



# AZERBAIJAN

2023 IFRC network annual report, Jan-Dec

29 November 2024

## IN SUPPORT OF THE RED CRESCENT SOCIETY OF AZERBAIJAN



### PEOPLE REACHED

Disasters  
and crises



**14,216**

Health and  
wellbeing



**1,247**

Values, power  
and inclusion



**13,715**

Migration and  
displacement



**1,257**

### FINANCIAL OVERVIEW

in Swiss francs (CHF)

Country	Funding Requirement	700,000	
IFRC Secretariat	Emergency Operations	Funding: 2,000 Expenditure: 2,000	
	Longer-term	Funding Requirement	700,000
		Funding	3.0M
		Expenditure	1.2M

#### Red Crescent Society of Azerbaijan

Overview

Funding: *Not reported*

Expenditure: *Not reported*

Funding Sources

IFRC Secretariat: 2.9M

Participating National Societies: 21,000

HNS other funding sources: *Not reported*

Appeal number **MAAAZ003**

## STRATEGIC PRIORITIES

Disasters and crises	People reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	1,000
	People reached with disaster risk reduction	14,000
Health and wellbeing	People reached by National Societies with contextually appropriate health services	1,000
	People reached by National Societies with contextually appropriate water, sanitation and hygiene services	1,000
	People reached with psychosocial and mental health services	341
	People trained by National Societies in first aid	533
Migration and displacement	Migrants and displaced persons reached with services for assistance and protection	1,000
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 RCRC educational programmes	14,000

## ENABLING FUNCTIONS

National Society development	Youth engagement strategy developed or in place	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 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
	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions	Through IFRC
National Society								
British Red Cross								✓
Finnish Red Cross								✓
Turkish Red Crescent Society			●	●				✓

# OVERALL PROGRESS

## Context

Azerbaijan declared its independence from the Soviet Union in 1991. It is located at the crossroads of the Middle East, Central Asia, and Europe, bordered by the Caspian Sea and the Caucasus Mountains, spanning both Asia and Europe.

For over three decades, tensions between Armenia and Azerbaijan have led to intermittent artillery shelling and minor-to-medium skirmishes, resulting in hundreds of deaths. On September 19, 2023, Azerbaijan launched a military operation that lasted 24 hours and triggered a mass movement of people toward Armenia. In response, an emergency appeal was launched to assist 90,000 individuals, aiming to support both the displaced populations and the host communities in Armenia.

Since regaining its independence in 1991, Azerbaijan has placed particular emphasis on developing its social protection legislation. Numerous legal acts have been adopted to improve the welfare of its citizens.

Azerbaijan is known for its ethnic diversity, with the majority of the population identifying as Azerbaijani. However, there are also several minority groups, including Lezgins, Russians, Armenians, and Talysh, among others. About 54.5% of the population lives in urban areas, while 44.5% resides in rural areas. The gender distribution is nearly equal, with 49.8% men and 50.2% women. Over the past five years, the average number of births has been approximately 123,000 annually, or about 337 infants per day.

Azerbaijan's economy remains heavily dependent on hydrocarbons, which account for around 40% of GDP and 90% of export revenues. This reliance poses significant risks, particularly in light of the global shift toward renewable energy and potential volatility in oil prices. The government is working to diversify the economy by investing in sectors such as technology, agriculture, and tourism, although challenges remain, including a large state footprint in the economy and limited competition.

The average unemployment rate is 5.38%, while youth unemployment in 2023 is approximately 13.61%. This figure represents the percentage of the labour force aged 15-24 that is without work but available for and seeking employment.

## Key achievements

### Climate and environment

Climate change is a growing risk in Azerbaijan, driving extreme weather events such as heatwaves, floods, and droughts. The water sector is particularly vulnerable, with projections indicating a significant reduction in available water resources by 2040. Reduced river flows and inefficient water distribution exacerbate the issue, with only half of the population expected to have access to potable water by the end of the 2020s. However, the National Society has been unable to prioritize climate and environmental issues due to limited resources.

