



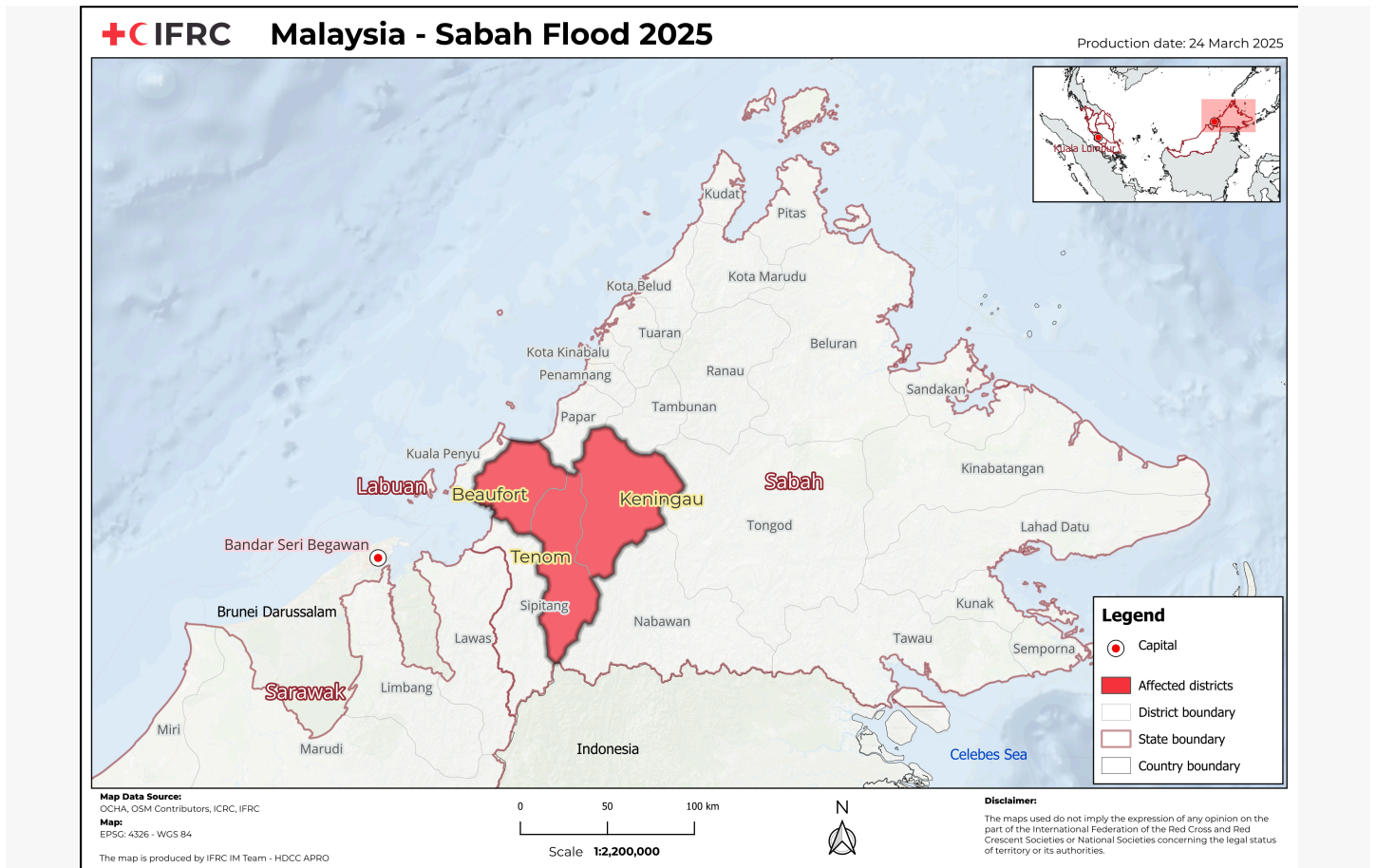
The Malaysian Red Crescent Society (MRCS) providing an immediate response by distributing food packages to affected communities in Beaufort District. (Photo:MRCS)

Appeal: MDRMY012	Country: Malaysia	Hazard: Flood	Type of DREF: Response
Crisis Category: Yellow	Event Onset: Sudden	DREF Allocation: CHF 176,654	
Glide Number: FL-2025-000039-MYS	People Affected: 333,383 people	People Targeted: 7,500 people	
Operation Start Date: 28-03-2025	Operation Timeframe: 4 months	Operation End Date: 31-07-2025	DREF Published: 28-03-2025
Targeted Areas: Sabah			

Description of the Event

Date of event

18-03-2025



Map highlighting the East Malaysia affected by the flood (Map: IFRC IM)

What happened, where and when?

The severe flooding in Sabah State began on 8 March 2025 due to continuous heavy rainfall, causing major rivers to overflow and triggering widespread flooding across six districts: Beaufort, Membakut, Keningau, Sook, Tenom and Kemabong. The Sungai Padas, an essential waterway linking these districts, overflowed its banks, submerging low-lying communities and severely affecting the infrastructure. In Tenom, Sungai Pagalan and Sungai Padas exceeded danger levels, submerging several villages and disrupting transportation routes, while in Keningau, Sungai Liawan saw a rapid rise in water levels, impacting residential areas and local infrastructure.

Meanwhile in Beaufort, Sungai Padas continued to surge, putting communities at further risk of displacement. To mitigate worsening flood conditions, the District Office of Tenom ordered a controlled water release from a dam. However, this led to more severe flooding downstream in Beaufort, compounded by rising sea levels.

The continuous heavy rainfall also caused landslides, blocking a major roads, including the Jalan Tenom-Keningau, Jalan Pamilan, Jalan Tenom-Kuala Tomani, and Jalan Pekan Melalap, which became accessible only to heavy vehicles.

Several rivers exceeded danger levels, including Sungai Padas in Tenom and Beaufort (9.5 meters, danger level: 9.0 metres), Sungai Pagalan in Tenom (6.8 metres, danger level: 6.0 metres), and Sungai Liawan in Keningau (8.2 metres, danger level: 7.5 metres). Rising floodwaters forces thousands of residents to evacuate, and by 9 March 2025, a total of 4,555 individuals from 1,493 families were displaced, prompting the activation of 31 temporary evacuation centres (PPS). The flooding severely disrupted daily life, damaged infrastructure, and raised concerns about shortages of clean water. The closure of roads, particularly between Keningau and Tenom, further complicated emergency response efforts.



By 11 March 2025, floodwaters in Keningau began to recede, leading to the closure of two temporary evacuation centers and allowing some displaced residents to return home. However, post-flood assessments found that several villages remained inundated, with significant infrastructure damage and ongoing humanitarian needs. By 16 March 2025, the situation had stabilized, and all PPS centers were officially closed, marking the full return of affected communities.

Responding to the crisis, the Malaysian Red Crescent Society (MRCS) deployed an assessment team from 13–18 March 2025, consisting of four personnel supported by two members from MRCS NHQ, to evaluate humanitarian needs in the most severely affected districts: Keningau, Tenom, and Beaufort.

During interviews with the District Office, Community Development Leader (UPPM), and Village Development and Security Committee (JKKK) Chairpersons in these districts, the assessment team found that disruptions to water treatment plants had significantly impacted communities, exacerbating challenges in accessing clean water and essential services, including livelihoods, health, and education. A total of 70,570 individuals from 14,114 households were affected across these three districts.

