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INTRODUCTION

Dear All,

Once again in our history we passed the test of solidarity. As a Polish society, we're extremely sensitive to the pain and suffering that abounds around us. And – most importantly – we're able to respond immediately and jointly provide help.

We still have in our minds images of the flood sweeping through Lower Silesian, Opole, Silesian and the Lubuskie Voivodeship. They will remain in our consciousness for years to come.

It's a sight of tens of thousands of affected people as well as ruined farms and houses in villages, towns and cities – those better known, such as Głuchołazy, Stronie Śląskie or Lądek-Zdrój, but also those completely forgotten, difficult to find even on detailed maps, such as Żelazno, Trzebieszowice, Stary Gierałtów, Branice or Lubrza. Everyone there faced and continues to face the consequences of this element, which, like in 1997 or 2010, rushed through Poland.

Employees of the Polish Humanitarian Action were and still are present in many sites affected by the disaster, providing material and psychological assistance. Because the latter is just as important as the aid in kind. The flood will recede, the buildings will be rebuilt and refurbished, but it all takes time and human patience as well as motivation to return to ordinary daily life.

The phenomenon of flooding also affects many other countries, those known and popular like Spain and those forgotten, somewhere on the edge of the world, e.g. Somalia, Yemen, South Sudan. Fortunately, our empathy and solidarity, followed by our help, reaches also these places. Together, we can really do a lot and it's worth remembering this every day.



Maciej Bagiński
President of the Management Board
of the Polish Humanitarian Action

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Dear All,

The flood that hit the south-western regions of Poland in September 2024 was one of the biggest disasters of recent years. We knew from the outset that the scale of the destruction, the drama of the events and the power of the element had an unprecedented scale and that we would have to act quickly, while at the same time planning long-term support for all affected people. My team and I arrived already on September 16 and focused on meeting the most basic needs.

Being on the ground from the very first moments enabled us not only to identify the situation on an ongoing basis, but also to establish direct contact with residents and local organisations and, above all, to build the trust and bonds that are the foundation of effective and adequate aid. As a result, we were able to move seamlessly from the immediate response phase to the long-term aid phase, which is designed to strengthen local communities and support them in their post-disaster recovery.

Sensitivity to vulnerable groups – people with disabilities, seniors, children – was and is an integral part of our aid strategy. In the context of the floods, it was no different – from the outset, we paid attention to vulnerable groups and adapted our actions to their needs. This is demonstrated by visits to the homes of the elderly and people with disabilities to help them make the best use of the support we offered, as well as providing quiet and peaceful spaces for children.

This report is a record of our presence – from the first hours of the crisis, through the following months of joint work, to the actions that rebuild hope and a sense of security. We want this document to be not only a summary of activities, but also a testimony of solidarity and cooperation, as well as the commitment of thousands of people from all over Poland to help those affected. This aid is our joint success – without your support and donated funds, these activities wouldn't have been possible. Thank you for your trust and collective action for the thousands of people affected by this flood!

We invite you to read the following report and an honest account of the scale of the disaster and the results of our joint work.



Katarzyna Pietrzak Flood Aid Programme Coordinator

NEEDS ON THE GROUND AFTER THE DISASTER

The September 2024 flood in the south-western Poland affected as many as four voivodeships: Lower Silesian, Opole, Silesian and Lubuskie. The impact of the flood was tragic: the water inundated thousands of homes, deprived people of all their possessions, damaged schools, hospitals, technical and social infrastructure. Tens of thousands of people needed immediate assistance – material, psychological and organisational.

These figures illustrate the enormous scale of the damage – whether to private homes, public buildings or businesses. The flood also had a catastrophic impact on the environment. Rebuilding the damage requires the long-term commitment of many institutions, NGOs and local communities.

After the flood

238 045	persons affected
4	provinces affected by flooding
9	fatalities
4800	people evacuated

Material losses:

10 522	residential buildings
814	public buildings
3144	farms
29 000	ha of arable land
265	km of sewage networks
165	water treatment plants and drinking water intakes

Although the waters receded from most of the areas by autumn 2024, real reconstruction couldn't begin until the following spring, as winter significantly hampered construction and repair work. As a result, many families often had to endure the winter months in the single room that they managed to renovate. Where possible,

renovations started in the spring, but the scale, cost and limited availability of contractors means that the process is still ongoing – which for many residents means living in makeshift conditions.



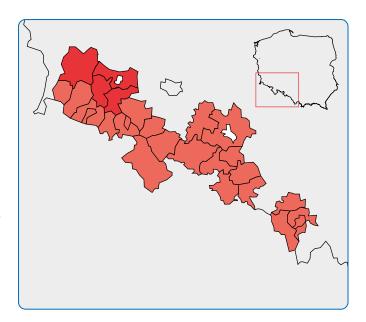
Starting from Kłodzko, which was badly affected by this flood, all the villages up to Stronie Śląskie, **it's simply a zone of great disaster**. Critical infrastructure suffered and it will take weeks to rebuild it, so there's no electricity or running water.

Everything is ruined. The water recedes, leaving stinking sludge and lots of rubbish: bags, plastics, car parts. All this has to be cleaned up, we need bags, gloves and rubber boots. We don't have access to such equipment because it's simply not available in the shops.

