



ESWATINI

2023 IFRC network annual report, Jan-Dec

24 October 2024

IN SUPPORT OF BAPHALALI ESWATINI RED CROSS SOCIETY



5

National Society branches



122

National Society local units



5,000

National Society volunteers



64

National Society staff

PEOPLE REACHED

Climate and environment



9,054

Disasters and crises



29,455

Health and wellbeing



136,570

Values, power and inclusion



92,953

FINANCIAL OVERVIEW

in Swiss francs (CHF)

Country	Funding Requirement	3.6M
IFRC Secretariat	Longer-term Funding Requirement	1.7M
	Funding	2.5M
	Expenditure	2.1M
Participating National Societies	Funding Requirement	1.5M
	Funding	486,000
	Expenditure	925,000
HNS other funding sources	Funding Requirement	518,000
	Funding	488,000

Baphalali Eswatini Red Cross Society

Overview

Funding	1.4M
Expenditure	540,000

Funding Sources

IFRC Secretariat	88,000
Participating National Societies	830,000
HNS other funding sources	488,000

Appeal number **MAASZ003**

In addition to: CHF 600,000 DREF Funding

STRATEGIC PRIORITIES

Climate and environment	Developing and implementing strategies and plans that address rising climate and environmental risks?	Yes
	People reached with activities to address rising climate risks	9,000
	People reached with heatwave risk reduction, preparedness or response activities	7,000
Disasters and crises	People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	29,000
	People reached with disaster risk reduction	467
	People reached with livelihoods support	15,000
	People reached with shelter support	58
Health and wellbeing	People reached by National Societies with contextually appropriate health services	137,000
	People reached by National Societies with contextually appropriate water, sanitation and hygiene services	30
	People reached with psychosocial and mental health services	4,000
	People trained by National Societies in first aid	873
Values, power and inclusion	Is Community Engagement and Accountability integrated and institutionalized in the National Society policies, operations, and procedures (with clear benchmarks)?	Yes
	People reached by protection, gender and inclusion programming	93,000
	People reached by RCRC educational programmes	18
	Percentage of people surveyed who report receiving useful and actionable information	100%

ENABLING FUNCTIONS

Strategic and operational coordination	Number of formal interagency/international coordination platforms the IFRC Network is part of	6
	Number of government led coordination platforms the National Society is part of	8
National Society development	One National Society Development plan in place	Yes
	Strategy for strengthening the auxiliary role developed or implemented	Yes
Humanitarian diplomacy	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 has a PSEA policy 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

	Bilateral Support							Multilateral Support Through IFRC
	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions	
National Society								
American Red Cross								✓
Belgian Red Cross		●	●					
British Red Cross	1.4M	●	●	●		●	●	✓
Finnish Red Cross	827,000	●	●	●		●	●	
Japanese Red Cross Society				●				
South African Red Cross Society				●				

Total Funding Reported **CHF 2.2M**

OVERALL PROGRESS

Context

Eswatini is a landlocked country bordering Mozambique to the northeast and South Africa to the east, west and south. It extends about 110 miles (175 kilometres) from north to south and about 80 miles (130km) from west to east. The country is home to major perennial rivers with their sources in South Africa. They flow through Eswatini to the Indian Ocean. Rainfall can be unreliable, and periods of drought occur in some of the regions. About 80 per cent of the precipitation falls during the summer months from October to March, usually in the form of thunderstorms and frontal rains, often bringing floods.

Eswatini has a young population of nearly 1.2 million people, with a median age of 20.5 years. People aged 14 or younger comprise 34 per cent of the total population. Literacy rates are high at 88 per cent, and there is access to education across the country. According to the constitution of Eswatini, the King is a symbol of unity and the eternity of the Swazi nation. For the purposes of local administration, Eswatini is divided into four regions: Hhohho, Lubombo, Manzini and Shiselweni. Each has an administrator appointed by the King. Parallel to the government structure is the traditional system of the King and his advisors, traditional courts, and 59 traditional Tinkhundla chiefdoms.

The staple crop in Eswatini is maize. Other crops such as sorghum (used for brewing beer), pumpkins, beans, peas, and other vegetables are also grown. Crop yields are generally low, but the more progressive farmers produce quantities that match those in the large-scale commercial sector. The livestock population in Eswatini is high because cattle are traditionally used as a store of wealth.

