

IN SUPPORT OF THE ZAMBIA RED CROSS SOCIETY



PEOPLE REACHED

Emergency Operations



4,138,484

Climate and environment



59,877

Disasters and crises



77,225

Health and wellbeing



4,248,620

Migration and displacement



76,085

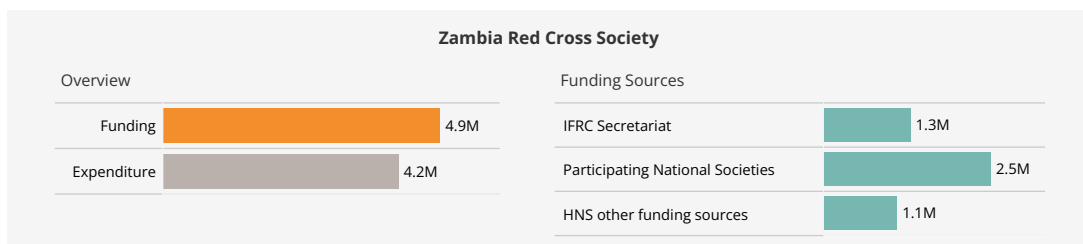
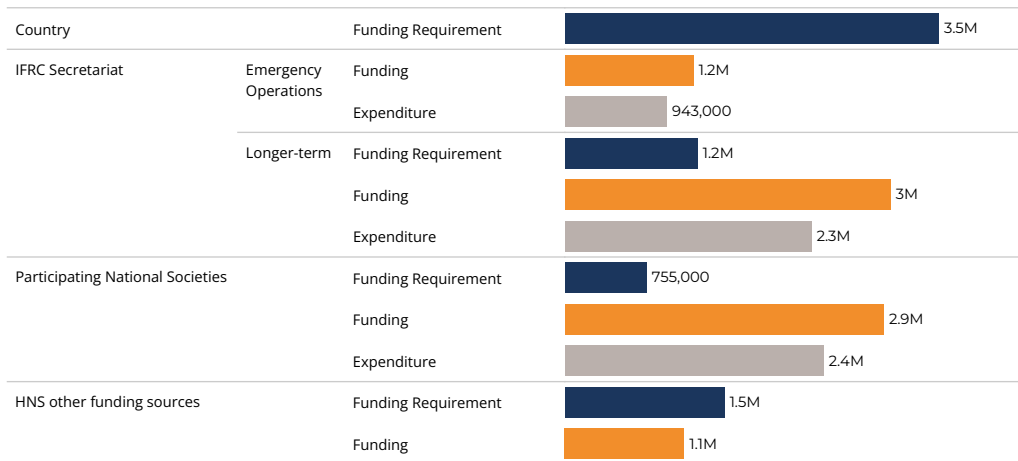
Values, power and inclusion



354

FINANCIAL OVERVIEW

in Swiss francs (CHF)



Appeal number **MAAZM002**

In addition to: CHF 376,000 DREF Funding

STRATEGIC PRIORITIES

Climate and environment	Developing and implementing strategies and plans that address rising climate and environmental risks?	Yes
	Implementing environmental or climate campaigns focused on behaviour change, plastic reduction or clean-ups?	Yes
	Implementing nature-based solutions (including those with a particular focus on the planting of trees and mangroves)?	Yes
	National Society is able to deliver scalable, timely and accountable CVA with limited external support, i.e. having basic systems, structures, processes and resources to implement CVA are in place (corresponding to an IFRC level 2 or above)	Yes
	National Society is implementing environmental or climate campaigns focused on behaviour change, plastic reduction or clean-ups	Yes
	Number of CHW members trained	546
	People reached with activities to address environmental problems	60,000
People reached with activities to address rising climate risks	51,000	
Disasters and crises	Community feedback reports produced	2
	National Society has coordinated early action and contingency plans with DRM authorities	Yes
	National Society is contributing to national coordination mechanisms and national plan for risk communication and community engagement	Yes
	Number of National Society policies, strategies and procedures that have integrated the Movement-wide commitments or minimum actions (for example, disaster response, health care, gender, protection, communications and staff and volunteer..	1
	People covered by approved Early Action Protocols (EAPs) for the FbA by the DREF and by DREF allocations for imminent crises	20,000
	People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	77,000
	People reached with disaster risk reduction	60,000
	People reached with livelihoods support	71,000
	People reached with shelter support	5,000
Percentage of humanitarian assistance delivered using cash and vouchers	89%	
Health and wellbeing	Number of community volunteers trained to support immunization activities for COVID-19 roll out	336
	People reached by National Societies with contextually appropriate health services	4.2M
	People reached by National Societies with contextually appropriate water, sanitation and hygiene services	667,000
	People reached with immunization services	655,000
	People reached with psychosocial and mental health services	329,000
	People trained by National Societies in first aid	4,000
Migration and displacement	Advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move?	Yes
	Data collection, research, analysis or other information management initiatives to better assist and protect people on the move?	Yes
	Migrants and displaced persons reached with services for assistance and protection	76,000