Henryka Szczepanowska, a resident of the Kłodzko area and a long-standing social activist whom we met at the scene helping those affected

How did we help?

In addition to the Polish Humanitarian Action, fire-fighters, scouts and volunteers were also active on site from the first days of the flood, as well as around 150 foundations and associations, including: Caritas, Polish Centre for International Aid and Polish Red Cross, as well as Adra, Avalon, ITAKA Foundation, Mudita, Save the Children and TRATWA. Aid hubs were established in Lower Silesia to distribute in-kind support, update the list of needs and coordinate the work of volunteers. The Mapuj Pomoc Intersectoral Information Network was responsible for coordinating cooperation between organisations, public institutions, those in need of help and volunteers, as well as for the smooth flow of information.



Map of flooded areas

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SUMMARY OF OUR ACTIVITIES

Summary of our assistance

29 335	people received long-term support	1	canteen set up in a primary school for children
212 000	people received indirect support through the renovation of facilities and institutions	24	institutions for children supported
101	locations where we provided assistance	20	quiet corners provided for children
41 refu	urbished institutions and organisations	183	children benefited from individual psychological consultations





How much did our assistance cost?

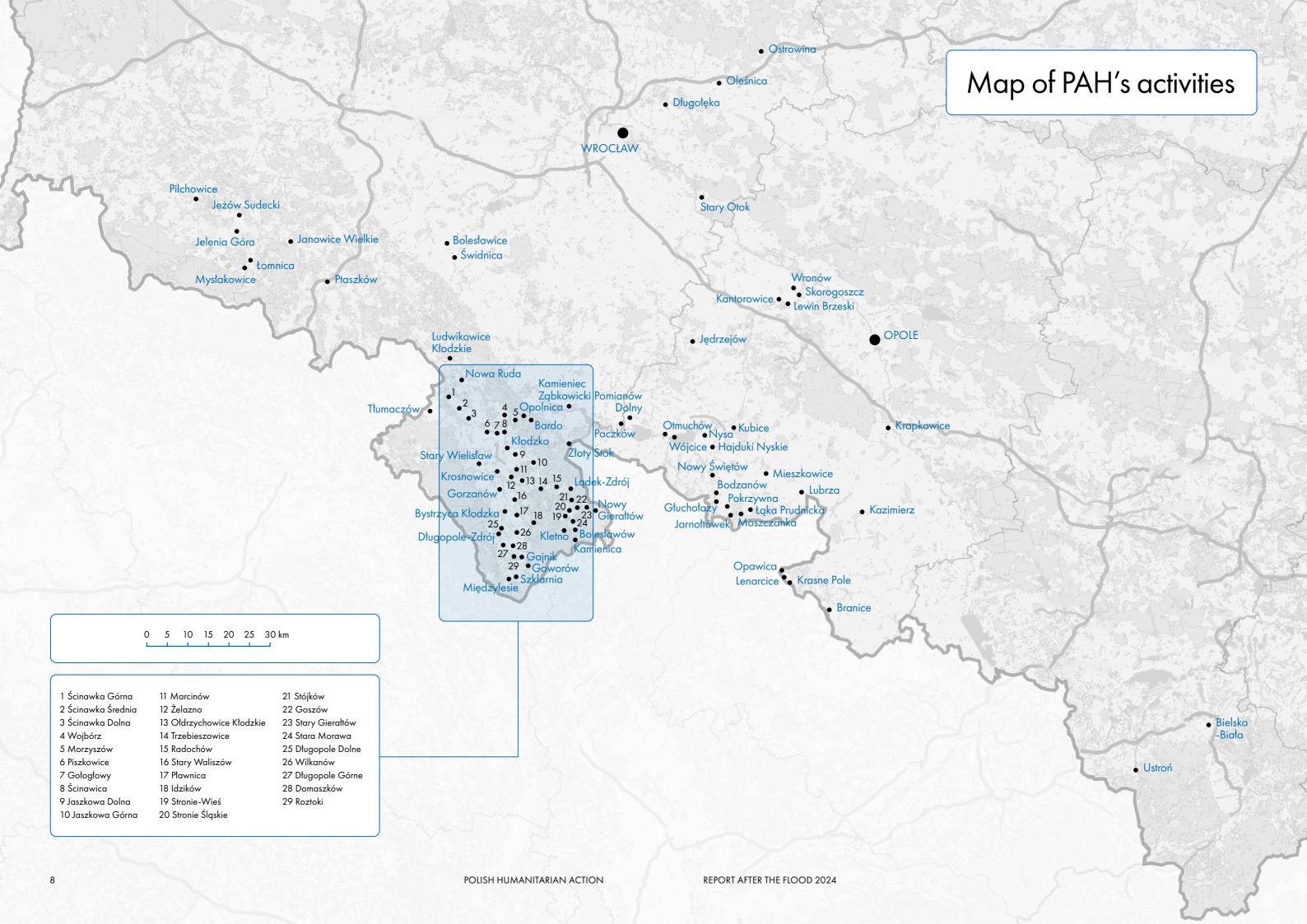
This is an estimate of the cost of assistance until the end of August 2025, our work is still ongoing.

