



Polish Red Cross rescuers are distributing hygiene kits. Source: PRC.

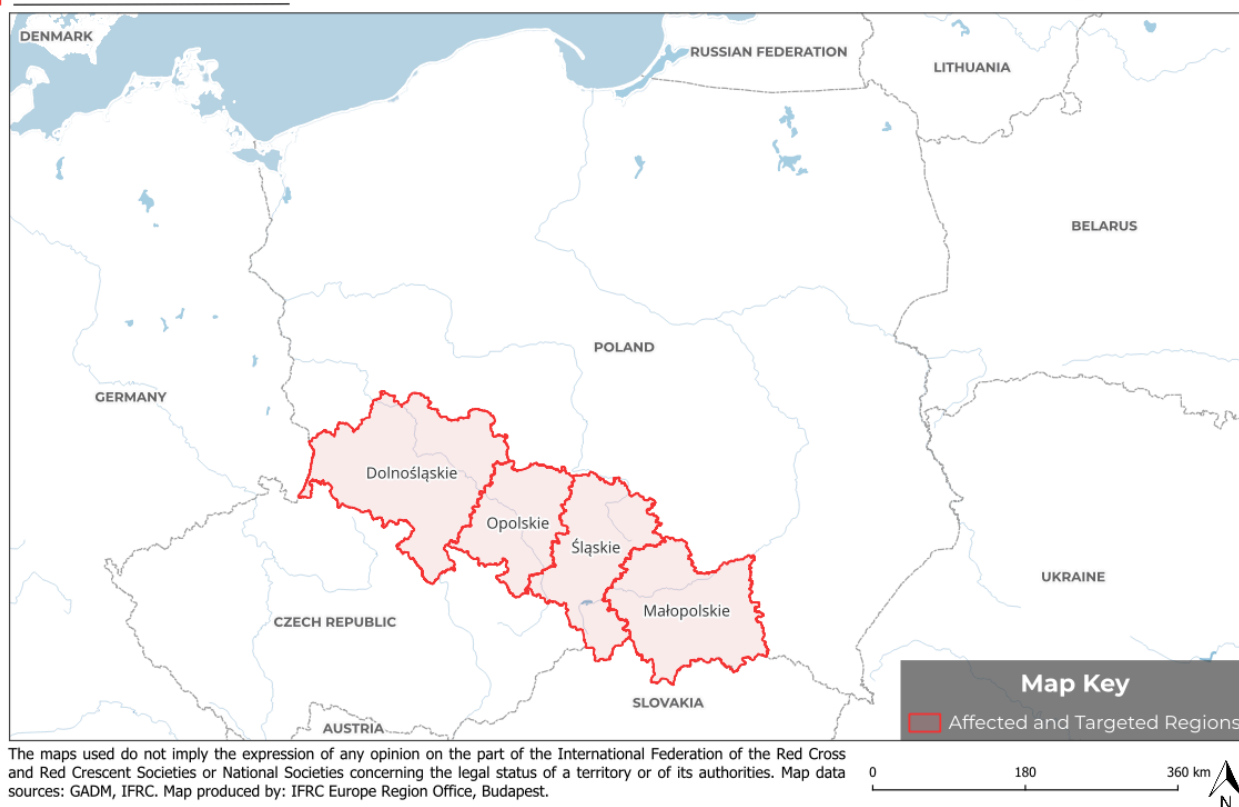
Appeal: <b>MDRPL003</b>	Total DREF Allocation: <b>CHF 363,485</b>	Crisis Category: <b>Yellow</b>	Hazard: <b>Flood</b>
Glide Number: <b>FL-2024-000169-AUT</b>	People Affected: <b>57,000 people</b>	People Targeted: <b>4,500 people</b>	People Assisted: <b>4,514 people</b>
Event Onset: <b>Sudden</b>	Operation Start Date: <b>26-09-2024</b>	Operational End Date: <b>31-03-2025</b>	Total Operating Timeframe: <b>6 months</b>
Targeted Regions: <b>Dolnoslaskie, Malopolske, Opolskie, Slaskie</b>			

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

# Description of the Event

## Poland - Floods

23 September 2024



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: GADM, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

Map of areas affected and areas of intervention. Source: IFRC

## Date of event

16-09-2024

## What happened, where and when?

On 13 September 2024, heavy rainfall brought by Storm Boris has triggered severe flooding in southwestern Poland, particularly affecting the voivodeships of Dolnośląskie, Opolskie, Śląskie, and Małopolskie. Rivers including Morawka overflowed, and several dams collapsed, resulting in widespread inundation and significant damage to infrastructure and property.

On 16 September, the Council of Ministers declared a "state of natural disaster" for a 30-day period in parts of the Lower Silesian, Opole, and Silesian voivodeships. The declaration covered the following areas:

Lower Silesian Voivodeship: Districts of Kamienna Góra, Karkonoski, Kłodzko, Lwówecki, Wałbrzyski, and Ząbkowice, as well as the cities with district rights of Wałbrzych and Jelenia Góra.

Opolskie Voivodeship: Districts of Głubczyce, Nysa, Prudnik, and the commune of Strzeleczy in the Krapkowice district.

Silesian Voivodeship: Districts of Bielsko-Biała, Cieszyn, Pszczyna, and Racibórz, along with the city of Bielsko-Biała (with district rights).

The region recorded an extraordinary 400–500 mm of rainfall over just a few days, with Storm Boris delivering the equivalent of a month's worth of precipitation in less than 24 hours. This overwhelmed local rivers and reservoirs, leading to extensive flooding.

In response to the crisis, Polish Red Cross (PRC) promptly mobilized its teams and resources, providing immediate support to the affected communities.





Distribution of food items by PRC volunteers. Source: PRC.



PRC provide support for cleaning. Source: PRC.