Eswatini's economy is very intricately linked to the economy of South Africa. It receives more than 90 per cent of its imports from and sends about 70 per cent of its exports to South Africa. Sugar and soft drink concentrates are the largest foreign exchange-earners. Beyond domestically generated income, Eswatini's economy benefits from worker remittances from South Africa. However, poverty remains a challenge due to stunted economic growth (which is expected to be 0.9 by 2026), adverse weather patterns, a high prevalence of HIV/AIDS and a high unemployment rate (25.8 per cent in 2021, up from 25.5 per cent in 2020). Poverty levels have remained high over the last five years.

Chronic malnutrition (stunting) is a primary concern, afflicting 24.4 per cent of children aged 0 to 59 months. There is currently no comprehensive social protection policy to address the needs of the extremely poor and chronically vulnerable, potentially condemning future generations to vicious cycles of malnutrition.

Key achievements

Climate and environment

In 2023, the Baphalali Eswatini Red Cross Society trained 3,500 community farmers on climate-smart agriculture to promote resilient farming practices and sustainable livelihoods. A disaster risk management strategy, contingency plan, and updated Common Alerting Protocol (CAP) messages were developed to enhance disaster preparedness in communities. The National Society is also reviewing the 2006 Disaster Law Act in collaboration with the government. In response to severe hailstorms, 28 staff and volunteers received National Response Team (NRT) refresher training, followed by deployment for disaster assessments. Tablets and protective gear were provided to assist the team during these assessments, with new guidelines established to guide future deployments.

Disasters and crises

In 2023, the Baphalali Eswatini Red Cross Society responded to multiple emergencies through the IFRC Disaster Response Emergency Fund (DREF) including two different instances of hailstorms and droughts. The National Society conducted an enhanced Vulnerability and Capacity Assessment (eVCA) involving community members, allowing communities to create tailored plans based on their vulnerabilities. In July 2023, volunteers carried out a Knowledge, Attitudes, and Practice (KAP) survey, interviewing people across 33 chiefdoms on disaster risk reduction and other key issues. The National Society assisted households affected by storms, reconstructing homes with financial support from local companies. Their multi-hazard contingency plan was updated by staff members to better address current hazards, while volunteers received first aid refresher training for their deployment in polling stations during the 2023 national elections.

Health and wellbeing

The Baphalali Eswatini Red Cross Society participated in two meetings with the Ministry of Health's Eswatini National Blood Transfusion Services (ENBTS) to develop a framework for assisting with blood donor recruitment. A team of officers worked on drafting critical documents, which were under review by National Society partners. In December 2023, the National Society hosted a workshop for school teachers, traditional healers, and clergy to strengthen their capacity in preventing and responding to communicable diseases. Additionally, internal capacity-building efforts included a one-day training on the enhanced Vulnerability and Capacity Assessment (eVCA), preparing staff to disseminate the tool for use during epidemics.

Migration and displacement

As part of the restoring family links (RFL) efforts, the Baphalali Eswatini Red Cross Society provided telephone services to migrants at Malindza Refugee Camp, enabling them to connect with relatives in their home countries. This initiative aimed to help migrants cope with emotional and psychological trauma. Each migrant was allotted five minutes for their calls. During the reporting period, 852 calls were made to 12 different countries. This service played a vital role in supporting the well-being of the migrant community.

Values, power and inclusion

Under the [ECHO Pilot Programmatic Partnership](#) project, the Baphalali Eswatini Red Cross Society staff and volunteers received training on [protection, gender, inclusion](#) (PGI), and diversity to promote inclusivity and set an example within the community. Refresher training on preventing sexual exploitation and abuse (PSEA), child protection, and signing the Code of Conduct was also conducted for staff, volunteers, and nurses. The delegation supported the coordination and completion of the National Society's vaccine roll-out project in the Hhohho, Shiselweni, and Manzini regions. Volunteers were also deployed to gather community feedback regarding COVID-19 vaccinations.