Based on the assessment findings, MRCS determined that additional support was necessary and initiated a request for Disaster Response Emergency Fund (DREF) assistance to address urgent humanitarian needs. On 18 March 2025, the MRCS assessment team submitted the Needs Assessment Report and discussed the possibility of applying for DREF. After coordination with IFRC APRO and Headquarters, it was confirmed that MRCS was eligible to apply for DREF, using the date of the Needs Assessment Report as the trigger date for the funding request.

As of 20 March 2025, flooding continues to impact multiple states in Malaysia, displacing thousands of people. In Johor, 3,515 individuals from 1,030 families have been displaced across five districts, with 50 PPS centers established on 19 March. The Malaysian Meteorological Department (METMalaysia) has forecasted heavy rainfall until 21 March, raising concerns about further flooding. In Sarawak, three temporary evacuation centers remain operational, sheltering 148 displaced individuals since 29 January, while in Kuala Lumpur, one temporary evacuation centre remains open, accommodating seven evacuees since 1 March. In Sabah, flood conditions remain critical, with new temporary evacuation centers established in Beluran, Paitan, and Sandakan; currently sheltering 250 displaced individuals as of 20 March. Additionally, another episode of heavy rain and strong winds is expected from 25 March until May 2025 in Sabah and Sarawak, posing a continued risk of flooding and displacement.

Scope and Scale

The recent flood in Sabah which began on 8 March 2025, had a profound impact on the region, affecting six districts and disrupting the lives of thousands. It is estimated that 333,383 people in Sabah affected from the recent flood from The Sabah Government Official data (<https://sabah.gov.my/>). Continuous heavy rainfall led to the overflow major rivers, including Sungai Padas, Sungai Pagalan and Sungai Liawan, resulting widespread flood. As of 10 March 2025, the National Disaster Management Agency (NADMA) reported that about 4,644 people from 1,493 households were displaced across the six districts. Further assessment by MRCS with State Disaster Operation Centre (PKOB), below are the information obtained:

1. Kemabong: 12 people
2. Keningau: 778 people
3. Beaufort: 1,719 people
4. Tenom: 1,162 people
5. Membakut: 896 people
6. Sook: 778 people

The MRCS assessment team, in coordination with the District Officer and the Department of Social Welfare (JKM), found that approximately 70,570 individuals across 69,314 households in these three districts were affected by the flood:

1. Tenom: 24,000 people (4,800 households)
2. Keningau: 45,000 people (9,000 households)
3. Beaufort: 1,570 people (314 households)

The flood caused significant disruptions to essential services and infrastructure. Numerous roads were rendered impassable due to damages and landslides, hindering the timely delivery of relief assistance and causing some residents to take emergency leave. Alternative routes were often distant or hazardous, worsen the isolation of the affected community. Transportation and distribution of goods were severely vulnerable, leading to market closures and challenges in accessing food supplies. Flooded roads were only accessible by heavy vehicles such as four-wheel drives, lorries, trucks, and boats.

Educational institutions were also impacted, with 24 schools affected by the flood. Some schools were closed, while others were repurposed as temporary evacuation centres. Even in operational schools, students' attendance declined due to road closures. Healthcare services faced similar challenges, with hospital, clinics, and health centres closed, limited medical care access for the affected population. Agricultural sectors suffered as well, with crops and irrigation systems damaged, affecting farmers' livelihoods.



The Malaysian Meteorological Department (MET Malaysia) predicted that the monsoon flow would cause continuous rain in Sarawak, Sabah, the Federal Territory of Labuan and East Peninsular Malaysia until 23 March 2025. This forecast raised concerns about prolonged flooding and additional challenges in relief and recovery efforts.

Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	No
Did the National Society respond?	Yes
Did the National Society request funding form DREF for that event(s)	No
If yes, please specify which operation	-

If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:

-

Lessons learned:

Previous MRCS flood operations faced challenges with primary assessment data, impacting response effectiveness. To address this, MRCS secured a DREF for Assessment during the 2024 floods, deploying trained personnel and volunteers to conduct comprehensive assessments, including market evaluations. This improved community needs identification, resource allocation, and aid coordination.

Staff and volunteers trained in ENAP, NRT, and CVA ensured a data-driven, coordinated response, enhancing decision-making and overall efficiency. Moving forward, MRCS will continue integrating structured assessment methodologies in future DREF applications to strengthen response effectiveness and deliver timely, needs-based assistance.

Since MRCS has yet to establish a Financial Service Provider (FSP), MRCS has engaged with Maybank to facilitate direct DREF fund transfers to the selected beneficiaries. However, the first month of operations was largely spent obtaining exceptional approval from IFRC for the FSP. Simultaneously, MRCS worked on vendor identification, processing, and appointment agreements for voucher redemption, as well as beneficiary registration and verification, which required confirmation from the state welfare department and district office.

These challenges highlighted the need for MRCS to streamline financial and procurement processes to enhance the efficiency of future emergency responses.

For undocumented migrant that does not have bank account, the cash assistance was transferred to the head of village or family members that have bank account and require letter of representative for registration. Once the cash received, the migrant informed MRCS. This is the method that MRCS learned during the previous flood response.

Current National Society Actions

Start date of National Society actions

09-03-2025

Shelter, Housing And Settlements	MRCS volunteers actively supported the Malaysian Ministry of Health (MOH) by providing basic first aid services at temporary evacuation centers. They also assisted the Department of Social Welfare (JKM) with the registration of affected individuals at temporary evacuation centres. In addition, volunteers collaborated with the Malaysian
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	Civil Defense Force (APM) to set up temporary shelter cubicles, ensuring safe and secure accommodation for evacuees.
Livelihoods And Basic Needs	MRCS Sabah State Headquarters facilitated the distribution of essential food aid donated by Nestle. A total of 100 packs were distributed to residents of Kg. Pintas in Beaufort, 109 packs were delivered to SMK Entabuan in Tenom, and 11 packs were provided to the Persons with Disabilities (PWD) community in Tenom, ensuring immediate relief to vulnerable populations.
Water, Sanitation And Hygiene	After receiving a request from the Keningau District Office, MRCS Sabah Chapter engaged with the Sabah State Water Department to plan the mobilization of water treatment units (manpack) for clean water supply to affected residents. MRCS Sabah's WASH-trained personnel conducted site assessments for potential interventions, including setting up a mobile water treatment unit, and developed an action plan for deployment. However, based on safety concerns raised by Keningau district officials, the deployment has been temporarily put on standby due to METMalaysia's forecast of heavy rains and potential mudslides. MRCS remains in close coordination with the district office to proceed with deployment when conditions allow.
Protection, Gender And Inclusion	MRCS has initially integrated protection, gender, and inclusion (PGI) into its response, prioritizing children, elderly individuals, People with Disabilities (PWD), and pregnant women. Targeted assistance included providing food packs for PWDs in Tenom and baby kits (diapers and milk).
Coordination	<p>Recognizing the critical need for coordinated action, MRCS Sabah Chapter has actively engaged with key stakeholders to streamline the emergency response. A crucial coordination meeting was convened with the Sabah State Water Department, focusing on aligning response efforts in the Papar District and addressing the urgent request from Keningau District for the mobilization of MRCS's mobile water treatment unit. This collaboration ensures a unified and efficient approach to addressing water-related challenges, particularly in areas experiencing severe shortages.</p> <p>MRCS continues to work closely with local authorities including PKOB (Disaster Operation Control Center) at district level, Non-Government Agencies, and community leaders - JKKK (Village Development and Security Committee) to assess priority needs of the most vulnerable people and distribute essential aid.</p> <p>During the needs assessment, MRCS coordinated with the District Office (DO) and PKOB to identify the most critical areas with limited assistance. The assessment aimed to identify gaps, determine necessary interventions for affected beneficiaries, and avoid duplication of Humanitarian Assistance.</p> <p>Through a series of coordination meetings, it was agreed that MRCS would focus on three districts—Beaufort, Keningau, and Tenom—targeting the following critical areas: Beaufort: Mukim 6 (Rural areas): Includes Kg Kangsa, Bangkalalak, Barumbai, Mantulul, Mantulul Laut, Lalayan Baru, Jabang, Indulubai, Kukub and Kampung Bakalau (Urban Area).</p> <p>Keningau: Mukim Bunga raya, Mukim Marampung, Mukim Apin-Apin</p> <p>Tenom: Kampong Binai to Kampong Pantongan Sapong</p>
National Society Readiness	<p>The MRCS Sabah Chapter has strengthened its readiness capacity through trained personnel, to ensure a swift and effective disaster response.</p> <p>For WASH preparedness, MRCS has two portable water treatment units, 48 trained volunteers, and hygiene promotion kits ready for deployment. An operational vehicle and five radio communication units support coordination and logistics.</p> <p>In health and psychosocial preparedness, MRCS has health screening equipment, three operational ambulances, and a trained MHPSS team to provide medical and mental health support.</p>