PLN 15 155 056

Calendar

\bigcirc	Sep. 11-12th	First forecasts of heavy rainfall to come.
	Sep. 13-14th	Local rainfall totals reached alarming values; the alarm levels on the Oder River were exceeded in 61 places.
ϕ	Sep. 14th	FLOOD. In Głuchołazy, dikes were breached; evacuations began and schools were closed in some towns.
\Diamond	Sep. 15th	In Kłodzko and Nysa, water was up to 1.5 m high; immediate evacuation of the Kłodzko residents.
	Sep. 15-16th	The flood wave inundated Stronie Śląskie; flash flood hit Lądek Zdrój, Bystrzyca Kłodzka and other towns.
	Sep. 16th	Public authorities declared natural disaster in the Lower Silesian, Opole and Silesian voivodeships. The PAH team begins to operate on the ground.
\Diamond	Sep. 17th	90% of Lewin Brzeski was flooded, Szprotawa and Żagań also got under water.
	Sep. 18–19th	Flood wave reached Wrocław; the water level slowly started to drop.
\Diamond	Sep. 20-21st	The situation started to stabilise; the confirmed death toll in Lower Silesia is 9.
	After Sep. 21 st	The reconstruction phase began and residents, together with the support of the army, fire-fighters and organisations, started clearing up the damage, assessing losses and providing assistance to those affected.
	Oct. 16th	The state of natural disaster has been called off.

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EMERGENCY RESPONSE

In the first days after a disaster, time is of the essence and what is most needed to save people's lives and health has to be delivered as quickly as possible. Immediately after the floods, we visited various villages and carried out a needs analysis, then purchased and delivered the necessary products.

The scale of the needs after the flood in Poland was enormous. In total, we distributed **over 80,000** pieces of different products, which went to individuals as well as kindergartens, nurseries, day care centres, voluntary fire brigade units, nursing homes, hospitals and local aid centres. The last distributions took place at the end of December.

What products did we provide?

- hygiene and cleaning products
- white goods and other household articles
- dehumidification equipment, including dehumidifiers, heaters, ozonators and power generators
- fire-fighting equipment
- construction materials and tools
- camping equipment, including powerbanks, mattresses, blankets, thermoses, sleeping bags
- equipment for education and care facilities

We were supported in the distributions by:

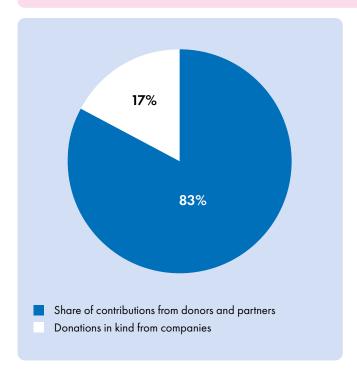


We provided:

130	ozonators
111	heaters
150	dehumidifiers
294	refrigerators
280	washing machines
3000	sandbags
19	lavatories in Kłodzko and Bardo
7	mobile water treatment plants
1	canteen container for a primary school
1	speech therapy room with equipment
595	pairs of wellingtons
35	localities were assisted

The total value of the donated products and equipment is

PLN 3 745 642,51



Support was provided by:







and Aquanet, Bank BPH, Hoya Lens Poland, Ikano Industry, Monosuisse, Optex, Regatta Limited, Rex-Bud Budownictwo, Septodont, Sodexo Polska, TZMO.



The first few days after the flood were exhausting and chaotic, What I remembered from them was mainly the ubiquitous mud, later dried into dust, which entered my eyes, my nose, everywhere. And that smell, impossible to mistake with anything, accompanied me long after my return. Then there are the images: a car smashed into a tree, a person carrying someone on their shoulder across the water, a bridge crushed and looking like an accordion, a weeping woman carrying furniture out of a house. So much tragedy and that sound of water – disturbing, humming somewhere in the area.

Helena Krajewska, spokeswoman for PAH, participated in the immediate assistance team after the flood

In mid-December 2024, we visited Mr Stanisław from Stronie Śląskie, whose house had been badly affected by the flood. He invited us inside; the interiors had been drying for almost three months. The ground floor of the house had been completely flooded and uninhabitable. The plaster had been scraped off, the rubble and mud removed, but the brick walls remained wet. Several dehumidifiers and heaters were running in the house around the clock. Mr Stanisław emptied the dehumidifier container several times a day — in total he poured several buckets a day. He used equipment purchased by us, which he could use free of charge.



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RENOVATIONS

The September flood caused enormous damage, leaving hundreds of localities in need of urgent reconstruction. It's not only residential homes in villages and towns that suffered, but also places that are the heart of local communities – local institutions and social organisations, including educational establishments, cultural centres or sports clubs. The material losses were enormous. Therefore, we quickly moved from an initial phase of assistance, based on the provision of survival essentials, to long-term support – and one of the most important tasks became the reconstruction and repair of damaged private and public buildings.

Reconstruction of public institutions and social organisations

Two months after the disaster, we launched a special grant programme to restore the functionality of institutions and organisations crucial to the community. A total of **41 establishments**, including schools, day centres, volunteer fire brigades, foundations and community centres, received support for repairs, reconstruction and the purchase of lost equipment. The renovations were reviewed on an ongoing basis by our team, which also included a qualified building surveyor. The effect of these measures can be seen with the naked eye – refurbished kindergartens and schools, accessible dance halls, libraries and playing fields for children, community centres that revived and returned to hosting events.