Enabling local actors

The Baphalali Eswatini Red Cross Society conducted a [Branch Organisational Capacity Assessment \(BOCA\)](#) training for participants, equipping them to assess branches and develop relevant plans. Governing Boards and a youth structure were elected, and youth leaders received training in leadership and community service, reviving their support for the elderly. The National Society promoted [humanitarian diplomacy](#) through media outreach, engaging people via radio and newspaper articles. Policies on prevention of sexual exploitation and abuse (PSEA), child safeguarding, and [community engagement and accountability](#) (CEA) were developed, alongside revisions to internal policies to strengthen operations and safeguard controls. The National Society also began its [digital transformation](#), centralizing volunteer data with KOBO software and shifting from paper-based processes.

STRATEGIC PRIORITIES



Climate and environment

Communities and Red Cross and Red Crescent staff and volunteers undertake urgent action to adapt to the rising and evolving risks from the climate and environmental crises

Progress by the National Society against objectives

In line with its objectives, the Baphalali Eswatini Red Cross Society trained a total of 3,500 community farmers (1,250 men and 2,250 women) on [climate-smart agriculture](#) to ensure that communities used resilient seed varieties and practised minimum tillage for planting. The farmers were also capacitated on the importance of sustainable livelihoods and income generation from their farm produce.

In 2023, a disaster risk management strategy was developed for the Baphalali Eswatini Red Cross Society together with Standard Operating Procedures. A contingency plan was also developed and updated alongside the Common Alerting Protocol (CAP) messages which worked to strengthen disaster preparedness in communities. The National Society is

currently reviewing the Disaster Law Act from 2006 and there have been ongoing meetings with the Government to engage them in the process.

The Baphalali Eswatini Red Cross Society also conducted a National Response Team (NRT) Refresher training for 28 staff and volunteers in December 2023. The training came at a time when the country was experiencing severe hailstorms, as a result, the NRT was deployed for rapid and in-depth assessments after the disaster. The assessment recorded the number of affected people and their needs. Tablets as well as protective clothing such as vests and safety boots were procured to be used by the team during assessments. The national response team's guidelines were developed to guide the deployment of the NRT during disaster response.

IFRC network joint support

The IFRC supported the Baphalali Eswatini Red Cross Society with technical support for various projects and programmes.

The **British Red Cross** and **Finnish Red Cross** assisted the National Society in undertaking urgent action to adapt to climate change.



Disasters and crises

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

In 2023, the IFRC Disaster Response Emergency Fund ([IFRC-DREF](#)) was approved for the following emergencies:

NAME OF OPERATION	Shiselweni Hailstorms
MDR-CODE	MDRSZ003
DURATION	5 months
FUNDING ALLOCATION	CHF 102,139
PEOPLE TARGETED	1,058
LATEST OPERATION UPDATE	DREF Operation Final Report

Through this IFRC-DREF allocation of CHF 102,139 in December 2022, Baphalali Eswatini Red Cross Society supported 1,058 people affected by the hailstorm in Shiselweni, through the provision of food, basic needs, livelihoods, and household items through a multipurpose cash grant, as well as 630 people (126 HHs) whose houses experienced damage with shelter materials. The operation area was in the Nsingizini and Nsubane communities of the Shiselweni region.

NAME OF OPERATION	Eswatini droughts
MDR-CODE	MDRSZ004
DURATION	9 months (21 December 2023 to 30 September 2024)
FUNDING ALLOCATION	CHF 599,533
PEOPLE TARGETED	30,000
LATEST OPERATION UPDATE	DREF Operation

The IFRC-DREF allocation of CHF 599,533 in December 2023 aimed at supporting the 30,000 vulnerable people affected by food insecurity, shortage of water and disrupted livelihoods through the provision of sustainable solutions such as clean water, crop production and multipurpose cash in the Lubombo and Shiselweni region over the period of 9

months. The whole approach aimed to increase the resilience of the communities and to contribute to early recovery through a flexible cash approach, supporting income-generating activities and local market influencers.

People affected by crises and disasters have their needs met through support that is timely, adequate, flexible, and strengthens their agency

Progress by the National Society against objectives

The Baphalali Eswatini Red Cross Society conducted an enhanced Vulnerability and Capacity Assessment (eVCA) for communities, including the participation of 123 men and 185 women. Communities developed their plans based on their vulnerabilities and capacities. Volunteers were deployed in July 2023 in project constituencies where they conducted a Knowledge, Attitudes and Practice (KAP) survey. Community members from 33 chiefdoms participated where they were interviewed on issues regarding disaster risk reduction, cash and voucher assistance (CVA), and community engagement and accountability (CEA). A total of 76 volunteers conducted interviews with 1,186 respondents. The report of the outcome of the KAP survey is to be finalized.

