

IN SUPPORT OF THE HELLENIC RED CROSS



82

National Society branches



86

National Society local units



5,600

National Society volunteers



500

National Society staff

PEOPLE REACHED

Emergency Operations



15,904

Climate and environment



16,386

Disasters and crises



2,925

Health and wellbeing



18,702

Migration and displacement



59,139

Values, power and inclusion



91,730

FINANCIAL OVERVIEW

in Swiss francs (CHF)

| | | |
|----------------------------------|----------------------------------|---------|
| Country | Funding Requirement | 17.3M |
| IFRC Secretariat | Emergency Operations Funding | 1.5M |
| | Emergency Operations Expenditure | 801,000 |
| | Longer-term Funding Requirement | 4.3M |
| | Longer-term Funding Expenditure | 992,000 |
| Participating National Societies | Funding Requirement | 40,000 |
| HNS other funding sources | Funding Requirement | 13M |
| | Funding | 12.7M |

Hellenic Red Cross

Overview

| | |
|-------------|-------|
| Funding | 20.1M |
| Expenditure | 17.9M |

Funding Sources

| | |
|---------------------------|-------|
| IFRC Secretariat | 1.1M |
| HNS other funding sources | 12.7M |

Appeal number **MAAGR001**

In addition to: CHF 217,000 DREF Funding

ONGOING EMERGENCY INDICATORS

MDR66001 / Ukraine Crises - Europe Regional Office

| | |
|---|--------|
| People assisted with emergency health care and medical treatment through RCRC primary healthcare services or different clinical ERU configurations of the RCRC Movement | 16,000 |
| People reached through humanitarian service points (migrants and displaced people) | 12,000 |
| People (and households) reached by hygiene promotion activities in the response period | 5,000 |
| People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery | 2,000 |
| People (and households) provided with temporary / transitional communal facilities which meet agreed standards for the specific context (Sphere/national/cluster standards - delete as appropriate) (e.g. elderly centres, woman and child friendly s.. | 2,000 |
| People who receive mental health and psychosocial services in emergency situations from RCRC | 1,000 |
| Displaced persons, migrants and host communities in vulnerable situations who receive appropriate humanitarian assistance and protection services | 951 |
| Community feedback reports produced | 8 |
| Number of Humanitarian Service Points (HSPs) that provided assistance and/or protection to people on the move along land based migration routes | 7 |
| People have access to a feedback and complaints mechanism | Yes |
| National Society is part of their national government's DRM plans | Yes |
| National Society has in place capacities to conduct Emergency Needs Assessment | Yes |
| Movement coordination meetings are organized, and updates are provided to the Movement partners | Yes |
| RCRC staff and volunteers trained on Prevention and protection of sexual exploitation and abuse and child safeguarding | 332 |

STRATEGIC PRIORITIES

| | | |
|-----------------------------|--|--------|
| Climate and environment | People reached with activities to address rising climate risks | 16,000 |
| | People reached with heatwave risk reduction, preparedness or response activities | 13,000 |
| | People reached with activities to address environmental problems | 4,000 |
| | Implementing nature-based solutions (including those with a particular focus on the planting of trees and mangroves)? | Yes |
| | Implementing environmental or climate campaigns focused on behaviour change, plastic reduction or clean-ups? | Yes |
| | Developing and implementing strategies and plans that address rising climate and environmental risks? | Yes |
| Disasters and crises | People reached with livelihoods support | 3,000 |
| | People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery | 100 |
| Health and wellbeing | People trained by National Societies in first aid | 19,000 |
| | People reached by National Societies with contextually appropriate health services | 13,000 |
| | People reached with psychosocial and mental health services | 10,000 |
| | People reached by National Societies with contextually appropriate water, sanitation and hygiene services | 9,000 |
| | People donating blood | 3,000 |
| | People reached with immunization services | 2,000 |
| Migration and displacement | Migrants and displaced persons reached with services for assistance and protection | 59,000 |
| | Number of Humanitarian Service Points (HSPs) that provided assistance and/or protection to people on the move along land based migration routes | 7 |
| | Data collection, research, analysis or other information management initiatives to better assist and protect people on the move? | Yes |
| | Advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move? | Yes |
| Values, power and inclusion | People reached by protection, gender and inclusion programming | 92,000 |
| | People reached by RCRC educational programmes | 6,000 |
| | Is Community Engagement and Accountability integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)? | Yes |