Total programme budget: <u>PLN 3 769 766,17</u> Support amounts per organisation:

PLN 24 400 - 150 000

Reconstruction of private homes

In April 2025, we launched a programme aimed exclusively at the non-governmental sector operating in the disaster area. The aim was simple – to enable local organisations to renovate private flats and houses.

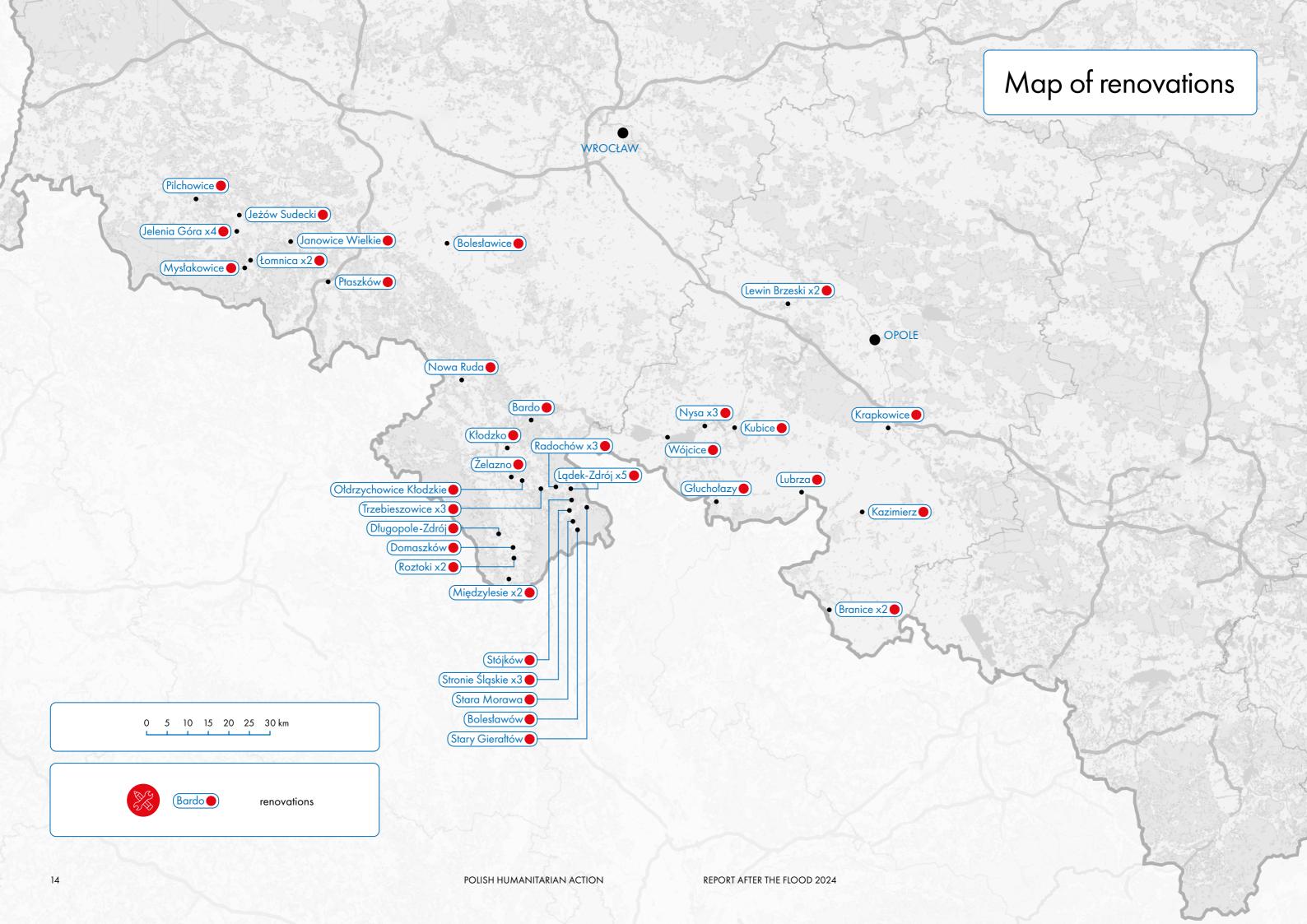
Support was given to **seven organisations** operating in the Lower Silesian and Opole voivodeships. The funds awarded could be used to purchase power tools, white goods, pay for building materials and furniture, technical consultations and help with renovations or support with house and garden cleaning. The programme will end in September 2025.

Total programme budget: <u>PLN 1 000 000</u> Support amounts per organisation: PLN 100 000 - 150 000

Which NGOs have received funding from us to renovate private homes?