## Scope and Scale

As of 19 September 2024, nine fatalities were confirmed as a result of the flooding. According to the Prime Minister's Office, the disaster directly affected approximately 57,000 people, with 6,544 residents evacuated as water levels continued to rise. Property damage was extensive: 11,502 residential buildings, including both single-family homes and multi-unit dwellings, were either flooded or severely damaged. In addition, 6,033 agricultural and commercial structures, along with 724 public-use facilities such as schools, kindergartens, sports complexes, administrative buildings, bridges, and roads, were significantly damaged or submerged. The total estimated economic loss amounted to PLN 7.63 billion.

The most vulnerable groups included older adults, children, individuals with disabilities, and rural residents who often had limited access to resources and emergency services. Evacuation was particularly challenging for those with limited mobility due to the rapid and unpredictable nature of the flooding. Children faced increased risk as access to essential services, such as education, healthcare, and sanitation, was disrupted. Communities located near rivers and in low-lying areas remained at heightened risk of further flooding. Some households were declared unfit for reconstruction, and urgent protective measures were required to prevent additional damage, particularly as winter was approaching.

Southern Poland experienced similarly devastating floods in the past, most notably in 1997 and 2010. These events caused widespread destruction and significant economic loss, revealing long-standing vulnerabilities in regional infrastructure. Many communities had not fully recovered from previous disasters before being impacted again. The long-term effects on livelihoods, especially in agricultural areas, are severe, with fields, livestock, and farming equipment often destroyed, compounding economic and social vulnerabilities among affected populations.

## Source Information

Source Name	Source Link
1. Polsat News: Flooding in Poland. New information on losses. Amounts are increasing at a dizzying	<a href="https://www.polsatnews.pl/wiadomosc/2024-09-23/powodz-w-polsce-nowe-informacje-o-stratach-kwoty-rosna-w-zawrotnym-tempie/">https://www.polsatnews.pl/wiadomosc/2024-09-23/powodz-w-polsce-nowe-informacje-o-stratach-kwoty-rosna-w-zawrotnym-tempie/</a>
2. State of natural disaster - Regulation of the Council of Ministers of 16 September 2024, Opole Voivodeship Office	<a href="https://www.gov.pl/web/uw-opolski/stan-kleski-zywiolowej---rozporzadzenie-rady-ministrow-z-dnia-16-wrzesnia-2024-r">https://www.gov.pl/web/uw-opolski/stan-kleski-zywiolowej---rozporzadzenie-rady-ministrow-z-dnia-16-wrzesnia-2024-r</a>

# National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>Through its own fundraising campaign, from private donors, business partners and institutions, the National Society (NS) raised approximately CHF 10 M to support those affected by the devastating floods. The funds were allocated to the PRC's Response to the Floods – #odNOWAzPCK (eng.: From the Beginning)<sup>1</sup>. Details in the following section.</p> <p>PRC's Response to the Floods</p> <p>#odNOWAzPCK – "From the Beginning" is a long-term support programme aimed at helping flood victims recover and return to normal life. The programme focuses on rebuilding and restoring damaged homes, as well as providing comprehensive assistance to families and elderly individuals living alone. PRC branches work closely with local authorities to assess needs and identify the most vulnerable individuals for support.</p> <p>Financial and Material Assistance</p> <p>PRC provides families with resources to rebuild and renovate their homes. Assistance is delivered in the form of vouchers or prepaid cards, which can be used to purchase furniture, household appliances, home furnishings, or essential building materials. These funds can also be used to cover basic living expenses, often a significant challenge after the loss of both home and employment.</p> <p>Support for Public Institutions</p> <p>Based on submitted requests, funds are also allocated to equip public institutions such as schools, kindergartens, hospitals, nursing homes, and other community facilities.</p> <p>Assistance for Families and the Elderly</p> <p>In collaboration with local authorities, PRC reaches out to the most affected families and elderly individuals, many of whom are left helpless in the wake of disaster. In the initial response phase, PRC organized "Green Schools" (outdoor educational camps) for students. Currently, holiday camps for children from flooded areas and rehabilitation stays for seniors are being prepared.</p> <p>Education for the Future</p> <p>PRC organizes training and workshops to help communities better prepare for potential future crises. Under the "Be Safe" educational programme, PRC teaches children and adults how to prepare for emergencies, including floods.</p> <p>Psychological Support</p> <p>Recognizing that recovery involves more than rebuilding homes, PRC offers psychological support to help restore a sense of safety and emotional stability.</p> <p><a href="https://pck.pl/polski-czerwony-krzyz/aktualnosci/2024-10-21_podsumowanie-dzialan-pck-na-rzecz-powodzian-pazdziernik-2024">https://pck.pl/polski-czerwony-krzyz/aktualnosci/2024-10-21_podsumowanie-dzialan-pck-na-rzecz-powodzian-pazdziernik-2024</a></p> <p>This DREF allocation was an integral component of the broader flood response strategy, complementing additional actions undertaken by PCK with support from domestic fundraising efforts and contributions from another donor.</p>



# IFRC Network Actions Related To The Current Event

Secretariat	<p>IFRC has an established presence in Poland's capital, Warsaw, primarily due to its involvement in the "Ukraine and Impacted Countries" Emergency Appeal. Poland is part of the IFRC Country Cluster Delegation (CCD), based in Warsaw. CCD covers Poland, Romania, Moldova, Czech Republic, the Baltic states (Estonia, Latvia, and Lithuania), and Slovakia.</p> <p>IFRC deployed Operations Manager from September to October 2024, who was deployed to provide support remotely and through monitoring/field visits to PRC with the implementation of the operation. From October 2024 until mid-March 2025, an Operations Coordinator (Ops Co) had been leading all IFRC systematic procedures and coordinating with the National Society to ensure the smooth implementation of the DREF operation. The Ops Co visited Poland (17-28.02.2025). Continuous communication and support from the IFRC team, including the country office, was ongoing. The Ops Co assisted PRC with the implementation of the operation, including revising the budget and changing the operational strategy to address outstanding needs.</p>
Participating National Societies	<p>PRC has received assistance from German Red Cross in terms of Shelter and food aid. A truck of essential relief supplies, including blankets, field beds and hygiene products has been provided by German Red Cross.</p>

# ICRC Actions Related To The Current Event

The ICRC does not provide direct support to the Polish Red Cross during the emergency response.

# Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Several key government institutions and public services were involved in managing the response to the floods in Poland in September 2024. Their coordinated actions played a crucial role in both emergency response and longer-term recovery planning.</p> <p>Ministry of the Interior and Administration Responsible for coordinating the actions of national authorities during crisis situations. Oversaw strategic direction and inter-agency collaboration throughout the emergency.</p> <p>Government Security Centre (Rządowe Centrum Bezpieczeństwa RCB) Operated as the central body coordinating activities at the national level. RCB worked closely with relevant services and institutions and developed a dedicated flood preparedness and response guide to assist the public and authorities.</p> <p>Ministry of Climate and Environment Tasked with the management of water resources and environmental protection. The Ministry played a key role in assessing long-term environmental impacts and implementing flood prevention strategies.</p> <p>National Fire Service Led on-the-ground rescue and evacuation operations, including providing immediate support to affected populations and ensuring public safety during the peak of the disaster.</p> <p>Regional Crisis Management Centres Coordinated flood response measures at the regional level. These centers ensured the</p>



	<p>implementation of national directives and tailored responses to specific regional needs.</p> <p>Local Authorities</p> <p>Acted at the municipal level, including the issuance of flood alerts, coordination of local emergency services, and direct support to residents. Local governments were critical in identifying immediate needs and deploying targeted assistance.</p>
UN or other actors	<p>The International Organization for Migration (IOM) supported activities of local non-governmental organizations (NGOs) through financial grants. Local NGOs were supporting affected communities, mostly by in-kind donations.</p>

**Are there major coordination mechanism in place?**

There were multiple levels of coordination starting from the Ministry of Interior and Administration on the central level. Local levels included local authorities and Regional Crisis Management Centres. PRC participated in this coordination mechanism, taking part in local emergency committees. The NS coordinated emergency aid and humanitarian aid in the city of Stronie Śląskie.

# Needs (Gaps) Identified



## Shelter Housing And Settlements

The heavy flooding caused by Storm Boris has led to widespread damage of houses and infrastructure, leaving many families displaced and in urgent need of temporary shelter and essential relief items. Many homes have been rendered uninhabitable, with effected populations requiring blankets, mattresses, and other essential items to ensure basic comfort and warmth, especially for those in evacuation centers.

Many households were still waiting to receive government financial support to start the reconstruction process long after the onset of the floods, forcing them to continue staying in temporary shelters. There was a need for shelter materials to increase the comfort level of those in temporary shelters and to provide relief to those in the recovery process.

As was mentioned in the Operations Update No. 1 (9 January 2025), the situation regarding shelter partially improved, as some affected households have received financial support from the government and in consequence the demand for shelter items got reduced. As a result, the DREF operation changed its focus and switched from the distribution of sleeping bags and folding beds toward giving additional blankets, given their utility and importance during winter.



## Health

Many affected individuals were experiencing the psychological toll of the trauma they endured during the flood, highlighting an urgent need for Mental Health and Psychosocial Support (MHPSS) services to help them cope and recover. As was mentioned in the Operations Update No. 1 (9 January 2025), the need for PSS support within affected communities persists even three months after the event was highly demanded. PRC continued to work together with local actors to provide the necessary support.



## Water, Sanitation And Hygiene

As a result of the floods, the affected communities faced significant health risks due to poor sanitation and the lack of proper waste management.

Flooding has significantly disrupted sanitation systems, increased the risk of disease outbreaks. It was assessed that in order to maintain hygiene standards in temporary accommodations, the distribution of hygiene parcels, containing essential items such as soap, sanitary products, and disinfectants to affected populations, has been essential. Personal hygiene is essential in crowded temporary shelters to minimize the spread of infections and maintain public health. Hygiene kits that include soap, disinfectants, toothbrushes, and sanitary pads are critical for those displaced by the floods. Since many people spend all available funds on reconstruction, affording basic cleaning or hygiene products was a challenge for them.

As floodwaters receded, families had begun to clean and sanitize their homes to make them habitable again. Cleaning kits with mops and



buckets were necessary to restore safe living environments. As mentioned in the Operations Update No. 1 (9 January 2025), the demand for hygiene and cleaning kits persisted, but has begun to decrease as many households already addressed their immediate needs.



## Protection, Gender And Inclusion

Due to the increase in needs in the field of PSS, there is also a need to provide specialist support to minors. In many flood-affected areas, community centers were destroyed, while in some places, proper infrastructure was lacking even before the floods. As mentioned in the Operations Update No. 1 (9 January 2025), as the demand for the Psychosocial Support (PSS) persisted, the NS in cooperation with local actors provided PFA support in the two most affected regions by the floods. All Humanitarian Aid Groups volunteers are trained in PFA and CFS procedures.

# Operational Strategy

## Overall objective of the operation

Through this DREF operation, Polish Red Cross aimed to assist a total of 4,500 people affected by floods in Southern Poland. Support was provided across key sectors, including Shelter, Health, Water, Sanitation and Hygiene (WASH), and Psychosocial Support (PSS), ensuring that the urgent needs of affected individuals and families were met.

This DREF allocation formed part of a broader flood response strategy and complemented additional PRC actions funded through domestic fundraising campaigns and HSBC contributions, as detailed in the section National Society Actions.