OVERALL PROGRESS

Context

In 2023, Greece continues to face a complex array of humanitarian challenges. Environmental crises, including wildfires, flooding and heatwaves have become more frequent and severe, exacerbated by climate change. These events have caused significant damage to infrastructure, loss of life and disruption of livelihoods, particularly in rural and coastal areas. Greece also remains a key entry point for migrants and refugees, with a substantial number of people living in camps or transiting through the country. The strain on resources and services is considerable, as the country struggles to accommodate these vulnerable populations while also addressing the needs of its own citizens.

The decade-long economic crisis that began in 2008 has left deep scars on Greek society. Austerity measures imposed as part of bailout conditions led to widespread poverty, unemployment and a decline in public services. Although the economy showed signs of recovery in recent years, the impact of the COVID-19 pandemic has reversed many of these gains. The pandemic exacerbated existing vulnerabilities with high unemployment rates and a shrinking labour force, as many young and economically active individuals migrated abroad in search of better opportunities. Greece is now one of the European Union (EU) countries with the highest risk of humanitarian crises and disasters, as indicated by the [EU INFORM Index for Risk Management](#).

The ongoing Russia-Ukraine conflict and potential escalation of tensions in the Middle East pose [additional risks](#) for Greece. These geopolitical developments could lead to an influx of refugees, [increased energy prices](#), and disruptions to trade, further straining the country's economy and social fabric.

[Greece's population](#) has been in decline since 2005, with the 2021 Population Housing Census recording 10,432,481 residents, a 3.5 per cent drop from the previous census in 2011. Projections indicate that this downward trend will continue, with the [population expected to decrease](#) to 9.03 million by 2050 and 6.61 million by 2099. The low fertility rate of 1.3 births per woman combined with emigration due to the financial crisis are the primary drivers of this decline. The [ageing population](#) and shrinking workforce pose long-term economic challenges, increasing the demand for social services in a country already struggling to maintain its social safety net.

Greece's political environment remains volatile. The snap parliamentary elections in June 2023 resulted in the re-election of Prime Minister Kyriakos Mitsotakis of the centre-right New Democracy party. However, the elections also saw the rise of three neofascist and ultra-orthodox groups, marking the most right-wing parliament since the end of the military dictatorship in 1974. Concerns persist regarding corruption, discrimination against migrants and minority groups and the rule of law, with issues such as poor media reporting, threats against journalists and [inefficiencies in the judicial system](#).

[Greece's economy](#), still recovering from the [severe recession](#) caused by the 2007-2008 financial crisis, was further impacted by the COVID-19 pandemic. The service sector, particularly tourism, which accounts for a [significant portion of the GDP](#), was hit hard. In 2020, key sectors included wholesale and retail trade, transport, accommodation and food services (23.8 per cent of GDP), along with public administration, education, and health services (21.6 per cent). Intra-EU trade is vital to [Greece's economy](#), with 57 per cent of exports going to EU countries.

Inflation has re-emerged as a concern, with the annual [inflation rate](#) reaching 2.7 per cent in August 2023, up from 1.8 per cent in July. The potential escalation of international conflicts, particularly in Ukraine and the Middle East could further destabilize the economy, leading to higher energy prices and trade disruptions.

The country continues to face high unemployment rates, with Eurostat reporting an [unemployment rate](#) of 10.9 per cent in August 2023, well above the EU average of 6.8 per cent. The long-term economic impact of the ageing population, combined with the ongoing challenges of integrating migrants and refugees, puts additional pressure on Greece's social services and infrastructure.

Key achievements

Climate and environment

In 2023, the Hellenic Red Cross strengthened its climate action efforts by launching an Early Action Protocol to protect vulnerable groups from extreme heat. Additionally, with support from USAID, the Hellenic Red Cross enhanced its wildfire response capabilities by equipping its teams with essential protection and first aid tools.

