



ZIMBABWE

2024 IFRC Network Mid-Year Report, January – June

5 April 2025

IN SUPPORT OF THE ZIMBABWE RED CROSS SOCIETY



8

National Society
branches



243

National Society
local units



1,520

National Society
volunteers



173

National Society
staff

PEOPLE REACHED

Climate and
environment



1,236

Disasters
and crises



11,000

Health and
wellbeing



473,739

Migration and
displacement



12,779

Values, power
and inclusion



120

FINANCIAL OVERVIEW

in Swiss francs (CHF)

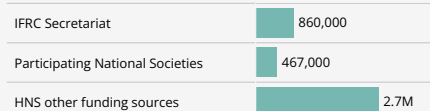
Country	Funding Requirement	21M
IFRC Secretariat	Longer-term Funding Requirement	14M
	Funding	Not reported
	Expenditure	Not reported
	Emergency Operations Funding Requirement	2M
	Funding	Not reported
	Expenditure	Not reported
Participating National Societies	Funding Requirement	1.1M
	Funding	358,000
	Expenditure	115,000
HNS other funding sources	Funding Requirement	3.9M
	Funding	2.7M

Zimbabwe Red Cross Society

Overview



Funding Sources



Appeal number **MAAZW002**

*Information on data scope and limitations is available on the back page

ONGOING EMERGENCY INDICATORS

MDRZW021EA / Cholera Emergency Appeal

Number of people reached by National Societies with contextually appropriate health services.	474,000
Number of people reached with livelihoods support	4,000

STRATEGIC PRIORITIES

Climate and environment	National Society is implementing environmental or climate campaigns focused on behaviour change, plastic reduction or clean-ups.	Yes
	National Society is implementing nature-based solutions (including those with a particular focus on the planting of trees and mangroves).	Yes
	National Society is supported in developing and implementing strategies and plans that address rising climate and environmental risks.	Yes
	Number of people reached by environmental awareness and education activities in schools	599
	Number of people reached by public campaigns involving clean-up, recycling or urban greening	2,000
	Number of people reached with activities to address environmental problems.	1,000
	Number of people reached with activities to address rising climate risks.	1,000
	Number of trees planted for climate change adaptation, mitigation and/or to reduce disaster risk.	144
Disasters and crises	National Society is engaged in Early Warning and Anticipatory Action	0
	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery.	11,000
	Number of people reached with disaster risk reduction.	4,000
	Number of people reached with livelihoods support	4,000
Health and wellbeing	Number of people reached by National Societies with contextually appropriate health services.	474,000
	Number of people reached with immunization services.	455,000
	Number of people trained by National Societies in first aid.	11,000

Migration and displacement	National Society has undertaken any advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move.	Yes
	Number of Humanitarian Service Points (HSPs) that provided assistance and/or protection to people on the move along land based migration routes.	3
	Number of migrants and displaced persons reached with services for assistance and protection.	13,000
Values, power and inclusion	National Society reports that they have integrated and institutionalised Community Engagement and Accountability in their policies, operations, and procedures (with clear benchmarks).	Yes
	Number of people reached by protection, gender and inclusion programming.	120

ENABLING FUNCTIONS

National Society development	National Society covers health, accident and death compensation for all of their volunteers.	Yes
	National Society has created and implemented youth engagement strategies.	Yes
	National Society has One National Society Development country plan created.	Yes
	The National Society generates more than 50% of its annual income domestically with sustainable core cost recovery policy	1
	The National Society has a risk management framework in place	1
Accountability and agility	National Society has a 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 Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors.	Yes
	National Society has a PSEA Action Plan to enforce prevention and support survivors (cumulative).	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Bilateral Support						Enabling Functions
	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	
British Red Cross	243,000						
Finnish Red Cross	115,000	<div></div>		<div></div>			<div></div>
Total Funding Reported							CHF 358,000

OVERALL PROGRESS

Context

In the first half of 2024, Zimbabwe continued to face significant economic challenges, including hyperinflation, high unemployment and rising poverty levels in both urban and rural areas. These economic pressures contributed to widespread poverty and food insecurity. While the introduction of the Zimbabwe Gold (ZiG) currency has helped stabilize prices and exchange rates slightly, the country remains a multi-currency economy. The economy's fragile recovery, however, is overshadowed by the devastating impacts of the [El Niño-induced drought](#), which has led to severe moisture stress on crops across the country. As a result, the president declared a state of emergency and the government launched a two-billion-dollar appeal to address the resulting food insecurity. The 2023-2024 agricultural season saw a 50 per cent reduction in output, dropping to an estimated 1.1 million tonnes, exacerbating the situation. The recurrent droughts further hindered agricultural productivity, affecting almost the entire country and contributing to worsening food insecurity.

