

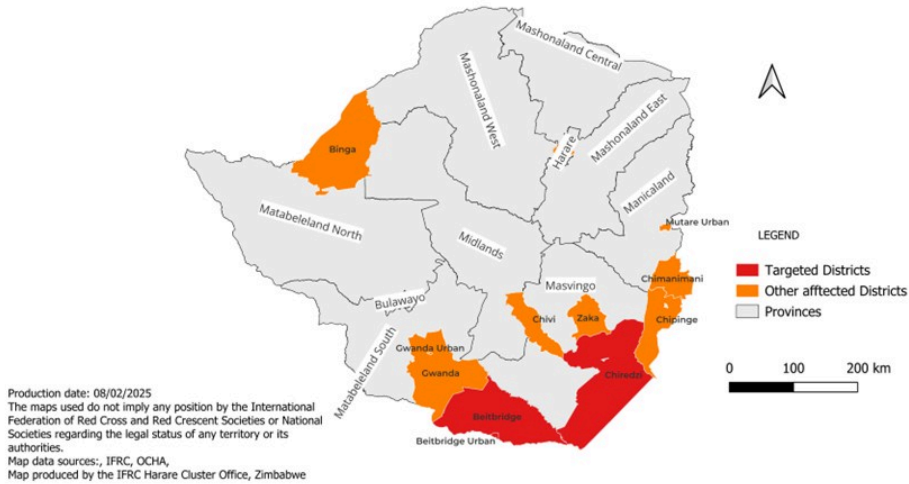


ZRCS Volunteers distributing NFIs to affected HHs in Mutare

Appeal: MDRZW027	Total DREF Allocation: CHF 374,996	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 41,475 people	People Targeted: 10,000 people	
Event Onset: Sudden	Operation Start Date: 05-02-2026	New Operational End Date: 30-06-2026	Total Operating Timeframe: 4 months
Reporting Timeframe Start Date: 05-02-2026		Reporting Timeframe End Date: 28-04-2026	
Additional Allocation Requested: 0		Targeted Regions: Masvingo, Matabeleland South	

Description of the Event

Zimbabwe : Flood DREF Intervention Area Map



Internal

Map showing affected districts and targeted districts

Date of event

24-01-2026

What happened, where and when?

Zimbabwe faced a severe and evolving flood emergency during the 2025/26 rainfall season that lasted until March with persistent heavy rains and storm events across the country. Especially from January to February. Between 13 and 24 January 2026, intense rainfall caused dam spillages, riverine overflow, and flash flooding in multiple areas, and the situation, which began in early January, worsened further in late January. This escalation led the Department of Civil Protection to request support from the Zimbabwe Red Cross Society to deliver lifesaving assistance to affected families. For all February 2026, Hydrological conditions remained extremely concerning. According to the Zimbabwe National Water Authority (ZINWA), several major dams were full or over-spilling, including Tugwi Mukosi, Manjirenji, Manyuchi, and Bubi-Lupane dams, significantly increasing downstream flood risk. Controlled and uncontrolled spillages have already resulted in river flooding, marooning of communities, damage to agricultural land, and destruction of bridges and irrigation infrastructure.

At least 109 people were confirmed dead due to rainfall-related incidents, including drowning, people being swept away by floodwaters, and lightning strikes, while 61 people were injured. Nationwide, an estimated 8,295 households (41,475 people) were affected, with many families displaced and in urgent need of shelter and basic assistance. Several communities were cut off as damaged infrastructure led to marooning incidents where floodwaters severed access routes. (Data as of 25 Jan. 2026)

For weeks, the conditions isolated communities, restrict humanitarian access, and further disrupt access to social services, particularly for learners who cross rivers or travel long distances to reach schools. With that situation prolonged to march, the access and limited assistance available make the need for displaced communities still persistent. ZRCS DREF operation bridging that gap.





Affected Household Receiving response materials in Mutare



Assessment in Epworth, Harare



Joint Assessment in Epworth Harare



Some of the effects of flash flooding in Harare

Scope and Scale

Flooding has severely affected several provinces in Zimbabwe after heavy rains were received from the 13th to the 24th of January, resulting in significant humanitarian impacts, infrastructure damage, and loss of life. Low-lying rural areas, informal settlements, and communities located near rivers have been disproportionately affected, with access challenges continuing to slow assessments and response efforts.

As of 25th January, Government data from the Department of Civil Protection (DCP) reported at least 109 deaths, 61 injuries, and 8295 households directly affected, representing an estimated 41,475 people impacted nationwide. Fatalities have resulted from drowning, lightning strikes, collapsing structures, and vehicles being swept away while attempting to cross flooded rivers. Flood and storm incidents have been recorded in Manicaland, Masvingo, Midlands, Mashonaland Central, Mashonaland East, Mashonaland West, Matabeleland South, Matabeleland North, Harare Metropolitan, and Bulawayo Metropolitan Provinces, affecting both rural and urban communities.

ZRCS assessment later confirmed the significant unmet needs with important vulnerabilities, especially in 2 provinces, Masvingo and Matabeleland South, that were most affected by the floods, with Beitbridge and Chiredzi receiving less assistance due to inaccessibility issues and resource constraints from the government, and these are areas where the NS has yet to render any assistance despite the need.

