

## Malaysian Red Crescent Society

This questionnaire was facilitated by **Samban Seng**, Regional Disaster Management Program officer, Southeast Asia Regional delegation. The questionnaire was completed by the DM Manager in consultation with: Ministry of Health and Ministry of Welfare.

**Approved by:** Jasni bin Hashim, Director Operations

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### General information:

**Natural Hazards:** flooding, landslides, forest fires, wind storms

**Refugees and asylum seekers (country of origin):**

**Refugees and asylum seekers (host country):**

**IDPs:**

**Source:** USCRI figures for 2009

Total number of people reported killed and affected by **natural disasters**  
in Malaysia from 2000–2009 **(to add 2008 and 2009 data)**

Year	Disaster type	Location	Killed	Affected
2000	Epidemic	Johor, Selangor, Penang, Kedah, Terengganu states	2	508
2000	Epidemic	Sarawak	2	480
2000	Flood	States: Terengganu, Kedah, Kelantan. Districts: Kuala Krai, Pasir Puteh, Kubang Pasu, Kota Setar, Padang Terap, Kota Baharu, Pasir Mas, Tumpat, Besut, Kuala Pertang	12	8,000
2000	Wind Storm	Penang, Kubang Hulu	...	500
2001	Flood	Pahang, Kelantan, Terengganu.	11	18,000
2001	Flood	Kuala Lumpur	...	200
2001	Flood	Beaufort, Papar, Penampang, Tuaran, Inanam, Mengattal districts (Membakut region)	...	5,000
2001	Flood	Teluk Ipil	...	10,000
2002	Epidemic		2	3
2002	Slides	Simunjan district (Borneo Isl.)	10	...
2002	Wind Storm	Klang Valley, Setapak Jaya, Jalan Semarak, Jalan Pinang, Pudu, Jalan Tun Razak, Petaling Jaya	2	155
2003	Flood	Kedah, Penang, Perak states	3	13,800
2003	Flood	Kampung Pengkalan, Buang Sayang, Muhibbah Hujung, Muhibbah Baru, Sinar Baru, Lokan, Sri Tanjung (Kinabatangan district), Beluran district, Kota Marudu district (Borneo Island, Sabah State)	...	2,000
2003	Flood	Kuala Terengganu, Kemaman, Kota Baharu, Kuantan, Dungun, Marang	5	3,000
2004	Flood	Kota Baru, Gua Musang, Kuala Krai, Tanah Merah, Pasir Mas, Machang, Tumpat, Kota Baharu (Kelantan state) Dungun, Kemaman, Hulu Terengganu, Besut, Setiu (Terengganu state), Kuantan, Pekan, Bera (Pahang state)	13	15,000
2004	Flood	Johor district	...	9,138
2004	Flood	Kuching, Bau, Selangau, Sibu and Samarahan districts (Sarawak), Johor Baru, Pontian and Kota Tinggi (Johor)	3	6,900
2004	Wave / Surge	Penang Isl.	80	5,063
2004	Wind Storm	Kuala Lumpur	1	40,000
2004	Wind Storm	Kedah state	...	1,000
2005	Flood	Kelantan, Terengganu, Kedah, Perlis, Perak	9	30,000
2005	Flood	Menggatal, Telipok, Kota Kinabalu area (Sabah state - Borneo)	4	600

2005	Wild Fires	Port Klang, Kuala Selangor,	...	...
2006	Flood	Kampung Manjoi	...	500
2006	Flood	Terengguan, Pahang, Kelantan (Eastern Coastal States)	...	4,906
2006	Flood	Johor	...	1,112
2006	Flood	Johor Bahru, Muar, Batu Pahat, Segamat, Kluang, Pontian, Kota Tinggi, Mersing districts, Malacca, Negeri Sembilan, Pahang	6	100,000
2007	Epidemic		56	...
2007	Flood	Johor, Pahang, Batu Paht, Kota Tinggi	17	137,533
2007	Flood	Johor, Kelantan, Pahang, Terengganu	29	29,000

**Source:** Information for tables has been taken from EM-DAT, Centre for Research on the Epidemiology of Disasters (CRED)

According to CRED xx people were reported killed by disasters from 2000 to 2009. During the same period disasters affected xxx people. In 2009, xx claimed xx lives and affected xx people.