	National Society has a clear or strengthened auxiliary role in situations of migration and displacement, including through laws, policies, MOUs and specific agreements	Yes
	People reached with restoring family links (RFL) services	76,000
	People reunited with their families through restoring family links (RFL) services	9
	Percentage of people who have been reunited with their families through restoring family links (RFL) services	39%
Values, power and inclusion	Is Community Engagement and Accountability integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)?	Yes
	Needs assessment for livelihoods and food security is used to generate criteria for targeting most at-risk people/households	Yes
	People reached by RCRC educational programmes	300
	People whose access to education is facilitated through National Society programming	354
	Percentage of people surveyed who report receiving useful and actionable information	95%

ENABLING FUNCTIONS

Strategic and operational coordination	National Society is adopting national community engagement/accountability strategies, policies or frameworks	Yes
	Number of branches that have the capacity to lead the operation at local level	60
	Number of government led coordination platforms the National Society is part of	5
National Society development	National Society covers health, accident and death compensation for all of their volunteers	Yes
	National Society has in place capacities to conduct Emergency Needs Assessment	Yes
	National Society has National Disaster Response teams trained and management systems in place	Yes
	National Society has revised or developed its contingency plan	Yes
	One National Society Development plan in place	Yes
	Strategy for strengthening the auxiliary role developed or implemented	Yes
Humanitarian diplomacy	National Society has domestic advocacy strategies developed aligning, at least in part, with global IFRC advocacy strategies	Yes
	Participation in IFRC-led communication campaigns	Yes
Accountability and agility	Functioning data management systems that inform decision making and support monitoring and reporting on the impact and evidence of the IFRC network's contributions	Yes
	National Society has a PSEA Action Plan to enforce prevention and support survivors (cumulative)	Yes
	National Society have strengthened their integrity and reputational risk mechanisms	Yes
	National Society is showing progress in digital transformation according to the digital maturity model outlined in IFRC Digital Transformation Strategy	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Funding Reported	Bilateral Support						Multilateral Support
		Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions	Through IFRC
Belgian Red Cross		●	●					
British Red Cross								✓
Italian Red Cross	114,000							
Netherlands Red Cross	6.8M	●	●	●				✓
Swedish Red Cross								✓

Total Funding Reported **CHF 7M**

OVERALL PROGRESS

Context

Zambia, a rapidly growing country with a population of over 19 million, faces significant challenges, with 54 per cent of its population living below the poverty line. The country is frequently impacted by hazards such as floods, droughts, epidemics (including measles, cholera, malaria and COVID-19) and pest infestations. Climate change is intensifying the frequency and severity of events such as droughts, floods and storms.

In 2022-2023, severe floods affected over 66,000 people, and an ongoing El Niño event is expected to result in below-average rainfall, exacerbating food insecurity and limiting income opportunities for poor households dependent on agriculture.

Zambia is also grappling with cholera and anthrax outbreaks, putting strain on its healthcare system. Additional challenges include poor agricultural practices, soil depletion, volatile food prices and social issues such as child marriage and school dropouts due to teen pregnancies. Vulnerable groups, including women, girls and people with chronic diseases, are disproportionately affected. These recurrent crises, worsened by climate change, weaken Zambia's ability to prepare, respond and build resilience, highlighting the need for strengthened institutional preparedness and effective humanitarian assistance.

Key achievements

Climate and environment

In 2023, the Zambia Red Cross Society made notable progress in disaster preparedness, risk reduction and environmental sustainability. Key achievements included the development of an El Niño preparedness and response plan, securing funding for anticipatory actions and the implementation of a [nature-based solutions](#) (NbS) project in the Kafue Flats region, aimed at sustainable [disaster risk management](#). The National Society carried out two disaster risk reduction projects and trained staff and volunteers in key areas such as [cash and voucher assistance](#) (CVA), national response and risk communication.

Disasters and crises

In 2023, the Zambia Red Cross Society strengthened its disaster and crisis management, enhancing community resilience and preparedness. Key achievements included activating flood emergency response plans to assist affected households, providing cash assistance to flood-affected communities and conducting extensive health and disaster preparedness training for both local health technicians and community disaster committees. The National Society also strengthened its response capacity through CVA training and prepositioning of essential stocks. Additionally, the Zambia Red Cross Society developed and revised crucial disaster risk management policies and [early action protocols](#) (EAPs) for floods and droughts, ensuring more proactive and structured responses to future emergencies.

