



# GEORGIA

2023 IFRC network annual report, Jan-Dec

25 October 2024

## IN SUPPORT OF THE RED CROSS SOCIETY OF GEORGIA



## PEOPLE REACHED

Emergency Operations



**2,130**

Health and wellbeing



**414,244**

Values, power and inclusion



**45,000**

## FINANCIAL OVERVIEW

*in Swiss francs (CHF)*

Country	Funding Requirement	1.8M
IFRC Secretariat	Emergency Operations Funding	1.6M
	Emergency Operations Expenditure	1.4M
	Longer-term Funding Requirement	1.2M
	Longer-term Funding	754,000
Participating National Societies	Longer-term Expenditure	594,000
	Funding Requirement	347,000
	Funding	1M
HNS other funding sources	Expenditure	661,000
	Funding Requirement	185,000
	Funding	972,000

### Red Cross Society of Georgia

Overview



Funding Sources



Appeal number **MAAGE003**

*In addition to: CHF 500,000 DREF Funding*

## ONGOING EMERGENCY INDICATORS

**MGR65002** / Ukraine and Impacted Countries Emergency Appeal

People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	2,000
People reached by protection, gender and inclusion programming	2,000
People reached with psychosocial and mental health services	1,000
People trained by National Societies in first aid	106
Number of Humanitarian Service Points (HSPs) providing assistance and/or protection services to displaced persons, migrants and host communities	4

## STRATEGIC PRIORITIES

Health and wellbeing	People reached by National Societies with contextually appropriate health services	414,000
	People reached by National Societies with contextually appropriate water, sanitation and hygiene services	22,000
	People reached with psychosocial and mental health services	63,000
	People trained by National Societies in first aid	23,000
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	45,000
	People whose access to education is facilitated through National Society programming	29,000

## ENABLING FUNCTIONS

Accountability and agility	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

# IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Funding Reported	Climate and environment	Bilateral Support					Enabling Functions	Multilateral Support
			Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Through IFRC		
Australian Red Cross								✓	
Austrian Red Cross	1.8M			●				✓	
British Red Cross								✓	
Danish Red Cross								✓	
French Red Cross								✓	
Irish Red Cross Society								✓	
Italian Red Cross	143,000			●				✓	
Japanese Red Cross Society								✓	
Norwegian Red Cross				●			●		
Swiss Red Cross	351,000		●				●		

Total Funding Reported **CHF 2.3M**

# OVERALL PROGRESS

## Context

Georgia is exposed to a number of geophysical and hydrometeorological hazards. Hailstorms, floods, landslides and mudflows are frequent and cause regular damage to the livelihoods of vulnerable people. In some areas, these hazards occur on an annual basis, affecting the same geographical areas and damaging crops and irrigation channels. Small-scale farmers are deprived of their livelihoods, unable to recover effectively and exposed to longer-term indirect losses as result.

In June 2023, Georgia experienced a significant disaster resulting from heavy rainfall, flooding, and hailstorms. The disaster impacted various areas within Gurjaani, affecting both urban and rural settlements. As a consequence of the heavy rainfall, the central streets of Gurjaani municipality and surrounding areas were flooded, causing severe difficulties in transportation and mobility. In addition, the sudden mudflows and landslides resulted in the destruction of roads, blockages caused by fallen trees, and damage to vital infrastructure such as bridges and power transmission towers. Gurjaani, Chumlaki, Tchandari, Vejini, Dzirkoki, Kolagi, Bakurtsikhe, Kodalo villages were flooded, and other state infrastructure such as bridges and inland roads, and power transmission towers were damaged. The disaster also had a detrimental impact on the agricultural sector, with flooding damaging agricultural lands and destroying crops.

As a result of the conflicts in the early 90s in the Autonomous Republic of Abkhazia and in the Tskhinvali Region/South Ossetia, which erupted again in August 2008, internally displaced persons represent six per cent of the total population, totalling 3.7 million people, according to estimates by National Statistics Office of Georgia. Georgia has one of the world's highest incidences of internal displacement relative to its overall population, and the population movement caused by the 2022 conflict in Ukraine will have a further negative impact on economic growth and social protection in the context of migration.