## Section A: Emergency Preparedness, Policy, Plans and Laws

### Policy

**Emergency Preparedness policy:** Yes. The following areas are included in the National Society's EP/ER policy covers:

	Yes	No
Emergency Preparedness – for your society's response (national level)	x	
Emergency Preparedness – community-based disaster preparedness and risk reduction	x	
Climate change adaptation		x
Intervention during disasters	x	
Recovery after disasters	x	
Rehabilitation	x	
Conflict Management	x	
Responsibilities and coordination have been defined with the IFRC, sister NS, ICRC, and other partners	x	
Advocacy	x	

Malaysian Red Crescent Society **has emergency response security guidelines for staff and volunteers.**

**Relevant** Movement Policies and Guidelines are used to develop EP/ER plans.

**Code of Conduct:** Between **51–75 per cent** of the National Society staff and volunteers have received training on the CoC for the **International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief.**

**Sphere standards:** Between **26–50 per cent** of the staff and volunteers have received training on Sphere. The National Society **sometimes uses** SPHERE during the planning and evaluation of disaster operations.

### Structure and Organization

**EP/ER Focal Point:** Yes.

**The department's duties include:**

	Yes	No
Training in relief to recovery programming	x	
Country profile (risk analysis/hazard vulnerability)	x	
Contingency planning	x	
Disaster policy	x	
External (Government/other) – coordination	x	

Internal (National/branch/chapters) – coordination	x	
RC/RC Movement (Fed./ICRC) – coordination	x	
Information and reporting	x	
Disaster relief emergency fund (DREF) requests/management		x
Damage assessment	x	
Emergency assessment (24 and 72 hour templates)	x	
Development of strategic plan of action for disaster response	x	
Resource mobilization	x	
Telecommunications	x	
Search and rescue	x	
Water and sanitation	x	
Climate change adaptation	x	
Food security	x	
Livelihood security		x
Food aid	x	
Relief/supply distribution	x	
Logistics and transportation	x	
Health management	x	
Shelter	x	
Psychosocial support services (PSP)	x	
Tracing	x	
Restoring family links (RFL)	x	
Security and safety	x	
CBDP/risk reduction	x	
Community-based home care		x
Early warning	x	
Evacuation procedures and raising alarm	x	
Relief supply warehouse management	x	
First aid	x	
Mitigation measures	x	
Advocacy for risk reduction	x	
Promotion of IHL	x	
Pandemic preparedness	x	

**Shelter:**

**Focal point:** No

**National Society experience in Shelter:** Preparedness, emergency and recovery

**Written EP/ER plan:** Yes

**This plan includes**

	Yes	No
Training in relief to recovery	x	
Country profile (risk analysis/hazard vulnerability)	x	
Contingency planning	x	
Disaster policy	x	
External (Government/other) – coordination	x	
Internal (National/branch/chapters) – coordination	x	
RC/RC Movement (Fed./ICRC) – coordination	x	
Information and reporting	x	
Disaster relief emergency fund (DREF) requests/management	x	
Damage assessment	x	
Emergency assessment (24 and 72 hour templates)	x	
Detailed needs assessment	x	
Development of strategic plan of action for disaster response	x	

Resource mobilization	x	
Telecommunications	x	
Search and rescue	x	
Water and sanitation	x	
Climate change adaptation	x	
Food security	x	
Livelihood security	x	
Food aid	x	
Relief/supply distribution	x	
Logistics and transportation	x	
Health management	x	
Shelter	x	
Psychosocial support services (PSP)	x	
Tracing	x	
Restoring family links (RFL)	x	
Security and safety	x	
CBDP/risk reduction	x	
Community-based home care	x	
Early warning	x	
Evacuation procedures and raising alarm	x	
Relief supply warehouse management	x	
First aid	x	
Mitigation measures	x	
Advocacy for risk reduction	x	
Promotion of IHL	x	
Pandemic preparedness	x	

The EP/ER plan is formally **recognized by the Government**.