### Disasters and crises

In 2023, the Red Crescent Society of Azerbaijan reached people through emergency response efforts, mine risk awareness campaigns, and disaster preparedness training. This included individuals receiving in-kind support, cash, and vouchers, and people benefitting from psychological first aid and hygiene assistance after a flood in Ganja. Volunteers engaged in mine risk awareness sessions, while a humanitarian initiative delivered flour to Karabakh. The National Society also prepared for future disaster responses by improving its cash and voucher assistance (CVA) systems, hosting technical working groups, and updating its CVA Plan of Action for 2024.

### Health and wellbeing

In 2023, the Red Crescent Society of Azerbaijan focused on expanding its First Aid training and mental health programs, engaging staff, volunteers, and community members in capacity-building, training, and awareness campaigns. The National Society conducted first aid training and simulations, promoted blood donation awareness, and celebrated World First Aid Day. Additionally, the National Society reviewed its mental health and psychosocial support policy, participated in national coordination groups, and conducted training on psychological first aid, service mapping, and mental health awareness. The year also saw the distribution of hygiene kits as part of ongoing WASH activities.

## Migration and displacement

In 2023, the Red Crescent Society of Azerbaijan supported displaced people through integration activities, cultural events, and educational sessions. It provided humanitarian aid, including school supplies, to migrant families and organized a New Year's event for migrant children. The National Society also promoted community integration by holding information sessions, distributing food and hygiene items and offering healthy lifestyle and first aid training to migrants. Additionally, the National Society celebrated cultural milestones like Eid al-Adha and International Child Protection Day, assisting migrant families throughout the year.

## Values, power and inclusion

In 2023, the Red Crescent Society of Azerbaijan enhanced youth involvement through initiatives like the Active Youth for Safer Schools program and developed a comprehensive Education in Emergencies (EiE) strategy, integrating disaster risk reduction, First Aid, MHPSS, mine risk education, WASH, and disaster preparedness. Volunteers led training and school improvement projects, while also promoting child safeguarding and mental health through programs like 'Book About Me.' The Society also supported education by providing school kits, establishing a library, and conducting health and hygiene training. In addition, the National Society focused on community engagement and accountability, piloting a feedback system and training volunteers to collect data and improve communication within communities.

## Enabling Local Actors

In 2023, the Red Crescent Society of Azerbaijan strengthened its human resources by recruiting specialists in key areas and made significant efforts in digital transformation, developing tools for finance, HR, beneficiary management and feedback mechanisms. The National Society also focused on enhancing its community engagement and accountability (CEA) capacity, including staff and volunteer training and the development of a feedback mechanism. It advanced its cash and voucher assistance (CVA) capacity through workshops and market assessments and strengthened its partnerships, notably with the Ministry of Foreign Affairs and the State Committee for Refugees and IDPs. The National Society expanded its digital presence, launching a new website, digital platforms for beneficiary registration, and implementing customer relationship management systems for fundraising. Additionally, it developed a legal framework to support institutional accountability and improved HR policies, streamlining processes like payroll, hiring, and procurement.

## Changes and amendments

The Red Crescent Society of Azerbaijan primarily focused on achieving the development targets outlined in its 2021 National Society development plan, which covers a four-year period through 2024. The plan outlines initiatives aimed at strengthening the sustainability of tools and digital platforms that support evidence-based decision-making.

# IFRC NETWORK ACTION

## ONGOING EMERGENCY RESPONSE



## Climate and environment

### Progress by National Society against objectives

Climate change is a significant driver of risk in Azerbaijan, contributing to more extreme weather events and greater unpredictability. Heatwaves are becoming more frequent, with serious health consequences. The most substantial warming is expected during the summer months, with average temperatures between July and September predicted to rise by nearly 6°C by the 2090s. Azerbaijan's diverse climate zones—ranging from semi-arid and temperate to continental and cold/tundra—result in marked differences in average annual temperatures and precipitation across the country. Over the past few decades, Azerbaijan has seen an increase in average annual temperatures by 0.4°C per year since 1991, while average rainfall has decreased by 9% over the past decade. The country has also experienced

an uptick in extreme weather events, such as floods, droughts, and heatwaves, alongside a 50% loss of glaciers in the past 110 years and a 2.5-meter rise in sea level.