## Key achievements

### Climate and Environment

Partnering with the IFRC Climate Centre, the Red Cross Society of Georgia developed the Action Strengthening of Community Based Climate Smart Programming in Georgia (SCBCS) project. This initiative, funded by the European Commission from 2024, aims to enhance locally-led climate-smart adaptation strategies with a focus on engaging youth in communities.

### Disasters and Crises

The Red Cross Society of Georgia successfully mobilized its emergency response capacity to respond to coincidental Shovi Landslide and country-wide flash floods in parallel with the ongoing Ukraine and Impacted countries crisis. Apart from the on-site immediate response to the disasters' aftermath, GRCS advanced its longer-term programming modalities by piloting the Cash and Voucher Assistance (CVA) modality on an unprecedented scale across six regions, aiming to support approximately 9,800 people from 2,800 affected households

### Health and Wellbeing

In this reporting period, the National Society reached people through its multi-faceted Health and Care programming, involving volunteers and staff members and aiming at preventing and detecting both communicable and non-communicable diseases, raising awareness about healthy living practices, promoting non-remunerated blood donation, and providing education and training in basic first aid, mental health, psychosocial first aid, and psychological support.

### Migration and Displacement

In 2023, the Red Cross Society of Georgia Society shifted its focus due to the Ukraine Crisis, becoming more involved in migration issues as Georgia emerged as a destination and transit country for displaced Ukrainians. This change led to the National Society actively monitoring migration trends and redefined its operational strategy during an IFRC-facilitated planning workshop. Despite the constraints on immediate response capacities, the National Society made substantial progress in areas such as Cash and Voucher Assistance, Protection, Gender and Inclusion, Health and Care, and Community Engagement and Accountability. The organization also developed new capacities to

support children and families on the move, including initiatives in Education in Emergencies and [Mental Health and Psychosocial Support](#). A comprehensive needs assessment with IFRC support identified critical needs such as food, hygiene, healthcare, and [shelter](#), highlighting the importance of tailored interventions.

### Values, Power and Inclusion

The National Society made significant strides in enhancing its Protection, Gender, and Inclusion capacities, along with Community Engagement and Accountability efforts, by strengthening normative frameworks and training staff members while optimizing its Central Feedback Mechanism through a Digital Engagement Hub. In 2023, the Red Cross Society of Georgia expanded its resource mobilization, acquiring over 20 new corporate partners and successfully raising significant funds in donations, including cash and in-kind contributions. To enhance financial sustainability, the National Society launched an In-House Face-to-Face Project aimed at securing long-term individual donors, exceeding its donor mobilization projections by 60 per cent. Additionally, the Red Cross Society of Georgia promoted its mission and impact through regular social media campaigns.

## IFRC NETWORK ACTION

### ONGOING EMERGENCY RESPONSE

For real-time information on emergencies, see [IFRC GO page Georgia](#)

<b>NAME OF OPERATION</b>	Ukraine and Impacted countries appeal
<b>MDR-CODE</b>	MGR65002
<b>DURATION</b>	20 months (01 June 2022 to 29 Feb 2024)
<b>FUNDING REQUIREMENTS</b>	Federation wide funding requirement for Georgia: CHF 4,351,766
<b>PEOPLE TO BE ASSISTED</b>	29,101
<b>LINK TO EMERGENCY APPEAL</b>	<a href="#">Ukraine and Impacted countries revised emergency appeal</a>
<b>LINK TO OPERATIONAL STRATEGY</b>	<a href="#">Ukraine and Impacted countries revised operational strategy</a>
<b>LINK TO LATEST OPERATION UPDATE</b>	<a href="#">Operations Update No.10</a>
<b>LINK TO COUNTRY RESPONSE PLAN</b>	<a href="#">Georgia NS response plan</a>

The spread of the hostilities in Ukraine has also resulted in widespread multinational and multifaceted displacement. In total, over 20.4 million movements out of Ukraine have been recorded since the escalation of the international armed conflict.<sup>3</sup> Most of the displaced people from Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, Hungary, Romania, Slovakia, and Moldova. Following the activation of the Temporary Protection Directive (TPD) by the European Union, 5.04 million<sup>2</sup> Humanitarian Data Explorer, Ukraine, 20 April 2023. <sup>3</sup> UNHCR Ukraine Situation Data Portal, 11 April 2023. displaced people from Ukraine have registered for Temporary Protection in EU countries. <sup>4</sup> However, EU member states have used their discretion to define the scope of the TPD in terms of recognition, registration processes, and applicable rights and access to essential services.