A secondary objective of the operation was the replenishment of essential household and relief items distributed during the emergency phase, ensuring PRC readiness for future disasters.

The initial operational period was scheduled from 26 September 2024 to 31 January 2025.

## Operation strategy rationale

In response to the floods, the overall intervention of Polish Red Cross focused on supporting local authorities in delivering life-saving assistance to affected communities. The strategy was informed by rapid needs assessments conducted jointly with local services, authorities, and PRC emergency units (Rescue and Humanitarian Aid Groups), ensuring a coordinated and effective response aligned with the most urgent needs identified on the ground.

The overarching objective of PRC was to evacuate individuals at risk, distribute essential relief items including shelter kits, hygiene kits, cleaning supplies and deliver critical services such as first aid and psychosocial support (PSS). It should be noted that not all activities were financed by DREF, additional support came from other funding sources.

Assistance was tailored to meet the specific needs of different affected groups. The rationale behind this targeted approach is outlined below:

### SHELTER:

Under this component, the operation aimed to reach at least 3,500 people. Temporary shelter items were provided to communities whose homes were damaged, with a focus on supporting those staying in evacuation centers established by local authorities. Shelter distributions were informed by needs assessments and adapted as the situation evolved.

German Red Cross provided valuable support by delivering a truckload of essential relief items, including blankets, field beds, and hygiene products. However, this contribution did not fully cover the needs of all affected communities where PRC was active.

Initially, affected individuals received folding beds and sleeping bags to improve comfort in temporary accommodations. However, as government financial aid became available to households, the demand for sleeping bags and folding beds decreased.

### HEALTH:

Through this line of intervention, the operation aimed to reach at least 1,250 people.

Based on immediate needs assessments conducted by trained Humanitarian Aid and Rescue Groups, assistance was planned in the form



of first aid and/or psychosocial support (PSS), depending on individual needs. While some individuals required both types of support, others needed only psychosocial assistance.

PSS was provided by Humanitarian Aid Groups, other PRC volunteers, and other staff members. Additionally, PRC branches collaborated with other Mental Health and Psychosocial Support (MHPSS) providers and social services to ensure a comprehensive and coordinated response.

First aid kits were allocated to volunteer responders. These kits included specialized equipment designed to enhance the safety of volunteers and equip them with the necessary tools to effectively support affected communities. The cost of the kits was estimated based on prevailing market prices.

#### WASH:

Through this line of intervention, Polish Red Cross aimed to reach at least 1,400 people. The provision of hygiene kits was prioritized in all affected regions, particularly where the risk of sanitation-related hazards was high. Cleaning kits were distributed to households requiring sanitation due to exposure to contaminated floodwater.

A total of 1,000 hygiene kits were initially planned for distribution; however, due to higher needs identified on the ground, 1,144 kits were ultimately provided to affected communities. The primary focus was on supporting evacuated households. Each kit contained essential personal hygiene items, including toothbrushes, toothpaste, razor blades, body soap, shampoo, wet wipes, sanitary pads, body lotion, hand sanitizer, toilet paper, towels, baby diapers, and washing powder, among other necessities.

It is important to note that the costs related to the distribution of hygiene and cleaning kits were not covered under this DREF operation, as they were financed through the National Society's own resources.

DREF-funded WASH activities were complemented by broader reconstruction efforts led by PRC. These included the distribution of over 200 professional dehumidifiers, 237 electric heaters, Christmas food and hygiene packages, and the implementation of Cash and Voucher Assistance (CVA), supported by other funding sources.

The National Society also replenished hygiene and shelter kits that were distributed to affected communities. This action ensured that essential emergency supplies remain available to support the immediate survival, safety, and resilience of communities during future crises.

The initial operational period (26 September 2024 - 31 January 2025) was extended to 31 March 2025. This extension allowed for the completion of procurement, implementation of activities, and necessary adjustments based on evolving needs. To support the extension:

- the PRC DREF Coordinator's position was prolonged to ensure continuity and coordination.
- an additional IFRC monitoring visit was included in the revised budget to enhance oversight and technical support.

Several significant financial and procurement-related adjustments were made to ensure effective and timely delivery of support:

- Distribution of hygiene kits: 1,144 hygiene kits were distributed with the amount of CHF 38,500.
- Distribution of shelter kits: 275 kits distributed with the amount of CHF 34,770.
- First Aid was provided in the first months of the disaster.
- Replenishment of Hygiene and Shelter kits: CHF 202,316 (CHF 49,360 for VAT) was allocated to replenish 1,485 kits.
- Replenishment of First Aid kits: CHF 11,715 was allocated to replenish 10 first aid kits.
- Replenishment of WASH kits: CHF 48,180 was allocated to replenish 1,848 kits.
- Part of the allocations covered the contribution to PRC Coordinator, IFRC Operations Manager support and field visits.

Key financial adjustments included:

- Consolidation and procurement of shelter and hygiene support under one line item.
- Reallocation to cover the increased cost of first aid kits.
- Complementary funding from HSBC to address gaps in family and sleeping kits procurement.

These adjustments, combined with enhanced financial monitoring and reporting mechanisms, ensured that the operation remained responsive, efficient, and aligned with the real-time needs of flood-affected communities.



# Targeting Strategy

## Who was targeted by this operation?

The operation targeted communities in the flood-affected areas of the Dolnośląskie, Opolskie, Śląskie, and Małopolskie voivodeships, with a specific focus on vulnerable groups such as women, children, older adults, and people living with disabilities. The targeted population included both rural and urban residents directly impacted by the floods, with priority given to individuals who were evacuated from their homes, those whose properties were damaged or destroyed, and those facing significant disruptions to their livelihoods. In addition, evacuees who had relocated to other regions were also included in the response.

