encompassed close collaboration with the LRC team on a daily basis and significant contributions to the development of the implementation plan. Notably, the Operation Manager played a key role in refining the Cash Standard Operating Procedures (SOP) for LRC, ensuring meticulous attention to details in the planning process.

Lessons Learnt

Given the constraints posed by limited human resources at the LRC and the language barrier, it is recommended that the IFRC consider deploying additional staffs who are proficient in Lao (or Thai) language to support the Operation Manager or deployed delegates during IFRC-DREF operations.

Challenges

Due to the language barriers, the Operation Manager was unable to directly communicate with LRC staffs and volunteers. An interpreter was needed to facilitate such communication, which was also a limitation for LRC.



National Society Strengthening

Budget: CHF 47,347

Targeted Persons: 27

Assisted Persons: 23

Indicators

Title	Target	Actual
# of damage and needs assessment report	1	1
# of refresher KOBO data collection trainings	4	1
# of PDM conducted	1	1
# of lesson learned workshop conducted	1	1

Narrative description of achievements

In September 2023, LRC conducted a refresher session on KOBO data collection, attended by 23 staff members (M:14/F:9), aimed at enhancing their proficiency in data collection during needs assessments. Due to time constraints and the urgent need to assist affected people, LRC decided to combine the refresher sessions and conducted the training only once for relevant staffs from the targeted branches. Subsequently, LRC carried out the need assessments in three districts of Bolikhamxay and Khammoune provinces, covering a total of 4,125 families.

Following the completion of data collection, two meetings were organized with headquarters and branch staffs to consolidate and finalize the gathered data. These sessions involved the sharing of key data, feedback and recommendations, with a total participation of 31 individuals (M:25/F:6).

Based on the outcomes of the needs assessment, LRC submitted a request for additional IFRC-DREF funding to support individuals affected by the flood. The operational update outlining the necessity for additional funding was developed and approved by early October 2023.

By end of November 2023, LRC conducted the PDM of cash distribution in two targeted provinces, in which LRC engaged 900 families, representing approximately 20% of the total 4,125 families. According to the PDM results, the majority of recipients utilized the cash they had received for essential needs, including 43% for health expenses, 25% for purchasing food and drinking water, and 19% for acquiring



personal hygiene kits. Overall, the majority of respondents expressed satisfaction with the cash distribution process.

Early December 2023, LRC organized a lesson learned workshop in Vientiane Capital, with a total of 38 participants (M:27/F:11). The attendees comprised of 18 staffs from headquarters, Bolikhamxay branch, Khammouane branch, and other branches, including district staffs, who contributed to the operation. Staffs from the Swiss Red Cross in Laos and IFRC also participated.

The workshop covered various key topics, including SWOT analysis of the initial IFRC-DREF assessment, operation strategy design and planning, cash assistance, health promotion, PGI, CEA, and post-distribution monitoring. Participants engaged in practical exercises focused on creating a roadmap for process improvement, identifying necessary resources, and assigning accountability to staffs for follow-up actions. Additionally, discussions were held to identify significant disadvantages and barriers to address within the operation.

Lessons Learnt

LRC has been consistently implementing IFRC-DREF operations over the years. However, there is currently no dedicated staff member responsible for managing IFRC-DREF operations or capable of developing IFRC-DREF applications. This issue requires urgent attention and resolution.

LRC has improved its approach to needs assessment by increasingly utilizing Kobo Toolbox for IFRC-DREF operations and other projects.

Challenges

The absence of PMER function within LRC has resulted in a lack of documentation regarding lessons learned from previous operations and challenges with following up on the established road map.

LRC staff members possess limited knowledge on IFRC-DREF development. While some refresher information on the general IFRC-DREF process was provided during training sessions prior to distribution, it is recommended to provide additional training sessions moving forward to enhance staff proficiency in this area.