As part of the Ukraine and Impacted Countries Crisis Emergency Appeal, the Red Cross Society of Georgia addresses the needs of displaced people from Ukraine with support from the International Federation of Red Cross and Red Crescent Societies. The organization's response focuses on providing access to primary and essential health services, including [Mental Health and Psychosocial Support](#), support for children and parents through Child-Friendly Spaces, and Protection, Gender, and Inclusion activities. The Red Cross Society of Georgia is also developing its Cash and Voucher Assistance capacity and advocating for increased support for displaced individuals, while emphasizing Community Engagement and Accountability as cross-cutting priorities.

## Short description of emergency operational strategy

In 2023, the Red Cross Society of Georgia prioritized improving access to healthcare services for vulnerable groups, including older persons and people with disabilities, through agreements with insurance companies. It also facilitated access to timely diagnosis and treatment for people living with HIV in partnership with the Georgian AIDS and Clinical Immunology Research Center. Extensive training sessions in hygiene promotion, First Aid, and Psychological First Aid were conducted to reach various community members.

The Red Cross Society of Georgia also organized counselling sessions for volunteers and established day centres for older people to foster social integration and well-being. Staff and volunteers received comprehensive training in Mental Health and Psychosocial Support, and promotional materials were distributed to raise awareness about available services. Under Protection, Gender, and Inclusion initiatives, the organization set up child-friendly spaces, organized festive events for children, and conducted training to promote inclusive environments, ensuring the safety of children participating in these activities.

# STRATEGIC PRIORITIES



## Climate and environment

### Progress by the National Society against objectives

In 2023, the Red Cross Society of Georgia Society worked to define its vision and priorities regarding climate and environmental issues, though the sector did not receive the needed attention due to challenging humanitarian conditions. To build dedicated capacities, the organization sought to mobilize resources for developing its position on climate change. In collaboration with the Climate Centre, it developed a project titled Action Strengthening of Community Based Climate Smart Programming in Georgia, which received funding approval from the European Commission for 2024. The project aims to enhance locally led, climate-smart adaptation approaches with active youth involvement.

The Red Cross Society of Georgia also contributed to the development of the Climate Roadmap for Europe and the associated Terms of Reference. It regularly participates in the Steering Committee for the Regional Climate Action Roadmap and Technical Reference Groups. During the first meeting for the Regional Climate Action Roadmap in June 2023, the organization provided input to localize the Climate Roadmap in Georgia, aligning it with its strategy, commitments made in Tbilisi, and governmental plans.

### IFRC network joint support

**The IFRC** supported the National Society in advancing its climate and environment strategy by partnering on the Action Strengthening of Community Based Climate Smart Programming in Georgia, which received funding approval from the European Commission for 2024.



For real-time information on IFRC emergencies, see IFRC GO page Georgia.

In 2023, an IFRC disaster response emergency fund ([IFRC-DREF](#)) was activated for an emergency comprising [flash flood](#) in Georgia.

<b>NAME OF OPERATION</b>	Georgia Flash Floods 2023
<b>MDR-CODE</b>	MDRGE017
<b>DURATION</b>	4 months (29 June 2023 to 31 December 2023)
<b>FUNDING ALLOCATION</b>	CHF 500,000
<b>PEOPLE TARGETED</b>	9,800
<b>LATEST OPERATION UPDATE</b>	<a href="#">DREF Operations Update</a>

The DREF allocation of CHF CHF 500,000 in June 2023 supported the National Society in assisting approximately 9,8000 people affected by flash floods in Kakheti, Racha-Lechkhumi and Kvemo (lower) Svaneti. The National Society supported the targeted people over a four-month period with assistance including community engagement and accountability, protection, gender and inclusion, water, sanitation and hygiene, resource mobilization, coordination.

### Progress by the National Society against objectives

In 2023, the Red Cross Society of Georgia Society made significant progress toward its goals under the International Federation of Red Cross and Red Crescent Societies Disaster Management Framework and Strategy 2030. The organization responded effectively to the Shovi Landslide and Western Georgia flash floods, utilizing mini-grants for immediate disaster relief and implementing Cash and Voucher Assistance to empower affected communities and promote resilience.