- At least 334 houses have been damaged, along with 236 schools and 15 health facilities. In addition, 21 bridges and numerous road networks have been washed away or rendered impassable, significantly constraining humanitarian access and disrupting the delivery of essential services. Damage to transport infrastructure has further limited mobility for affected populations and delayed emergency response operations. Multiple roads and bridges have been washed away or severely damaged, including community access bridges in Zaka, Buhera, Beitbridge, Gwanda, and Mashonaland Central, as well as major highways such as Chirundu Road, Nyamapanda Road, and Victoria Falls Road.

- In urban areas, prolonged rainfall and poor drainage have led to severe flooding and road degradation in Mbare, Chitungwiza, Kuwadzana, and Waterfalls, rendering sections impassable. These conditions have disrupted school attendance, delayed emergency response, and limited access to health facilities and essential services. The education sector has been particularly affected, with reported 236 schools damaged, including the destruction of classrooms and Blair toilets, forcing learners to share overcrowded facilities, use

unsafe sanitation options, or suspend classes altogether.

Across the provinces, the floods have had a substantial impact on livelihoods, but particularly for rural households that rely on subsistence farming, livestock, and informal income sources. Floodwaters have destroyed crops, agricultural inputs, household assets, and small businesses, exacerbated food insecurity and reduced household coping capacity. Poor households, female-headed households, and those dependent on seasonal agriculture are particularly vulnerable to prolonged economic stress as recovery options remain limited.

Public services have also been disrupted, with damage to schools leading to interruptions in education and damaged health facilities reducing access to essential healthcare. Flooding has compromised water and sanitation systems in several areas, increasing the risk of water-borne diseases such as cholera and acute watery diarrhoea. Children, older persons, people with disabilities, and individuals with chronic illnesses face heightened risks due to displacement, reduced mobility, dependency on caregivers, and challenges accessing health and protection services.

Source Information

Source Name	Source Link
1. Herald online	https://www.heraldonline.co.zw/govt-ready-for-rainy-season-disasters
2. The Southern Environment	https://thesouthernenvironment.org.zw/epworth-under-water-flash-floods-expose-illegal-settlements-crisis
3. Climate Brief	https://climatebrief.co.zw/2026/01/26/rains-claim-89-lives-in-zimbabwe
4. ReliefWeb	https://reliefweb.int/report/zimbabwe/zimbabwe-severe-weather-and-floods-media-noaa-cpc-echo-daily-flash-26-january-2026
5. Newsday	https://www.newsday.co.zw/local-news/article/200050706/zim-faces-heavy-rains-flash-floods
6. Newsday	https://www.newsday.co.zw/local-news/article/200050732/red-cross-on-high-alert-as-heavy-rains-trigger-flood-fears
7. Zimgazette	https://zimgazette.com/zimbabwe-intensifies-relief-operations-as-floods-kill-over-80-destroy-homes/

Summary of Changes

Are you changing the timeframe of the operation	No
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Are you requesting an additional allocation?	No



Please explain the summary of changes and justification:

This update aims to inform stakeholders on progress on the implementation since the launch of the DREF operation and highlight some adjustments to the strategy that were required to align to assessment findings and cash feasibility.

Changes:

- Due to the lack of a government waiver for rural cash transfers, the response shifted to a blended CVA approach, with cash for 137 households in Beitbridge Urban and voucher assistance for 363 households in Beitbridge Rural and Chiredzi Rural, aligned with Department of Social Development guidance; a one-time disbursement was recommended to offset higher trader transport costs caused by long distances and poor road access.
- To support this shift, WASH NFI distribution costs were reallocated to voucher delivery, with WASH items to be distributed jointly with shelter materials, and savings from mosquito net procurement used to subsidize traders' transport for voucher redemption within communities.
- USD 16,869 in savings from dignity kit procurement (due to lower-cost suppliers) was proposed for reallocation to address a USD 14,200 shortfall in shelter materials, enabling procurement of higher-quality tarpaulins following finance commission recommendations.

Progress to date:

- Inception meetings were held at launch and followed by regular coordination meetings, ensuring sustained coordination at provincial and district levels and validation of agreed adjustments.
- Rapid needs, market, feasibility, and gender assessments were completed in coordination with partners, with 458 households registered in Beitbridge and Chiredzi, confirming targeting for 137 urban cash and 363 rural voucher households.
- Early distributions supported limited shelter items in Mutare, while WASH and health activities are ongoing and remaining procurements are underway following approval of the revised approach.
- All volunteer trainings completed on PGI, referral pathways, safeguarding and PSEA, cash, shelter, and WASH, with trained teams deployed for risk communication and community engagement.
- Safeguarding, Build Back Better, and health prevention messaging has been strengthened, reaching 500 people so far through health and WASH activities, with shelter messaging to scale up alongside distributions.
- 18 First Aid Kits procured, 40 volunteers trained in Basic and Psychological First Aid, and 1,000 mosquito nets procured (pending delivery) to protect 500 households (2,500 people).
- Community dialogues were integrated in all process, include into assessments and targeting, and feedback mechanisms established, with 100% of received complaints addressed.