Polish Red Cross provided assistance across all four voivodeships, delivering direct support in the form of essential items and services. The type and scale of assistance varied by location and were tailored to the specific needs of each community. As a result, not all affected individuals received the same type of support, as interventions were based on assessed needs and local conditions.

## Explain the selection criteria for the targeted population

**Geographic Impact:** Residents living in the most severely affected regions within the four voivodeships, particularly those in low-lying areas near rivers and regions prone to landslides, were prioritized.

Priority was given to:

Households with older family members, young children, or people living with disabilities.

Single-parent households or those led by women.

Families that were living in temporary shelters due to displacement.

**Economic Impact:** Families who have lost their primary income source, such as those whose agricultural land or businesses have been damaged or destroyed, were prioritized.

**Access to Resources:** Communities with limited or no access to clean water, electricity, healthcare, and other basic services due to flood damage, were prioritized.

# Total Assisted Population

Assisted Women	-	Rural	60%
Assisted Girls (under 18)	-	Urban	40%
Assisted Men	-	People with disabilities (estimated)	10%
Assisted Boys (under 18)	-		
Total Assisted Population	4,514		
Total Targeted Population	4,500		

# 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	Yes



exploitation and abuse policy?	
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
<b>Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.</b>	
Risk	Mitigation action
Health risks from contaminated water and physical hazards: Floodwaters posed risks of waterborne diseases and injuries due to hidden debris or unstable structure.	Clean water supplies and sanitation facilities were provided, along with the distribution of hygiene kits. Response teams received first aid training and had access to medical support in operational areas. Personal protective equipment (e.g., boots, gloves) was issued to minimize the risk of injury.
Ongoing severe weather and landslide risk: Continued heavy rainfall increased the likelihood of further flooding and landslides, which could delay operations and threaten safety.	Weather conditions were closely monitored, and contingency plans were established to allow flexible adaptation or temporary suspension of activities when necessary. Evacuation shelters were secured in advance to provide safe refuge if conditions deteriorated. Operational plans were designed to remain responsive to evolving conditions. PRC maintained constant contact and communication with the authorities in the affected areas, as well as with the State Fire Service, which is the lead agency in disaster response. In addition, to support planning activities, government websites and communications from relevant governmental offices were continuously monitored (e.g. and Water Management, National Research Institute or the Flood Hazard Maps: <a href="https://www.powodz.gov.pl/en/about-maps">https://www.powodz.gov.pl/en/about-maps</a> <a href="https://imgw.pl/en/">https://imgw.pl/en/</a> )
Damage to infrastructure: Roads and bridges in affected regions (e.g., Nysa, Stronie Śląskie) were in risk of being submerged or damaged, hindering the ability to deliver aid or evacuate residents.	Alternative transport methods, such as boats and helicopters, were identified for use during critical situations. Coordination with local authorities ensured the identification and use of safe alternative ground routes. All response teams were equipped with GPS systems and regularly updated information on road conditions.
<b>Please indicate any security and safety concerns for this operation:</b>	
For this operation, main concerns were related to the health and safety danger, as operations were carried out in areas affected by the floods. PRC ensured that all staff and volunteers were equipped with appropriate PPE. PRC also conducted regular health and safety briefings, provided first aid and medical assistance stations in the operational areas, and ensured that all teams can access phones and VHF radios for communication.	
Has the child safeguarding risk analysis assessment been completed?	Yes

## Implementation



### Shelter Housing And Settlements

**Budget:** CHF 251,676

**Targeted Persons:** 3,500



**Assisted Persons:** 3,100

**Targeted Male:** -

**Targeted Female:** -

## Indicators

Title	Target	Actual
Number of people receiving blankets	1,500	550
Number of people receiving sleeping bags	500	275
Number of people receiving folding beds	100	275
Number of people receiving meals and food supplies	2,000	2,000

## Narrative description of achievements

During the emergency response phase 275 blankets, 275 shelter kits were distributed.

Growing demand emerged for food assistance and meal distribution, as many households lacked access to electricity or natural gas, making meal preparation impossible.

Initially, PRC planned to replenish evacuation kits that had been distributed to affected communities using their own resources. However, the decision was later made to provide sleeping kits instead. These kits better address the immediate needs of affected individuals and include essential items such as first aid supplies, hygiene products, headlamps, power banks, and activity materials for children. Sleeping kits are pre-positioned with Humanitarian Aid Groups to ensure rapid response and support during evacuations.

Blankets were distributed both as separate items and as part of shelter kits (275 blankets distributed individually and an additional 275 included within the kits).

# of people receiving blankets: 550

# of people receiving sleeping bags: 275

# of people receiving folding beds: 275

# of people receiving meals and food supplies: 2,000

In total 3,100 people were reached

## Lessons Learnt

Flexibility in procurement and distribution planning is essential. Continuous needs assessment should guide in-kind assistance, as blanket use proved more versatile than sleeping bags in the local context. Future stock planning should prioritize multipurpose items that can adapt to a variety of shelter situations.

As early as possible coordination with local authorities and mapping of shelter options can prevent overstocking and underuse of certain items. In this case, the use of hotels as temporary shelters significantly reduced the demand for traditional shelter equipment such as folding beds and mattresses. Procurement plans should remain adaptable and reflect actual accommodation arrangements.

Disaster response planning must remain adaptable. Switching from standard evacuation kits to sleeping kits allowed the response to better meet the complex needs of affected populations, including power, light, hygiene, and child support materials.

While the use of pre-positioned supplies enabled a rapid initial response, future operations should consider establishing 8 regional intervention warehouses across the country. The establishment of the warehouses should be accompanied by the development of the standard of equipment and procedure for warehouse operation, acquisition of the necessary infrastructure, purchase of the necessary items of equipment, and preparation of personnel to manage the warehouse.

To speed up and smoothen operation, a standard procedure for the activity of specialized task forces in the area of "Logistics and Distribution of Donations" should be introduced.