Following a massive landslide on August 3, 2023, which devastated the Shovi Resort area and resulted in 32 fatalities, the Red Cross Society of Georgia mobilized disaster response teams from day one. The organization deployed around 200 personnel, providing essential services such as establishing a reception centre, offering psychosocial support, and distributing food and non-food items to those affected. A [needs assessment](#) informed a tailored response, resulting in first aid and vaccination for 530 people, psychological first aid from mental health teams for 30 days, and assistance to approximately 600 individuals over 90 days. The organization raised GEL 700,000 from various sources to support its activities. Additionally, a psychosocial support centre was opened in the village of Glola, assisting 450 beneficiaries by year-end.

In response to the flash floods in Western Georgia, the Red Cross Society of Georgia revised its disaster management plan, piloting [Cash and Voucher Assistance](#) on an unprecedented scale across six regions, helping around 9,800 individuals from 2,800 households. This approach aimed to empower communities in their recovery.

### IFRC network joint support

The IFRC supported the National Society in its response to the Shovi landslide in 2023, allocating funds through the regional risk project to aid initial efforts and cover related costs. The IFRC also provided both financial and technical support to the National Society in its objectives under climate and environment.



### Progress by the National Society against objectives

In 2023, the Red Cross Society of Georgia significantly reduced health-related risks for a vulnerable population through its comprehensive health programming and dedicated staff and volunteers. The organization focused on preventing and detecting communicable and non-communicable diseases while addressing drug addiction. It promoted healthy living, non-remunerated blood donation, and provided training in first aid and mental health support. Home care services for vulnerable older persons emphasized their dignity and rights.

Key achievements include prioritizing routine vaccination awareness campaigns and supporting individuals affected by the Ukraine conflict, providing first aid and psychological support. A team of instructors was established to deliver various health services, benefiting many people, with additional outreach for water, sanitation, and hygiene initiatives. A study on immunization perceptions, supported by the Austrian Red Cross, revealed high trust but highlighted misinformation challenges, guiding future risk communication efforts.

The Red Cross Society of Georgia enhanced collaboration with healthcare stakeholders, leading coordination efforts for migrants, including those displaced by the Ukraine conflict. It established partnerships to improve healthcare access for vulnerable groups and secured essential services for individuals living with HIV. The organization mobilized donors, improved home care standards, advocated for individuals with disabilities, and remained active in international health advocacy networks.

Another important aspect of cooperation between the National Society and the movement partners is the establishment of the Healthy Ageing Platform in October 2023, tasked to facilitate the cooperation of different actors in national society Ageing programming, as well as the development of a new National Society Healthy Ageing strategy.

### IFRC network joint support

The **IFRC** supported the Red Cross Society of Georgia in its health programming by providing both financial and technical assistance. The National Society is supported in its efforts in areas such as WASH, first aid, mental health and psychosocial support, community-based health and first aid, among others.

The **Austrian Red Cross** financially supported to the project Epidemic preparedness and COVID-19 Response in Armenia and Georgia to support increasing trust towards immunization in Georgia.

The **Italian red Cross Society** has assisted with funding for Combat Stigma and Reduce Spread of HIV/AIDS project, reaching staff and volunteers, and thousands of people directly.

The **Swiss Red Cross** supported the National Society in providing pharmacy vouchers for the Ukrainian displaced population living in Georgia's three cities of Batumi, Kutaisi and Tbilisi.



Georgia Red Cross volunteers bring food parcels and provide medical assistance to the most vulnerable. (Photo: The Georgia Red Cross)



## Migration and displacement

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### Progress by the National Society against objectives

The Ukraine crisis prompted the Red Cross Society of Georgia to reevaluate its migration policy, recognizing Georgia as both a destination and transit country for displaced individuals. In 2023, the organization actively monitored migration trends, marking a shift from previous years when migration was not a priority. A planning workshop facilitated by the International Federation of Red Cross and Red Crescent Societies helped redefine its operational strategy, despite constraints limiting its capacity to fully address migration issues.