IFRC Network Actions Related To The Current Event

Secretariat	<p>The IFRC secretariat provides technical and financial support to ZRCS through the Harare Country Cluster delegation. It plays an essential role in ensuring the effective coordination within and outside the movement. The technical support is also provided through the existing capacity at the delegation level, but also at the regional level.</p> <p>The IFRC Secretariat has been providing support for a range of health and WASH activities that have significantly contributed to the epidemic's response, such as cholera prevention efforts in Zimbabwe and strengthened ZRCS's capacity to fulfil its mandate in responding to public health emergencies. IFRC is equally supporting the NS access funds from the DREF anticipatory action pillar, and ZRCS currently has an active Cholera simplified EAP and is almost submitting a drought EAP</p>
Participating National Societies	<p>The Netherlands Red Cross Society has been active in setting up an Emergency Operation Centre for the Zimbabwe Red Cross Society, and this has been provided remotely. The Finnish RC has been supporting the NS in various preparedness and response programs (including the currently pre-positioned and distributed material) and operations and will be integrated in this response. The British RC are equally playing a similar role and will be integrated.</p>



ICRC Actions Related To The Current Event

ICRC is not in country and has not directly supported the response, but they have an RFL programming in Beitbridge which could assist should there be need for retracing initiatives.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Local authorities have actively coordinated response and Rapid Needs Assessment at community level to ensure that there is effective response to assist the affected communities. In addition, food items have been prepositioned at provincial level to allow rapid response and provision of food to the affected communities.
UN or other actors	UN and other actors have been active in hygiene promotion, for example Oxfam has provide soap to support hand washing for the flood affected households in Epworth in Harare.

Are there major coordination mechanism in place?

Since the launch of the DREF operation, robust and well-structured coordination mechanisms have been established and sustained at national, provincial, and district levels, enabling a coherent and adaptive flood response. Initial inception meetings organised by ZRCS with government authorities, civil protection structures, and partners set a shared operational framework, which has since been reinforced through regular coordination meetings. These platforms ensured continuous information sharing, harmonised interventions across sectors, and provided a forum to validate operational adjustments, including shifts in cash modalities and budget reallocations, based on evolving evidence.

At the national level, flood response coordination is led by the responsible disaster management authority through an inter-agency coordination platform that brings together government ministries, UN agencies, NGOs, and the Red Cross/Red Crescent Movement. Sectoral coordination is conducted through national clusters and working groups chaired by line ministries, where ZRCS actively participates, contributes to joint assessments and response planning, and shares operational data, ensuring alignment with national priorities. At the district and local levels, coordination is led by District Disaster Management Committees and local authorities, with ZRCS branches and volunteers playing a central role in assessments, early warning dissemination, beneficiary registration, and service delivery, and in some areas co-leading community-level response coordination.

This multi-level coordination structure has been critical to evidence-based decision-making, enabling joint rapid needs, market, feasibility, and gender assessments that confirmed priority needs and justified maintaining the overall response strategy while introducing targeted adjustments. While some coordination gaps were identified, including limited leadership presence in specific thematic areas and overlaps in reporting, these are being actively addressed through clearer role delineation and improved information sharing. Overall, coordination since the DREF launch has been effective, responsive, and instrumental in ensuring a flexible, accountable, and needs-driven response.

Needs (Gaps) Identified



Shelter Housing And Settlements

Flooding and strong winds have caused extensive damage to housing across informal settlements, semi-formal areas, and rural villages in multiple flood-prone districts, including Manicaland (Mutare, Chipinge, Chimanimani), Matabeleland South (Gwanda), and southern districts such as Beitbridge and Chiredzi. Over 500 households in areas including Binga, Mutare, Epworth, Gwanda, Beitbridge, and



Chiredzi have reported partial or complete destruction of dwellings, with common impacts including roof loss, structural collapse, and severe cracking, forcing families to shelter with relatives or rely on makeshift arrangements. In rural areas, housing damage is compounded by the loss of essential household items such as blankets, clothing, cooking utensils, and sleeping materials, while in urban areas flooding inside dwellings has destroyed bedding and other basic items despite more limited structural damage. These conditions have left affected households exposed to harsh weather, overcrowding, and heightened protection and health risks, underscoring the urgent need for emergency shelter assistance, including tarpaulins, plastic sheeting, and complementary NFIs, with priority given to female-headed, elderly-headed, and disability-affected households with limited ability to self-recover.

ZRCS priority intervention targeted distribution of shelter NFIs over the next 3 months to Beitbridge and Chiredzi, targeting 334 households where gaps remained by the launch of this DREF. In initial response, ZRCS has distributed blankets, tarpaulins, soap, water buckets, and other non-food items (NFIs) to a number of households in affected areas.

Recovery efforts will integrate Disaster Risk Reduction (DRR), Build Back Safer/Better (BBSB), and Anticipatory Action (AA) through community awareness sessions, training on resilient construction (e.g., elevated foundations, flood-resistant materials) and early warning integration.



Multi purpose cash grants

Affected households in Beitbridge and Chiredzi districts have lost household items, maize and small livestock stocks, and income sources from subsistence farming, gold panning, or informal vending due to heavy rains, river overflows, and displacement. Cash and Voucher assistance, will be used for urban and rural areas respectively. Cash will be delivered via mobile money platforms like EcoCash, Mukuru or OneMoney, while local traders will be engaged for vouchers in rural areas which will enable families to prioritize urgent needs such as food, transport to relocation sites, basic household goods from local spazas, and plastic sheeting for temporary shelter, while stimulating recovery in Zimbabwean markets and informal trade networks. A rapid assessment of markets was done and for rural areas, the potential markets for vouchers are a minimum of 100km to 250km hence need to consider transportation of commodities by suppliers to the communities so they can redeem their vouchers. A once off distribution of cash and vouchers will be done to reduce transportation costs for commodities by traders whilst also eliminating the risk for inflation as energy prices are increasing which might cause an increase in other goods and services. For cash transfers in urban areas mobile money transfers are available and the market is readily available