At least 3 Logistics teams (4-6 people each) should be recruited and trained. The recommendation to establish 8 regional warehouses and



at least 3 Logistics Teams was based on the “Report on Operations Implemented by the Humanitarian Aid System of the Polish Red Cross in Areas Affected by Flood in September 2024.” This recommendation is intended as a general strategic improvement for the NS, aimed at enhancing its operational efficiency and readiness for future emergencies, and is not specifically related to a future DREF operation. The proposed 8 regional warehouses (one per two voivodships) would enable faster mobilization and positioning of shelter materials across the country, significantly strengthening preparedness and response capacity. Likewise, the recommendation to establish at least 3 dedicated Logistics Teams is meant to ensure sufficient human resource capacity to manage and coordinate logistics at the regional level during emergencies.

The above-mentioned teams should be equipped with appropriate equipment that will allow them to start activity within 24 hours.

Challenges

The shelter response faced several operational and contextual challenges as needs evolved in the aftermath of the floods. Demand for shelter materials was unpredictable, with shifting preferences between blankets and sleeping bags depending on the specific circumstances of affected households. The initial shelter target could not be fully met due to these changing needs, as early population estimates were later revised based on actual conditions and feedback from the field. Similarly, the need for folding beds and mattresses was overestimated, as a significant portion of displaced families found temporary accommodation in hotels, reducing demand for these items. The original plan to replenish evacuation kits was also adjusted to reflect the broader and more diverse needs of communities. During the early response phase, there was high reliance on PRC’s own pre-positioned resources to ensure timely delivery of assistance. Additionally, the complexity of internal procurement processes posed challenges, with the National Society finding it more practical and less burdensome to conduct procurement through the IFRC’s framework agreements. These challenges highlight the importance of flexible planning, robust needs assessments, and streamlined procurement mechanisms to ensure timely and context-appropriate shelter support.



**Budget:** CHF 10,650  
**Targeted Persons:** 1,250  
**Assisted Persons:** 270  
**Targeted Male:** -  
**Targeted Female:** -

Indicators

Title	Target	Actual
Number of people reached with first aid assistance	250	270
Number of individuals provided with psychosocial support (PSS) to cope with traumatic experience related to the flooding	1,000	270

Narrative description of achievements

• The need for psychosocial support (PSS) for flood-affected populations persisted for months after the disaster. PRC, in cooperation with local actors, had been providing PSS. PRC Rescue Groups provided first aid and advanced first aid to 270 injured members of affected communities. As per PRC procedures, every person receiving first aid also receives psychological first aid and information about additional help they can receive.

Lessons Learnt

There is a need to expand the pool of volunteers and staff trained in Psychological First Aid (PFA) and basic MHPSS, particularly in regions prone to climate-related emergencies. Investing in regular capacity-building and refresher training will strengthen preparedness and response readiness.

MHPSS services should be included in early contingency planning, with pre-identified mobile teams and logistical support to ensure timely access to remote or hard-to-reach communities during emergencies.



Long-term MHPSS needs must be anticipated and planned for beyond the immediate emergency phase. Establishing partnerships with local mental health providers and NGOs can help sustain support over time.

Community sensitization and awareness-raising on mental health should be integrated into emergency response messaging. This can help reduce stigma and encourage greater uptake of MHPSS services.

Caring for caregivers is essential. Regular debriefings, peer support mechanisms, and access to mental health services should be available for staff and volunteers exposed to distressing situations.

Safe and confidential spaces should be considered a standard component of PSS delivery, even in emergency settings. Pre-designed, modular solutions (e.g., tents, partitions) can improve service quality and beneficiary comfort.

Clear referral pathways and coordination protocols should be developed to ensure that beneficiaries receiving PFA are smoothly connected to ongoing support, health services, or protection actors where needed.

## Challenges

The health response faced multiple challenges that affected the delivery and uptake of services, particularly in relation to mental health and psychosocial support (MHPSS). Limited availability of trained MHPSS staff and delayed access to some affected areas constrained timely service provision. While the actual number of people reached with first aid assistance exceeded the initial target (270 reached against 250 planned), the number of individuals provided with psychosocial support (PSS) was significantly lower than planned (270 reached against 1,000 targeted). This gap was largely due to the community's immediate prioritization of basic needs, stabilization, and the protection of belongings over seeking PSS during the emergency. Additionally, stigma and lack of awareness around mental health contributed to low demand for such services. Responders also faced a high and prolonged demand for MHPSS, which added to their emotional burden, while the absence of sufficient safe and private spaces limited the ability to conduct sessions effectively. Furthermore, integration with other service providers was not optimal, reducing opportunities for referrals and coordinated support. These challenges highlight the need to strengthen community awareness, invest in trained personnel, and ensure better integration of MHPSS within overall emergency health interventions.



## Water, Sanitation And Hygiene

**Budget:** CHF 48,180

**Targeted Persons:** 1,400

**Assisted Persons:** 1,144

**Targeted Male:** -

**Targeted Female:** -

## Indicators

Title	Target	Actual
Number of people with access to hygiene kits that meet their personal and domestic hygiene needs	1,000	1,144
Number of households receiving cleaning kits to restore safe living conditions (3 people per family)	400	0

## Narrative description of achievements

As many households transitioned into the recovery phase, the demand for cleaning and hygiene kits decreased but still remained. Although the originally planned number of distributed units was reduced, PRC continued distributing kits to flood-affected communities, particularly in mountainous areas that remained difficult to access due to the disaster.

During the emergency response phase, a total of 1,144 hygiene kits were distributed from PRC's existing warehouse stock. Subsequent procurement activities replenished these stocks, thereby supporting PRC's capacity and ensuring continued availability of hygiene kits for ongoing needs.