The National Society **has a clear auxiliary role** stipulated in **the government's emergency preparedness plan** and in the **national disaster management legislation**.

The **government has a national emergency plan**. The **National Society has a mandate** in the governments plan:

	Yes	No
Training in relief to recovery	x	
Country profile (risk analysis/hazard vulnerability)	x	
Contingency planning	x	
Disaster policy	x	
External (Government/other) – coordination	x	
Internal (National/branch/chapters) – coordination	x	
RC/RC Movement (Fed./ICRC) – coordination	x	
Information and reporting	x	
Disaster relief emergency fund (DREF) requests/management	x	
Damage assessment	x	
Emergency assessment (24 and 72 hour templates)	x	
Detailed needs assessment	x	
Development of strategic plan of action for disaster response	x	
Resource mobilization	x	
Telecommunications	x	
Search and rescue		x
Water and sanitation	x	
Climate change adaptation	x	
Food security	x	

Livelihood security	x	
Food aid	x	
Relief/supply distribution	x	
Logistics and transportation	x	
Health management	x	
Shelter	x	
Psychosocial support services (PSP)	x	
Tracing	x	
Restoring family links (RFL)	x	
Security and safety		x
CBDP/risk reduction	x	
Community-based home care	x	
Early warning	x	
Evacuation procedures and raising alarm	x	
Relief supply warehouse management	x	
First aid	x	
Mitigation measures	x	
Advocacy for risk reduction	x	
Promotion of IHL	x	
Pandemic preparedness	x	

The plan **includes** the **coordination of international disaster response** the following responsibilities

	Yes	No
Roles/responsibilities	x	
Information sharing/reporting	x	
Damage assessment	x	
Emergency assessment (24 and 72 hours templates)	x	
Detailed needs assessment	x	
Development of strategic plan of action for disaster response	x	
Entry of personnel, goods, transportation and equipment	x	
Search and rescue/relief distribution/other operational activities	x	
Use of communications equipment/networks	x	
Financial assistance	x	
Legal status, privileges and immunities	x	
Quality/accountability standards	x	
Humanitarian principles	x	
Exit transition planning	x	

The National Society **is represented** in the government's National Coordinating body for **disasters**.

The National Society **has structures, systems and procedures in place** that enable it to **respond efficiently and effectively** in situations of **disasters and conflicts** according to its defined role and responsibilities.

**International disaster response tools:**

National Societies well versed in:	Yes	No
RDRT/RITs	x	
FACT	x	
ERU		x
National Societies willing/ready to use:		
RDRT/RITs	x	
FACT	...	...
ERU		x

The National Society **has positioned itself in time of non-disaster to be viewed by all** stakeholders

and beneficiaries as a neutral, impartial and independent humanitarian agency.

The National Society has an advocacy or advisory role with regard to the development of legislation or on legal issues relating to disaster management and/or health emergencies.

Issues the National Society provides advice/recommendations to governmental authorities:

	Yes	No
Disaster management statutes	x	
Emergency laws	x	
Food security		x
Livelihoods security	x	
Water and sanitation		x
Disaster assessment, analysis and response planning	x	
Building codes		x
Land management		x
Land tenure in disaster reconstruction		x
Environmental regulation		x
Mitigating health emergencies	x	
Displacement from disasters and/or health emergencies	x	
Human rights in disasters and/or health emergencies	x	
Humanitarian principles in disasters and/or health emergencies	x	
Standards of quality or accountability in disasters and/or health emergencies	x	
Role of the National Society in disaster management	x	
Rights and obligations of volunteers	x	
Management of international disaster assistance	x	
Disaster reconstruction and rehabilitation	x	
Disaster insurance / compensation	x	

### *National coverage/historical data*

Malaysian Red Cross Society has 15 branches and 148 chapters. Between 51–75 per cent of the branches/chapters have an EP/ER plan.