The Georgian Red Cross made progress in several key areas, including Cash and Voucher Assistance, Protection, Gender and Inclusion, Health and Care, and Community Engagement and Accountability. It also developed new capacities to support children and families in transit through initiatives focused on Education in Emergencies and Mental Health and Psychosocial Support. A comprehensive needs assessment conducted with the International Federation's support identified critical requirements such as food, hygiene, healthcare, and shelter, highlighting the need for tailored interventions.

### IFRC network joint support

The **IFRC** supported the Red Cross Society of Georgia Society's migration programming in response to the Ukraine Crisis. Through strategic guidance and financial support, the IFRC enabled the National Society to conduct comprehensive needs assessments and establish crucial capacities for addressing the humanitarian needs of displaced people. The IFRC facilitated partnerships with organizations such as Red Noses International, allowing the National Society to create child-friendly spaces.

The **Swiss Red Cross** allocated funding for Cash and Voucher assistance to approximately 200 eligible individuals displaced from Ukraine in Georgia.



## Values, power and inclusion

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### Progress by the National Society against objectives

The Red Cross Society of Georgia is actively enhancing the capacities of vulnerable groups by focusing on building their skills and soft skills. During the reporting period, the organization conducted various educational and skill-building training sessions. These included project writing workshops for volunteers across the country, benefiting numerous individuals, and a Training of Trainers program focused on life skills for volunteers in targeted communities. Regular life skills sessions for youth representatives reached a significant population, helping them develop soft skills, boost self-confidence, and improve employability by aligning with market demands.

During the reporting period, the National Society focused on enhancing its Community Engagement and Accountability (CEA) capacity, integrating it into all operations. The CEA focal person participated in the CEA Surge Training in May 2023. The National Society also participated in the CEA Capacities Mapping developed by the IFRC Europe Regional Office.

The National Society developed and adopted a PGI Position Paper and Plan of Action amidst the Ukrainian Emergency appeal, ensuring the integration of protection, gender, and inclusion principles. Over 150 staff members and volunteers received comprehensive PGI training. Key staff also participated in international peer-exchange sessions.

The National Society created Child Safeguarding and Prevention of Sexual Exploitation and Abuse (PSEA) policies. A working group was established to develop these policies, meeting monthly and organizing a 1-day PGI workshop with IFRC. The code of conduct for volunteers was updated to align with PGI principles, and efforts to upgrade other related documents continue.

During the reporting period, 45,000 people were reached through Values, Power, and Inclusion activities, including PGI efforts, dissemination of International Humanitarian Law information, and involving minority groups in various activities to support their socialization.

## IFRC network joint support

The IFRC regional Protection, Gender, and Inclusion Delegate organizes a regional community of practice. It provides one on one coaching and support for the National Society PGI focal point, providing templates, tools and examples to support the PGI workplan of the National Society. The EiE delegate provides additional support to the regional delegate as needed by National Society to follow up on plans and document creation, such as safeguarding policy or sensitive complaint SOPs.

The IFRC played a pivotal role in supporting the National Society's [Community Engagement and Accountability](#) (CEA) initiatives. The IFRC CEA delegate closely coordinated with the National Society and the Netherlands Red Cross Society's 510 Team to design and prepare to launch the Digital Engagement Hub.

# 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 National Society was supported by **Austrian Red Cross, Italian Red Cross, Norwegian Red Cross** and **Swiss Red Cross**.

### Movement coordination

The Red Cross Society of Georgia 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 has been present in Georgia since 1992. It works with the Red Cross Society of Georgia Society, its primary partner in the country, at different levels within the framework of partnerships and capacity building, through both bilateral cooperation and pooled funding mechanisms such as the National Society [Investment Alliance](#). Through its delegation in Georgia, the ICRC aims to mitigate the ongoing consequences of past conflicts, clarify the fate of missing persons and support their families. The ICRC also engages in constructive dialogue with state authorities and local stakeholders, and supports the Red Cross Society of Georgia Society to increase its role in missing persons activities. The ICRC supports those affected across administrative boundary lines by [restoring family links](#) programming, visiting detainees and improving living conditions of the most affected populations. The ICRC also works to promote and strengthen respect for international humanitarian law.