Disasters and crises

In 2023, the Hellenic Red Cross reinforced its disaster and crisis response capabilities by enhancing early warning systems, disaster management protocols and training for volunteers and staff. While the National Society strengthened its emergency preparedness and community resilience, it also recognized the need for further investment in training to improve readiness for international missions.

Migration and displacement

In 2023, the Hellenic Red Cross significantly advanced its support for migrants and refugees in Greece through initiatives aligned with the [Ukraine Emergency Appeal](#), [EU4Health programme](#) and the [Global Route-Based Migration Programme](#). The National Society provided essential healthcare, psychosocial support ([MHPSS](#)) and integration services. Mobile health teams and educational health stations played a crucial role in delivering these services, while multifunctional centres in Athens and Thessaloniki served as key hubs for social, legal and educational assistance.

Enabling local actors

In 2023, the Hellenic Red Cross strengthened its coordination with external stakeholders and enhanced its internal capacities. The Hellenic Red Cross focused on improving its engagement with the Red Cross Red Crescent Network, reinforcing its resource mobilization capacity and empowering local branches and volunteers. Additionally, the National Society hosted significant high-level visits and engaged in peer-to-peer learning, further solidifying its role as a key humanitarian actor in Greece.

Changes and amendments

In June 2023, the IFRC announced the closure of its Country Delegation in Greece, with full scale-down by the third quarter of 2023 and complete closure by the fourth quarter of 2023, following the IFRC's policy. Despite the physical presence ending by December 2023, the portfolio supported by the IFRC in Greece remains active, with responsibilities transferred to the Regional Office for Europe (ROE). A minimal delegation staff will support programme, monitoring, evaluation and reporting (PMER) issues as consultants. A Closure Working Group was formed for the transition, but due to process complexity, a more bilateral approach was adopted for the closure.

IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

| | |
|---------------------------------|---|
| NAME OF OPERATION | Ukraine and Impacted Countries Crisis Emergency Appeal |
| MDR-CODE | MGR65002 |
| DURATION | 46 months (28 February 2022 to 31 December 2025) |
| FUNDING ALLOCATION | <ul style="list-style-type: none">• CHF 800 million through the IFRC Emergency Appeal• CHF 2.7 billion Federation-wide |
| PEOPLE TARGETED | 22.65 million |
| Latest Operations Update | Operations Update #9 Ukraine and Impacted Countries Crisis |

More than one year on from the escalation of international armed conflict in Ukraine, the devastation continues to affect every aspect of people's lives. Many of the millions who fled are unable to return home, and those who remain face dire conditions, with limited access to water, heat, health care and other essential services. The impacts on people's mental health, whether they are inside or outside of Ukraine, continue to grow. In early 2022, the IFRC launched an [Emergency Appeal](#) to support those affected by the Ukraine crisis, which has since expanded to address the evolving needs in the region. The appeal, [revised in May 2023](#), extended operations until December 2025, with a focus on transitioning to a Unified Country Planning approach. This revision reflects the shift from an emergency response to a protracted crisis scenario, ensuring flexibility in addressing the dynamic needs in Ukraine and neighbouring countries, including Greece. However, due to the limited number of eligible beneficiaries reached under this appeal in Greece and the existence of other overlapping IFRC-supported programmes, the Emergency Appeal's implementation period in Greece concluded by December 2023.

Short description of emergency operational strategy

The Hellenic Red Cross has focused on several key areas to support displaced people from Ukraine, including health and care, [protection, gender and inclusion](#) (PGI), [community engagement and accountability](#) (CEA), and migration. The Hellenic Red Cross provided essential health services, [hygiene promotion](#) (WASH), and [psychosocial support](#) (MHPSS), reaching thousands of individuals. PGI training for staff and volunteers ensured that vulnerable groups received appropriate protection. The CEA efforts involved extensive community feedback mechanisms and communication strategies to address the needs of the displaced population. Migration support included strengthening [humanitarian service points](#) (HSPs) across Greece, offering legal and social assistance to facilitate integration.