	2006	2007	2008
How many of these disasters has your National Society responded to?	2	3	5
How many beneficiaries did your Society help?	2,500	15,000	5,000
Did the National Society cover shelter needs?	–	–	–
How many beneficiaries did your National Society provide shelter to?	–	–	–

Shelter solutions that have been implemented by the National Society:

	Yes	No
Distribution of plastic sheets		x
Distribution of tents		x
Distribution of IFRC shelter kits (tools, fixing and plastic sheets)		x
Distribution of construction material	x	
Cash distribution for construction materials		x
Support to host families who are reaching out to those affected by the disasters	x	
Construction of emergency shelter		x
Camp management		x
Management of collective shelters		x
Rehabilitation of collective shelters		x

Construction of collective shelters		x
Services provided to settlements (water supply, construction/rehabilitation, roads, etc)		x

## Section B: Damage, Needs, Hazard/Risk/Vulnerability and Capacity Assessment

The National Society **utilizes** the government's hazard analysis and mapping for EP/ER planning.

The Society **gathers information from secondary** on current hazard and vulnerability for all major risks. The chapter/branches **gather information from communities** on current hazard and vulnerability. It gathers information **pertaining future hazard/major risks** which **may occur as a result of climate change**.

**The Malaysian Red Crescent Society uses the information gathered in the following ways:**

	Yes	No
Information analyzed and included in the EP/ER plan	x	
Pre-position supplies for emergencies	x	
Define strategic locations for warehouses	x	
Define worst case disaster scenarios (with estimate numbers of potential victims and needs)	x	
Support branches/chapters in high risk areas	x	
Form up Response Unit at community level in disaster prone areas	x	

**The National Society uses the following tools to identify, prioritize and develop EP/ER activities**

	Yes	No
VCA	x	
Risk maps	x	
Contingency planning	x	
Emergency assessment 24 and 72 hours templates)	x	
Better programs initiative (BPI)	x	
Project planning process (PPP)	x	
WPNS	x	
GIS		x
Analysis of past disaster trends (50–100 years)		x

**Monitoring and evaluation tools** used by the National Society to review and manage its EP/ER activities:

<b>Long term-planning</b>	Yes	No
Performance indicators, with baseline and regular monitoring	x	
Conducting internal reviews/evaluations		x
Organizing external reviews/evaluations		x
Other monitoring/evaluation tools: please state which ones		x
<b>For emergency programming</b>		
Performance indicators, with baseline and regular monitoring		x
Conducting internal reviews/evaluations	x	
Organizing external reviews/evaluations	x	
Other monitoring/evaluation tools: please state which ones		x

National Society tools and/or guidelines related to **shelter** activities:

	Yes	No
Damage assessment tools	x	
Construction guidelines		x
Training packages		x

**Support required** by the National Society to improve shelter response:

	Type of training	Yes	No
Training	Shelter	x	
Guidelines and tools		x	
Stock piling		x	

The National Society is **does not run programmes** related to **food and livelihood security**.

### Section C: Coordination

The National Society **has standard operating procedures** should it need to coordinate with the International Federation or the ICRC for international assistance.

National Society **coordinates closely** with other organizations and agencies in

	Yes	No
Preparedness	x	
Joint assessment	x	
Response	x	
Recovery	x	
Coordinate activities	x	
Sharing resources	x	
Information and expertise	x	

The National Society's **key partners in disaster management** :

RC/RC Movement	International Organizations	Local NGOs/Governments
International Federation; ICRC; NSs		Ministry of Welfare; Ministry of Health; Fire and Rescue department

The National Society is **aware** of the **convener role** of the International Federation in **emergency shelter cluster**.

The National Society **coordinates with and is a part** of the following:

International disaster response mechanisms	Yes	No	In process
RDRT/RIT	x		
FACT			
ERU			x
Tracing	x		
National disaster response mechanisms			
NDRT/NIT	x		
BDRT/BIT	x		
Provincial intervention teams	x		

The National Society adopts **an integrated approach** while **planning** for its **DP, food security, DRR, health and other programmes**.