The National Society is an active member of the Movement Support Group for the Safer Access Framework (MSG-SAF). The Framework focuses on sharing best practices and addressing challenges in implementing SAF, while also aligning it with the National Society Development (NSD) plan and strategy. This alignment ensures coherence with other NSD and disaster management tools, such as [OCAC](#), [BOCA](#), and [PER](#). Insights gained through the Framework guide field support and may lead to new strategies or the revision of tools. Established in 2023, the group consists of National Societies, the ICRC, IFRC, and partner National Societies, all committed to SAF-related approaches. During its first year, the group developed its terms of reference and held an initial meeting, with further activities planned for 2024.

## External coordination

During the reporting period, the Red Cross Society of Georgia Society worked closely with national, regional, and municipal authorities to enhance its role and support vulnerable communities. In 2023, 36 joint projects were implemented through partnerships formalized by Memoranda of Understanding (MoUs) with municipal governments. These MoUs outlined cooperation frameworks, enabling the National Society to leverage resources and expertise to address community needs. The collaboration not only supported specific initiatives but also promoted community resilience and social inclusion across the country.

Throughout 2023, IFRC provided operational and technical coordination for ongoing projects and focused on building new partnerships through humanitarian diplomacy. It supported the Red Cross Society of Georgia Society's participation in the UNHCR interagency coordination platform on Ukraine, which connects organizations assisting people displaced from Ukraine. Additionally, IFRC led monthly cluster-level coordination with partner National Societies, covering project implementation, progress tracking, and the exchange of best practices. This coordination ensures alignment with strategic objectives, fosters collaborative programming, and strengthens operations across the cluster, including in Georgia.



## National Society development

### Progress by the National Society against objectives

During the reporting period, the Red Cross Society of Georgia Society focused on enhancing its feedback mechanism with support from the [Capacity Building Fund](#). A key effort involved developing a digital feedback tool for managing cases and analyzing data, helping the organization better understand community needs and improve accountability. In collaboration with the 510 team, the National Society made significant progress on the software, scheduled to launch in 2024, with plans to extend its use from headquarters to branches.

The National Society also advanced digitalization efforts by creating a Power BI dashboard to strengthen information management. A dedicated Information Management focal person was hired to optimize data analysis, reporting, and decision-making processes. These initiatives aim to enhance operational efficiency and provide data-driven insights for humanitarian programs.

In September 2023, the Red Cross Society of Georgia Society launched the In-House Face-to-Face fundraising project, supported by the Swiss and Norwegian Red Cross, which exceeded donor recruitment targets by 60 per cent. To ensure long-term donor engagement, the National Society collaborated with VRP Consulting to establish a Customer Relationship Management (CRM) system and develop a Donor Communication Calendar. This system, essential for financial sustainability, strengthens the organization's capacity to respond effectively during emergencies and deliver high-quality services.

The National Society also achieved progress in [Cash and Voucher Assistance](#) (CVA) by recruiting a CVA officer, forming an internal technical working group, and conducting a two-day self-assessment workshop in October 2023. With support from the IFRC and the Swiss Red Cross, the National Society developed a CVA Preparedness Plan of Action. This initiative aims to streamline policies, strengthen structures, and build staff capacity for future cash interventions, with pilots planned for 2024-2025.

Additionally, the National Society conducted Branch Organizational Capacity Assessments (BOCA) in 26 branches, including two pilot branches. These assessments, supported through cooperation with the Norwegian Red Cross, resulted in plans of action to guide branch development.

### IFRC network joint support

The IFRC provided support to the National Society through the IFRC [Capacity Building Fund](#) (CBF) to enhance its central feedback mechanism as part of a broader [digital transformation](#) initiative. This project focuses on developing a digital feedback tool for improved case management and data analysis, helping the National Society better understand community needs and enhance program responsiveness and accountability.



## Humanitarian diplomacy

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### Progress by the National Society against objectives

In 2023, the Red Cross Society of Georgia Society enhanced humanitarian diplomacy, advocacy, and communications to build public trust, promote its mandate, and engage with external partners. With support from the IFRC Cluster Delegation, the society held 11 meetings with international organizations and diplomatic missions, including key representatives from Türkiye, Israel, Denmark, Italy, Hungary, WHO, and the World Bank. Some meetings took place at the Red Cross Society of Georgia headquarters to showcase activities and explore opportunities for collaboration.