Cleaning kits distribution was cancelled, due to the fact, that the procurement was delayed and as a result the purchase of kits was not needed anymore.

## Lessons Learnt

Even as many households transition into the recovery phase, targeted support remains critical for vulnerable or hard-to-reach communities. WASH planning should incorporate flexible targeting mechanisms to continue serving residual needs, especially in remote or mountainous areas.

Future WASH responses should strengthen logistics planning for remote-access delivery, including pre-positioning of hygiene kits and identifying local distribution partners or community-based delivery methods in less accessible areas.

Continuous needs assessments during emergency phases are vital to inform real-time adjustments in quantity and type of assistance. This adaptive approach allows resources to be used efficiently while still reaching those with ongoing needs.

Maintaining well-stocked warehouses is key to rapid WASH response. However, future responses should ensure quicker procurement or restocking mechanisms to maintain readiness for prolonged or secondary phases of a crisis.

## Challenges

The WASH response encountered several challenges that influenced both coverage and delivery. While there was an overall decrease in demand for hygiene items and related services as immediate priorities shifted during the emergency, specific needs persisted in certain communities, particularly those most severely affected. Access to populations in mountainous and hard-to-reach areas was especially difficult, delaying timely distribution and limiting the ability to conduct follow-up support. As needs evolved, the volume of planned distributions had to be reduced, requiring flexibility in implementation and adjustments to the original plan. The response relied heavily on the PRC's pre-positioned hygiene kits to ensure rapid delivery of essential items, underscoring the importance of maintaining and replenishing these stocks for future emergencies. These challenges highlight the necessity of improving logistical capacity for hard-to-access areas, strengthening community-level assessments to track shifting needs, and reinforcing preparedness measures for timely and efficient WASH interventions.



## Protection, Gender And Inclusion

**Budget:** CHF 34,400

**Targeted Persons:** 0

**Assisted Persons:** 0

**Targeted Male:** 0

**Targeted Female:** 0

## Indicators

Title	Target	Actual
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## Narrative description of achievements

- Child Safeguarding Risk Analysis has been conducted and signed by IFRC and the NS.

## Lessons Learnt

Experience from previous crises (e.g., Ukraine response) was transferable and beneficial, but PGI approaches must be tailored to the specific nature of each emergency. Ongoing review and contextualization of PGI policies is critical for relevance and effectiveness.

Identifying potential CFS locations in emergency preparedness planning—especially in flood-prone areas—can significantly reduce setup time. Partnerships with local schools, community centers, or municipalities can help ensure space availability when needed.

Investing in a standing pool of trained volunteers and staff in PGI (especially child protection) is key. Regular training and refresher courses ensure that human resources are ready to be deployed when emergencies occur.



## Challenges

The floods created specific challenges for protection, gender, and inclusion (PGI) interventions, particularly in relation to child protection and psychosocial support. There was a notable increase in demand for child-focused psychosocial support, which placed additional pressure on existing capacities. At the same time, existing PGI procedures had to be adapted to address the realities of a flood response rather than a displacement-driven emergency, requiring flexibility in approach and tools. Limited availability of safe and child-friendly physical spaces immediately after the disaster further restricted the ability to deliver structured support activities. Sustaining a pool of trained personnel dedicated to child protection and PGI also proved difficult, especially given the competing demands on staff during the emergency phase. These factors underline the importance of context-specific PGI preparedness, investment in trained personnel, and the establishment of mechanisms to ensure safe spaces for vulnerable groups from the earliest stages of response.



**Budget:** CHF 13,000  
**Targeted Persons:** 1  
**Assisted Persons:** 1  
**Targeted Male:** -  
**Targeted Female:** 1

## Indicators

Title	Target	Actual
Number of Surge Personnel deployed to support the flood response	1	1

## Narrative description of achievements

An IFRC Operations Manager was deployed to support the Polish Red Cross (PRC) with the implementation and monitoring of the flood response from September to October 2024. During this period, the Operations Manager provided in person and remote support from the Regional Office. Following this mission, an Operations Coordinator (Ops Co) was deployed in October 2024 and continued to support the operation until mid-March 2025.

The Ops Co led the implementation of IFRC's systematic procedures and coordinated closely with the National Society to ensure the smooth execution of the DREF operation. The Ops Co conducted an in-country visit to Poland in February 2025. Throughout the operation, continuous communication and support were maintained by the IFRC team, including the Country Office. Remotely as well as during the visit, the Ops Co also assisted PRC in revising the budget to address outstanding operational needs.

## Lessons Learnt

While remote support was helpful, early in-person deployment enhances coordination, trust-building, and responsiveness. Future operations would benefit from the faster deployment of key IFRC personnel to the field, especially during critical early phases.

Clear and timely handover processes are essential to ensure continuity and institutional memory. Documenting key decisions, timelines, and challenges during transitions helps maintain momentum and reduces duplication or gaps in support.

While regional and country-level remote support was consistent and valuable, periodic in-country missions (such as the Ops Coordinator's February visit) proved critical for understanding the operational context and adjusting plans (e.g., budget revision). Hybrid support models should be planned from the start.

Early coordination and clarity on DREF requirements and procedures reduce administrative bottlenecks. Tailored guidance and joint planning sessions with the NS improve understanding and ownership of the operational cycle.

Lessons Learned Workshop was conducted by the National Society, that took the lead in organizing and facilitating the workshop, opting for a flexible, context-specific approach that was better suited to its operational environment, rather than adhering rigidly to the formal IFRC framework.

The workshop was conducted in person on 31 March 2025 in Warsaw, Poland. The event took approximately 3 hours and followed a dialogue-based format. It was facilitated by the PRC DREF Coordinator.



A total of 14 participants attended the event, representing a broad cross-section of NS headquarters staff from various departments, including Programmes, Logistics, and Finance. Representatives from the IFRC were present as well.