For the reporting period [July to December 2023](#), the mobile health teams in Athens and Thessaloniki provided primary healthcare to 9,861 individuals, while hygiene and health promotion activities reached over 7,300 participants. The Accompaniment Referral Programme (ACCREF) supported nearly 581 individuals with health appointments in their native language. MHPSS services reached over 1,000 individuals, and PGI training enhanced the skills of 467 Hellenic Red Cross staff and volunteers. Community feedback mechanisms collected over 3,500 types of feedback, which informed ongoing adjustments to the response. The Hellenic Red Cross also strengthened its HSPs, providing critical legal, health and social support to displaced individuals, reinforcing its commitment to holistic and community-centred assistance.

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

In 2023, Greece experienced a series of devastating wildfires and floods, emphasizing the urgent need for climate action. The Hellenic Red Cross has recognized climate change as a critical area of focus in its Strategy 2020–2025. Although progress in this area has been limited in recent years due to funding constraints, 2023 marked a renewed effort to address climate-related challenges. The Hellenic Red Cross launched the Simplified Early Action Protocol (sEAP) in collaboration with the Municipality of Athens and the National Observatory of Athens (NOA) to prevent the health impacts of extreme heat on vulnerable populations, including the elderly, migrants and those with pre-existing conditions. Additionally, the USAID mini grant supported Hellenic Red Cross' capacity to respond to wildfires by equipping 800 Samaritans and nursing staff with essential protection and first aid tools across five regional branches.

IFRC network joint support

The IFRC supported the Greece heatwave sEAP to enhance preparedness and response to extreme heat events. This multi-year initiative aligns with the broader objective of strengthening community resilience against climate-related disasters in Greece.

The IFRC Europe Region also successfully hosted a face-to-face consultation in Athens in June 2023, bringing together technical experts and steering committee to provide strategic and technical direction for the development and validation of the Climate Road Map to address climate change impacts.



Disasters and crises

For real-time information on emergencies, visit IFRC GO page [Greece](#).

In 2023, the IFRC Disaster Response Emergency Fund ([IFRC-DREF](#)) was approved for one emergency in Greece for heatwave:

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| | |
|---------------------------|---|
| NAME OF OPERATION | Greece - Heat wave "KLEON" 2023 |
| MDR-CODE | MDRGR005 |
| DURATION | 3 months (September 2023 to December 2023) |
| FUNDING ALLOCATION | CHF 217,260 |
| PEOPLE TARGETED | 2,000 |

The IFRC DREF allocated CHF 217,260 to implement the simplified Early Action Protocol (sEAP), split between readiness, pre-positioning of stock and early action costs to support the Hellenic Red Cross. This allocation aimed to assist 2,000 vulnerable individuals directly through the Hellenic Red Cross services and 10,000 people indirectly through large scale information campaigns on social media or other mass communication mediums. The Hellenic Red Cross launched public information campaigns and tailored assistance for vulnerable groups through the sEAP. During heatwaves, the National Society deployed mobile health teams and distributed first aid, isotonic drinks and water. The Hellenic Red Cross volunteers also referred people to cooling centers or hospitals, helping prevent heat-related health issues.

Progress of National Society against objectives

The Hellenic Red Cross has demonstrated its capacity and expertise in disaster and crisis response through its well-established teams of Samaritans, mobile health units, and psychological first aid services. The Hellenic Red Cross 2020–2025 Strategy emphasizes improving emergency preparedness to enhance its ability to respond within 24 hours across Greece. This includes strengthening community resilience, disaster risk reduction, and immediate crisis response. In 2023, the Hellenic Red Cross focused on enhancing its early warning/early response (EW/ER) mechanisms, institutionalizing disaster management, and training volunteers and staff to better respond to evolving crises. Despite its talent and capacity, the Hellenic Red Cross identified gaps in training and preparedness for international missions, which it aims to address through continued investment in training and capacity building.

IFRC network joint support

The IFRC supported the Hellenic Red Cross throughout 2023 in its disaster and crisis management efforts as well as its contribution to international humanitarian efforts, including supporting Türkiye after the 2023 earthquake and responding to the Ukraine-Russia conflict. In late 2023, the IFRC conducted a Disaster Relief Emergency Fund (DREF) training and a workshop on the Simplified Early Action Protocol (sEAP) for relevant National Society staff, including those from four branches and the headquarters. This training aimed to build capacity and prepare the Hellenic Red Cross for future crises, aligning with its multi-year objectives to enhance disaster preparedness and response capabilities for communities across Greece.