Health

Flooding in Chiredzi and Beitbridge districts exacerbates health risks, including injuries from debris and swift waters, drowning incidents, and secondary outbreaks like cholera due to disrupted WASH services. Flooding has increased public health risks through stagnant water, damaged sanitation facilities, and unsafe water consumption. These conditions elevate the likelihood of water-borne diseases while also increasing malaria risk due to mosquito breeding. Some households include chronically ill members and elderly individuals who are particularly vulnerable in emergency settings with limited access to preventive health support. Identified health needs include mosquito net distribution, basic first aid capacity at community level, and integrated health and hygiene messaging linked to WASH interventions.

Communities lack immediate response capacity, with limited access to basic emergency care amid strained health facilities. Current structures in the affected areas show shortages in trained responders and essential supplies to handle flood-related emergencies. No prepositioned first aid resources exist locally, delaying life-saving interventions for the affected people. To address these gaps, the operation will train 40 Red Cross volunteers in Basic First Aid, enhancing rapid response to flood injuries and integrating cholera awareness. Additionally, 18 First Aid Kits will be prepositioned in high-risk communities, ensuring immediate availability for search-and-rescue and basic trauma care during the imminent rainy season peak.



Water, Sanitation And Hygiene

Flooding has severely disrupted water supply and sanitation services across multiple flood-affected communities in Zimbabwe, including Gwanda, Beitbridge (Matabeleland South), Chiredzi (Masvingo), Epworth (Harare), and Chipinge (Manicaland), significantly increasing the risk of waterborne diseases such as cholera and diarrhoeal outbreaks. Floodwaters have contaminated surface and groundwater sources and damaged or destroyed latrines, particularly in rural and low-lying areas and displacement settings, leaving many households without safe drinking water or adequate sanitation. In Chiredzi, 65% of assessed households lack access to functional latrines due to collapsed or flooded toilets, while nearly half rely on unprotected water sources and 50% report consuming unsafe water. In Beitbridge, sanitation gaps are pronounced in rural wards, where 40% of households lack latrine access and 29% depend on unsafe water sources, despite partial coverage by boreholes and council water systems that remain vulnerable to contamination during floods.

These conditions present an urgent public health risk, underscoring the need for immediate WASH interventions to prevent disease outbreaks. Priority needs confirmed include the provision of hygiene kits, water treatment supplies, sanitation support, and hygiene



promotion, alongside rehabilitation or protection of existing water sources. These findings aligned with initially prioritised intervention that will continue through the end of the DREF intervention, ensuring a risk mitigation in the affected communities and enhancing WASH practice.

In response, the Zimbabwe Red Cross Society DREF operation aim to provide hygiene kits to affected households in Beitbridge and Chiredzi, containing soap, sanitary pads, toothbrushes and toothpaste, handwashing buckets, and towels, to support basic hygiene practices and reduce the spread of communicable diseases in flood-affected communities.



Protection, Gender And Inclusion

Flood-affected populations in Zimbabwe face pronounced protection, gender, and inclusion (PGI) risks driven by displacement, housing damage, and pre-existing vulnerabilities, particularly in flood-prone districts such as Chipinge, Chimanimani, Beitbridge, Chiredzi, and Epworth.

The representation of vulnerable groups in the affected areas is captured in the assessment, highlighting the need for PGI integrated consideration in the intervention. Female-headed households represent a significant share of those affected (35% in Beitbridge and 19% in Chiredzi), alongside elderly-headed households (32% and 15%, respectively), both of which experience heightened risks due to limited livelihood options, reduced physical capacity for recovery, and increased caregiving responsibilities. In addition, households including persons with disabilities (12% in Beitbridge and 6% in Chiredzi) require assistance that is accessible, inclusive, and tailored to specific needs. Pregnant and lactating women, while forming a smaller proportion of the affected population, face elevated risks to health, dignity, and safety, particularly in overcrowded evacuation centres or temporary shelter arrangements. Across affected areas, loss of privacy, family separation, overcrowding, and damaged housing increase exposure to gender-based violence (GBV), sexual exploitation, abuse, and exclusion from assistance, disproportionately affecting women, children, older persons, and persons with disabilities.

To address these risks, ZRCS will deliver community awareness sessions on GBV prevention and response, emphasizing survivor-centered approaches. These sessions will enhance local understanding of GBV risks in flood contexts, promote prevention measures such as safe spaces and reporting mechanisms, and foster community accountability in collaboration with government partners and local authorities.



Community Engagement And Accountability

ZRCS recognizes communities as active partners in flood response, prioritizing two-way communication, feedback, and accountability to ensure equitable, culturally sensitive assistance. In districts like Beitbridge, Mutare, Chimanimani, Chipinge, Gwanda, Epworth, and Chiredzi - where flooding displaces many households - CEA will mitigate risks of exclusion, build trust, and enhance program effectiveness amid vulnerabilities like GBV and disease outbreaks.

ZRCS will establish community feedback desks at evacuation sites and distribution points, staffed by trained ZRCS volunteers for real-time complaint handling and suggestion boxes.