In addition to the drought, Zimbabwe is grappling with a [cholera outbreak](#). The first case was recorded on 12th February 2023 and by 30th June 2024, the country had reported 20,032 confirmed cholera cases and 398 deaths.

Key achievements

Climate and environment

The Zimbabwe Red Cross Society participated in a three-day climate change mitigation and adaptation training organized by the African Union's Office of Youth Envoy. Six youth members from the National Society, three males and three females, attended the training and are now working to organize training sessions on nursery establishment for youth members nationwide in preparation for the tree planting season. The National Society also coordinated the planting of more than 20 trees at Mawaba Primary School in Lobengula, Matabeleland North Province.

Disasters and crises

The Zimbabwe Red Cross Society responded to the El Niño-induced drought by activating early actions under the [Early Action Protocol for drought](#) in Binga district. The National Society supported at-risk communities by enhancing drought preparedness, strengthening agricultural productivity and disseminating weather and climate information. It distributed drought-tolerant seeds to vulnerable households and facilitated livestock care activities. To address food insecurity, it provided food distributions and [cash and voucher assistance](#). Additionally, it implemented a school feeding intervention to prevent school dropouts and absenteeism.

Health and wellbeing

During the reporting period, the Zimbabwe Red Cross Society contributed to reducing cholera cases by improving access to safe [water, sanitation and hygiene](#). The National Society drilled boreholes, installed solar-powered water systems, distributed essential household items, promoted hygiene and trained communities in household water treatment. It supported community case management by establishing oral rehydration points, providing water, sanitation and hygiene infrastructure for treatment centres, training volunteers in outbreak response and supplying infection prevention and control materials. These efforts were reinforced through risk communication and community engagement initiatives.

Migration and displacement

The Zimbabwe Red Cross Society provided essential [Restoring Family Links](#) services in Beitbridge, Harare and the Tongogara Refugee Camp to reconnect families separated by crises and migration. The National Society facilitated support telephone calls, enabling individuals to communicate with loved ones and receive emotional support. It also provided internet connectivity and telephone charging services to ensure regular contact and access to critical information. Additionally, the National Society facilitated the download of Redsafe, a platform offering essential resources and updates for people in need.

Values, power and inclusion

During the reporting period, the Zimbabwe Red Cross Society strengthened communities by promoting respect, dignity and equality, focusing on marginalized groups including persons with disabilities and vulnerable populations. It empowered women and youth through leadership and participation opportunities, while conducting awareness campaigns to reduce stigma and combat discrimination. The National Society worked to address systemic barriers, promote resilience and advocate for human rights, ensuring the integration of protection, gender and inclusion and community engagement and accountability in all operations.

Enabling local actors

The Zimbabwe Red Cross Society worked on enhancing operational efficiency by hosting IFRC/ICRC National Society Investment Alliance consultants to assess business units and provide recommendations. It trained staff and volunteers in resource management, water point maintenance and cholera prevention. The National Society conducted a Preparedness for Effective Response Assessment workshop to evaluate its emergency response capabilities, identifying areas for improvement. It engaged with public authorities to reinforce its auxiliary role, sharing key documents and attending relevant events. The National Society also implemented a human resources policy for employee development. Additionally, it ensured a safe working environment by contributing to workers' compensation and employing safety and security measures at its headquarters.



Zimbabwe Red Cross Society set up Oral Rehydration Points (ORP) to help people with symptoms of cholera, in January 2024 (Photo: IFRC)

IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

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

Emergency Appeal name	Zimbabwe: Cholera Outbreak
IFRC Emergency Appeal code	MDRZW021
Duration	25 months: 10 November 2023 to 31 December 2024
Funding requirements	CHF 2 million through the IFRC Emergency Appeal; CHF 3 million (Federation-wide)
Number of people to be assisted	50,000 in Ethiopia
Link to the Revised Emergency Appeal	Zimbabwe - Cholera Outbreak Revised Emergency Appeal
Link to Operational Strategy	Zimbabwe Cholera Outbreak Operational Strategy
Link to Operations Update	Operation Update no. 2

The first cholera outbreak of 2023 started on 12 February 2023 in Chegutu town in Mashonaland West Province. As of 20th January 2024, Zimbabwe recorded 19,477 suspected cholera cases alongside 71 laboratory confirmed deaths and 350 suspected cholera deaths. The crude mortality rate remains above 2.2 per cent and raises concerns regarding case management and the quality of care. Due to the high rate of transmission, the disease is affecting people across multiple geographical areas. The outbreak puts over 10 million people at risk, including more than five million children. In June 2023, an IFRC-Disaster Response Emergency Fund allocation of CHF 464,595 was approved in support of the Zimbabwe Red Cross Society's response to the cholera outbreak. However, the spread of the outbreak to new districts prompted the launch of an IFRC Emergency Appeal for CHF 3 million in November. This will enable the National Society to further scale-up its response targeted at 550,455 people across the most affected and vulnerable districts.