Health and wellbeing

In 2023, the Zambia Red Cross Society promoted health and well-being through a range of impactful initiatives. It enhanced access to clean water by rehabilitating boreholes, built handwashing facilities and responded to cholera outbreaks with large-scale hygiene promotion and preventive interventions. Maternal and child health was prioritized through the construction of a maternal shelter, Safe Motherhood Action Group (SMAG) training and extensive support for routine immunizations. Additionally, the National Society's engagement in COVID-19 response and anthrax prevention further strengthened public health infrastructure and community resilience across Zambia.

Migration and displacement

In 2023, the Zambia Red Cross Society supported migrants and displaced populations, particularly refugees from the Democratic Republic of Congo (DRC), Rwanda, Uganda, Burundi and Angola. The National Society provided essential services in refugee camps, including internet and phone access to refugees, [family reunification](#) support and health interventions for vulnerable new arrivals. The Zambia Red Cross Society also introduced the [RedSafe Application](#) to enhance services for displaced families and worked closely with partners like UNHCR to address the unique needs of refugees, advocating for their well-being through coordinated efforts and awareness campaigns.

Values, power and inclusion

In 2023, the Zambia Red Cross Society embedded protection, gender and inclusion (PGI) principles across its initiatives. The National Society held its first Annual Humanitarian Gala Dinner and officially recognized the Head of State, Mr. Hakainde Hichilema, as its Patron. Key advancements included the development of a Child Protection Policy, strengthening gender balance in staffing, ensuring the inclusion of vulnerable groups, and improving community engagement and accountability (CEA) through expanded feedback channels. Additionally, efforts to increase female representation and the inclusion of people with disabilities in operations further emphasized the National Society's commitment to inclusive humanitarian responses.

Enabling local actors

In 2023, the Zambia Red Cross Society strengthened its operational efficiency and financial sustainability through strategic initiatives. The activation of the resource mobilization department helped diversify income streams, while the revision of key policies, such as the Branch Operations Manual and Membership Policy, supported the New Branch Model focusing on income-generating activities. The National Society conducted capacity-building initiatives, including leadership training, digital transformation assessments and community engagement enhancement, while fostering partnerships with government bodies and international organizations. Additionally, it prioritized transparency, accountability and the well-being of staff and volunteers through updated policies and risk management systems.

IFRC NETWORK ACTION

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society implemented the 18-month nature-based solutions (NbS) project. A consultant was engaged to conduct a study on nature-based solutions for sustainable disaster risk management in the Kafue Flats region. The study reviewed government programmes and assessed opportunities for NBS implementation in the Kafue River Basin, identifying potential for water storage, natural landscape restoration and sustainable land and water management practices. These measures aim to mitigate flood and drought risks while enhancing ecological resilience. Additionally, the Zambia Red Cross Society initiated community engagement activities along the Kafue River, encouraging tree planting to reduce the impact of climate change, with reports on this initiative expected in 2024.

The Zambia Red Cross Society also implemented two disaster risk reduction projects in 2023. The Response Preparedness III project was carried out in Siavonga, Sinazongwe and Gwembe. Meanwhile, the Directorate-General for European Civil Protection and Humanitarian Aid Operations Programmatic Partnership (DG ECHO-PP) was active in Mazabuka, Choma and Namwala districts. Key activities included cash and voucher assistance (CVA) training in Choma, where 24 staff members received training and national response team training in Kabwe, where 34 members were trained. The Zambia Red Cross Society also developed and revised Early Action Protocols (EAPs) for drought and flood emergencies. Hazard assessments were conducted in 109 villages, covering 1,158 households across Siavonga, Gwembe and Sinazongwe. Additionally, 30 volunteers received training in risk communication and community engagement (RCCE) in the targeted districts.

IFRC network joint support

The IFRC provided the Zambia Red Cross Society with technical support in its climate and environmental initiatives. The IFRC-DG ECHO PP provided essential backing for the disaster risk reduction projects in Southern Province.

The **Netherlands Red Cross** through its 510-initiative, along with the World Wildlife Fund (WWF) supported the National Society in the nature-based solutions Response Preparedness III project.



Disasters and crises

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

In 2023, three IFRC Disaster Response Emergency Fund (IFRC-DREF) were approved including the Zambia Floods and the Cholera Epidemic.

1.

NAME OF OPERATION	Zambia Flood – Early Action Protocol
MDR-CODE	MDRZM017
DURATION	24 January 2023 to 30 April 2023
FUNDING ALLOCATION	CHF 80,882
PEOPLE TARGETED	12,000
LATEST OPERATION UPDATE	Zambia Flood DREF operation

The DREF allocation of CHF 80,882 supported the Zambia Red Cross Society in its disaster risk management and emergency response initiatives under the Response Preparedness III project by the proactive activation of the flood [Early Action Protocol](#) (EAP) warning, accurately predicting floods in 10 districts across the country. The Zambia Red Cross Society promptly provided targeted assistance to 21,000 households in Kafue and Kitwe districts, focusing on [water, sanitation and hygiene](#) (WASH), health, [shelter](#), food security, livelihoods and disaster risk reduction. This action aimed to mitigate anticipated flood impacts, such as displacement, waterborne diseases, food insecurity and livelihood losses. Collaborative efforts among the government, communities, the Zambia Red Cross Society and volunteers effectively minimized flood-related damages.