- Fundacja Habitat for Humanity Poland
- Stowarzyszenie Towarzystwo Krzewienia Kultury Fizycznej KOMPAS
- Fundacja Początek
- Stowarzyszenie Kultura u Źródeł
- Towarzystwo Pomocy im. św. Brata Alberta Koło Jeleniogórskie
- Fundacja Kordon
- Towarzystwo Przyjaciół Ziemi Lądeckiej





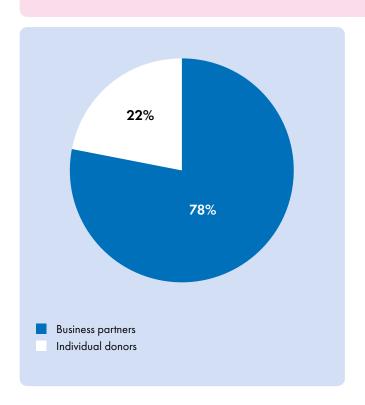
We refurbished:

5	schools and kindergartens	6	sports and dance clubs
3	day-care centres for children	2	headquarters of local organisations
3	community centres	1	shelter for people in crisis of homelessness
16	voluntary fire brigade sites	1	social welfare centre
2	libraries	174	houses or flats
2	premises of the Rural Housewives' Circle		
Number of people who received supports			14 110

Cost of aid provided

The total amount we allocated to these activities is

PLN 4 769 766, 17



Support was provided by:





Together with Fundacja Donateo and Carrefour Polska.



We funded the renovation of the facility amounting to PLN 150,000! Today, the place is vibrant again and Monika can breathe a sigh of relief – children and adults have a place to meet, read books and celebrate together.

PSYCHOLOGICAL ASSISTANCE

Shortly after the floodwaters receded, psychological support became one of the most pressing needs. The enormous scale of the disaster, the suddenness of the evacuation, the loss of livelihood and the uncertainty of the future caused **immense tension**, **help-lessness and stress** for both adults and children.

Psychological first aid

Already in the first days after the flood, from September 15, we launched a **mobile psychological first aid team** together with our partner, the Union of Ukrainians in Poland, which operated directly in the field – in flooded villages and towns, often cut off from external support. The project that covered those most affected by the disaster lasted until the end of 2024.

Support for people with disabilities

Psychological first aid, organised in cooperation with the Mudita Association, was also provided to people with disabilities and their families affected by the flood. We also launched a respite stay project in January 2025. It was a time when family members could take care of their needs while volunteers looked after people with disabilities. Specialist psychological support was also provided on site.

Since March 2025, support continues on-line: by the end of June, 58 remote therapy sessions took place and a permanent support group was set up for carers.

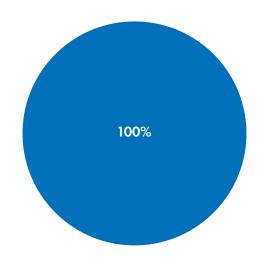
Partners:





Numbers

659	people received psychological support
610 49	people benefited from psychological first aid people participated in respite stays
3	series of respite stays
71	localities where aid was provided



We allocated a total of

PLN 353 902,50

for psychological support.

Individual donors

Our activities were funded entirely through the support of our donors and voluntary contributions!





Shortly after the tragedy, people were in a state of emotional freeze, operating in survival mode. Their main aim was to take care of basic needs. At the time, they weren't yet fully aware of the psychosocial consequences, which became more apparent after a few months. A shaky sense of security, depressive states and PTSD symptoms – all that affect not only adults, but also children. In many cases, there are sleep disturbances, constant anxiety about the future and sadness resulting from mourning the lost life. At such times, psychological support becomes invaluable – for many people it's the only help they had the chance to receive.

Barbara Drewnowska, psychologist from the Mudita Association who works with respite stays

PAJACYK - AID TO CHILDREN

Pajacyk has been caring for the health and development of children in Poland for more than 25 years. We're constantly implementing projects in the course of the school year, as well as responding to children's urgent needs on an ongoing basis. The flood in south-west Poland left many families suddenly without their homes and sources of income. The stress related to a disaster involves difficult emotions – in many children these led to symptoms of post-traumatic stress disorder. We support children and young people to cope with the trauma and difficulties caused by the flood.

Psychological support

Between February and August 2025, we provided individual psychological counselling, group therapy and workshops to improve parenting skills. Through this support, children and young people can work through difficult emotions, stress, fears of another disaster, as well as longing for lost things and home.

New canteen

A new canteen container was set by the Primary School in Trzebieszowice, where flood destroyed the canteen and classrooms! Thanks to the new space, the old canteen could be converted into a classroom after the refurbishment, and the children will have a safe and warm place to eat their meals throughout the renovation.

School lunches

During the 2024/2025 school year, we provided additional meals in schools and day care centres for children and young people whose parents had difficulty buying school lunches. This meant that the children didn't have to worry about a hot meal and could focus on learning and playing.

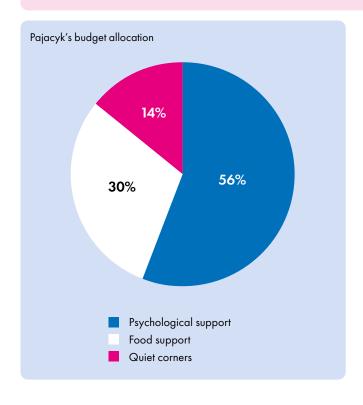
Quiet corners

We set up quiet corners in 20 institutions such as schools, day-care centres and libraries, i.e. safe spaces for children where they can calm down, isolate and relax. Each corner consists of beanbags, a rug, a hammock, noise-cancelling headphones, cuddly toys and even a boxing bag.