Assessment	<p>From 13–18 March 2025, trained ENAP (Emergency Needs Assessment and Planning) volunteers from MRCS Sabah Chapter were deployed to conduct comprehensive assessments, including emergency market mapping, to evaluate the availability and accessibility of local resources. This approach enabled MRCS to identify critical areas, assess humanitarian needs, analyze response gaps, and develop response option and recommendations. Ensuring that interventions were needs-based and community-driven, this assessment framework strengthened MRCS's ability to reach the most vulnerable groups and provide targeted assistance aligned with actual needs.</p> <p>During the assessment, MRCS also conducted emergency market mapping to identify market change and disruption. As result, the market is still functioning, there is no major disruption on the access and market supplies. Also identify the market supplies of education and basic needs are sufficient to cater the population demands.</p>
Resource Mobilization	<p>MRCS has been actively coordinating with private sector partners, including Nestlé and Lions Club, to deliver food assistance for affected communities. As a result, Nestlé donated 100 food packs to residents of Kg. Pintas in Beaufort, 109 packs to SMK Entabuan in Tenom, and 11 packs to persons with disabilities in Tenom.</p> <p>Additionally, MRCS Sabah has launched a public fundraising campaign on social media platforms to gather additional support. Efforts to engage with corporate donors are ongoing; however, responses from corporate partners remain pending. MRCS continues to seek financial support to expand relief efforts and address urgent needs in flood-affected areas.</p>
National Society EOC	<p>MRCS HQ deployed staff to support the activation of the Emergency Operations Center (EOC) at the MRCS Sabah Chapter, ensuring effective coordination of emergency response operations, including the mobilization of volunteers, vehicles, and equipment. The EOC operates throughout the emergency and recovery phases, with three volunteer personnel currently managing ongoing relief efforts and resource coordination.</p>

IFRC Network Actions Related To The Current Event

Secretariat	<p>The International Federation of Red Cross and Red Crescent Societies (IFRC) has been actively supporting MRCS Headquarters (HQ) in strengthening its Emergency Operations Center (EOC) in the MRCS Sabah Chapter and coordinating the Emergency Needs Assessment and Planning (ENAP) from 13–18 March 2025 in three critical districts: Keningau, Beaufort, and Tenom. IFRC has also provided technical support to MRCS in preparing the ENAP assessment report, ensuring a comprehensive and evidence-based response plan.</p> <p>Additionally, IFRC supporting MRCS in coordination with Partner National Societies (PNS), including Singapore Red Cross and Swiss Red Cross, to explore potential support for the emergency response operation. Close coordination is also maintained with MRCS HQ to monitor the ongoing flood situation affecting four states in Malaysia: Sabah, Sarawak, Johor, and Kuala Lumpur, ensuring a well-coordinated and needs-driven response.</p>
Participating National Societies	<p>The Singapore Red Cross (SRC) provided support to the MRCS by donating CHF 32,993 (SGD 50,000) and four RAOM Filter Ultar water filtration units to enhance WASH operations in Sabah. MRCS recently signed the Letter of Agreement (LOA) with SRC and is now awaiting the fund transfer and shipment of the filtration units. Meanwhile, MRCS awaited final approval from the Swiss Red Cross (SwRC) for a pledged contribution of CHF 46,000, designated for WASH and health interventions in Sabah.</p>



ICRC Actions Related To The Current Event

ICRC has presence in country however not actively involved responding to the situation.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The Malaysian government has extended financial assistance to 1,463 affected households, like the previous East Coast flood of 2024/2025. An estimated CHF 290,729 has been allocated to support recovery efforts, ensuring that displaced families receive the necessary aid to rebuild their lives.</p> <p>In response to the disaster, the Ministry of Home Affairs has mobilized personnel and assets from the Royal Malaysia Police (PDRM) to conduct search, rescue, and flood relief operations. Their efforts have been supported by the Civil Defence Force (APM), which has played a crucial role in ensuring the safety and evacuation of flood victims. Additionally, members of the Malaysian Volunteer Department (RELA) have been stationed at temporary evacuation centres (PPS) to assist displaced individuals, providing essential support to those in need.</p>
UN or other actors	<p>There are no UN or other international actors currently actively responding to the flood in the country. However, there are other national organisations active, all coordinated by NADMA. Yayasan Kebajikan Sabah gave additional allocation of CHF 59,623 for the displaced.</p>

Are there major coordination mechanism in place?

Emergency response coordination follows a structured mechanism at the national, state, and district levels, ensuring an efficient, well-organized disaster response. At the national level, the National Disaster Management Agency (NADMA) leads coordination efforts, working closely with relevant ministries such as the Ministry of Health (MOH) for medical support, the Department of Social Welfare (JKM) for managing evacuation centers and distributing essential aid, and the Malaysian Meteorological Department (MetMalaysia) for weather forecasting and early warnings. The Malaysian Red Crescent Society (MRCS) Headquarters works in coordination with NADMA to streamline emergency response efforts, ensuring that MRCS's interventions align with national priorities while also reporting on its humanitarian actions.

At the state and district levels, MRCS actively coordinates with the State Disaster Management Committee (PKON) in Sabah and works closely with District Disaster Management Committees (PKOB) in affected areas in Keningau District, where flooding severely impacted water access, PKOB requested MRCS to deploy a Mobile Water Treatment Unit to provide safe drinking water. In response, MRCS facilitated coordination with the District Officer and the Sabah State Water Department to ensure a joint intervention, preventing duplication of efforts and maximizing the effectiveness of the response.

Needs (Gaps) Identified



Shelter Housing And Settlements

Flooding has impacted houses in the three targeted districts, causing minor to partial damage to affected households. As of now, all 1,493 displaced families have returned home and begun the cleaning and repair process. However, many families face challenges due to damaged household items and furniture including cooking equipment.

In Beaufort, floodwaters have not fully receded in several villages, making cleanup and repairs difficult. The prolonged flooding has damaged homes and furniture, leaving families struggling to restore their living spaces. Although many residents have returned home, they lack the necessary resources to repair their houses and replace essential belongings, creating a significant gap in shelter response and recovery assistance.



While at the PPS, JKM (Department of Social Welfare) has provided essential shelter items, including mattresses, blankets, pillows, and sleeping mats. Additionally, NADMA will provide Uang Ihsan cash assistance of CHF 259, with a portion that can be used for urgent needs, including minor repairs of their houses.