Teams of Hellenic Red Cross help battle the raging fires across Greece in July 2023 by providing firefighters and evacuees with first aid, food, water and psychosocial support to those affected. (Photo: Hellenic Red Cross)



Migration and displacement

Progress by National Society against objectives

In 2023, the Hellenic Red Cross focused on addressing the needs of migrants and refugees in Greece through various initiatives aligned with the Ukraine Emergency Appeal, the EU4Health programme, and the Global Route-Based Migration Programme. The Hellenic Red Cross provided primary healthcare services, psychosocial support and integration activities, particularly in migrant sites and urban settings.

The Hellenic Red Cross' mobile health teams visited accommodation sites such as Serres and Promachonas as well as urban locations, delivering healthcare and mental health and psychosocial support (MHPSS). In the Attica region, the accompanied referral programme facilitated access to healthcare services for vulnerable populations, including refugees, unaccompanied minors and those without social security. Additionally, three educational health stations in Athens continued to serve vulnerable community members.

The Hellenic Red Cross also extended its MHPSS services to people displaced by the Ukraine conflict, leveraging funding from the Ukraine Emergency Appeal and the EU4Health programme. The Hellenic Red Cross' multifunctional centres in Athens and Thessaloniki acted as [humanitarian service points](#) (HSPs), offering information, social, legal and educational support to migrants.

IFRC network joint support

In early 2023, **the IFRC** and the Hellenic Red Cross began scoping work at the multifunctional centres in Athens to enhance the National Society's capacity for [humanitarian diplomacy](#), focusing on migrants' protection and assistance needs. A humanitarian diplomacy training was planned for late 2023 to further strengthen the Hellenic Red Cross' capabilities.

Through partnerships within the IFRC network, the Hellenic Red Cross benefited from technical support, such as the **Netherlands Red Cross'** 510 Initiative, which helped with data management and cash preparedness.

The IFRC supported the Hellenic Red Cross in reviewing and strengthening its migration programmes, focusing on integration, livelihoods and employability. The launch of a Migration Working Group in 2022 and a Migration and Displacement Assessment helped identify needs and strategic directions.

As part of ongoing programmes such as the IFRC [Global Route Based Migration Programme](#) and EU4Health, the Hellenic Red Cross continues to provide essential services to migrants and refugees in Greece with the support of various donors. In 2023, additional funds were also secured from regional pledges and partners, including the regional **Italian Red Cross** pledge and the **British Red Cross** pledge, contributing retroactively to the Global Route Based Migration Programme.

The Hellenic Red Cross also collaborated with the **ICRC** to mainstream [Restoring Family Links \(RFL\)](#) services across its programmes, aiding in responses such as the Pilos Shipwreck incident.

ENABLING LOCAL ACTORS



Strategic and operational coordination

IFRC membership coordination

IFRC membership coordination involves working with member National Societies to assess the humanitarian context, humanitarian situations and needs; agreeing on common priorities; jointly developing common strategies to address issues such as obtaining greater humanitarian access, acceptance and space; mobilizing funding and other resources; clarifying consistent public messaging; and monitoring progress. This also means ensuring that strategies and programmes in support of people in need, incorporate clarity of humanitarian action, links with development assistance, and efforts to reinforce National Societies in their respective countries, including through their auxiliary role.

In 2023, the IFRC worked closely with the Hellenic Red Cross to align support with the National Society's strategic priorities and capacities, particularly considering the planned closure of the Delegation. Efforts were focused on enhancing programme activities and supporting institutional development and recovery plan. The IFRC also contributed to building the Hellenic Red Cross' Resource Mobilization capacity, with technical staff from the Regional Office for Europe (ROE) conducting a two-week assessment. Recommendations were provided to improve financial sustainability and independence, and ongoing communication continues to support these efforts.

Additional funds were also secured from regional pledges and partners, including the regional **Italian Red Cross** pledge and the **British Red Cross** pledge, contributing retroactively to the [Global Route Based Migration Programme](#), showcasing successful resource mobilization efforts to support humanitarian initiatives.