Conduct participatory sensitization sessions on entitlements and feedback channels, using local languages (Shona, Ndebele) and accessible formats for people with disabilities.

Digital CEA via ZRCS Facebook/X/ and WhatsApp channel updates transparent aid updates.

These efforts ensure communities shape responses, upholding Core Humanitarian Standards (CHS) and fostering resilience through anticipatory action awareness.

Any identified gaps/limitations in the assessment

The assessment identified several gaps and limitations that may affect the overall response. Unmet and partially met needs remain in shelter, WASH, and health, particularly in hard-to-reach and recently affected areas.

Resource shortages, including limited funding, relief supplies, and trained personnel, are constraining the scale and speed of interventions.

Operational challenges such as damaged infrastructure, access constraints, and limited local response capacity continue to hinder full coverage.

Coordination challenges include inconsistent information sharing and overlapping assessments among partners, leading to gaps in service delivery in some locations. In addition, the needs of vulnerable groups, notably displaced households, older persons, people with



disabilities, and female-headed households, may not have been fully captured and require targeted follow-up assessments. Whilst some areas have received assistance, the hard-to-reach areas of Beitbridge and Chiredzi are yet to be supported.

Operational Strategy

Overall objective of the operation

This IFRC-DREF Operation aims to respond to the effects of floods to minimize the loss of life of 10,000 people affected by floods by providing lifesaving and relief activities, including shelter, multi-purpose cash assistance, Health, Water Sanitation and Hygiene (WASH), Community Engagement and Accountability and Protection, Gender and Inclusion in target districts prioritizing those with highest numbers of displaced by the floods, for a period of 4 months.

Operation strategy rationale

The operation was initially designed to deliver immediate lifesaving and relief assistance to 2,000 households (10,000 people) affected by floods in Chiredzi District (Masvingo Province) and Beitbridge District (Matabeleland South Province) through an integrated package of cash assistance, non-food items, and humanitarian services to protect dignity, wellbeing, and safety.

This strategy is maintained as it was harmonised and confirmed relevant through coordination platforms at provincial and district inception meetings with government and partners. It also align with rapid needs assessments, market and feasibility assessments and the Rapid Gender Analysis conducted in coordination with other actors. Findings from these assessments, completed in March, confirmed that the priority needs and vulnerabilities identified at the outset remained unchanged, supporting the decision to maintain the overall strategy. Few changes highlighted in this update are mainly related to the cash modality and budget reallocations to address gaps in shelter materials and operational resource deployment.

Multipurpose cash grants - Due to the inability to obtain a government waiver for cash transfers in rural areas, we will transition from cash transfers to a blend of voucher assistance in rural areas and cash transfer in urban areas. Consequently, cash transfers will target 137 households in Beitbridge Urban, while voucher assistance will support a combined total of 363 households in Beitbridge Rural and Chiredzi Rural. Voucher approach will be done through redeemable vouchers provided to families to allow them procure commodities. The implementation of the voucher system will incur additional transport costs, as merchants capable of providing vouchers are located at a considerable distance from the affected communities, according to the Rapid Market Assessment that was conducted late march. To mitigate high transportation expenses - exacerbated by poor road networks - a one-time disbursement is recommended.

This is harmonised with the Department of Social Development. Furthermore, rapid needs assessments, beneficiary registration, and market and feasibility assessments already conducted in Beitbridge and Chiredzi confirmed the appropriateness of this approach and informed targeting, while also identifying longer supply distances for rural traders, necessitating a one-time disbursement to mitigate high transportation costs exacerbated by poor road networks. To date, the transition from rural cash to voucher assistance has been finalised, targeting and segmentation for both cash and voucher recipients completed, and financial service providers and voucher traders identified, with engagement processes initiated, ensuring readiness for rapid implementation. The one-time cash approach to further contribute to enhance the value of the assistance at this stage.

Shelter and household support 334 HH (1,670 people): Many homes were destroyed or damaged by flooding, leaving families exposed to weather and health risks. Immediate shelter support protects lives and dignity, while "Build Back Better" guidance ensures future reconstruction is more resilient to seasonal floods. This operation targets flood-affected households whose homes were destroyed or severely damaged, with prioritization guided by detailed household-level assessments. The NS is prioritizing procuring tarpaulins, torches and blankets for these households. Distribution process is yet to be completed as full delivery is pending greenlight of the proposed budget adjustments. NS from the onset have already reach some families in Mutare with households receiving blankets, tarpaulins, soap, water buckets, and other essential items.

As planned, 40 volunteers have been trained on temporary shelter construction and safe local building techniques. They are deployed to strengthen community-level BBB understanding with intensive sessions held during distributions, laying the groundwork for safer recovery and reconstruction.

WASH intervention was designed to reach 2,000 households (10,000 people) with essential support to reduce public health risks associated with flooding. To date, 40 volunteers have been successfully trained in hygiene promotion and deployed for Hygiene promotion and sanitation awareness sessions have been initiated. Already reaching at least 500 people.

The strategy also prioritised the distribution of WASH NFIs to 500 households (2,500 people), but also the provision of dignity kits to 1,375 women and girls to support hygiene, dignity, and protection over a three-month period. Procurement of WASH NFIs and dignity kits is nearly complete and awaiting delivery. WASH Kit include soap, sanitary towels, toothbrushes and toothpaste, Aqua Tabs, buckets, towels, and water storage containers. The distribution will be reinforced with integrated hygiene promotion and risk communication.