36	762	meals for children
162	22	children assisted
448 183	children benefited fi	children benefited from food support
20		quiet corners
18		towns
24		institutions supported

To support children, we allocated between November 2024 and the end of August 2025 a total of

PLN 1 578 715



Support was provided by:







and Robert Bosch, Grycan, SAP, Boston Consulting Group, Abbot.

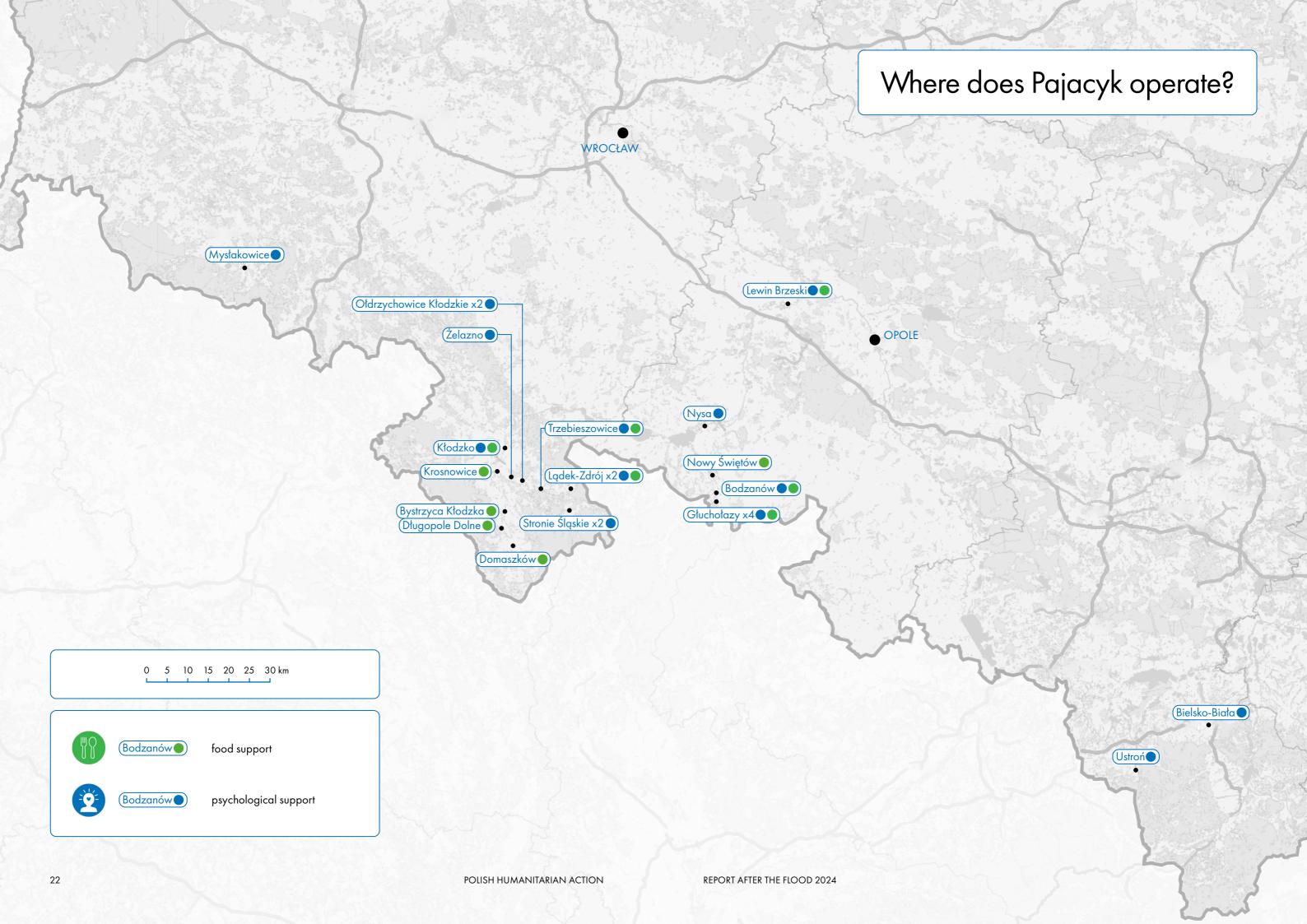
Wiktoria is 7 years old and comes from Lewin Brzeski. At the time of the flood, she was with her dad and grandparents on the first floor of the house where they all live.

It flooded our entire house. I remember there was a wall where, since I was a toddler, my dad measured how much I had grown. A little bit was preserved, so my dad promised that we would renovate the place and mark it further, the girl recounted.

Now Wiktoria and her dad still live with her grandparents upstairs. The ground floor of their house needs renovation, so they can't go back there yet. The girl sleeps on the sofa in her grandparents' room. She dreams of having lots of green in her newly refurbished room and her drawings with the pigeons she loves.