The National Society's **contingency plan** has **shelter components** integrated in it.

### Section D: Information and Report Management

National Society has access to:	Yes	No	In process
DMIS	x		
GIS mapping data		x	
FedNet	x		
National early warning system	x		
Regional early warning system	x		



National Society <b>utilizes:</b>			
DMIS	x		
GIS mapping data		x	
FedNet			
National early warning system	x		
Regional early warning system	x		

The National Society **has** someone **on call 24 hours a day** to receive notification of a disaster and to activate disaster response procedures.

The National Society also **has a system** to regularly **monitor progress in its EP/ER** activities.

**Knowledge sharing:** The Malaysian Red Crescent Society **produces** publications, documentation, case studies and /or good practice. It **promotes inter-regional staff exchange** as a way to share knowledge. The National Society **reviews** its **programmes** and **implements recommendations** based on the lessons learned.

## Section E: Resource and Response Mobilization

### *Human Resources and Training*

The Malaysian Red Crescent Society has **good** disaster management capacities at the **headquarters level**. **Between 76–100 per cent** of the branches/chapters have **effective disaster management capacities**.

The National Society **recruits volunteers** for its disaster preparedness/DRR programmes from

	Yes	No
School-age children		x
Youth		x
Women	x	
Men	x	
Elderly	x	
Disabled people	x	
Displaced people	x	
Ethnic/religious minorities	x	

It **has an internal training department and/or programme**.

**The following areas are covered by the training programme:**

	Yes	No
Training in relief to recovery	x	
Country profile (risk analysis/hazard vulnerability)	x	
Contingency planning	x	
Disaster policy	x	
External (Government/other) – coordination	x	
Internal (National/branch/chapters) – coordination	x	
RC/RC Movement (Fed./ICRC) – coordination	x	
Information and reporting	x	
Disaster relief emergency fund (DREF) requests/management		x
Damage assessment	x	
Emergency assessment (24 and 72 hour templates)	x	
Detailed needs assessment	x	
Development of strategic plan of action for disaster response	x	
Resource mobilization	x	
Telecommunications	x	
Search and rescue	x	
Water and sanitation		x
Climate change adaptation	x	

Food security		x
Livelihood security		x
Food aid		x
Relief/supply distribution	x	
Logistics and transportation	x	
Health management	x	
Shelter	x	
Psychosocial support services (PSP)	x	
Tracing	x	
Restoring family links (RFL)	x	
Security and safety	x	
CBDP/risk reduction	x	
Community-based home care		x
Early warning	x	
Evacuation procedures and raising alarm	x	
Relief supply warehouse management	x	
First aid	x	
Mitigation measures	x	
Advocacy for risk reduction	x	
Promotion of IHL	x	
Pandemic preparedness	x	

The **systems and training in place reinforce appropriate standards** of personal conduct and the positive image the National Society wants to portray.

**Percentage of trained staff and volunteers in:**

	<b>Staff</b>	<b>Volunteers</b>
<b>VCA</b>	26–50%	51–75%
<b>Emergency assessment</b>	51–75%	51–75%
<b>Needs assessment</b>	51–75%	76–100%
<b>Reporting</b>	51–75%	0
<b>Logistics</b>	76–100%	51–75%
<b>Relief management</b>	51–75%	76–100%
<b>RFL</b>	26–50%	26–50%
<b>IHL dissemination</b>	51–75%	51–75%
<b>Food security</b>	51–75%	51–75%
<b>Disaster risk reduction</b>	0	0
<b>Climate change issues</b>	76–100%	51–75%
<b>Shelter</b>	26–50%	26–50%
<b>First aid</b>	76–100%	76–100%
<b>Community-based home care</b>	1–25%	1–25%

The staff and volunteers **are tested annually** through:

	<b>Yes</b>	<b>No</b>
On job training/actual disaster experience	x	
Formal classes and tests	x	
Exercise/simulations/drills	x	

The response teams **are trained; in process of being equipped; and are lead by competent leaders.**

***Financial Resources***

The Malaysian Red Crescent Society:

- has **an emergency fund** in place.
- **launch/make a national appeal** for funds.
- is **aware** of DREF

- **concerned staff know how to request DREF**
- **has people/process** in place for **requesting emergency financial support.**
- has **well functioning systems and procedures** in place for record keeping and financial accountability.