The Emergency Health intervention early response included the Basic First Aid and Psychological First Aid were to be delivered in the early stages while PFA was to continue through the 4 months to strengthen community-level emergency response and psychosocial support. Second priority was to reach 10,000 people with integrated health and WASH promotion, ensuring key health prevention linked



to water borne and vector borne diseases are mitigated. To date, all 18 First Aid Kits planned have been fully procured and are pre-positioned in high-risk communities, and 40 volunteers have been successfully trained in Basic First Aid and Psychological First Aid, enhancing preparedness for injuries and psychosocial needs arising from floods. In addition, procurement of the 1,000 mosquito nets is nearly complete and pending delivery, positioning the operation to proceed with distributions in line with the original emergency health strategy once supplies are received.

Protection and inclusion: For identified risks and considering the demographics highlighted in the assessment, ZRCS will ensure equitable access to services while preventing and responding to violence, discrimination, and exclusion. To mitigate these risks, ZRCS will integrate protection-sensitive and inclusive programming across all sectors to ensure equitable access to assistance while preventing violence, discrimination, and exclusion among flood-affected populations. Key actions include the provision of dignity kits for women and girls, inclusive and safe delivery of cash, voucher, and in-kind assistance, and community engagement to promote safe access, dignity, and participation.

ZRCS will also strengthen protection and safeguarding through community awareness on GBV prevention and response using survivor-centred approaches, training 40 volunteers on PGI and referral pathways, establishing and reviewing referral mechanisms through a one-day workshop. Both for IFRC and NS intervention teams, there will be a reinforced safeguarding measures through staff and volunteer briefings, Code of Conduct signing, zero tolerance to PSEA, and accessible reporting mechanisms at community level.

Targeting Strategy

Who will be targeted through this operation?

This operation will target flood-affected households in the most severely impacted areas, prioritizing those with the highest humanitarian needs and lowest coping capacity. The primary target groups include displaced families, households whose homes have been damaged or destroyed, and communities with limited access to safe water, sanitation, and basic health services. Particular focus will be placed on vulnerable groups such as female-headed households, older people, people with disabilities, pregnant and lactating women, and households with young children, as they face heightened risks during floods and have reduced ability to recover independently.

Targeting is based on the severity of impact, level of vulnerability, and gaps in assistance identified through rapid needs assessments and coordination with local authorities and partners. Vulnerable groups will be identified using community-based selection, engagement with local leaders and volunteers, and clear vulnerability criteria to ensure assistance is equitable, inclusive, and reaches those most in need, while avoiding duplication with other actors.

Explain the selection criteria for the targeted population

The selection of the targeted population is guided by the severity of flood impact, level of vulnerability, and unmet humanitarian needs, as identified through rapid needs assessments and coordination with local authorities and partners. Chiredzi and Beitbridge were selected as there has not been much assistance rendered, regardless of the huge impact. Priority is given to households whose homes have been damaged or destroyed, displaced families, and communities with limited access to essential services such as safe water, sanitation, shelter, and basic health care, as these groups face immediate life-saving needs and reduced coping capacity.

Vulnerability criteria are applied to ensure the most at-risk groups are reached, including female-headed households, older persons, people with disabilities, pregnant and lactating women, households with young children, and chronically ill individuals. Selection is conducted using a community-based and transparent process, supported by local leaders and trained volunteers, to verify needs and avoid exclusion or duplication. This approach ensures assistance is needs-based, equitable, and prioritizes those least able to cope or recover without external support



Total Targeted Population

Women	2,640	Rural	95%
Girls (under 18)	2,860	Urban	5%
Men	2,340	People with disabilities (estimated)	3%
Boys (under 18)	2,160		
Total targeted population	10,000		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Safeguarding risks	ZRCS and IFRC will ensure all staff, volunteers, and partners are trained on IFRC safeguarding standards and prevention to prevent exploitation and abuse. Complaints and feedback mechanisms will be accessible and confidential, with clear referral pathways for protection concerns where identified. Referrals will be organised jointly with relevant entities, ensuring the protection of survivors. Regular monitoring will be conducted to uphold accountability and safeguard the affected populations. The safeguarding risk will be evaluated in all the sectoral interventions, ensuring minimal exposure is created by the proposed intervention.
Health risks, including vector-borne and waterborne illnesses, may also affect both staff and beneficiaries.	To mitigate these risks, the National Society has prioritized health prevention with basic training for volunteers who will be informed to protect themselves and disseminate prevention messages to communities also at risk.



For the ongoing cholera threat, NS is strengthening the readiness in the concerned affected areas and will monitor the expansion of the outbreak to the Floods targeted zones.

Please indicate any security and safety concerns for this operation:

The flood operation involves several security and safety concerns that could affect personnel, volunteers, and affected communities. Security risks include working in areas with limited law enforcement presence, potentially high-crime zones, or communities affected by social tensions, which could pose threats to staff and volunteers during field activities. Safety risks include flooding-related hazards such as unstable or damaged infrastructure, strong currents, slippery terrain, and the risk of waterborne diseases, as well as exposure to extreme weather conditions.

To mitigate these risks, the National Society will implement strict safety protocols, including the use of personal protective equipment (PPE), Safe transport and access routes, buddy systems for field teams, and regular risk assessments. Security briefings will be conducted for all personnel, and incident reporting and communication protocols will be established to ensure rapid response in case of emergencies. IFRC support may be provided for security guidance, training, and monitoring throughout the operation.