LRC faced challenges with complex and lengthy payment and procurement processes characterized by the centralized and bureaucratic approval protocols.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRLA009 - Laos - Flood

Operating Timeframe: 15 Aug 2023 to 29 Feb 2024

Selected Parameters			
Reporting Timeframe	2023/8-2024/4	Operation	MDRLA009
Budget Timeframe	2023/8-2024/2	Budget	APPROVED

Prepared on 30/May/2024

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	499,985
DREF Response Pillar	499,985
Expenditure	-439,982
Closing Balance	60,004

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods		9	-9
PO03 - Multi-purpose Cash	408,121	361,988	46,134
PO04 - Health	16,241	13,501	2,741
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion	3,195	11,355	-8,160
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		0	0
PO10 - Community Engagement and Accountability	586		586
PO11 - Environmental Sustainability		3	-3
Planned Operations Total	428,143	386,855	41,288
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	24,495	25,903	-1,408
EA03 - National Society Strengthening	47,347	27,224	20,123
Enabling Approaches Total	71,842	53,127	18,715
Grand Total	499,985	439,982	60,004

[Click here for the complete financial report](#)

Please explain variances (if any)

Budget variance from underspending:

CHF 499,985 was allocated from the IFRC-DREF for LRC to respond to the needs of approximately 20,930 people. By the end of the operation, the total expenditure recorded was CHF 439,982, which represents 88 percent of the budget spent. The left balance of CHF 60,004 will be returned to the IFRC-DREF pot.

First reason for the underspending was the allocation for multi-purpose cash assistance. LRC had planned to spend CHF 408,121 on

multi-purpose cash assistance, but the actual expenditure concluded at CHF 361,997. This underspending was primarily due to a change in the cash distribution timeframe. It was shortened from four weeks to three weeks to ensure the timeliness of assistance. As a result, the actual operational expenditure for cash distribution, such as per diem and accommodation for LRC staffs, were less than budgeted. Additionally, under operational costs, LRC had also planned to support the transportation costs for beneficiaries to come to the distribution sites. However, this plan was changed based on the recommendation of the village head, who indicated that providing transportation costs to beneficiaries may potentially create unwanted conflicts and issues within the community.

Second reason for the underspending was the allocation for National Society Strengthening. While the budget planned was CHF 47,932, the actual expenditure was CHF 27,224. This underspending was due to changes in the refresher training for KOBO. LRC initially planned to organize the training for four separate times in different target areas. However, due to time constraints and the urgent need to assist affected people, LRC decided to combine the refresher sessions and conduct the training only once for relevant staffs from the targeted branches.

The third reason for the underspending was the allocation for health. The planned budget was CHF 16,241, while the actual expenditure was CHF 13,501, resulting in an underspending variance of CHF 2,741. This underspending occurred due to delays in activity implementation, as a consequence of the limited number of health staffs with PFA knowledge, which also resulted in fewer people being reached than originally targeted.

Forth reason for the overspending was related to the allocation for PGI. The planned budget was CHF 3,195, but the actual expenditure amounted to CHF 11,355, resulting in an overspending variance of CHF 8,160. This overspending occurred because the Child Safeguarding Analysis Assessment, CEA activities and the PGI workshop were all combined and charged to the PGI budget. This issue has been highlighted to LRC as a lesson learned, emphasizing the need for careful budget allocation and monitoring to avoid such overspending in future DREF operations.

The sixth reason for the overspending was related to ensuring a strong IFRC sector. The planned budget was CHF 24,495, but the actual expenditure was CHF 25,903, resulting in an overspending variance of CHF 1,408. This overspending occurred because there was a need for an extra Planning, Monitoring, Evaluation, and Reporting (PMER) officer, who was a Thai speaker, to support LRC during the lesson-learned workshop. The Operation Manager requested an additional PMER to ensure that the DREF lesson-learned workshop met the required quality and standards.

Lastly were the variances for CEA where CHF 586 allocated for CEA was not spent as it has been integrated with other sectors.



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