2.

NAME OF OPERATION	Zambia Epidemic – Cholera Eastern Province
MDR-CODE	MDRZM018
DURATION	5 months (02 February 2023 to 31 July 2023)
FUNDING ALLOCATION	CHF 473,600
PEOPLE TARGETED	3,922,364
LATEST OPERATION UPDATE	Cholera Epidemic

The DREF allocation of CHF 473,600 supported the Zambia Red Cross Society in responding to the cholera outbreak in Zambia, reaching approximately 3,922,364 people. The Ministry of Health declared the Cholera outbreak in Zambia in a press conference on 26 January and the Provincial Health offices supported the District Rapid Response teams in the control of the spread of the disease. The first case was reported on 21 January 2023 in Vubwi District and later spread to other provinces such as Luapula and Northern. The Zambia Red Cross Society conducted various activities such as door to door sensitization on cholera prevention and setting up of oral rehydration points in cholera hotspots in Nsumbu and Lusaka, reaching 34,420 and 151,026 people respectively.

3.

NAME OF OPERATION	Zambia Flood in Southern Province
MDR-CODE	MDRZM019
DURATION	4 months (25 February 2023 to 30 June 2023)

FUNDING ALLOCATION	CHF 451,422
PEOPLE TARGETED	8,364 people
LATEST OPERATION UPDATE	DREF Operation Final Report

In February 2023, Zambia experienced severe flooding across nine provinces, with Southern Province being the hardest hit. The floods affected over 25,768 households (154,608 people) in five districts, particularly Namwala, Monze and Mazabuka, where 1,394 families were displaced and accommodated in 20 camps. The Zambia Red Cross Society responded swiftly with a DREF allocation of CHF 451,422, providing critical shelter and non-food items. The National Society constructed 24 temporary cooking shelters in 18 camps and distributed 3,423 blankets and 4,227 sleeping mats, assisting 1,409 households in the affected areas.

The Zambia Red Cross Society activated its Flood EAP in Kitwe and Kafue and reached out to 2,000 households with various support to minimize the anticipated flood impact. Early actions were around [shelter](#), food security, [WASH](#), health, [protection, gender and inclusion \(PGI\)](#) and [community engagement and accountability \(CEA\)](#).

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society strengthened its disaster risk management and community resilience. The National Society conducted a [community-based health and first aid \(CBHFA\)](#) and [community-based surveillance \(CBS\)](#) training of trainers for 80 environmental health technicians from the Ministry of Health's District Health Management Teams (DHMT). These training of trainers in turn, trained 900 Satellite Disaster Management Committee (SDMC) members across Mazabuka, Choma and Namwala districts. After receiving the training, SDMCs conducted community sensitization on health and disaster preparedness, reaching 13,857 people in these districts. The Zambia Red Cross Society also engaged with the Ministry of Education to develop school manuals for the 60 Zambia Red Cross school clubs, covering topics such as [WASH](#), menstrual hygiene, disaster risk management and [early warning/early action](#) mechanisms.

The Zambia Red Cross Society carried out assessments to identify WASH infrastructure needs in safe havens in Monze and Namwala districts, recommending the rehabilitation of boreholes and toilets in two safe havens in each district. To ensure timely responses to future emergencies, the National Society prepositioned essential stocks under various projects. Additionally, a [cash voucher assistance \(CVA\)](#) training in Choma equipped 15 National Society staff with the skills needed to conduct cash-based interventions. This training standardized approaches to assessing feasibility, conducting market analysis and ensuring effective cash transfers during emergencies. In response to the critical needs of flood-affected communities in Southern Province, the Zambia Red Cross Society provided 600 households with cash assistance of ZMW 500 per month over a span of three months.

The Zambia Red Cross Society also trained 35 staff and volunteers across Zambia's 10 provinces in emergency shelter construction to enhance preparedness for shelter needs during disasters. To further enhance disaster management, the Zambia Red Cross Society developed several key documents, including a [disaster risk management](#) policy aligned with both the Zambian Government and IFRC frameworks, crisis modifier guidelines, and a revision of its data protection policy. The flood EAP was revised to incorporate lessons learned and a new drought EAP was developed to ensure a proactive response to drought risks. Additionally, the Zambia Red Cross Society formulated an El Niño response plan with an accompanying budget and developed multi-hazard standard operating procedures (SOPs) covering droughts, floods, epidemics and population movement to ensure consistent disaster management practices.

IFRC network joint support

The IFRC supported the Zambia Red Cross Society disaster and crisis response activities in 2023 through the DREF and Emergency Appeals enabling the National Society to respond swiftly to emergencies, particularly during flood and epidemic outbreak.