The water sector is especially vulnerable to climate change, given the uneven seasonal and geographical distribution of water resources. Future projections predict a 10-15% reduction in total available water resources by 2040, if temperatures continue to rise and rainfall continues to decrease. Transboundary rivers, which are a critical source of fresh water, have already seen reduced flows due to diminished winter and spring precipitation. Projections suggest significant reductions in river flows by 2100. The United Nations has estimated that, by the end of the 2020s, only half of Azerbaijan's population will have access to a potable water supply network. Additionally, inefficiencies in the water distribution system result in up to 50% of supplied water not reaching its intended destination. The increasing pressure on water resources is also affecting land productivity, which threatens the livelihoods of small farmers and rural communities.

However, during the reporting period, the National Society was unable to prioritize climate and environmental issues due to a lack of sufficient resources to address these critical concerns.



## Disasters and crises

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

### Progress by National Society against objectives

The Red Crescent Society of Azerbaijan reached approximately 14,216 people through its emergency response efforts, mine risk awareness campaigns, and Disaster Risk Response and Preparedness training for volunteers, as well as youth activities. A total of 94 dedicated volunteers actively participated in outreach sessions, including door-to-door visits, school-based initiatives, forums, and theatre classes in educational institutions. Throughout the year, the National Society provided diverse emergency response and recovery services to 1,200 individuals, including in-kind support, cash assistance, and vouchers.

In January 2023, the Red Crescent Society of Azerbaijan's Disaster Preparedness and Response Department collaborated with the Ministry of Emergency Situations on a joint preparedness exercise focused on forest fire readiness and early warning systems, aimed at enhancing community resilience. Thirteen representatives from the National Society participated in this event. In May 2023, the Red Crescent Society's staff and volunteers took part in a simulation event in Baku, where they demonstrated best practices in evacuation, registration, shelter setup, first aid, and psychological support. In addition, 1,400 students from selected schools across the country participated in simulation exercises on evacuation, search and rescue, and first aid, organized in partnership with the Ministry of Emergency Situations.

In response to a sudden flood in Ganja city, the Azerbaijan Red Crescent Society swiftly provided vital assistance to those affected. At the same time, a comprehensive educational campaign reached over 1,000 individuals. The National Society offered psychological first aid, risk communication, community engagement activities, and essential hygiene items to 50 affected households (approximately 300 people). Additionally, 25 of the most affected households (about 110 people) received essential wash and shelter items, including hygiene kits, drinking water canisters, mosquito nets, mattresses, pillows, blankets, and rubber boots. These relief efforts were concentrated in Ganja, Goranboy, and Ismayilli. Volunteers also helped disseminate educational materials, including brochures and booklets, on virus protection and hygiene practices. As part of this intervention, the IFRC supported the Red Crescent Society with pre-stocking of wash sets, sleeping kits, and water pumping equipment for future disaster responses.

In the summer of 2023, the Red Crescent Society of Azerbaijan played a crucial role in coordinating a major humanitarian initiative: the delivery of 40 tons of flour aid to the people of the Karabakh region. The Emergency Response Department of the Red Crescent actively managed this operation, ensuring the efficient delivery of aid. The successful implementation of this relief operation was supported by collaborative efforts from various departments within the Red Crescent Society Secretariat.

The partnership between the Red Crescent Society of Azerbaijan and the International Committee of the Red Cross (ICRC) has been essential in raising awareness about mine risks in different regions. Throughout the year, over 12,738 individuals in districts such as Tovuz, Gazakh, Gadabay, Tartar, Goranboy, Aghdam, Fuzuli, and Jabrayil were reached

through more than 4,180 awareness sessions conducted by 94 volunteers. In addition, the Red Crescent Society developed a methodological manual, *Active Youth for a Safe School*, in collaboration with the Danish Red Cross Youth Program. A subsequent Training of Trainers (ToT) session was held, involving 24 selected volunteers.