The workshop was structured into two parts:

- 1. DREF Orientation – This session focused on key aspects of the DREF mechanism, including the application process, implementation requirements, and reporting procedures. The aim was to ensure that all individuals who may be involved in future emergencies have a better understanding of the operation.
- 2. Operational Reflections – Although not present in person, field teams who directly supported communities affected by the September 2024 floods submitted written reflections titled “Report on Operations Implemented by the Humanitarian Aid System of the Polish Red Cross in Areas Affected by Flood in September 2024.” Their conclusions, comments, and recommendations were briefly discussed during the meeting.

Challenges

The provision of secretariat services also faced several operational challenges during the response. The transition of roles from Operations Manager to Operations Coordinator required time for handover and adaptation, which at times affected continuity of support. Balancing remote technical guidance with the need for on-the-ground insight presented an additional challenge, as certain contextual nuances were difficult to fully capture without direct field presence. Furthermore, aligning the evolving needs and priorities of the National Society with IFRC procedures and timelines proved complex, occasionally leading to delays in decision-making and implementation. These challenges emphasize the importance of ensuring smooth role transitions, strengthening mechanisms for timely field-level feedback, and maintaining flexibility in administrative processes to better support National Society-led operations.



Budget: CHF 34,300  
Targeted Persons: 0  
Assisted Persons: 0  
Targeted Male: -  
Targeted Female: -

Indicators

Title	Target	Actual
Lessons learned workshop conducted	1	1
Number of National Society staff hired to support the operation	2	1

Narrative description of achievements

A DREF Coordinator within the National Society has been hired to coordinate and manage the implementation of the food response. In light of the requested timeframe extension, the position of the coordinator has been increased to six months.

The Lessons Learned Workshop was conducted by the NS (DREF Coordinator) on the 31st of March.

Lessons Learnt

Additional logistics officer to support the operation would be beneficial. It was not completed due to time restrictions.

Having the National Society lead the Lessons Learned Workshop ensured contextual relevance and stronger engagement from participants.

The recommendations from the Report on Operations Implemented by the Humanitarian Aid System of the Polish Red Cross in Areas Affected by Flood in September 2024 emphasize strengthening the operational capacity, readiness, and coordination of the Polish Red Cross Humanitarian Aid System. Key measures include enhancing visibility and identification of vehicles, allocating dedicated funds for specialised training and study visits, and developing comprehensive standards of conduct and operational procedures for disaster response, crisis management teams, and specialised task forces. The recommendations also highlight the need to recruit, train, and equip rapid-response teams—including logistics units, Crisis Assessment and Coordination teams, and field documentation teams—ensuring



they can mobilize within 24 hours. Strengthening infrastructure through the creation of eight regional intervention warehouses with clear standards and trained staff is also advised. Furthermore, establishing formal agreements with national authorities, including the Ministry of the Interior and Administration and the State Fire Service, as well as implementing transparent financing procedures for crisis response activities, are recommended to ensure coordinated, efficient, and well-resourced operations during disasters.

## Challenges

National Society strengthening efforts were challenged by the need to balance coordination and implementation roles within a context of limited human resources. Staff and volunteers were required to manage multiple responsibilities simultaneously, which at times stretched capacity and created pressure on both operational delivery and coordination functions. This underscored the importance of investing in sustained capacity-building, role clarity, and kind of a surge support mechanisms to ensure that the National Society can effectively lead both coordination and implementation during future emergency operations.



# Financial Report

## DREF Operation

### FINAL FINANCIAL REPORT

#### MDRPL003 - Poland -Flood

Operating Timeframe: 26 Sep 2024 to 31 Mar 2025

Selected Parameters			
Reporting Timeframe	2024/9-2025/7	Operation	MDRPL003
Budget Timeframe	2024/9-2025/3	Budget	APPROVED

Prepared on 02/Sep/2025

All figures are in Swiss Francs (CHF)

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>363,485</b>
DREF Response Pillar	363,485
<b>Expenditure</b>	<b>-321,211</b>
Closing Balance	42,274

### II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	184,500	206,988	-22,488
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	10,000	10,650	-650
PO05 - Water, Sanitation & Hygiene	59,000	53,689	5,311
PO06 - Protection, Gender and Inclusion	32,300		32,300
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	22,185		22,185
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
<b>Planned Operations Total</b>	<b>307,985</b>	<b>271,327</b>	<b>36,658</b>
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	15,982	12,315	3,667
EA03 - National Society Strengthening	39,518	37,569	1,949
<b>Enabling Approaches Total</b>	<b>55,500</b>	<b>49,884</b>	<b>5,616</b>
<b>Grand Total</b>	<b>363,485</b>	<b>321,211</b>	<b>42,274</b>

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

## Please explain variances (if any)

Following the approval Operational Update No. 1, changes to the operational strategy required the revision of the correlating budget. Some of the highlighted changes which contribute to the variances captured in the final financial report:

- Shelter items were merged into one budget line to ensure that the replenishment of shelter kits can be conducted within the operation timeframe.
- The Lessons Learned Workshop was held by the Polish Red Cross in a shorter format, requiring less resources. In addition, as the IFRC



Country Cluster Delegation in Warsaw is located in the same building, savings on travel costs have occurred.

The total budget for the DREF operation was CHF 363,485, of which CHF 321,221 was spent. The remaining balance of CHF 42,274 is returned to the DREF account as per standard IFRC regulations.

For details, please refer to the final financial report annexed to this document as well as the narrative explanation on the achievements, lessons learned, and challenges throughout the operation.

Please note that under the "Implementation" section and the budget disaggregated by sector provides the revised budget approved via the Operational Update No. 1, while the final financial report captures based on the budget reallocations which have occurred throughout the implementation of the DREF operation.



# Contact Information

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

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[Click here for reference](#)