The European Union, the **Netherlands Red Cross** and the IFRC supported the DG ECHO PP which facilitated key disaster preparedness and response activities. This coordinated support was instrumental in building the Zambia Red Cross Society's capacity to respond effectively to disasters and crises, ensuring that timely, targeted interventions were delivered to the most vulnerable communities.



Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society focused on reducing maternal, neonatal and child health morbidity and mortality in Lusangazi District, Eastern Province under the Community-Based Health and Resilience (CBHR-II) project. A major accomplishment was the initiation of the final phase of the maternal shelter at Chikowa, aimed at improving maternal care and empowering women. The Zambia Red Cross Society trained 45 volunteers in Safe Motherhood Action Group (SMAG) to enhance their skills in communication, safe motherhood and maternal and newborn health. Additionally, 120 volunteers were deployed for social mobilization during child health week, reaching 13,746 children under five out of a target of 14,304. This initiative was key to addressing health issues in rural communities, though challenges such as long travel distances to training sites required adaptations, such as holding training sessions within the communities themselves.

Routine immunization efforts were strengthened by the 5-PP Project, which sensitized 183,887 individuals on child immunization through various media. The National Society volunteers conducted door-to-door visits, reaching 77,050 households. The Zambia Red Cross Society reached 75,000 households in the fight against measles and rubella, in just seven days. This effort emphasized the commitment to expanding immunization coverage, even in remote areas, through the support of teachers, religious leaders and community influencers.

In response to the COVID-19 pandemic, the Zambia Red Cross Society engaged in Risk Communication and Community Engagement (RCCE), contact tracing, vaccination mobilization and WASH activities. The Zambia Red Cross Society mobilized 86,356 people for vaccination, rehabilitated 21 boreholes and constructed two handwashing facilities. The National Society's work in COVID-19 response reached over three million people through RCCE initiatives, and it trained 3,400 volunteers and 85 frontline healthcare workers to tackle vaccine hesitancy. The National Society also conducted over 88 community engagement meetings, developed a dashboard for tracking vaccine acceptance, and rehabilitated 21 boreholes benefiting over 25,000 people.

During Zambia's anthrax outbreak, the Zambia Red Cross Society led a comprehensive response by deploying 627 trained volunteers to raise awareness through RCCE and [community engagement and accountability \(CEA\)](#). Partnering with One Health teams, the Zambia Red Cross Society reached over 628,552 individuals with prevention messages



President Hichilema attended the Zambia Red Cross Society's humanitarian gala dinner in December 2023, praising the National Society's dedication and urging stronger collaboration with the government on disaster preparedness. (Photo: Zambia Red Cross Society)

and supported coordination efforts at the district level. The Zambia Red Cross Society's response extended to the cholera outbreaks in 2023, where the National Society trained 1,176 volunteers on hygiene promotion and mobilized resources, including chlorine and hygiene kits, for affected areas. These interventions, alongside educational campaigns, successfully curbed the spread of infectious diseases while reinforcing public health infrastructure.

IFRC network joint support

The **IFRC** provided financial assistance and capacity-building support to the Zambia Red Cross Society for its health initiatives throughout 2023. The [IFRC DREF](#) ensured rapid response to disease outbreaks such as anthrax and cholera. In addition to disease prevention, the IFRC's support under the Building Trust Project, funded by Mastercard Foundation, helped the Zambia Red Cross Society scale its COVID-19 vaccination campaign, reaching millions through RCCE and training thousands of healthcare and volunteer personnel. The IFRC surge support enhanced the Zambia Red Cross Society response capacity during the cholera outbreak.

The **American Red Cross** and Ministry of Health supported the Zambia Red Cross Society in achieving a major milestone in fighting measles and rubella in Zambian children.

The IFRC, along with partners such as the **Netherlands Red Cross**, European Union, UNICEF and Africa CDC enhanced the Zambia Red Cross Society's efforts in key areas including COVID-19 response, cholera prevention and routine immunization programmes.



Migration and displacement

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society supported migrants and displaced populations, particularly refugees from the Democratic Republic of Congo (DRC), Rwanda, Uganda, Burundi and Angola. The ongoing socio-political unrest in the DRC, particularly following the presidential elections, led to an influx of refugees into Zambia, with an average of 500 new asylum seekers arriving each month. Over the course of the year, 4,303 Congolese refugees sought refuge in Zambia, with many arriving from the Haut Katanga area. These new arrivals often faced critical health issues, especially among malnourished children who required urgent medical care.