The National Society assisted five households affected by storms. Through financial assistance from local companies, the five houses were reconstructed. The main challenge faced during the implementation was limited support for the community that was in need of other household items.

The National Society's multi-hazard contingency plan was updated to better suit the current status quo of hazardous events in the country. The exercise was conducted with 18 staff members from different departments of the National Society, spearheaded by the Office of Disaster Management. Participants were also able to update the response mechanisms and triggers, alongside developing a rudimentary budget for the different response mechanisms.

The Baphalali Eswatini Red Cross Society Volunteers were given first aid refresher training to prepare for the 2023 national elections. After training, they were deployed to 100 polling stations to provide first aid on the 26th of August and the 29th of September 2023. Over 10 polling hotspots were provided to the Baphalali Eswatini Red Cross Society for visibility, including 10 gazebos and 10 tear-drop banners. The first aid ambulance together with the first aid paramedic were also deployed to respond to both the primary and secondary elections.

IFRC network joint support

The IFRC, under the global Pilot Programmatic Partnership with the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO), supported the Baphalali Eswatini Red Cross Society in conducting a Knowledge, Attitudes and Practice (KAP) survey. The IFRC also supported the National Society with its multi-hazard contingency plan.

The **British Red Cross** and **Finnish Red Cross** supported the National Society in assisting people affected by crises and disasters.



Health and wellbeing

The health and wellbeing of communities are protected and improved through access to sustainable, affordable, appropriate and quality health services throughout life

Progress by the National Society against objectives

The Baphalali Eswatini Red Cross Society partook in two meetings with the Ministry of Health's Eswatini National Blood Transfusion Services (ENBTS). The meetings discussed the development of a working framework allowing the National Society to assist with blood donor recruitment. Both the Baphalali Eswatini Red Cross Society and ENBTS established a team of eleven officers who worked on critical documents required to formalize their plans. The team comprised five Baphalali Eswatini Red Cross Society staff members and six officers from the ENBTS. The chair of all the meetings was ENBTS and the Secretariat was the Baphalali Eswatini Red Cross Society. By the end of the reporting period, the draft documents were being reviewed by the National Society partners.

A one-day residential workshop for school teachers, traditional healers, and clergy was hosted by the National Society in December 2023 at Bethel Court, Ezulwini. The training's objectives were to provide capacity to traditional healers, career guidance teachers, and religious leaders and their role in the prevention, control, and response to commonly

occurring communicable diseases in the community. All technical topics were facilitated by the Health Promotion Unit Manager from the Ministry of Health, ensuring the participants disseminated accurate information to the community members such as their clients, learners, and congregants.

Internal capacity building for the Baphalali Eswatini Red Cross Society on the [enhanced Vulnerability and Capacity Assessment](#) (EVCA) took place over a one-day residential training, and attendees were oriented on how to use the tool before and during epidemics. The training was appreciated, and trainees intend to disseminate the information to volunteers so that they are able to use the eVCA tool.

IFRC network joint support

The IFRC supported the National Society through technical assistance.

The **Belgian Red Cross** (Flanders) and the **Finnish Red Cross** assisted the National Society with the draft document review process during its coordination with ENBTS.



Migration and displacement

Engage with migrants, displaced persons and host communities to assess, understand and respond to their priority needs more effectively

Progress by National Society against objectives

The Baphalali Eswatini Red Cross Society continued to support migrants through telephone services in Malindza Refugee Camp. The service mainly served the function of connecting migrants with relatives in their country of origin. The facility was made available for the migrants to assist them cope with both the emotional and psychological trauma of being away from relatives and also to assist with the repatriation of migrants. Each migrant was given five minutes to call back home. In this period, 852 calls were made to 12 different countries.

IFRC network joint support

The IFRC supported the Baphalali Eswatini Red Cross Society with technical assistance.

The **British Red Cross** supported the National Society with its efforts to support refugees and migrants.

The **ICRC** provided technical support to the National Society in its [restoring family links](#) (RFL) efforts.