In 2023, the National Society continued its preparations for cash and voucher assistance (CVA), ensuring it is a “cash-ready” organization to respond effectively to the needs of affected populations during disasters and crises. The Red Crescent Society hosted three CVA technical working group (TWG) meetings in January, February, and July, which provided a platform for technical leads to discuss key topics and cross-cutting issues such as protection, gender and inclusion (PGI) and community engagement and accountability (CEA), while supporting integrated programming.

Additionally, the Red Crescent Society of Azerbaijan conducted a mid-term review workshop on its CVA preparedness process, which has been underway for two years. The workshop included a session on lessons learned from the 2022 CVA project, including the findings of post-distribution monitoring. Following the review, the National Society updated its CVA Plan of Action, identifying and prioritizing activities for 2024. These activities include CVA training for volunteers and extending the Financial Service Provider (FSP) contract for an additional four years. These steps ensure that CVA remains an effective intervention for providing timely and scalable support to people affected by disasters.

### **IFRC network joint support**

The **IFRC** provided financial and technical support to the Azerbaijan Red Crescent Society for effectively responding to the flood in Ganja city.

The **Turkish Red Crescent** supported the National Society in providing non-food items to children who face challenges accessing education.

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The **ICRC** supported the National Society by organizing awareness sessions on various topics throughout the year and providing training for its staff and volunteers.



*National Society volunteers collecting, sorting and delivering essentials for people affected by earthquake in Turkiye, in February 2023.  
(Photo: Red Crescent Society of Azerbaijan)*



### Progress by the National Society against objectives

During the reporting period, the Red Crescent Society of Azerbaijan prioritized advancing its [First Aid](#) training pathway as a central element of its development agenda. In 2023, National Society staff, volunteers and community members from both headquarters and branches participated in first aid training, capacity-building and awareness campaigns. This expanded the National Society's reach, impacting people with health services, [water, sanitation, and hygiene \(WASH\)](#) services, and psychosocial support.

In 2023, a joint meeting of the Movement First Aid Technical Working Group took place in July, followed by the Technical Sub-Working Group (TSWG) meeting in November. These discussions focused on first aid programmatic activities and TSWG responsibilities. Additionally, National Society staff members, along with new volunteers from eight branches (Barda, Fuzuli, Jabrayil, Tovuz, Gazakh, Aghdam, Tartar, and Khojavand), participated in a two-day training, gaining both theoretical and practical first aid skills. A First Aid Emergency Simulation (FAESE) was also conducted in Barda, where the National Society first aid programme staff observed the volunteers and provided feedback. A community-based WASH training session was held in Sumgayit, during which a presentation was delivered to volunteers.

Throughout the year, several awareness-raising activities took place. An information session on voluntary blood donation was organized on World Blood Donor Day, focusing on student awareness at the Medical University. The Red Crescent Society of Azerbaijan also promoted first aid skills among children on International Children's Day and participated in a World Hepatitis Day webinar in July, discussing the goal of eliminating hepatitis by 2030. World First Aid Day was celebrated at the Baku Regional Center under the theme First Aid in the Digital World, engaging volunteers, students and children. In addition, meetings were held with all branches to share first aid information with local communities.

[Mental health and psychosocial support \(MHPSS\)](#) remains a key focus for the Red Crescent Society of Azerbaijan health programming. In 2023, the National Society completed a comprehensive review of its MHPSS policy. The National Society is an active member of the MHPSS country-level coordination group and its focal person regularly participated in meetings to share expertise and information. It provided psychological support to children aged 6-10 through the Young Writers and Book about Me (BaM) programme. This included 42 children who had lost their fathers during the 2020 conflict escalation, who participated in a series of psychological support sessions and wrote fairy tales as part of the programme. Additionally, 13 National Society volunteers from Agdam, Barda, Fuzuli, Terter, and Tovuz received two-day training on the BaM toolkit. The programme reached 121 children in schools near the former line of contact and 180 children in conflict-affected communities during the second wave of implementation. The BaM programme was presented at the RCRC Movement European Network of MHPSS forum as a model of a trauma-informed approach.