The Zambia Red Cross Society provided a range of services in refugee camps, including Mantapala, Maheba and Makeni, focusing on family reunification and communication services. In 2023, 5,450 refugees benefited from internet connectivity, free phone calls, and phone charging services. Additionally, the National Society exchanged family news through Red Cross Messages (RCM), facilitated family tracing and registered vulnerable minors for reunification. The Zambia Red Cross Society also introduced the use of the [RedSafe Application](#), a digital humanitarian platform to enhance the services provided to displaced families.

Regular coordination meetings with partners, particularly through UNHCR, enabled the Zambia Red Cross Society to assess gaps in service delivery and develop more effective sectorial strategies. The National Society participated in a sectorial rapid assessment that aimed to address the specific needs and vulnerabilities of different groups within refugee populations, including women, children, older persons and individuals with disabilities. By actively engaging in these coordination efforts and highlighting the global refugee crisis on World Refugee Day, the Zambia Red Cross Society played a key role in raising awareness and advocating for support for displaced individuals.

IFRC network joint support

The **IFRC** provided technical and financial support for targeted training sessions to enhance the capacity of the Zambia Red Cross Society case workers. These training sessions equipped case workers with vital skills for managing the family links application (FLA) tool and supporting super users.

The IFRC also facilitated the Zambia Red Cross Society's involvement in shaping the [Movement Migration Strategy](#) Draft Framework, with the National Society contributing valuable insights through the Lived Experience Advisory Group. The Zambia Red Cross Society participated in an anti-fraud refresher workshop organized by the UNHCR, helping to strengthen fraud prevention measures in the management of refugee assistance programmes.

The International Committee of the Red Cross (**ICRC**) supported the Zambia Red Cross Society in restoring family links (RFL) services.



Values, power and inclusion

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society worked to incorporate protection, gender and inclusion (PGI) principles into all its programmes, ensuring that the most at-risk groups, such as women, children, people with disabilities and the elderly, were prioritized in its responses. A key development was the ongoing work to establish a Child Protection Policy, aimed at advancing values, empowerment and inclusive practices across its operations.

The Zambia Red Cross Society implemented a series of policies to safeguard the well-being of its volunteers and staff, with particular attention given to gender equality. The National Society strived to maintain gender balance in staffing and leadership roles, encouraging women to apply for vacancies and leadership positions. Despite these efforts, there is still a need for greater female representation in governance roles. The National Society also made deliberate efforts to include physically disabled individuals in its volunteer force and to ensure their full participation in activities.

At the community level, the Zambia Red Cross Society prioritized vulnerable groups such as women-led households, people living with disabilities and child-headed households in the beneficiary identification and validation process during crisis responses. In its WASH initiatives, the Zambia Red Cross Society ensured that facilities were accessible to people with disabilities, with ramps constructed at sanitary facilities. Women were also provided with dignity kits to address their needs during emergencies, and safe spaces were created for children in disaster-affected areas.

In terms of community engagement and accountability (CEA), the Zambia Red Cross Society significantly expanded its capacity. Training programmes were delivered to field officers and headquarters employees, which cascaded down to 10 branches in Southern, Copperbelt and Northwestern provinces. A total of 59 volunteers, six Branch Executive Committee (BEC) members, and four District Disaster Management Committee (DDMC) members were trained on CEA principles, improving community participation and fostering a deeper understanding of accountability mechanisms.

The Zambia Red Cross Society also established three key feedback channels: face-to-face interactions during door-to-door sensitization, community meetings and a National Society toll-free line (7373). These feedback mechanisms were implemented in eight districts, facilitating direct communication between the community and the Zambia Red Cross Society. A total of 11 meetings were held with 376 cash and voucher assistance (CVA) beneficiaries in Namwala district, where information on cash distribution and the toll-free line was shared. In addition, nine CEA committees were established at national and branch levels, with designated CEA focal points to manage community feedback and ensure transparency.

IFRC network joint support

The IFRC and the **Netherlands Red Cross** supported the Zambia Red Cross Society with financial and technical assistance in strengthening its PGI framework. The IFRC supported the National Society's efforts to integrate these principles into its programmes.

The IFRC also facilitated the implementation of CEA systems by providing resources and expertise to set up community feedback mechanisms, train volunteers and establish CEA committees.

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.

The Zambia Red Cross Society is part of the four [IFRC Pan-African initiatives](#) focusing on Tree Planting and Care, Zero Hunger, Red Ready and National Society Development.

The Zambia Red Cross is a member of relevant Red Cross Red Crescent networks, notably the Southern Africa Partnerships of Red Cross Societies, which reinforces its position as an important humanitarian actor in the region.

The Zambia Red Cross is also part of the global [Programmatic Partnership between the Directorate-General for European Civil Protection and Humanitarian Aid Operations \(ECHO\)](#) and the IFRC. It benefits from the support of the Netherlands Red Cross, as the lead European Union National Society, along with the IFRC, to implement activities in disaster risk management and [cash and voucher assistance](#) (CVA).