The Baphalali Eswatini Red Cross Society conducted a survey following the provision of cash assistance to understand community response in Lubombo region, 26 June 2023. (Photo: The IFRC)



Values, power and inclusion

Contribute to a positive change in communities through a wider understanding, ownership and concrete application of humanitarian values and fundamental principles, focusing especially on young people's knowledge, skills, and behaviour

Progress by the National Society against objectives

Under the ECHO PPP Project, the Baphalali Eswatini Red Cross Society staff and volunteers were trained on protection, gender, and inclusion (PGI) and diversity and inclusion to ensure that they promote inclusivity within the community and lead by example. There was a refresher training on the prevention of sexual exploitation and abuse (PSEA), child protection, and signing of the Code of Conduct by the National Society staff, volunteers, and nurses.

The delegation supported the coordination and completion of the National Society's vaccine roll-out project. The project was based in the three regions of Hhohho, Shiselweni, and Manzini. It was instrumental in collecting community feedback for COVID-19 through the deployment of about 230 volunteers.

IFRC network joint support

The IFRC, under the global Pilot Programmatic Partnership with the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO), supported the interventions undertaken by the National Society in its efforts.

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 IFRC's Southern Africa country cluster delegation, with an office based in South Africa since 2010, currently works with five National Societies in the region, namely, Botswana, Eswatini, Lesotho, Namibia and South Africa. The IFRC support to the Baphalali Eswatini Red Cross Society centres on strategic and operational coordination, National Society development and humanitarian diplomacy, including strengthening its auxiliary role. It also supports accountability as a cross-cutting theme. In November 2023, the IFRC supported the Baphalali Eswatini Red Cross Society through a DREF operation in relation to drought. A technical support platform has been set up by the IFRC to support the National Society in managing the current emergency and assisting communities in a dignified manner.

The Baphalali Eswatini Red Cross Society receives support from the **American Red Cross, Belgian Red Cross** (Flanders), **British Red Cross, Canadian Red Cross, Finnish Red Cross** and **Japanese Red Cross Society**.

Movement coordination

The Colombian 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 support to the National Society in restoring family links, addressing civil unrest and volunteer and staff capacity building. It also provides support to the National Society with Safer Access training to address civil unrest.

External coordination

In line with its auxiliary role, all humanitarian interventions of the Baphalali Eswatini Red Cross Society are coordinated with the Office of the Deputy Prime Minister through the Disaster Management Department and National Drought Management Authority. In times of emergencies, the National Drought Management Authority coordinates all interventions by humanitarian agencies with support from other UN agencies through the Command-and-Control Centre.

The National Drought Management Authority has several sectoral technical working groups focused on specific areas, and the National Society has a representation in the following: food security, agriculture and livelihoods, health, nutrition, HIV/AIDS, social protection, security and education. Close coordination with relevant authorities is ensured at all levels, from constituency to regional and national levels. The National Society has a permanent seat on local disaster management committees. At the regional level, the National Drought Management Authority and the National Society's technical officers work together in assessments, response and other support areas. In addition, the National Society engages traditional leadership systems at the community level.

Epidemic and pandemic preparedness and response activities are closely coordinated with the Ministry of Health and development partners such as the World Health Organization and UNICEF.

For food security and livelihoods, the National Society sustains a constant operational dialogue with the World Food Programme, which has implemented a significant assistance intervention in Eswatini. Coordination in terms of geographical locations, delivery approaches, feedback and complaint mechanisms, and joint targeting and monitoring tools between the Baphalali Eswatini Red Cross Society and the World Food Programme have been ongoing since 2016.

Another key organization with which the National Society will continue close coordination is World Vision, which plays an important role across the country – particularly in Shiselweni – in supporting longer-term livelihood protection and water, sanitation and hygiene initiatives for communities affected by drought.

The Baphalali Eswatini Red Cross Society is also working in partnership with Africa Centre for Diseases Control (CDC) and LAF (LARS Amundsen Foundation), local corporations, individuals and the government of the Kingdom of Eswatini. Some of these partners provide both financial and technical support to the National Society. The National Society is also part of the food security cluster and the disaster risk management cluster, under the National Disaster Management Agency (NDMA), where plans and updates are shared.