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CASH SUPPORT

Disaster destroys lives and takes away all possessions, leaving behind a sense of helplessness and the need to start from scratch. This is particularly difficult for those who have to face additional adversity – chronic illness or disability. That is why, from February to June 2025, we provided cash support to elderly people and people with disabilities – with this funding, they were able to take care of their basic needs, cover the costs of home renovations, and regain a sense of dignity and control over their lives.

In order to maximise the accessibility of the assistance and make registration for the programme easier for people with mobility difficulties, our team visited them in their private homes. We were thus able to conduct interviews on the basis of which we classified recipients for assistance.

Project partner:



757	families were supported
1411	people received cash assistance
934 1038	persons aged 60 and over persons with disabilities
43	localities where aid was provided

Cost of aid

The total amount we allocated to these activities is

PLN 4 696 800

This aid was made possible entirely thanks to the contributions of our donors!

The project was also supported by our partner pyszne.pl.

Amount of one-off support for a family of up to 3 people: PLN 5,700 Amount of one-off support for a family of more than 3 people (there must have been at least two adults in the family): PLN 11,400

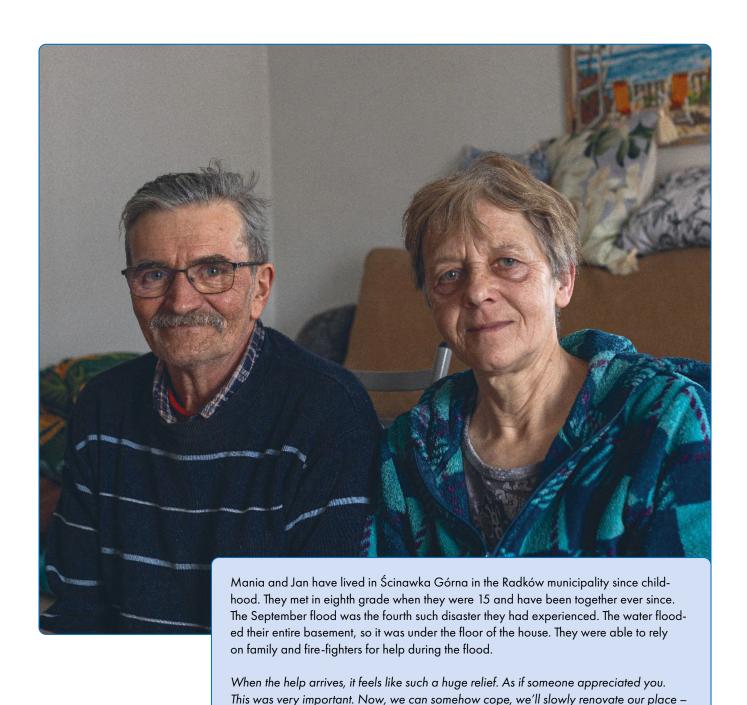
690 Number of families up to 3 persons

Number of families with more than 3 persons



In the minds of the people I spoke to, the disaster left its mark in the form of anxiety, depression or trauma. However, despite the immense misfortune that befell the residents, many unanimously agreed that it was the presence and selfless help of others that kept their spirits up in these most difficult moments.

Katarzyna Pokornowska, Junior Programme Specialist at PAH



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of their most urgent expenses.

says Jan. Mania and Jan received cash support from us so that they could take care

CURRENT NEEDS

What is the situation one year after the flood?

Many places are still struggling with the effects of the disaster. In some villages in Lower Silesia and the Opole Region, the reconstruction of houses and infrastructure is still under way and some families are still living in makeshift conditions. Limited access to public services remains a problem – not all flooded schools, libraries or health centres have been fully repaired.

Residents continue to report a lack of basic home furnishings, as well as difficulties in paying for ongoing repair expenses – this is particularly true for the elderly and single people. The mental state of many victims is also a major challenge. In conversations with the PAH team,

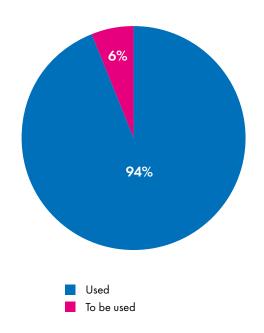
people still recall the moment of the flood with tension and fear, and any mention of heavy rainfall causes anxiety. In some places, there are signs of fatigue with the prolonged crisis, as well as a lack of hope for a full return to normality.

What else are we planning?

We're constantly monitoring the most urgent needs on the ground so that our assistance can best respond to them. We plan to use the approximately **PLN 1 million** remaining in the budget to launch a final pool of cash support, aimed primarily at people in particularly difficult life situations. The funds will be spent between September and December 2025.

Assistance from other organisations one year after

One year after the flood, many organisations are still providing assistance to those affected by the flooding. The Kordon Foundation engages volunteers to help with home renovations. The German Dental Emergency Team ran a Mobile Dental Clinic for a week in the flooded areas. The TRATWA Association continues to support the local community in various ways, including running a rental shop for repair and construction equipment in Stronie Śląskie. These are just a handful of the activities that were carried out every day for a year by the NGOs in south-west Poland.