Movement coordination

The Hellenic Red Cross ensures regular exchanges with the IFRC, the International Committee of the Red Cross (ICRC) and participating National Societies, for the alignment of support and action between Movement partners. In times of emergencies, closer coordination is organized. This is carried out in line with the Strengthening Movement Coordination and Cooperation (SMCC) principles, and the newly adopted [Seville Agreement 2.0](#).

The ICRC works with the Hellenic Red Cross to [restore family links](#), monitor the well-being of detained migrants in immigration facilities, and collaborates with the Hellenic Armed Forces and academics to promote awareness of [international humanitarian law](#).

External coordination

The Hellenic Red Cross, supported by the IFRC, strengthened its coordination with external stakeholders throughout 2023, including engagement with key stakeholders such as the Ministry of Migration and Asylum, municipalities, UN agencies and civil society organizations to improve collaboration and effectively address humanitarian needs.



National Society development

Progress by the National Society in National Society development

Key National Society priorities for 2023, aligned with the Hellenic Red Cross' Recovery Plan and Strategy 2020-2025, included increasing engagement with the Red Cross Red Crescent Network, reinforcing humanitarian diplomacy, improving information sharing, developing resource mobilization capacity and empowering local branches and volunteers. However, due to internal changes, reprioritization and the closure of the IFRC Delegation, progress in 2023 was slower than anticipated, with advancements occurring mainly through operational programmes.

Despite these challenges, the Hellenic Red Cross continued to engage in peer-to-peer learning with other National Societies and networks, hosting the Europe Region Face-to-Face Consultation on the Climate Road Map and participating in the Red Cross Red Crescent Movement Induction Course. Additionally, discussions regarding the [utilization of the Empress Shôken Fund](#), awarded to the Hellenic Red Cross in 2020, are ongoing.

In 2023, the Hellenic Red Cross also hosted significant high-level visits from the IFRC Secretary General in January and the Regional Director in both June and December.

IFRC network joint support

The IFRC focused on strengthening dialogue with the Hellenic Red Cross throughout 2023, aligning with its strategic priorities and capacities, particularly considering the IFRC Delegation's closure. To continue this support and enhance the cooperation between the Hellenic Red Cross and IFRC after the Delegation's closure, the IFRC and Hellenic Red Cross agreed on seconding a staff member to the National Society as a special advisor to its leadership. The IFRC also facilitated peer-to-peer learning opportunities, including hosting regional consultations and supporting the Hellenic Red Cross' participation in key Red Cross Red Crescent Movement initiatives. The collaboration with the **Netherlands Red Cross** and ongoing discussions regarding the Empress Shôken Fund further highlight the IFRC's commitment to strengthening the Hellenic Red Cross' capacity and sustainability.

The visits from the IFRC Secretary General and the Regional Director were pivotal for monitoring the progress of the status agreement efforts and gaining valuable insights from the National Society and local authorities to shape the IFRC's future support for the Hellenic Red Cross.



Humanitarian diplomacy

Progress by the National Society against objectives

In 2023, the Hellenic Red Cross built its humanitarian diplomacy capacity in line with its Strategy 2020-2025, which prioritizes supporting people in need through effective advocacy. A key focus was on developing internal mechanisms

for systematic advocacy and humanitarian diplomacy and actively engaging in advocacy efforts towards institutions and authorities to address the needs of vulnerable populations.

Throughout the year, the Hellenic Red Cross conducted regular meetings with various internal teams, including those at the Multifunctional Centres (MFCs), Educational Health Stations (EHS) in Athens and the Restoring Family Links Unit. These meetings were crucial in assessing needs and exploring opportunities for collaboration. Additionally, the Hellenic Red Cross engaged with external stakeholders such as embassies, UN agencies, ministries and NGOs to present its work and discuss migration developments in Greece.

One of the significant milestones in 2023 was the preparation of key positions on climate for Europe, developed in collaboration with the IFRC Regional Office for Europe (ROE). These positions empowered the Hellenic Red Cross to communicate strong humanitarian messages to stakeholders. The Hellenic Red Cross also organized a humanitarian diplomacy workshop in Athens for the MFC teams in Athens and Thessaloniki. Held in October, this workshop aimed to strengthen the humanitarian diplomacy capacity and align activities with other Red Cross offices. The event involved representatives from the Red Cross EU Office (RCEU) in Brussels and the ROE, facilitating an exchange of information and best practices.