Coordination meetings take place regularly in Zambia between the National Society and the **Netherlands Red Cross**, which is the only participating National Society present in the country. The Netherlands Red Cross has supported the Zambia Red Cross with community-based health programmes for several years. This work includes reproductive health, community health, [WASH](#), pneumonia reduction and health resilience programmes.

The **Italian Red Cross** supports the Zambia Red Cross with branch development through income-generating activities in the Mungwi, Mansa and Lusaka branches. It is not currently present in the country.

Movement coordination

The Zambia Red Cross Society ensures regular exchanges with the IFRC, the International Committee of the Red Cross 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 provides technical support to the Zambia Red Cross Society on [restoring family links](#) but does not have a presence in the country. Using innovative tools, the ICRC aims to address the humanitarian consequences of armed violence and migration; to support authorities to trace missing persons, to reconnect separated families; to strengthen respect for and compliance with [International Humanitarian Law](#) (IHL) and international standards of policing; and to support the National Society in improving its capacity to be the first responder to disasters.

External coordination

In 2023, the Zambia Red Cross Society actively engaged with various state and non-state actors to address community challenges through a collaborative approach, enhancing the effectiveness of humanitarian interventions. The Zambia Red Cross Society also participated in key coordination mechanisms, building synergies with other humanitarian organizations, government bodies, and international partners.

The Zambia Red Cross Society maintained its auxiliary role with the Zambian government, working closely with multiple ministries and departments. For disaster risk management, the Zambia Red Cross Society collaborated with the Disaster Management and Mitigation Unit (DMMU), participating in disaster response, relief distribution and camp management across different levels of government. Its agreements with the Zambia National Public Health Institute (under the Ministry of Health), the Water Resource Management Authority, and other key governmental bodies reinforced its operational reach in public health and WASH.

In addition to governmental coordination, the Zambia Red Cross Society formed valuable partnerships with other entities such as the Zambia Army, Zambia Police, and financial service provider MTN to deliver cash and voucher assistance. The Zambia Red Cross Society's integration into broader disaster management platforms, such as the National Disaster Management Consultative Forum and the National Cash Working Group, enabled it to contribute to national-level discussions and planning. The National Society played a vital role in the sub-group for anticipatory action and forecast-based mechanisms for riverine floods, in collaboration with state technical services, ensuring preparedness and timely responses.

The Zambia Red Cross Society's participation in commemorating important events, such as the 2023 World Red Cross Day, further increased its visibility and reinforced its role in national and community-level coordination efforts.



National Society development

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society made substantial progress in National Society development by aligning its growth with its Strategic Plan. A critical milestone was the revision of the Branch Operations Manual and Membership Policy, which facilitated the restructuring of branches to focus on financial sustainability and operational efficiency. This New Branch Model integrated income-generating activities, contributing to the financial resilience of the branches. Through partnerships with the Netherlands Red Cross and the HtH Project, the Zambia Red Cross Society implemented capacity-building initiatives that enhanced the skills of volunteers and staff, strengthening the National Society's ability to meet community needs effectively.

The Zambia Red Cross Society also conducted [Branch Organizational Capacity Assessment](#) (BOCA) to further its commitment to financial sustainability. A notable success was the active involvement of youth members in income-generating projects. These initiatives not only increased the Zambia Red Cross Society's visibility and membership but also provided young volunteers with valuable skills, despite challenges such as limited resources for youth programmes. To address these gaps, the Zambia Red Cross Society initiated the review of its Youth Policy and the development of Youth by-laws, underscoring its focus on enhancing youth engagement.

The branch development department played a pivotal role in reinforcing governance and operational processes across the branches. Several branch leadership inductions and policy dissemination workshops were held throughout 2023, such as those in Copperbelt Province (Kitwe), Southern Province (Choma, Sinazongwe, Gwembe) and Siavonga. These workshops were key to ensuring that new leadership adhered to updated policies, guidelines, and accountability standards. The Zambia Red Cross Society also identified gaps in its constitution and other critical policies, such as the Youth and Volunteer Policies, prompting a comprehensive review process to address these issues.

In addition to these structural improvements, the Zambia Red Cross Society supported peer-to-peer initiatives, where branches could collaborate, share ideas, and enhance each other's capacities. A National Virtual Youth Seminar brought together youth from across Zambia and from partner National Societies fostering knowledge exchange and collaboration.

IFRC network joint support

The IFRC provided financial, technical and capacity-building support, enhancing the Zambia Red Cross Society's internal capabilities in areas such as disaster response, health services, community engagement and governance. This support came in the form of training programmes, workshops and knowledge-sharing platforms that enabled the Zambia Red Cross Society to strengthen its organizational structure and operational effectiveness.