During the reporting period, a capacity assessment was carried out in Baku and Sumgayit regional centres, which identified needs and discussed future plans. To strengthen its MHPSS capacity, the National Society conducted three types of training for staff members and volunteers. These sessions addressed key topics including psychological First Aid, service mapping, self-care and raising awareness of mental health and psychosocial issues. As part of its ongoing WASH activities, the National Society distributed 670 hygiene kits.

### IFRC network joint support

**The IFRC** provided technical support to the National Society in preparing the Terms of Reference for a review of the first aid capacity of the Azerbaijan Red Crescent Society. It also supported the National Society in becoming a member of the First Aid International Expert Group and continues to provide ongoing support in this area.

The **Turkish Red Crescent** supported the Red Crescent Society of Azerbaijan in a project aiming to educate people on hygiene practices. It also provided technical support in distributing hygiene kits for children living in locations affected by the conflict escalation in 2020.

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**The ICRC** assisted the National Society in delivering psychological support to children through various projects.



## Migration and displacement

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### Progress by National Society against objectives

The Red Crescent Society of Azerbaijan's migration programming reached 1,257 displaced people through integration-focused activities, cultural events, and educational sessions. In June, the National Society supported 30 migrant families by providing essential humanitarian aid, including school supplies, following an assembly where students from a migrant Azerbaijani language course voiced concerns and suggestions. Later in the year, a New Year's meeting was organized for 30 migrant children attending the language courses in collaboration with a Baku school, where they received school supplies from fellow students and participated in a tea party to foster connection.

To promote community integration, the Red Crescent Society of Azerbaijan held information sessions for 100 people, while distributing hygienic supplies, food, clothing, and household items to migrant families. Between March and May, specialized Healthy Lifestyle and First Aid sessions were conducted for 36 migrants, equipping them with essential skills. In October, the National Society hosted the 11th Opening Event of the Azerbaijani language course, celebrating 25 migrant students with a school supply distribution. Throughout the year, the National Society assisted 230 migrant families, focusing on support during religious and cultural events such as Eid al-Adha, Ramadan, and International Child Protection Day.

### IFRC network joint support

The IFRC provided the National Society with technical and financial assistance for supporting its initiatives.



## Values, power and inclusion

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### Progress by the National Society against objectives

In 2023, the Red Crescent Society of Azerbaijan engaged volunteers from colleges and universities to enhance their participation in local initiatives. The National Society developed an Education in Emergencies (EiE) Strategy. It structures educational programming and moving beyond ad-hoc support. It integrates youth engagement, disaster risk reduction (DRR), first aid, mental health and psychosocial support (MHPSS), mine risk education, water, sanitation, and hygiene and disaster preparedness into a comprehensive approach.

The National Society's key activities included the Active Youth for Safer Schools (Sprint Projects), where it revised the activity manual to make it more volunteer-friendly. In 2023, volunteers from six National Society branches conducted training for students, who then submitted proposals for school improvement projects. These projects included playground clean-ups, safety assessments, and sports area renovations in schools. The Red Crescent Society of Azerbaijan also implemented Disaster Risk Reduction in schools.

In the area of MHPSS, the 'Book About Me' activity was conducted in schools and is part of the National Society's broader health and wellbeing initiatives. It also conducted Road Safety training for staff members through the Global Road Safety Partnership, with implementation planned for 2024. In addition, WASH in Schools efforts included the provision of school kits—comprising sports items, backpacks, and stationery—to nine schools involved in Sprint and DRR activities.