IFRC network joint support

The IFRC has been supporting the Hellenic Red Cross in enhancing its humanitarian diplomacy capacity with training, online learning and technical support. In January 2023, a Humanitarian Diplomacy Officer joined the IFRC Greece Delegation to support these efforts.

Looking forward, the IFRC will continue supporting the Hellenic Red Cross to further develop its HD capacity. This support will include maintaining regular coordination with the ROE and the Red Cross EU Office (RCEU) through bi-monthly meetings to exchange updates, discuss developments and explore synergies. A focal person or team will be nominated from the Hellenic Red Cross to facilitate this.

The IFRC will also continue to facilitate peer support and exchange visits with other National Societies experienced in advocacy and policy work.



Accountability and agility (cross-cutting)

Progress by the National Society against objectives

In 2023, the Hellenic Red Cross worked on digital transformation strongly focusing on information management, digital development and strengthening programme monitoring, evaluation and reporting (PMER) capabilities and tools for data collection and analysis through training. The Hellenic Red Cross successfully strengthened its PMER capacity through peer-to-peer learning and guidance from the PMER officer of the IFRC Country Delegation. Additionally, the newly appointed PMER Officer also participated in a regional IFRC PMER training in Budapest in December.

A key achievement was the partnership with the Netherlands Red Cross' 510 Initiative, which has been pivotal in driving the digitalization of the Hellenic Red Cross. This collaboration has fostered digital literacy within the National Society and ensured that the appropriate tools and support systems are in place. In the fourth quarter, the Health Case Management System was successfully transferred from the Netherlands Red Cross' 510 Initiative to the Hellenic Red Cross's Azure environment, with support from the IFRC. As part of the handover process, the 510 Initiative provided training to the National Society staff on Microsoft Azure, KoBo and 121, significantly enhancing the Hellenic Red Cross' technical competencies.

A significant aspect of this digital transformation is the ongoing handover of current Information Management (IM) tools to the Hellenic Red Cross, aiming to achieve complete ownership and reduce dependence on external National Societies or IT companies. This transition was further supported by an in-person workshop conducted by the 510 Initiative in Athens in July 2023, with the goal of completing the handover by the end of the fourth quarter.

To ensure agile management and a renewed financial model, the Hellenic Red Cross adopted the new IFRC Working Modality CRRRA (formerly WWPP, 'Working with Project Partners') in the first quarter of 2023, which includes a focus on risk management. Through a dedicated workshop, the Hellenic Red Cross staff were introduced to the new financial reporting requirements under the CRRRA transition. This workshop also covered procurement minimum requirements,

introduced the latest tools, contracts and templates, and provided capacity strengthening on key concepts in risk management as the responsibility shifted to the Hellenic Red Cross.

To further enhance the Hellenic Red Cross' finance and procurement capacity, several targeted training were conducted throughout the year. These included finance training supported by the IFRC Regional Office for Europe (ROE) in the first quarter of 2023, training on fraud, corruption and abuse in the second quarter, and a technical support mission on procurement, also in the second quarter.

IFRC network joint support

The IFRC collaborated with the Hellenic Red Cross to introduce the new IFRC Working Modality (CRRRA), designed to familiarize the Hellenic Red Cross with updated financial and risk management frameworks.

The IFRC provides ongoing technical support and training to the National Society in finance, procurement and risk management. The IFRC also facilitated the Hellenic Red Cross' digital transformation, particularly through the collaboration with the Netherlands Red Cross' 510 Initiative.



The International Federation of Red Cross and Red Crescent Societies (IFRC)

is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 15 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

DATA SCOPE AND LIMITATIONS

- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) and which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.

ADDITIONAL INFORMATION

- [IFRC Greece 2023 Financial Report](#)
Note: For emergencies for which a financial report is not yet available, see: [MDRGR005](#)
- [IFRC network country plans](#)
- [Subscribe for updates](#)
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

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