Livelihoods And Basic Needs

According to the District Officer of Tenom, an ongoing evaluation is being conducted to assess the impact of the flood on agriculture and other livelihood activities. However, a detailed loss and damage analysis has not yet been released.

An assessment by MRCS in Mukim 6, Beaufort, found that in this rural areas, the majority of the population depends on agriculture and fisheries for their livelihoods. Farmers—including palm oil workers, rubber tappers, and paddy farmers—make up 40% of the affected community. Their income is relatively low, averaging between CHF 99-159 (RM 500 - 800) per month. The recent flooding has severely impacted their ability to work, with rubber tappers facing prolonged income loss due to water-damaged trees that require time to recover.

Fishermen, who make up 60% of the affected population, earn an average of less than CHF 199 per month. The floods have caused extensive damage to boats, fishing nets, and other equipment, limiting their ability to return to work.

As this is a rural area, many affected households rely entirely on natural resources for survival, with limited access to alternative income sources. Recovery efforts must prioritize restoring agricultural and fishing assets, providing financial assistance, and exploring alternative livelihood opportunities to help these communities regain income stability.

In the urban area of Kampung Bakalau, the economic structure differs, with 70-80% of the population engaged in small businesses and trade, while the remaining 20% work as laborers.

Many traders have suffered financial losses due to flood-damaged goods and equipment, as well as a decline in consumer purchasing power in this affected area, making it difficult for them to resume business operations. The disruption of their income sources has impacted their ability to meet basic needs, especially as they continue to struggle with cleaning and repairing their homes while restoring their livelihoods.

Daily wage laborers face job uncertainty as business activities slows down, reducing employment opportunities. Although the service and trade sectors generally provide a stable income, the aftermath of the floods has forced affected individuals to prioritize cleaning their homes and recovering damaged assets instead of resuming work. Additionally, both small businesses and labor jobs lack stability and certainty, making economic recovery in the area even more challenging.



Multi purpose cash grants

The ENAP assessment highlights that flood-affected households in Beaufort are experiencing financial difficulties due to income loss, damaged property, and increased recovery costs. While the government will provide a one-time Wang Ihsan - Multipurpose Cash Assistance of CHF 258 (RM 1,300), (From NADMA; CHF 199 and Sabah State: CHF 60) per household, this amount is insufficient to support their livelihood recovery, particularly for families who have lost their primary sources of income and essential household items.

According to the Minimum Wage Order 2024 issued by attorney general chamber - Federal Government of Malaysia, the minimum wage in Sabah increased to CHF 338 (RM 1,700) per month. This wage reflects the baseline income needed for workers but does not account for additional financial burdens caused by disasters. Many affected families in Beaufort, especially farmers, fishermen, and small traders, have lost their income-generating activities, making it even more challenging to cover daily expenses and recover their lives.

Furthermore, the cost of replacing damaged household items—such as kitchen appliances, furniture, and bedding—often exceeds the available financial assistance, placing additional challenges on affected families. Education costs are another major concern, as over 1,000 students lost their school supplies, adding further financial burdens on households already struggling to meet basic needs.

Given these economic challenges, Multi-Purpose Cash Assistance (MPCA) is crucial in Beaufort District to provide flexible financial support for families to restore livelihoods, replace essential household items, and cover urgent expenses. Strengthening MPCA distribution, ensuring targeted support for the most vulnerable, and integrating cash assistance with livelihood programs will ensure that affected families can recover sustainably while maintaining financial stability.





Health

The Beaufort District Health Office (PKD) has reported 2 cases of Hand, Foot and Mouth Disease (HFMD) at two PPS-Dun Banir and SMK Beaufort 3. These cases involve two separate households. As of 13 March 2025, Beaufort's temporary evacuation centres are still active due to lingering stagnant water, which significantly increases the danger of dengue fever outbreaks.

Whereas five cases of HFMD have been identified in Keningau. While the situation is currently still under control, PKD warn that if left unchecked, the virus could spread further, potentially leading to widespread outbreak. In Tenom, no HFMD or other health concerns have been reported. However, further assessments will be conducted to verify the status.



Water, Sanitation And Hygiene

MRCs assessment team found that there is a pressing need of safe water, Hygiene kit and hygiene promotion arise in affected districts of Tenom, Keningau and Beaufort. (Information from state's Disaster Operation Control Centre, PKOB)

Keningau:

Two water treatment plants are clogged and cannot function properly. The water treatment plant can only function 50% of its operation capacity to meet current needs which brings an estimation of 45,000 people. Access to safe and sufficient water remains a critical concern. While 70% of the population has access to clean water, the remaining 30% (45,000 people) continue to face difficulties in obtaining adequate safe water for daily use.

Tenom:

While in Tenom, 80% of the population were reported impacted by water shortage. This main pipeline was disrupted because of the landslides due to heavy rainfall, leaving 24,000 people limited access to clean and safe water, particularly for residents who are using the pipeline system.

Tenom district relies on three water treatment plants: Tenom, Kemabong and Senagang. However, due to ongoing pipeline repairs at the Senagang Water Treatment Plant, 6153 users in housing areas that depend on this supply remain without access to piped water.

Beaufort:

In Beaufort, the most severely affected areas depend on a single water treatment plant (Batu 58). During the initial emergency phase (2-7 days), several areas experienced water shortages, further worsening WASH-related challenges.

MRCs conducted the needs assessment at one of most severely affected areas, particularly in Mukim 6, N34 Lumadan – Beaufort District, to evaluate the impact and immediate humanitarian needs of the affected population. The floods have disrupted the lives of 998 people from 486 households across several villages, as follows:

1. Kampung Kangsa: 100 households
2. Kampung Bangkalalak: 96 households
3. Kampung Barumbai: 61 households
4. Kampung Mantulul: 43 households
5. Kampung Mantulul Laut: 44 households
6. Kampung Lalayan Baru: 46 households
7. Kampung Jabang: 24 households
8. Kampung Indulubai: 17 households
9. Kampung Kukub: 55 households

Findings from the needs assessment, conducted in coordination with community leaders in the district-one of the hardest-hit areas-highlight that affected communities rely on multiple water sources, including government pipelines, rainwater harvesting and river water.

Villages without pipeline access such as Kampung Jabang, Indulubai and Kukub, face greater challenges as pipeline infrastructure has not yet been installed. Households in these areas required to travel up to 5KM to collect river water using pumps, while many depend on rainwater harvesting for drinking. Households typically harvest rainwater in container with capacities from 50 to 500 litres. For households without access to pipeline, river water primarily used for bathing and washing, increasing the risk of waterborne diseases and hygiene-related health concerns.

Hygiene Promotion (HP):

HP activities have primarily conducted by the government in PPS, however, there has been limited intervention in affected villages. This gap highlighted during MRCs interview with the Community Development Leader (UPPM), who emphasized the need for expanded



hygiene promotion efforts at the community level. To improve the sanitation context, HP initiatives should focus on promoting best sanitation practices, ensure the sanitation facilities are clean and maintained properly and encouraging safe hygiene behaviors among residents.

Meanwhile, in Kampung Bakalau, one of the severely affected areas, the Village Development and Security Committee (JKKK) Chairperson, informed that the clean water supply through the government pipeline has gradually resumed functioning. Currently, communities have access to water for daily needs, including bathing, washing and sanitation. Initial hygiene and health promotion efforts, such as handwashing practices and mask usage were implemented in PPS. However, as the community has returned to their villages, a more structured and sustained hygiene promotion initiative is needed to ensure long-term health and sanitation improvements.