National Society development

Progress by the National Society against objectives

The Baphalali Eswatini Red Cross Society conducted a Branch Organisational Capacity Assessment (BOCA) training of trainers whereby a total number of 14 participants were trained to conduct BOCA for the National Society branches and to come up with the relevant branch plans.

The units and branches of the National Society elected Governing Boards and a separate structure for youth (up to 30 years). The National Society also conducted training for youth leaders from the several branches as well as the national youth committee. The youth leaders were trained on various topics including leadership, conducting meetings, and youth activities. Furthermore, the youth also revived its mandate of visiting the elderly in the community to assist them with various needs such as cleaning the yard, fetching water, and tending to the elderly people's gardens.

IFRC network joint support

The IFRC supported the National Society with technical assistance through facilitating trainings by Zimbabwe National Society Development (NSD) colleague and the IFRC youth delegate.

The **British Red Cross** and **Finnish Red Cross** supported the National Society undertaking National Society Development.



Humanitarian diplomacy

Progress by the National Society against objectives

The National Society worked to promote Humanitarian diplomacy by undertaking a number of communications and media activities. These included reaching over 195,000 people through three radio slots per week and 32 newspaper articles produced.

The Baphalali Eswatini Red Cross Society developed its office signage was developed.

IFRC network joint support

The IFRC supported the Baphalali Eswatini Red Cross Society with the development of its office signage. It also supported peer-to-peer engagements and capacity enhancement through mentoring and training.

The **British Red Cross** and **Finnish Red Cross** supported the National Society in promoting Humanitarian Diplomacy.



Accountability and agility (cross-cutting)

Progress by the National Society against objectives

The Baphalali Eswatini Red Cross Society leadership approved the Prevention of Sexual Exploitation and Abuse (PSEA) and Child Safeguarding policies which were then shared with staff and management through a policy dissemination workshop. The Baphalali Eswatini Red Cross Society also developed a draft policy for Community Engagement and Accountability (CEA), a process that aims at ensuring that CEA is institutionalized across all programmes in the organization.

The National Society also revised several policies such as its information technology policy, finance manual, per diem policy, motor vehicle policy, and procurement and logistics policy. The policies aim to contribute to the National Society becoming a 'partner of choice'.

In a bid to further strengthen internal controls and safeguarding, the Baphalali Eswatini Red Cross Society established the Baphalali Eswatini Red Cross Society PSEA Committee which is a team designed to assist in response to PSEA allegations in the workplace. The Baphalali Eswatini Red Cross Society also participated in national Risk Communication and Community Engagement meetings as well as in Social Protection Cluster meetings.

The National Society also established KOBO software for its branches to successfully collect volunteer data from the different branches to centralise volunteer data management and promote diversity. This also overlapped with the Baphalali Eswatini Red Cross Society's digital transformation process, which began its process of moving from paper-based to digital.

IFRC network joint support

The IFRC supported the Baphalali Eswatini Red Cross Society with technical support.

The **British Red Cross** funded the safe and inclusive programming activities. It also supported peer-to-peer support activities which were taking place between the National Societies in the regions including Kenya, Namibia, Lesotho, Zimbabwe, and Eswatini.



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 Eswatini 2023 Financial Report](#)

Note: For emergencies for which a financial report is not yet available, see: [MDRSZ003](#), [MDRSZ004](#).

- [IFRC Global Plan and Country Plans](#)
- [Subscribe for updates](#)
- [Donor response](#) on IFRC website
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

Contact information

Baphalali Eswatini Red Cross Society

[facebook.com/ BaphalaliEswatiniRedCrossSociety](https://facebook.com/BaphalaliEswatiniRedCrossSociety)

Kopano Masilo

Head of Delegation
IFRC Country Cluster Delegation
for South Africa, Botswana, Lesotho,
Namibia & Kingdom of Eswatini,
based in Pretoria
T +276 632 03886
kopano.masilo@ifrc.org

Louise Daintrey

Head of Strategic Partnerships
& Resource Mobilization
IFRC Regional Office for Africa,
Nairobi
T +254 110 843978
louise.daintrey@ifrc.org

Sumitha Martin

Lead
IFRC Global Strategic Planning
& Reporting Centre
New Delhi
sumitha.martin@ifrc.org