Child safeguarding remained a priority, with the Red Crescent Society of Azerbaijan conducting a Child Safeguarding briefing for staff and volunteers in June 2023, which led to the endorsement of a Child Safeguarding policy.

The National Society also conducted comprehensive training on mine risk awareness, leadership, social engagement and First Aid for volunteers from border regions, students and community members. This training is reported under emergency preparedness. Additionally, a Blood Donation Awareness campaign involved 1,200 students. Efforts to improve educational resources included the establishment of a library and intellectual game room at the Lankaran children's institution.

The National Society also marked Knowledge Day by distributing school supplies to students and providing bicycles to families in Absheron district, as well as reaching 1,500 children with health and hygiene training in schools and

orphanages. Locally, branches organized broadcasts on the International Red Cross and Red Crescent Movement. First Aid posts were established at local branches, providing essential support to 2,000 students.

The Red Crescent Society of Azerbaijan has been committed to institutionalizing community engagement and accountability (CEA) practices across its operations. In 2023, the National Society adopted a CEA policy and guide and piloted the CEA Capacities Mapping in July to track progress. The National Society was awarded Capacity Building Funds (CBF) for Systems Development and Digital Transformation, aimed at streamlining its Central Feedback Mechanism (CFM).

A needs assessment for the CFM was conducted in three pilot regions (Baku, Ismayilli, and Sumgayit), with 285 community members participating. Focus group discussions were held to gather qualitative insights, which helped shape the development of the feedback mechanism. It trained 17 volunteers on CEA principles, data collection, and communication skills, and volunteers conducted the assessment to understand cultural, language, and communication needs in the community. The findings were analyzed and incorporated into the design of the feedback tool.

### **IFRC network joint support**

**The IFRC** provided technical and financial support to the National Society in its educational initiatives outlined in the Education in Emergencies (EiE) strategy, developing training materials and designing capacity-building programmes, regional and international training sessions, and simulation activities. It also supported the National Society with its community engagement and accountability initiatives.

The **Netherlands Red Cross** Society supported the National Society in designing and preparing the launch of the Digital Engagement Hub.

The **Turkish Red Crescent** provided financial support to the National Society with its smaller-scale interventions targeting children's inclusion, education, and psychosocial well-being. Additionally, it also provided assistance to the National Society in conducting first aid, WASH, earthquake and disaster awareness training for volunteers, schoolchildren and children's institutions.

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The ICRC supported the National Society in conducting assessments, developing training materials and offering assistance for its projects.

## **ENABLING LOCAL ACTORS**



### **Strategic and operational coordination**

#### **IFRC membership coordination**

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

In 2023, the Red Crescent Society of Azerbaijan was supported by the **Turkish Red Crescent**.

#### **Movement coordination**

The Red Crescent Society of Azerbaijan 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** in Azerbaijan implements various projects to increase mine risk awareness and safe behaviour and provide life-saving first aid and psychological support to victims and affected communities. The ICRC has been present in Azerbaijan since 1992 and is working to alleviate hardship in conflict-affected communities, from increasing awareness about weapon contamination to supporting the authorities in clarifying the fate of people missing in relation to conflict, as well as providing humanitarian protection and supporting people affected by conflict to earn a living. In 2023, the ICRC worked closely with the National Society and Movement partners. The ICRC, in collaboration with the Red Crescent Society of Azerbaijan, assisted conflict-affected communities with the provision of school supplies and sports items, trained National Society volunteers to facilitate MHPSS activities targeting conflict-affected children and supported the National Society through training its volunteers in awareness raising to mine risks and weapon contamination, including distribution of risk education materials.

### External coordination

The National Society worked closely with the State Committee for Affairs of Refugees and internally displaced people for the signing of a tripartite letter of intent. This agreement established a partnership to support displaced people in Karabakh and other regions of Azerbaijan, focusing on joint activities such as mine risk communication and livelihood support.