Short description of the emergency operational strategy

The Operational Strategy has been updated to establish cholera district teams in all affected areas, with specific structures for heavily and moderately impacted communities. The response ensures access to safe drinking water, proper sanitation and hygiene awareness during both relief and recovery phases through coordinated community and organizational efforts. It also focuses on identifying and addressing the needs of at-risk and marginalized groups affected by inequality, discrimination and other human rights challenges. A Community Feedback Mechanism has been set up, collecting information through community meetings and suggestion boxes at health facilities. The appeal period has been extended from 31 August to 31 December 2024, with funding increased from CHF 3 million to CHF 4 million to reinforce prevention and response efforts. This extension will strengthen health awareness, promote behaviour change and address the underlying causes of cholera while supporting communities in rebuilding their lives and livelihoods.

For the period [10 November 2023 to 10 May 2024](#), the following assistance was provided:

Health and care

Cholera treatment centres and oral rehydration points were established in affected areas and community volunteers were trained in cholera response including cholera messaging. Safe and dignified burials were also conducted including disinfection and decontamination in accordance with standard operating procedures.

Water, sanitation and hygiene

Safe drinking water was provided in targeted high-risk communities, solar water pumps were rehabilitated and sanitation facilities such as latrines, bath shelters and handwashing facilities were constructed for affected communities.

Protection, gender and inclusion

Staff and volunteers were trained in the code of conduct, prevention of sexual exploitation and abuse (PSEA) and child safeguarding.

Community engagement and accountability

Volunteers were trained in community engagement and accountability, and feedback was managed in accordance with IFRC policy and standards.

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

The Zimbabwe Red Cross Society participated in a three-day climate change mitigation and adaptation training organized by the African Union's Office of Youth Envoy. Six youth members from the National Society, three males and three females, attended the training and are now working to organize training sessions on nursery establishment for youth members nationwide in preparation for the tree planting season. The National Society also coordinated the planting of more than 20 trees at Mawaba Primary School in Lobengula, Matabeleland North Province.

IFRC network joint support

The IFRC supported the Zimbabwe Red Cross Society by partnering with the African Union's Office of Youth Envoy to organize the climate change training, which aimed to equip youth with the knowledge and skills to drive climate action and resilience in their communities.



Disasters and crises

Progress by the National Society against objectives

For the period January to June, The Zimbabwe Red Cross Society responded to the El Niño-induced drought by triggering first-stage early actions under the [Early Action Protocol for drought](#) in Binga district. The National Society supported at-risk communities in planning drought mitigation actions, disseminating weather and climate information to enhance preparedness and strengthening agricultural productivity while contributing to local knowledge and weather information repositories. It distributed drought-tolerant short-season certified seed varieties to vulnerable households, providing them with millet and cowpeas, as part of the Climate Smart Resilience project. The National Society also facilitated livestock dosing, deworming and cattle dipping activities to reduce the risk of bacterial and parasitic infections among drought-stressed animals. To address food insecurity, it carried out food distributions and [cash and voucher assistance](#). Additionally, to prevent school dropouts and absenteeism due to the drought, it implemented a school feeding intervention targeting primary schools in Binga district.

IFRC network joint support

The IFRC provided support through its mechanisms such as the Disaster Response Emergency Fund (IFRC-DREF) and Emergency Appeals for the National Society to respond to disasters and crises as needed.



Health and wellbeing

Progress by the National Society against objectives

The Zimbabwe Red Cross Society contributed to reducing cholera cases by ensuring access to safe water, sanitation and hygiene. The National Society drilled boreholes, installed solar-powered water systems, improved access to clean water, distributed essential household items, promoted hygiene and trained communities in household water treatment. It supported community case management by establishing oral rehydration points, providing water, sanitation and hygiene infrastructure for treatment centres, training volunteers in outbreak response and supplying infection prevention and control materials. These efforts were reinforced through risk communication and community engagement and education initiatives.