Additionally, throughout assessment team observation in temporary evacuation centres and affected village, limited access to clean water brings up the sanitation facilities (hand washing and latrine) issue where the latrine is being used but are not properly maintained due to water shortage, increasing the risk of the further health implication and disease transmission such as diarrhea and skin diseases. Furthermore, limited facilities of hand washing and Inadequate of water supply leads to unsafe hygiene behavior.



Protection, Gender And Inclusion

The ENAP assessment identified key opportunities to strengthen Protection, Gender, and Inclusion (PGI) interventions in Beaufort, particularly in ensuring inclusive access to essential services and financial assistance for vulnerable groups, including low-income farmers, small traders (especially those with school children), the elderly, and persons with disabilities (PWDs). While immediate response efforts by government agencies and humanitarian partners provided critical support, continued attention is needed to ensure all affected groups benefit from assistance in WASH, shelter, livelihoods, and education.

One area for improvement is targeted support for female-headed households, especially those in informal sectors in Kampung Bakalau and Mukim 6, Beaufort. Strengthening coordination mechanisms for financial and livelihood assistance will enhance economic recovery for these households. Additionally, mainstreaming PGI principles across all interventions and training MRCS personnel on inclusive response strategies will ensure a dignified, community-driven recovery.

The assessment highlighted sanitation challenges due to limited clean water access, increasing health risks for women, children, and the elderly. Targeted WASH interventions and hygiene promotion are essential to prevent disease outbreaks. Economic vulnerabilities were also a major concern, with farmers, small traders, and daily wage laborers facing income losses. Cash and voucher assistance (CVA) was identified as a key tool to aid recovery.

Additionally, elderly individuals, women-headed households, and orphans were among the most vulnerable, struggling with financial instability and limited livelihood opportunities. The loss of school supplies for over 1,000 students was a major barrier to education, particularly for low-income and orphaned children.

Most of the population in Kampung Bakalau that consist of migrant community, face heightened economic insecurity due to job losses and lack of formal support. Strengthening inclusive economic recovery initiatives and targeted assistance will be critical in addressing their needs.



Education

The floods have impacted 18 schools in Beaufort and 6 schools in the Membakut district, disrupting the school activities and causing damage to school buildings and facilities. As the floodwaters receded, the government took action to restore the schools. In Membakut, all schools have resumed to normal operations, while in Beaufort, some schools are still in the process of normalizing.

The assessment results in the two most severely affected areas, Mukim 6 and Kampung Bakalau, - Beaufort reveal that most students have lost their school supplies due to the severe flooding. Nearly all essential items, including school uniforms, books, shoes, and stationery, are no longer usable and need to be replaced. In Mukim 6, 1 kindergarten and 2 primary schools have been affected, impacting more than 325 students. Meanwhile, around Kampung Bakalau, 1 kindergarten and 14 schools have been affected, with more than 700 students impacted.

These schools remain closed and are currently undergoing repairs and cleaning. On 18 March, the schools have resumed their activities. Similarly, in Tenom, several schools were closed and reopened on the 18 March 2025, including SK Pekan, SK Giat Mara Tenom, SMK Entabuan, and SM St. Anthony.





Migration And Displacement

The ENAP assessment in Mukim-6 and Kg. Bakalau, Beaufort, highlighted significant challenges faced by undocumented migrants, particularly in accessing humanitarian aid, financial assistance, and livelihood recovery support.

Most of the population in Kg. Bakalau consists of undocumented migrants, with some proportion of them are engaged in small trade at local markets and the remaining working as laborers. Due to administrative requirements, many were not able to evacuate to temporary evacuation centres, despite efforts from local community leaders (JKKK) to extend support and ensure their basic needs were met on humanitarian grounds.

In Mukim-6, Beaufort, most undocumented migrants work as farm laborers, fishermen, and daily wage earners, sectors heavily impacted by the floods. With limited job opportunities post-disaster, their income sources have been severely affected, making recovery efforts more challenging. This situation is particularly concerning for elderly individuals, female-headed households, and children, who face economic insecurity but have limited access to formal financial assistance due to their documentation status.

[Assessment Report](#)

Operational Strategy

Overall objective of the operation

The Malaysian Red Crescent Society (MRCS) is implementing a targeted emergency response operation to provide life-saving assistance and recovery support for 1,500 households affected by flooding in Sabah State – East Malaysia. The intervention focuses on the three most affected districts: Beaufort, Keningau, and Tenom, addressing critical needs in WASH, health, education, and livelihood recovery over a four-month period. Additionally, multi-purpose cash and voucher assistance (CVA) will be provided to support economic recovery while ensuring protection and dignity of affected communities.

The intervention will focus on:

1. Providing access to clean water and Hygiene Promotion to affected communities to mitigate the risk of waterborne diseases.
2. Providing CVA to enable families to meet urgent needs, support economic recovery, and strengthen local markets.
3. Ensuring education continuity through voucher-based school supply assistance, preventing further disruption to children's learning.
4. Enhancing community health and hygiene practices through targeted health promotion and psychosocial support.

MRCS will coordinate and collaborate with local authorities, humanitarian partners, and financial service providers and local merchant to ensure an effective and efficient response is delivered. The response activities will integrate Protection, Gender, and Social Inclusion (PGI) principles to enhance the quality and equity of assistance and reaching out the most vulnerable affected communities.

Additionally, the operation will prioritize Community Engagement and Accountability (CEA) by ensuring active community participation and establishing feedback mechanisms to improve transparency and accountability emergency response.

Operation strategy rationale

Multi-Purpose Cash (MPC) Assistance:

Based on the ENAP assessment finding, MRCS will implement MPCA in Beaufort, where floods have caused severe livelihood disruptions, particularly among farmers, fishermen, and small merchants. The cash assistance aims to provide financial flexibility, allowing affected households to prioritise their most urgent needs, such as replacing lost assets, repairing damaged property, and meeting essential household expenses and basic needs. This approach ensures the dignity and autonomy in decision-making for the beneficiaries.

The planned transfer value is CHF 100 (MYR 500) per household, disbursed in a single tranche to reduce transfer costs. This is calculated based on the gap between the Sabah State minimum wage of MYR CHF 338.30 (MYR 1,700) per month and the Government Cash Assistance of CHF 259 (MYR 1,300)—which includes CHF 199 (MYR 1,000) from NADMA and CHF 60 (MYR 300) from the Sabah State Government. Given that MRCS currently does not have a formal Financial Service Provider (FSP) agreement in place—only a Letter of Offer with a banking institution from a recent DREF operation—an exceptional approval for an FSP agreement is required.

Market assessments confirms that ATMs are functional, and essential goods are available, local market are functioning, and access to both market and bank services has been restored. Additionally, the community is already familiar with cash and voucher assistance approaches, as the government has previously provided financial aid through direct bank transfers. This ensure the feasibility of cash-



based interventions. Post-Distribution Monitoring (PDM) will take place four weeks after the cash distribution, collecting feedback on usage, challenges, and effectiveness to inform future programming.

Despite government financial aid (Bantuan Wang Ihsan) of CHF 259 per household, gaps remain in accessibility, particularly for non-Malaysians or those who did not stay in official temporary evacuation centres. The aid is only eligible for Malaysians and the affected that registered in temporary evacuation centres. The slow disbursement process that takes 3 to 6 months further delays financial recovery. MRCS's MPC assistance will fill these gaps, providing faster, more inclusive financial relief targeting both Malaysian and undocumented migrant, specifically on vulnerable household.