### **Material Resources**

The National Society **has**

#### **Transport:**

- Cars (1–10)
- Trucks (11–25)

#### **Emergency stocks:**

- blankets (1001+)
- tents (251–500)
- tarpaulins (251–500)
- Kitchen sets (501–1000)
- Hygiene parcels (501–1000)
- Mattresses (501–1000)

The Malaysian Red Crescent Society **has:**

- an agreement with the government to ensure that relief material is cleared through the customs without delay
- Supply agreements
- Emergency stocks pre-positioned in strategic areas
- emergency stocks in secured and well-managed warehouses
- Warehouses located outside known high-risk hazard zones
- Warehouses with adequate transportation capability to quickly distribute emergency stocks
- **Between 51–75 per cent** of the **branches/chapters are covered** by a telecommunications system.
- Telecommunication system **available/suitable** for use in disasters/conflicts by NS IT and communication and government.

#### **In process of establishing:**

- Telecommunication system

## **Section F: Community-based disaster preparedness, mitigation and disaster risk reduction**

The National Society is **carrying out DRR activities** though the duration of the **between 1–3 years**. The programmes target groups **entire hazard prone provinces/regions** reaching out to between **26–50 per cent of the population at risk** benefiting children, women, men, elderly, disabled, ethnic minorities and local natives.

Areas of **disaster risk reduction** covered in the National Societies programmes:

	<b>Yes</b>	<b>No</b>
Community-based risk assessment (e.g. VCA, risk mapping)	x	
Structural disaster prevention and mitigation (e.g. dams, reinforcing and/or raising buildings, constructing flood/cyclone shelters)		x
Non-structural disaster prevention and mitigation (e.g. disaster education and awareness raising, community grain/seed banks, income generation programmes, strengthening community water and sanitation systems)	x	
Community disaster preparedness (e.g. contingency planning, organization of disaster teams, drills/simulations, people-centred early warning systems)	x	
Community disaster response (e.g. community-based first aid – CBFA, home care)	x	

Community disaster risk financing (e.g. insurance, establishing community disaster funds, credit/savings/grant programmes to support risk mitigation such as purchasing more drought-resilient seeds or paying for home reinforcement)	x	
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The National Society **has incorporated climate change adaptation and considerations** into **DRR activities**.

The National Society **runs a public disaster awareness programme** which will involve **national campaigns** (television, radio, world disaster reduction day etc.). The National Society reaches out to between **51–75 per cent** of the population through its **national campaigns** and **local campaigns**.

There **are multiple government agencies responsible** for providing **national disaster awareness programmes**. The National Society **collaboratively develops disaster awareness raising or educational materials** with the government or other agencies for consistent messages.

It does use **traditional knowledge** in its **DRR activities**. There is a **national platform for DRR**. The National Society **is a part of this platform**.

### Section G: Advocacy

The National Society **advocates** with the Government and other organizations **in favour of mitigation and preparedness measures**.

It **advocates** with the **Government and other organizations to promote international laws, rules and principles relating to disaster response**.

Areas of **Hyogo Framework for Action (HFA)** that the National Society contributes to through its DRR activities

	Yes	No
Ensure that DRR is a national and local priority with a strong institutional basis for implementation	x	
Identify, assess and monitor disaster risks and enhance early warning	x	
Use knowledge, innovation and education to build a culture of safety and resilience at all levels	x	
Reduce the underlying risk factors	x	
Strengthen DP for effective response at all levels	x	

The Malaysian Red Crescent Society **has tools in place** for legal risk management including mechanisms to ensure compliance with and applicable to international and national laws.

### Observations Phase II and Phase III

**The table below reflects the progress made by the National Society to address gaps during the two phases.**

WPNS II	WPNS III