The IFRC, along with the **Zimbabwe Red Cross** Society, the **Uganda Red Cross**, the **South Africa Red Cross** and the **Italian Red Cross** provided support to the Zambia Red Cross Society in capacity building and peer-to-peer learning. The National Society also participated in the National Society development workshop held in Eswatini in October 2023. This workshop focused on enhancing the understanding of National Society development dynamics, sharing best practices and improving engagement with IFRC funding opportunities. This collaboration significantly strengthened the Zambia Red Cross Society's capacity to achieve its National Society development objectives, further integrating it into the broader Red Cross Red Crescent Movement.

The **Netherlands Red Cross** and the HtH Project supported the Zambia Red Cross Society by collaborations for its capacity building initiatives to strengthen its volunteer skills in vital areas.



Humanitarian diplomacy

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society focused on advocating for humanitarian priorities, engaging key stakeholders and ensuring that the National Society's work remained neutral and impartial, regardless of political challenges. The Zambia Red Cross Society employed a multi-sectoral approach, working closely with government bodies, international organizations, local communities and non-governmental organizations (NGOs) at both national and district levels to build trust, improve understanding, and strengthen the impact of its operations.

One of the key initiatives illustrating this diplomatic engagement was the project supported by USAID's Bureau for Humanitarian Assistance, aimed at 'Building Trust during the COVID-19 Pandemic in Humanitarian Settings.' This initiative reinforced the Zambia Red Cross Society's role as a neutral and trusted actor in addressing public health challenges, particularly during crises like COVID-19. The Zambia Red Cross Society ensured that its advocacy and operations were unhindered by political considerations, focusing on serving the most vulnerable in a manner that maintained the principles of neutrality and impartiality.

The Zambia Red Cross Society's diplomatic efforts extended beyond crisis response as it actively contributed to preventing and mitigating the impact of potential crises through its advocacy and partnerships. The success of the Zambia Red Cross Society in humanitarian diplomacy was evident in its ability to engage with diverse stakeholders, from government agencies and local authorities to international humanitarian actors and community leaders.

IFRC network joint support

The **IFRC** supported the National Society by facilitating cooperation and coordination during times of emergencies allowing for rapid deployment of emergency response teams, sharing of resources, and streamlined operations. This collaborative approach was crucial in ensuring that the Zambia Red Cross Society could effectively advocate for humanitarian priorities while maintaining strong relations with government entities and other stakeholders.



Accountability and agility (cross-cutting)

Progress by the National Society against objectives

In 2023, the Zambia Red Cross Society conducted successful training under the ECHO PP project, where the participants gained a deeper understanding of CEA principles. This resulted in the establishment of CEA committees and community feedback systems, with focal points identified in 59 communities. Additionally, during the Cholera IFRC-DREF operation, 617 volunteers were oriented in CEA, which led to the development of effective feedback mechanisms. The launch of a toll-free line (7373) further enhanced community engagement by facilitating the collection of feedback on various issues, including health concerns and gender-based violence.

In terms of accountability, the Zambia Red Cross Society focused on employee well-being by implementing policies that promote the physical, mental, and emotional safety of staff. These policies, which address workplace harassment, discrimination and abuse, were part of a broader effort to create an inclusive and respectful work environment. The Zambia Red Cross Society also reinforced gender diversity and inclusion by ensuring equal opportunities for hiring, promotions and professional development for employees of all genders. Human Resources also conducted training programmes aimed at addressing unconscious biases and fostering a culture of respect within the National Society.

Financial accountability was another priority, with the Zambia Red Cross Society maintaining transparent financial management practices. The National Society adhered to international financial reporting standards (IFRS) and implemented robust internal controls, such as segregation of duties and regular audits, to prevent fraud and errors. Risk management systems were put in place to identify and mitigate financial risks, ensuring that resources were allocated effectively and aligned with the Zambia Red Cross Society's mission.

The Zambia Red Cross Society also developed and maintained strong policies, such as an [integrity policy](#) that emphasizes honesty, transparency and accountability in professional conduct. The National Society implemented a whistleblower protection system and clear reporting mechanisms to ensure ethical behavior, while regular audits and fraud detection mechanisms helped mitigate risks related to corruption.

The Zambia Red Cross Society also took steps toward [digital transformation](#) by conducting an assessment to identify opportunities and priorities for enhancing its humanitarian services through digital technologies. This assessment helped in shaping a roadmap for the National Society's digital future, ensuring that the Zambia Red Cross Society can respond to humanitarian challenges with agility and efficiency.

IFRC network joint support

The IFRC provided technical expertise, capacity-building assistance, and financial resources, enabling the Zambia Red Cross Society to enhance its digital transformation, strengthen community feedback systems and implement effective risk management and financial accountability practices. This support helped the Zambia Red Cross Society maintain its operational agility and ensure transparent, responsible humanitarian work across the country.



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 Zambia 2023 Financial Report](#)
Note: For emergencies for which a financial report is not yet available, see: [MDRZM017](#), [MDRZM018](#) and [MDRZM019](#)
- [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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