Based on previous MRCS experience on DREF operation MDRMY006, MPCA for migrants and undocumented individuals will follow an unconditional cash modality. During the CEA socialization and beneficiary selection, village heads will nominate eligible recipients, with verification by the social welfare department and district office. For those without bank accounts, MRC will coordinate with village authorities and authorized family members to transfer funds securely. Beneficiaries will confirm receipt via SMS or WhatsApp. Safeguarding measures include a dedicated hotline for updates, concerns, and feedback. This approach was successfully implemented in the last DREF operation.

Education (Voucher Assistance):

While MPC aims to address immediate livelihood and financial recovery, flooding has also severely impacted children's access to education, with many families losing school supplies, uniforms, and learning materials. To ease the financial burden on households and ensure children return to school, MRCS will provide education vouchers (CHF 29) to those affected household that has school children, including Malaysian and non-Malaysian. Redeemable at designated education supply vendors within affected communities.

This approach allows student obtaining the essential schools supplies such as uniform, shoes, bag and other schools materials while preventing families from diverting funds to other urgent needs. Additionally, the voucher system supports small to medium-sized vendors in affected areas, contributing to local economic recovery. The vendor selection process in the CVA program also promotes the fair competition and ensuring the beneficiaries received a good quality of school material at reasonable price.

MRCS plans to implement the CVA intervention within a four-month timeframe. Based on lessons learned from the recent DREF operation, the first month is crucial for preparing and organizing the necessary systems, data, and resources to ensure smooth implementation. The key focus areas during this initial phase include:

1. Developing and obtaining Exceptional Approval from IFRC for the agreement with the Service Provider.
2. Collaborating with banks to activate the Bulk Transfer service.
3. Selecting beneficiaries and conducting data cleaning.
4. Identifying and finalizing agreements with vendors to collaborate with MRCS.

These preparatory steps will establish a strong foundation for an efficient and transparent CVA implementation, ensuring timely and effective assistance to affected communities over the four-month intervention period.

The rationale for choosing voucher-based assistance over MPC is to ensure that funds are specifically allocated for education, preventing families from diverting them to other urgent expenses. This method also enables better tracking and accountability, ensuring that children receive essential learning materials. However, voucher implementation requires a structured process, including vendor selection, agreement signing, system setup, and distribution planning. The timeline for voucher assistance will be carefully aligned with the 2025 school reopening to ensure timely support.

While cash support could offer flexibility, the targeted voucher approach prevents inflationary risks and ensures that families prioritize educational needs. Vendor engagement is still ongoing, and MRCS is working to establish a transparent and efficient distribution system.

WASH:

In Keningau, Tenom, and part of Beaufort, the most critical need is restoring safe water access, as the floods have disrupted water treatment facilities, leaving communities reliant on unsafe water sources.

To address this, MRCS will deploy mobile water treatment units in Keningau and/or Tenom, ensuring access to clean drinking water while repairs to treatment plants and pipelines are underway. The mobilization cost of the Mobile Water Treatment Unit, including personnel and operational expenses, will be covered by the Singapore Red Cross.

Additionally, DREF funding has been allocated to supplement this intervention, covering the cost of maintenance spare parts during operations and water trucking mobilization from water treatment plants to distribution points. With this approach, there is no overlapping support between DREF and Singapore Red Cross funding, ensuring resources are efficiently utilized.

Apart from that, MRCS will continue to coordinate WASH interventions with the government and other humanitarian agencies to avoid duplication of efforts and ensure equitable distribution of assistance across affected areas. The service is scheduled to operate for 14 days



in the first month of the response.

Hygiene Promotion

Hygiene promotion and disease prevention efforts will be strengthened through community awareness campaigns in flood-affected villages. These initiatives will focus on proper hygiene practices during disasters, including handwashing techniques and overall sanitation measures. Hygiene promotion activities will be integrated into water distribution efforts and CVA registration processes to maximize outreach and effectiveness. Therefore, these activities are planned for implementation during the first and/or second month of the response and are planned to be funded by DREF.

MRCS will procure and distribute hygiene kits in Tenom and Keningau, targeting vulnerable households. The hygiene kits will be sourced through IFRC, with logistics arranged for delivery to Sabah. Each kit will include essential hygiene items, including sanitary products tailored to the needs of women, girls, and other vulnerable groups.

WASH Coordination-Coordinate with Sabah State Water Department and PKOB at district level to streamline the safe water provision efforts and avoid duplication. Additionally, engage with Social Welfare Department and village authorities (JKKK) to facilitate the Hygiene Promotion activities.

Health, Mental Health Psychosocial Support (MHPSS):

MRCS will implement essential healthcare support in Beaufort, Keningau, and Tenom, focusing on community health screenings, disease prevention, and mental health support. In collaboration with District Health Office and Ministry of Health (KKM), MRCS will deploy mobile health screening to ensure medical access in hard-to-reach areas.

To address psychosocial needs, MRCS will provide Psychological First Aid (PFA) through trained volunteers, prioritizing elderly individuals, children, and persons with disabilities (PWDs). Health promotion activities will focus on hygiene awareness, sanitation improvements, and vector control measures, aiming to prevent disease outbreaks in flood-affected communities.

Other operational strategy:

To ensure trust and transparency, MRCS will communicate with affected communities about cash transfer amounts, eligibility criteria, and program objectives. A Community Engagement and Accountability (CEA) training will be conducted for MRCS staff and volunteers to ensure effective community interaction.

Monitoring and evaluation will be managed at the branch level, with each sector establishing minimum standards, key indicators, and post-distribution monitoring protocols. Volunteers will conduct household surveys and key informant interviews (KII) to assess the effectiveness of interventions. A lessons-learned session will be held at the state and headquarters levels to enhance future emergency responses.

Funding and Resource Gaps:

MRCS has secured funding from Partner National Societies (PNS), with the Singapore Red Cross supporting WASH interventions and the Swiss Red Cross considering a contribution for cash and health interventions. However, funding remains sector-specific, leaving critical gaps in livelihood and education recovery efforts.

Given these shortfalls, MRCS will leverage the DREF mechanism to ensure comprehensive support for affected communities, particularly in livelihood restoration and education. This approach complements existing donor contributions while addressing unmet humanitarian needs in the flood-affected districts.

Targeting Strategy

Who will be targeted through this operation?

In response to floods in Sabah and based on coordination with local authorities, the MRCS has identified Beaufort, Keningau, and Tenom as the most critically affected districts. The floods have severely impacted livelihoods, community health, access to clean water, school supplies and other essential services. MRCS aims to assist 1,500 households, approximately 7,500 people (5 Members / family). The selection of these target states was based:

1. Severity of the impact: flood-affected areas and households with medium to heavy flood impact
2. Displacement Numbers: A significant number of Households and individuals were evacuated, highlighting the area that urgently need for support.
3. Assistance Gaps: Despite ongoing response provided by Government and other humanitarian agencies, there remain unmet needs in these areas, necessitating targeted interventions.

The affected population included several marginalized and vulnerable groups. This included individuals whose homes, crops, and



livestock were affected, severely impacting their livelihoods. Migrants, as non-citizens, were excluded from government relief efforts and required targeted assistance. Data analysis, based on both secondary sources (Department of Statistics Malaysia - DOSM) and primary data collected from household assessments, revealed the following demographics: female (47.8%), male (52.2%), girls (11.2%), and boys (12.2%). Special consideration was given to vulnerable groups such as households with migrant (especially the undocumented), elderly individuals, person with disabilities or chronic illnesses, families headed by women, pregnant women, households with children under 5 years old, and elderly individuals aged 65 and above.