Has the child safeguarding risk analysis assessment been completed?

Yes

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 100,636
Targeted Persons: 1,670
Targeted Male: 827
Targeted Female: 843

Indicators

Title	Target	Actual
# of households reached with awareness creation on safe local building techniques	334	500
# of volunteers trained on shelter construction	40	40
# of households assisted with temporary shelter and household items	334	0

Progress Towards Outcome

Progress

Beneficiary selection and registration (Coordination with other relevant sectors for integrated programming including government and other stakeholders)

Awareness raising on safe local building techniques to local builders - Done during distribution

Training of 40 volunteers on temporary shelter construction and on information dissemination

Starting the shelter distribution in Mutare. to complete.

Ongoing and to be done

- Continue the awareness raising on safe local building techniques to local builders - Done during distribution
- Post Distribution Monitoring of the use of distributed shelter and household items





Multi Purpose Cash

Budget: CHF 115,353
Targeted Persons: 2,500
Targeted Male: 1,125
Targeted Female: 1,375

Indicators

Title	Target	Actual
# of people receiving Multipurpose cash transfers	685	0
# of Post Distribution Monitoring	2	0
% of surveyed people whose households indicated they should be satisfied with the amount received	80	0
% of surveyed people whose households received MPC are satisfied with the time/period that they received.	80	0
# of people receiving Voucher assistance	1,815	0
% of beneficiaries satisfied with the amount received as per PDM	80	0

Progress Towards Outcome

Progress

Detailed assessment done in the two districts

Selection of Financial service provider completed

Identification of communities to receive cash grants and those to receive vouchers completed.

Activities to be sped up as part of this update

- Multi-Purpose Cash Transfers to 137 HH (685 people) in Beitbridge urban for three months at a monthly rate of USD 15 per person. One off installment.
- Vouchers for 363HH (1815 people) in Beitbridge rural and chiredzi for three months at a monthly rate of USD 15 per person. One off assistance.
- Conduct Post Distribution Monitoring for the cash integrated to the relief items PDM.



Health

Budget: CHF 10,951
Targeted Persons: 2,500
Targeted Male: 1,125
Targeted Female: 1,375

Indicators

Title	Target	Actual
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# of First Aid Kits Procured	18	18
# of Households receiving Mosquito nets	500	0
# of volunteers trained on Basic First Aid, PFA and safe referrals	40	40
# of people receiving mosquito nets	2,500	0

Progress Towards Outcome

Progress

- Procurement of Mosquito nets complete - awaiting delivery week 1 of May.
- Procurement of 18 First Aid Kits complete (9 per province/district)
- Trained 40 volunteers in Basic First Aid and Psychological First Aid -Providing PSS and Psychological First Aid services.

Ongoing

- Continue to provide PSS and Psychological First Aid services.
- Localised referral pathway services for MPHSS to be mapped. National referral pathways already mapped and available.
- Distribution of 1000 Mosquito nets for 500 households planned for early may.



Water, Sanitation And Hygiene

Budget: CHF 48,074

Targeted Persons: 10,000

Targeted Male: 4,500

Targeted Female: 5,500

Indicators

Title	Target	Actual
# of people reached with WASH NFIs	2,500	0
# of Volunteers trained on Hygiene Promotion	40	40
# of people reached with hygiene promotion messaging	10,000	500
# of women and girls reached with dignity kits	1,375	0

Progress Towards Outcome

Progress

Sensitized population of targeted communities on safe water storage and safe use of water treatment products

Procurement of WASH NFIs and Dignity kits is completed, awaiting delivery end of April.

Conducted hygiene promotion and sanitation awareness sessions

Trained 40 Volunteers in Hygiene Promotion (20 volunteers per district)

Ongoing

- Distribution of WASH NFI and dignity kits planned for last week of April/first week of May.
- WASH NFIs to 500HH (2500 people). kit composition: paper, and toothbrush.
- Dignity kits for 1375 women and girls sufficient for 3 months.
- Extend the hygiene promotion and sanitation awareness sessions to reach 10,000 people in the two districts using the IEC material



printed. Over 500 reached so far.

- Conduct Post Distribution Monitoring.



Protection, Gender And Inclusion

Budget: CHF 2,288

Targeted Persons: 10,000

Targeted Male: 4,500

Targeted Female: 5,500

Indicators

Title	Target	Actual
# of Volunteers trained on PGI and referral pathways	40	40
# of PGI awareness sessions conducted	4	2
# of people reached through Community awareness on safeguarding and zero tolerance to PSEA	10,000	500
# of Rapid Gender analysis conducted jointly with other actors	1	1

Progress Towards Outcome

Conducted orientation session and training for 40 volunteers on PGI and referral pathways

Community awareness on safeguarding and zero tolerance to PSEA and establishing reporting mechanisms

Rapid Gender analysis in coordination with other actors



Community Engagement And Accountability

Budget: CHF 9,848

Targeted Persons: 10,000

Targeted Male: 4,500

Targeted Female: 5,500

Indicators

Title	Target	Actual
# of people reached with floods awareness messaging	10,000	500
# of volunteers and staff trained on CEA	40	40
# of community dialogues and FGDs done	4	2
% Operational complaints received and responded to by the NS	100	100



Progress Towards Outcome

Recruitment and training of 40 volunteers/ focal persons on RCCE
Community dialogue meetings on floods and post floods discussions



Coordination And Partnerships

Budget: CHF 15,119

Targeted Persons: 100

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of inception meetings	2	2
# of Monitoring visits	4	1
# of exit strategy meetings	1	0

Progress Towards Outcome

Hold inception meetings (Provinces and districts)
• Support Civil Protection Committee meetings
Provincial and branch monitoring and supervision



Secretariat Services

Budget: CHF 18,604

Targeted Persons: 10

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of Monitoring Visits	3	1
# of Lessons Learnt workshops attended	1	0

Progress Towards Outcome

Provide remote and field monitoring
Provide technical and coordination support through technical and support team
Provide Communications support to profile the work of the IFRC and NS.