IFRC network joint support

The IFRC supported the Zimbabwe Red Cross Society in procuring and distributing essential supplies such as gloves, jerrycans, mop heads, oral rehydration salts and water treatment chemicals. It also pre-positioned tents and tarpaulins in provincial warehouses for early response.



Migration and displacement

Progress by the National Society against objectives

The Zimbabwe Red Cross Society provided essential Restoring Family Links services in Beitbridge, Harare and the Tongogara Refugee Camp to reconnect families separated by crises and migration. The National Society facilitated support telephone calls, enabling individuals to communicate with loved ones and receive emotional support. It also provided internet connectivity and telephone charging services to ensure regular contact and access to critical information. Additionally, the National Society facilitated the download of Redsafe, a platform offering essential resources and updates for people in need.

IFRC network joint support

The IFRC The IFRC provided technical and financial support to the Zimbabwe Red Cross Society in assisting migrants and displaced people with essential services.



Values, power and inclusion

Progress by the National Society against objectives

The Zimbabwe Red Cross Society continued strengthening communities by fostering a culture of respect, dignity and equality, particularly for marginalized groups such as persons with disabilities and vulnerable populations. The National Society implemented programmes to empower community members, especially women and youth, by creating opportunities for leadership, decision-making and participation in development activities. It also carried out training and awareness campaigns to promote inclusive practices, reduce stigma and combat discrimination based on gender, disability, or other factors. Additionally, the Zimbabwe Red Cross Society strived to address systemic barriers, promoted community resilience and advocated for policy changes to advance human rights. It continued to focus on the integration of protection, gender and inclusion (PGI) and community engagement and accountability (CEA) across its operations and interventions.

IFRC network joint support

The IFRC supported the National Society's efforts through capacity building, resource mobilization and knowledge sharing to advance inclusive practices. It provided technical expertise to strengthen programs focused on values-based approaches, gender equality, diversity and social inclusion. The IFRC also provided assistance to the National Society in implementing participatory approaches and forging partnerships with civil society organizations for sustainable and impactful interventions.

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 Zimbabwe Red Cross Society is part of the four [IFRC Pan-African initiatives](#) focusing on Tree Planting and Care; Zero Hunger; Red Ready and National Society Development. These initiatives are reflected under the relevant sections of this plan.

The Zimbabwe Red Cross Society has long-term partnerships with the following in-country participating National Societies, which contribute to the priorities of this country plan and to emergencies as they arise:

The **British Red Cross** supports the Zimbabwe Red Cross Society with National Society development, safeguarding and inclusion and cash and voucher assistance.

The **Danish Red Cross** supports the National Society in developing its forecast-based financing capacities and strengthening the role of youth.

The **Finnish Red Cross** supports the National Society in school capacity development, education in emergencies, promoting climate change mitigation and adaptation and forecast-based financing.

Other National Societies, such as the **American Red Cross**, provide support remotely as well as through the IFRC.

Movement coordination

The Zimbabwe 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 carries out humanitarian activities in Zimbabwe and other countries in the region. Using innovative tools, its humanitarian action aims to address the humanitarian consequences of armed violence and migration; to support authorities in tracing missing persons, to reconnect separated families; to strengthen respect for and compliance with International Humanitarian Law (IHL) and international standards of policing; and to improve the capacity of the Zimbabwe Red Cross to be the first responder to natural and man-made disasters. Through humanitarian diplomacy, the ICRC in Southern Africa builds support for humanitarian action, norms and values amongst policy and decision-makers.

External coordination

Due to its unique mandate in Zimbabwe and ongoing humanitarian interventions, the Zimbabwe Red Cross Society sustains unmatched institutional relationships with the authorities at all levels. This facilitates the rapid initiation of activities and promotes the continuous involvement of relevant agencies in the monitoring and coordination of its work. The National Society continuously coordinates with relevant technical agencies, such as the Department of Civil Protection, the Drought Relief Committee, the Ministry of Agriculture, the Ministry of Health and Childcare, the Ministry of Public Service and Social Welfare, the Meteorological Services Department and the District Development Fund under the Offices of the President and Cabinet.

In times of emergency, the Department of Civil Protection coordinates the response at all levels. The National Society typically supports rapid joint assessments and the development of selection criteria for targeting, in coordination with communities and civil protection groups.