For the beneficiaries selection, MRCS will coordinate with JKKK for name list nomination and verification of the beneficiaries including the undocumented migrant in the village. The eligibility of migrants to participate as MRCS beneficiaries will then be subject to approval from District Office. Based on MRCS previous engagement during the flood response, usually no objection from the local authorities.

Explain the selection criteria for the targeted population

The selection of the target population by MRCS was based on criteria established through initial and ENAP assessment, augmented by data from the State Disaster Operations Centre (PKON) and District Disaster Operations Control Centres (PKOB), Community Development Leaders Unit (UPPM), and Village Development and Security Committee (JKKK) across three states. Priority was given to areas most severely affected by flooding, especially those that were under-supported by other organizations or government assistance.

Based on coordination with these relevance stakeholders, MRCS identified 3 Districts in Sabah state with the greatest needs. Assessment teams then evaluated the most impacted sub-districts (mukim) or villages within these districts and following the targeted Mukim or villages:

- Beaufort : Mukim 6 (9 Rural Villages): Includes Kg Kangsa, Bangkalalak, Barumbai, Mantulul, Mantulul Laut, Lalayan Baru, Jabang, Indulubai, Kukub and Kampung Bakalau (Urban Area)
- Keningau : Mukim Bunga raya, Mukim Marampong, Mukim Apin-Apin
- Tenom: Kampong Binai to Kampong Pantongan Sapong

Total Targeted Population

Women	3,180	Rural	-
Girls (under 18)	405	Urban	-
Men	3,437	People with disabilities (estimated)	-
Boys (under 18)	478		
Total targeted population	7,500		

Risk and Security Considerations

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

Risk	Mitigation action
Operational Management and Implementation Challenges at MRCS Chapters and Branches: Limited capacity or challenges in managing and implementing planned activities at the chapter and branch levels may impact the effective delivery of operations and intended outcomes, potentially affecting MRC's accountability and transparency.	To strengthen operational management and implementation, MRCS will deploy NHQ staff as Field Coordinators to provide direct support and guidance to chapters and branches while also leveraging external surge support to enhance operational capacity and ensure the effective execution of planned activities.
Institutional Reputation Risk : Although the political event is expected to take place before December 2025, campaign activities may begin much earlier. MRC must uphold its Fundamental Principles to ensure accountability to affected community and maintain its neutrality and impartiality throughout the response.	MRC should strengthen the CEA approach during the response implementation to ensure a clear and consistent communication with affected communities and public authorities. Two-Way feedback communication should be in place, such as Help Desk, Hotline Services, social media information, to address the



	concerns and any issues. Additionally, to ensure the effective communication which allows affected communities understand the criteria of beneficiaries' selection process, services that will be provided and delivery mechanism.
Procurement, Logistics, and Shipping Delays to Sabah: Transporting goods from the Peninsula to Sabah incurs high costs and potential delays, affecting timely response efforts.	MRC will deploy relevant NHQ staff to support local procurement and logistical Management, prioritizing the purchase of locally available items to reduce costs and expedite distribution.
Road Accidents and Health-Related Risks (Water & Vector-Borne Diseases, Non-Communicable Diseases)	To minimize road accident risks, MRC will ensure all response vehicles are equipped with first aid kits, monitor road conditions to avoid hazardous routes, and maintain clear communication of activities and movements with relevant staff. In flood-affected areas, the risk of waterborne and fecal-oral diseases will be addressed through community health promotion by MRC and branch volunteers. Volunteers will receive guidance on disease prevention and be equipped with protective gear, including alcohol gel, to safeguard their health during operations.
Frequent landslides along the routes to Tenom and Keningau, coupled with heavy rainfall, increase the risk of flooding in remote areas of Beaufort. Additionally, poorly maintained road conditions further hamper access, potentially delaying the implementation of response activities.	MRCs will closely monitor weather forecasts and maintain strong coordination with PKOB to anticipate potential hazards. The Command Post at MRC Branches will be activated for real-time monitoring and rapid response. To ensure efficient aid delivery, suitable vehicles such as 4WD cars will be utilized, allowing navigation through difficult terrains. Where possible, relief items will be prepositioned in strategic locations, enabling faster distribution and minimizing delays in reaching affected communities.

Please indicate any security and safety concerns for this operation

Given the significant flood-related threats in Malaysia, including challenges with access to clean water and food, seasonal mosquito-borne diseases, and difficult road conditions in flood-affected areas, comprehensive measures are being implemented to ensure the safety and security of all RCRC personnel engaged in this operation. These measures include but are not limited to continuous situation monitoring, timely security and safety updates, tracking of staff movements (via phone or WhatsApp), security assessments in operational areas, and pre-deployment briefings on the current security context. Additionally, contingency plans and completion of relevant IFRC e-learning courses (such as Basic Knowledge and Prevention Measures for Responders, Personal Security, Security Management, and Volunteer Security) are required. The IFRC team is maintaining close coordination with external humanitarian actors in the country, particularly regarding flood-affected areas, and is also working closely with MRCS branches and local authorities in the operational regions.

Has the child safeguarding risk analysis assessment been completed?

No

Planned Intervention



Multi Purpose Cash

Budget: CHF 55,114

Targeted Persons: 2,500

Indicators

Title	Target
Number of households provided with unconditional cash assistance	500

Priority Actions

List of Activities:

1. Conduct CVA sensitization through CEA activities
2. Conduct beneficiary assessment and registration for 500 HHs in Beaufort
3. Distribution of one-off MPCA to 500 HH
4. Development and implementation of PDM activities.



Health

Budget: CHF 4,260

Targeted Persons: 7,500

Indicators

Title	Target
Number of people reached through primary health care / outreach services / mobile units / clinics operated by the National Society.	7,500
Number of people reached with mental health and psychosocial services (MHPSS) from IFRC Network	7,500

Priority Actions

List of Activities:

1. Provide Health Promotion or basic health screening services.
2. Provide MHPSS/PFA services for the targeted affected community.
3. Review, print and dissemination of IEC materials for health promotion on disease prevention during disasters and MHPSS to enhance psychological literacy and positive coping among affected communities.
4. Conduct Staff and volunteers' refresher training on Health in Emergencies. (Health Promotion/screening & MHPSS/PFA)



Water, Sanitation And Hygiene

Budget: CHF 43,452

Targeted Persons: 7,500

Indicators

Title	Target
Number of households reached with WASH actions in emergency response	1,500
Number of people covered with hygiene promotion activities	7,500
Number of litres of safe water distributed through RCRC emergency water supply (cumulative)	525,000

Priority Actions

List of Activities:

1. Distribution of clean water through water trucking / producing water through mobile water treatment units (500 HH in Keningau or Tenom)
2. Procurement and Distribution of 1000 Hygiene Kits (1000 HH in Tenom & Keningau)

3. Hygiene Promotion activities (1500 HHs all 3 districts)
4. Review, Print and dissemination of Emergency WASH IEC materials (1500 HH)



Protection, Gender And Inclusion

Budget: CHF 533

Targeted Persons: 7,500

Indicators

Title	Target
Number of staff and volunteers trained in PGI including referrals.	35
Number of National Society's Programmes that have completed the IFRC Child Safeguarding Risk Analysis.	1

Priority Actions

List of Activities:

1. Conduct Chapter and branch staff and volunteers' training on PGI in Emergencies (refresher training).
2. SADD data collection in identifying the most vulnerable people as it would determine the required interventions.
3. Conduct Child Safeguarding Risk Analysis in targeted states to identify the risk level and the required follow up actions.