## National Society development

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### Progress by the National Society against objectives

The Red Crescent Society of Azerbaijan strengthened human resources by supporting ten key positions and recruiting specialists in areas such as human resources (HR), community engagement and accountability ([CEA](#)), fundraising, logistics, procurement, planning, monitoring, evaluations and reporting (PMER), information management and communications. The National Society also made significant investments in [digital transformation](#), developing tools like the 1C Client software for finance and HR management, a digital database for beneficiaries, volunteers, and members and EspoCRM for managing feedback mechanisms.

The Red Crescent Society of Azerbaijan also strengthened its capacity in [community engagement and accountability](#) through staff and volunteer training, developing a feedback mechanism and enhancing its legal framework. In cash and voucher assistance ([CVA](#)), the National Society conducted a self-assessment workshop and released findings from a post-distribution report. The CVA focal point participated in the rapid market assessment training essential for understanding market dynamics. The National Society joined the IFRC Regional Office of Europe's Community of Practice, sharing best practices with 23 other National Societies.

The Red Crescent Society of Azerbaijan extended its agreement with the national postal service (Azerpost) for four more years. Following two years of CVA preparedness and implementing small-scale projects, the National Society hosted a workshop to develop CVA SoPs with final guidelines expected to be published in early 2024.

### IFRC network joint support

**The IFRC** supported the National Society with technical and financial support for its activities. It also provided support to the National Society with its capacity in community engagement and accountability through staff and volunteer training, developing a feedback mechanism and enhancing its legal framework.



## Humanitarian diplomacy

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### Progress by the National Society against objectives

In 2023, the Red Crescent Society of Azerbaijan worked towards strengthening its auxiliary role and mandate. A total of 12 strategic partnership meetings were held, with 10 aimed at establishing ties with new partners. These efforts led

to stronger relations with the Ministry of Foreign Affairs of Azerbaijan, the State Committee for Refugees and IDPs and the Ambassador of Azerbaijan in Georgia.

The National Society adopted new initiatives such as a potential partnership with Coca-Cola for disaster preparedness, response and first aid training, focusing on the Caucasus and Central Asia region. Additionally, a Tripartite Letter of Intent was signed with the State Committee for Refugees and Internally Displaced People to formalize cooperation, particularly in supporting refugees and internally displaced people in Azerbaijan.

The Red Crescent Society of Azerbaijan also enhanced its digital presence in 2023, actively engaging its audience across multiple social media platforms. The National Society also produced YouTube and TikTok videos for informing people about its initiative. Additionally, the communications team published 309 articles on its website to increase awareness around its humanitarian initiatives.

### **IFRC network joint support**

**The IFRC** supported the National Society to be better positioned and have a stronger capacity to achieve the goal of protecting the most vulnerable.



## **Accountability and agility (cross-cutting)**

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### **Progress by the National Society against objectives**

In 2023, the National Society launched its new website and developed a digital platform for beneficiary registration, which also facilitates the enrolment of volunteers and members. It renovated its headquarters' server room and began integrating 1C software into its business operations. This software helps optimize HR management, including payroll, employee status tracking, hiring, dismissals and work schedules, as well as procurement and finance processes.

Additionally, the Red Crescent Society of Azerbaijan developed a fundraising webpage and implemented a customer relationship management system to streamline and track donations from various platforms, including online, kiosks and other payment methods.

The National Society also improved its institutional accountability by developing a legal framework that includes key policies such as communication, social media policy, community engagement and accountability, volunteering, mental health and psychosocial support and procurement. It strengthened HR policies and procedures by introducing onboarding guidelines and a code of conduct, while implementing software to streamline HR processes such as payroll, hiring and work schedules..

### **IFRC network joint support**

**The IFRC** supported the National Society with tailored development assistance, including technical knowledge transfer and the recruitment of essential human resources, particularly for digital transformation and hardware upgrades. Additionally, it supported the renovation of the National Society's headquarters server room and the integration of 1C software into its business operations.



## 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 Azerbaijan 2023 Financial Report](#)
- [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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