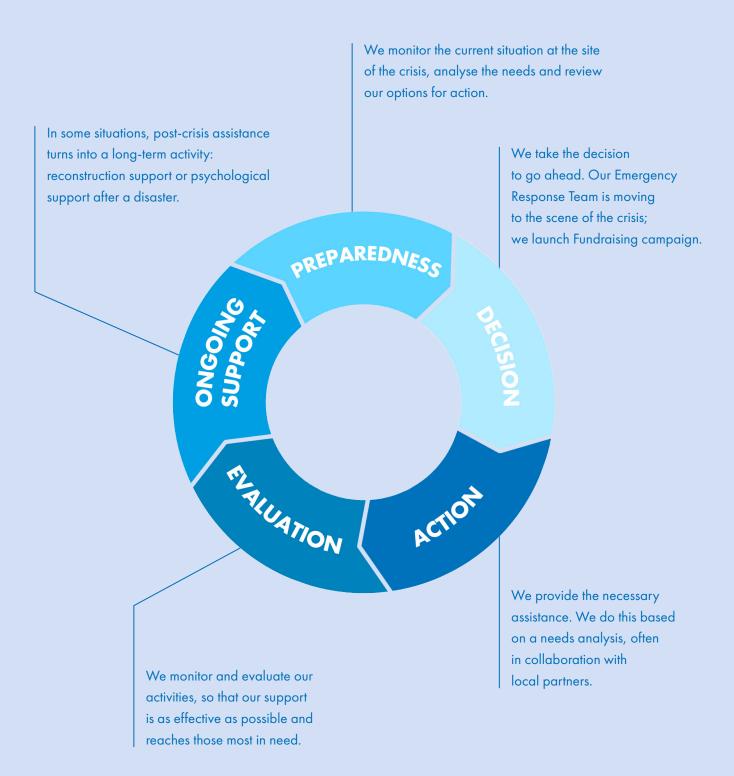
I see how we all react when it starts to rain and puddles appear everywhere. We all become nervous, find it hard to concentrate, and are immediately reminded of those images from September. I think that, as the Głuchołazy community, we will be dealing with the consequences of the flood for a long time to come – there is anger, discord, but there are also a lot of people who experience depressive states because the flood took away their possessions, their jobs, their basic material things. This also brings the increase of sadness, powerlessness, helplessness. It's difficult, both adults and children experience it.

Magda Beztroska, mediator, trainer in aggression-replacement training and metaphor work, she runs classes for children at the day care centre of the Polish Social Welfare Committee in Głuchołazy

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HOW YOU CAN HELP





Dear Donors! Thank you for your support!

You already know how a sudden situation can change many people's lives in a glance. Polish Humanitarian Action always remains ready to act before, during and after a crisis thanks to the financial support of our Donors. Without you and your support for our activities, we wouldn't be able to provide assistance on such a large scale.

We often repeat that help is a marathon, not a sprint.

Those suffering from humanitarian crises require our support long after the media hype dies down.

The example of the recent flood shows this very well – many months after the disaster our support was still needed, although it was difficult to find any mention of the situation on the ground in the media.

How you can help



Join the PAH Club by pledging regular monthly contributions. This is the best form of financial support. It enables us to anticipate our budget, respond immediately to needs on the ground, plan responsibly and carry on helping even when media interest fades and spontaneous donations stop flowing to us. We can also use resources flexibly where the needs are most urgent.

Join: bit.ly/PAHClub.



By making an on-line donation via PayU, PayPal or Stripe at: www.pah.org.pl/en/donate.



By making a donation to the bank account: ALIOR BANK S.A.: 02 2490 0005 0000 4600 8316 8772 IBAN: PL 02 2490 0005 0000 4600 8316 8772



You can organise your own fund-raising – either on your own or with a group of people. Use your special day, such as a birthday or wedding, to provide humanitarian aid together with us. For more information see: www.pomagamy.pah.org.pl.

1,5 %

Donate the 1.5% of your income tax to PAH and act together with us!

Our KRS no: 0000136833

Remember! Any donation is tax-deductible in the annual return.

You can also involve your company in helping



A huge role in the PAH's activities is played by our Business Partners. We take an individual approach to each collaboration and work together to find satisfactory solutions. Find out more about what we can do together at bit.ly/PAHforBusiness and contact us: bit.ly/PAHforBusiness and



Acknowledgements

Assistance during disasters such as flooding is important not only because it saves lives and health, but also because it gives those experiencing it the feeling that they aren't alone in that situation. Human kindness, solidarity and support are just as important as rebuilding homes or financial support – they give hope and strength for the months and sometimes years needed to rebuild lives.

For 33 years, we've been bringing help and hope to the farthest corners of the world – and once again, we're not alone in this. Since the beginning of last year's floods, we've been accompanied by thousands of people, thanks to whom we're able to operate efficiently and professionally. We're moved and grateful to experience once again the power of human solidarity and to turn it into real help.

We would like to thank everyone who decided to support our aid – individuals, our regular donors, business partners, and everyone else who, through sharing information or direct participation on the ground, got involved in helping those affected by the floods.

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DATA ON THE POST-FLOOD SITUATION

Wody Polskie, Report of review and update of preliminary fall risk assessment in 3 planning cycle appendix no. 7 flood in september 2024, 24 january 2025

Thanks to the Intersectoral Information Network 'Mapuj pomoc' for the data on the organisations involved in providing aid in flooded areas.



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