UN OCHA organizes emergency meetings of the Inter-Agency Standing Committee Inter-Cluster Coordination Group, of which the IFRC is a member. The Zimbabwe Red Cross Society is an active participant in the food security and water, sanitation and hygiene working groups, which are activated at cluster level when needed. With regard to the current food security crisis, the World Food Programme is the lead organization, and the National Society has been a co-lead since the preparedness phase of responses. There are monthly meetings with all other humanitarian partners in the country, coordinated by the Government. The National Society also actively participates in the Food Security and Livelihoods Cluster, along with other partners and UN agencies.

The National Society also collaborates with other international actors, including UN agencies such as UNICEF, for humanitarian interventions and other projects.



National Society development

Progress by the National Society against objectives

The National Society facilitated visits by the IFRC/ICRC National Society Investment Alliance consultants to selected business units to assess operational efficiency, governance structures and strategic alignment. The consultants provided recommendations to enhance performance and sustainability, contributing to the broader organizational development goals.

The Zimbabwe Red Cross Society provided its staff and volunteers with training in resource management, water point maintenance and community engagement strategies. It also made efforts to equip committee members with these skills. Additionally, the National Society inducted new volunteers and trained them in cholera prevention and response, covering transmission, prevention methods, community mobilization and emergency protocols.

The National Society also hosted a Preparedness for Effective Response Assessment workshop. The workshop, attended by key stakeholders, evaluated its preparedness and response capabilities, identifying strengths and gaps, including the need for a functional Emergency Operating Centre at headquarters. The findings will guide future capacity-building efforts to strengthen emergency response readiness.

IFRC network joint support

The IFRC provided technical support to the Zimbabwe Red Cross Society in building the capacity of its staff and volunteers as well as providing training to community members.



Humanitarian diplomacy

Progress by the National Society against objectives

The Zimbabwe Red Cross Society engaged with public authorities to reinforce its auxiliary role and shared key documents, including its 2021–2025 Strategic Plan and project reports for 2024. Regular update meetings were held to inform public authorities of project progress through working groups and cluster meetings.

Additionally, the National Society actively participated in meetings and events organized by public authorities, including Heroes and Defence Forces Day, Southern African Development Community Summit preparatory events and first aid graduation ceremonies organized by the Traffic Safety Council of Zimbabwe.

IFRC network joint support

The IFRC provided support to the Zimbabwe Red Cross Society in reinforcing its auxiliary role and mandate. It also facilitated the National Society's participation in meetings organized by public authorities.



Accountability and agility (cross-cutting)

Progress by the National Society against objectives

The National Society's human resources policy outlined training and development, including in-house workshops and funding for job-related studies. Employees pursuing personal studies received leave for examinations. Training was integrated into programmes, covering community engagement and accountability, protection from sexual exploitation and abuse, safeguarding and inclusion. It also ensured that integrity cases followed a structured process, including investigation, suspension, a formal hearing and appropriate disciplinary action based on findings.

The Zimbabwe Red Cross Society contributed to the Workers' Compensation Insurance Fund under the National Social Security Authority to provide coverage for work-related injuries and illnesses. The National Society made efforts to maintain a safe working environment by employing an external security company at its headquarters and appointing a security officer to oversee security matters and update staff on emerging issues.

IFRC network joint support

The IFRC provided support to the National Society in developing its HR structure and ensuring the safety and security of its staff. It also supported the Zimbabwe Red Cross Society in disseminating safeguarding policies and encouraged it to adhere to the IFRC integrity line.



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 16 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

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 30 June 2024. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies. Mid-year reporting data may have been based on estimations, with plans to submit more robust numbers at the annual reporting stage.
- **Financial overview:** This overview consolidates data reported by the National Society and its IFRC network partners, as well as data extracted from IFRC's financial systems. All reported figures should include the administrative and operational costs of the different entities. The financial data with a light grey background is solely reported by the National Society, including the funding sources. Financial reporting is often times estimated depending on availability of financial figures, closing of financial periods, and may be incomplete. "Not reported" could sometimes mean "not applicable."
- **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 Zimbabwe mid-year 2024 financial report](#)
For emergencies for which financial report is not yet available, see: [MDRZW021](#)
- [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](#)

Contact information

Zimbabwe Red Cross Society
redcrosszim.org.zw

John Roche

Head of Delegation IFRC Country
Cluster Delegation for Zimbabwe,
Zambia & Malawi, based in Harare
T + 263 77218648
john.roche@ifrc.org

Louise Daintrey

Head of Strategic Engagement &
Partnerships IFRC Regional Office
for Africa, Nairobi
T +254 110 843 978
louise.daintrey@ifrc.org

Sumitha Martin

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