Budget: CHF 54,123
Targeted Persons: 60
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
# of Volunteers engaged	40	40
# of volunteers supported with insurance coverage	40	0
# of lessons learned workshops conducted	1	0

Progress Towards Outcome

Salaries for March and April
 Volunteered engaged
 Allocated vehicles from IFRC Fleet

About Support Services

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

A total of 40 volunteers and staff are involved in this operation. PMER and finance support operations management at HQ and branches to oversee the implementation and reporting.

Does your volunteer team reflect the gender, age, and cultural diversity of the people you're helping? What gaps exist in your volunteer team's gender, age, or cultural diversity, and how are you addressing them to ensure inclusive and appropriate support?

The volunteer team largely reflects the gender, age, and cultural diversity of the affected communities, as volunteers are recruited from local branches and surrounding areas and therefore share the same language, cultural norms, and community context. Both male and female volunteers, as well as youth and adult volunteers, are engaged to support a wide range of activities and ensure appropriate interaction with different population groups.

However, some gaps remain, particularly in the availability of female volunteers, volunteers trained to support older people and persons with disabilities, and volunteers with specialized skills in protection and psychosocial support. To address these gaps, the National Society is actively prioritizing the deployment and recruitment of female volunteers, adjusting team composition to ensure gender balance, and providing targeted training on inclusion, protection, and community engagement. Where needed, volunteers are paired or supported by community focal points to ensure assistance is culturally appropriate, inclusive, and responsive to the needs of all affected groups, especially vulnerable populations.



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

Procurement for this operation will be led by the National Society, in line with its procurement procedures and IFRC standards, with technical oversight and support from IFRC where required. Procurement will primarily involve local suppliers to ensure timeliness, cost-effectiveness, and support to local markets, with international procurement considered only if items are unavailable locally or do not meet required quality standards.

Procured items will be used mainly for direct distribution to affected households, with limited replenishment of pre-positioned stocks as needed. The tendering process for distribution items is expected to take approximately 2–3 weeks, depending on market availability and urgency. For Cash and Voucher Assistance (CVA), a Financial Service Provider is already identified/being finalized, and feasibility assessments are guiding the selection to ensure reliability, coverage, and compliance with IFRC CVA standards.

How will this operation be monitored?

The operation will be monitored through a combination of routine field monitoring, reporting systems, and coordination reviews to track progress and effectiveness. The National Society (NS) will lead day-to-day monitoring through branch staff and trained volunteers, using activity tracking tools, distribution reports, beneficiary lists, and post-distribution monitoring (PDM) to assess coverage, timeliness, and quality of assistance. Data will be compiled at the branch and headquarters levels and shared regularly with IFRC.

Progress will be tracked against planned activities, timelines, and key indicators, including the number of households assisted, timeliness of distributions, functionality of services (e.g. access to safe water), and beneficiary satisfaction and feedback. Community feedback and complaints mechanisms (CFM) will be used to assess accountability and response quality. IFRC monitoring visits will be conducted as needed, either through in-country staff or surge support, to provide technical oversight, verify implementation, and support corrective actions. Monitoring findings will inform ongoing adjustments and final reporting on operation results.

Please briefly explain the National Societies communication strategy for this operation

The National Society will implement a comprehensive communication strategy to ensure timely, accurate, and transparent information sharing throughout the operation. Internally, coordination and updates will be maintained through regular team briefings, WhatsApp groups, email updates, and reporting tools to keep staff and volunteers informed of progress and operational changes.

Externally, the NS will communicate with stakeholders, partners, and the public using press releases, social media updates, community meetings, and radio announcements, ensuring affected communities receive clear information about available services, eligibility, and feedback mechanisms.

A community engagement approach will be used to promote two-way communication, allowing beneficiaries to raise concerns and provide feedback.

IFRC will support with communication and advocacy expertise, including media liaison, social media management, and storytelling, while the NS will lead content generation and community-level messaging, ensuring consistent, inclusive, and culturally appropriate communication throughout the operation.



Budget Overview



DREF OPERATION

MDRZW027 - Zimbabwe Red Cross Society Floods

Operating Budget

Planned Operations	287,149
Shelter and Basic Household Items	100,635
Livelihoods	0
Multi-purpose Cash	115,353
Health	10,951
Water, Sanitation & Hygiene	48,074
Protection, Gender and Inclusion	2,288
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	9,848
Environmental Sustainability	0
Enabling Approaches	87,847
Coordination and Partnerships	15,119
Secretariat Services	18,604
National Society Strengthening	54,123
TOTAL BUDGET	374,996

all amounts in Swiss Francs (CHF)



Contact Information

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

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[Click here for the reference](#)