Education

Budget: CHF 9,585

Targeted Persons: 1,500

Indicators

Title	Target
Number of households receiving any form of education support provided by the National Society.	300

Priority Actions

List of Activities:

1. Conduct back to school sensitization through CEA activities
2. Conduct beneficiary assessment and registration for 300 households with school-going children. (Beaufort)
3. Distribute one-off MPCA or vouchers to 300 beneficiaries.
4. Development and implementation of PDM activities.



Migration And Displacement

Budget: CHF 533

Targeted Persons: 500

Indicators

Title	Target
Number of staff and volunteers trained in Migration & Displacement.	35
Number of people reached - Migration	500

Priority Actions

List of Activities:

1. Conduct refresher training to MRC chapter and Branch staff and volunteers on the Movement approaches on Migration and Displacement.
2. Review and adjust assessment and registration tools and linking states with migrant community leaders to ensure capturing migrants as part of target beneficiaries.
3. Monitor that responses targeting migrants are carefully adapted to uphold the principle of "Do no harm".



Community Engagement And Accountability

Budget: CHF 4,739

Targeted Persons: 7,500

Indicators

Title	Target
Number of staff, volunteers and leadership trained on community engagement and accountability.	35

Priority Actions

List of activities:

1. Conduct CEA Refresher training for Chapter and branch staff and volunteers.
2. Conduct CEA - beneficiaries sensitization (Dissemination of information on the CVA programme, as well as Hygiene Promotion and other interventions.)
3. Prepare communications strategy around CVA, in particular targeting process.
4. Review and develop contextualize feedback mechanism
5. Review, adjust and print all IEC materials (all sector)



Secretariat Services

Budget: CHF 21,096

Targeted Persons: 1

Indicators

Title	Target
Number of surge deployed to support the operation	1
Number of technical support and monitoring visit conducted	1

Priority Actions

List of Activities:

1. Deployment of Operation Manager Surge
2. Monitoring visit by IFRC Malaysia/IFRC APRO



National Society Strengthening

Budget: CHF 37,344

Targeted Persons: 1

Indicators

Title	Target
National Society covers health, accident and death compensation for all of its volunteers.	1
Number of Lesson learned workshop conducted	1

Priority Actions

List of Activities:

1. Mobilization of staff & volunteers.
2. Provision of insurance for volunteers.
3. Provide communication tools to MRCS states for communication during operations.
4. Provide complete briefings on volunteers' roles and the risks they face.
5. Conduct lesson learned workshop.

About Support Services

How many staff and volunteers will be involved in this operation. Briefly describe their role.

The overall response will be coordinated from the National Headquarters, supported by approximately 15 staff members across operations and support functions. For this operation, NHQ plans to deploy temporary staff—Field Coordinators—to be stationed in Sabah temporarily to assist with coordination and management. These staff members may also be required to travel frequently between Kuala Lumpur and Sabah, depending on the situation and operational needs.

An estimated 35 volunteers from the MRCS Sabah Chapter and branches will be deployed per rotation, with the possibility of additional volunteer rotations as needed. Additionally, MRCS will deploy 2–3 technical leads from NHQ to support the Sabah operation. This includes the MRCS CVA Officer to support and oversee beneficiary selection, along with Procurement staff to facilitate local purchasing, conduct vendor assessments, and ensure selection aligns with the procurement process and standards.

Will surge personnel be deployed? Please provide the role profile needed.

MRCS has identified the need for an external or international surge personnel specialising as an Operations Manager for one to two months to support the management and implementation of operations. This role will assist MRCS NHQ and its chapters in ensuring that operational management aligns with minimum standards, accountability, and transparency.

MRCS plans to station this Surge Member in Sabah; however, they may also be required to travel frequently between Kuala Lumpur and Sabah, depending on the situation and operational needs.



If there is procurement, will it be done by National Society or IFRC?

All procurement will be conducted by MRCS, prioritising local sourcing. However, on hygiene kits the procurement will be done through IFRC and logistic arrangement will be assisted by IFRC to deliver the items to Sabah. The NHQ Procurement Department will provide guidance and support to ensure compliance with standard operating procedures, facilitating efficient and timely delivery. Additionally, education interventions will be implemented through Cash and Voucher Assistance (CVA).

While MRCS does not yet have a Financial Service Provider (FSP) and is still in the process of finalising one, MRCS and Maybank have signed a Letter of Agreement for a host-to-host system to directly credit assistance money to the current active DREF recipients. MRCS will seek exceptional approval from IFRC for the purpose of this operation in Sabah.

How will this operation be monitored?

This operation will be closely monitored through systematic data collection during the assessment and response phases, forming the basis for comprehensive reporting to track progress, identify emerging needs, and ensure effective, targeted interventions. Planning, monitoring, evaluation, and reporting (PMER) activities will be implemented to maintain quality throughout the operational cycle.

MRCS will oversee daily monitoring at the branch and unit levels, while MRCS and IFRC monitoring teams, including volunteers, will conduct regular site visits to assess progress and provide support for the effective implementation of planned activities. Post-Distribution Monitoring (PDM) surveys will be carried out to evaluate the impact of assistance and gather feedback from recipients. Additionally, an internal lessons-learned workshop will be conducted to review the operation's achievements, challenges, and key insights for future improvements.

The operation will incorporate Protection, Gender, and Inclusion (PGI) measures by collecting sex, age, and disability-disaggregated data (SADDD) and applying Minimum Standards on PGI in Emergencies. MRCS will ensure equitable gender representation among staff and volunteers, promoting the inclusion of diverse groups within affected populations, including people with disabilities.

Drawing on lessons from previous DREF operations, MRCS will strengthen communication between headquarters, Chapter and branches, engage in joint planning from the outset, and hold regular coordination meetings. Staff and volunteers will receive an orientation on the current DREF operation, with refresher training provided as needed to enhance their capabilities and ensure effective implementation.

Please briefly explain the National Societies communication strategy for this operation

The MRCS Communication Department will actively maintain open communication with the public, donors, and agencies through strategic media engagement, press releases, informative articles, and the dynamic use of social media platforms. The team will monitor news and media coverage to ensure the timely and accurate dissemination of information, leveraging MRCS media channels to mobilise fundraising and donation efforts.

To support the emergency response in Sabah, MRCS personnel will be deployed to assist with media coverage in the affected areas, capturing impactful visuals and success stories of beneficiaries supported through the operation. MRCS will utilise its social media platforms and website to share updates on its activities, highlighting the positive outcomes of the response.

The IFRC Communication team will provide training to MRCS communication staff on IFRC's standard procedures to enhance their capacity. Additionally, IFRC will use its social media channels to amplify MRCS's efforts, ensuring broader visibility and engagement for the operation.



Budget Overview



DREF OPERATION

MDRMY012 - Malaysian Red Crescent Society East Malaysia Flood 2025

Operating Budget

Planned Operations	118,215
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	55,114
Health	4,260
Water, Sanitation & Hygiene	43,452
Protection, Gender and Inclusion	533
Education	9,585
Migration	533
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	4,739
Environmental Sustainability	0
Enabling Approaches	58,439
Coordination and Partnerships	0
Secretariat Services	21,096
National Society Strengthening	37,344
TOTAL BUDGET	176,654

all amounts in Swiss Francs (CHF)

Internal

25/3/2025

#V2022.01

[Click here to download the budget file](#)



Contact Information

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

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[Click here for the reference](#)