The World Bank invited the organization to contribute to its Systematic Country Diagnostic to inform the 2024-2028 Country Framework, focusing on [climate resilience](#), health, and [education](#). Additionally, cooperation with the EU Delegation was strengthened through meetings with the new EU ambassador, discussing potential engagement in the EU-Red Cross Dialogue. Locally, the society worked with the National HIV/AIDS Center to secure continuous care for displaced people with HIV from conflict-affected areas, improving their quality of life through coordinated support.

To enhance public outreach, the Red Cross Society of Georgia ran over 20 campaigns across social media platforms, reaching approximately 1.5 million people. These campaigns covered disaster preparedness, health promotion, social care, and fundraising. The organization also produced and shared 17 videos, extending its digital reach to more than 200,000 viewers, amplifying support for vulnerable communities and showcasing the impact of its work.

### IFRC network joint support

The IFRC facilitated Red Cross Society of Georgia's engagement with national and local authorities by organizing participatory workshops and coordination meetings. A workshop in February 2023 aligned Ukraine response plans with state agencies, while another in July addressed coordination needs following flash floods, with lessons learned shared at a workshop in December. Throughout the year, the National Society also participated in bi-weekly interagency meetings with actors such as UNHCR, Save the Children, and Care Caucasus to streamline Ukraine response efforts.



## Accountability and agility (cross-cutting)

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### Progress by the National Society against objectives

The Red Cross Society of Georgia Society has made significant improvements following recommendations from the International Federation of Red Cross and Red Crescent Societies' Office of Internal Audit and Investigation after their May 2023 visit, focusing on enhancing integrity and accountability. The organization has upgraded its Call Centre by implementing new software to establish a central feedback mechanism that improves communication and ensures anonymity for complainants. Additionally, the development and implementation of the Protection from Sexual Exploitation and Abuse policy have strengthened measures for confidential complaint handling. Procurement procedures have been refined through open tenders and transparent supplier evaluations, with continued guidance from the International Federation for efficient procurement processes. Financially, the society utilizes the digital Apex platform to securely manage financial data, supported by training and system development. In Human Resources, the organization is adopting a safer recruitment strategy that standardizes processes and ensures compliance with Protection from Sexual Exploitation and Abuse and safeguarding policies while enhancing the capacity of volunteers through selective vetting.

During the reporting period, the Red Cross Society of Georgia Society made notable strides in digitalization by establishing a Power BI dashboard to improve information management capabilities, facilitating efficient data analysis and decision-making. The hiring of a dedicated information management focal person reflects the organization's commitment to effective digital resource utilization. This initiative aims to streamline data collection, analysis, and reporting, enabling the organization to gain insights and make informed decisions to better serve beneficiaries and stakeholders.

Additionally, the society, in collaboration with the International Committee of the Red Cross, revised its [Safer Access Framework](#) to enhance staff and volunteer safety while ensuring access to target groups. The revision involved comprehensive evaluations of previous objectives and discussions to identify key results and activities for the next

two years. The initial draft of the Safer Access Framework Plan of Action outlines actionable steps for improving safety, security, and accessibility in various operational contexts, with further refinements planned for 2024. This iterative process highlights the Red Cross Society of Georgia Society's commitment to continuously adapt and improve strategies to address evolving challenges effectively.

### **IFRC network joint support**

**The IFRC** assisted the Red Cross Society of Georgia in strengthening integrity and accountability measures based on recommendations from the Office of Internal Audit and Investigation. Investigators conducted meetings with Red Cross Society of Georgia staff in April 2023 to understand operational conditions related to fraud and sexual exploitation and abuse, alongside existing risk mitigation measures. The visit included a fraud and sexual exploitation and abuse awareness presentation, utilizing regional case studies to highlight integrity challenges. The Federation offered guidance to enhance integrity assurance capabilities and made recommendations for improvements in areas such as the feedback mechanism, procurement, finance, and human resources, aligning with the objectives set in Red Cross Society of Georgia's 2023 programming. Furthermore, the organization's participation in the Europe Regional Integrity Working Group reflects its commitment to ongoing integrity enhancement in collaboration with the Federation and regional partners.

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**The ICRC** provided support to the National Society in revising the [Safer Access](#) framework and its plan of action.



## 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 Georgia 2023 Financial Report](#)

**Note:** For emergencies for which financial report is not yet available, see: [MDRGE017](#) and [MGR65002](#)

- [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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