



CROATIA

2024 IFRC network annual report, Jan-Dec



21 July 2025

IN SUPPORT OF THE CROATIAN RED CROSS



132

National Society
local units



1,426

National Society
volunteers



6,894

National Society
staff

PEOPLE REACHED

Emergency
Operations



4,848

Climate and
environment



2,897

Disasters
and crises



89,653

Health and
wellbeing



114,597

Migration and
displacement



34,288

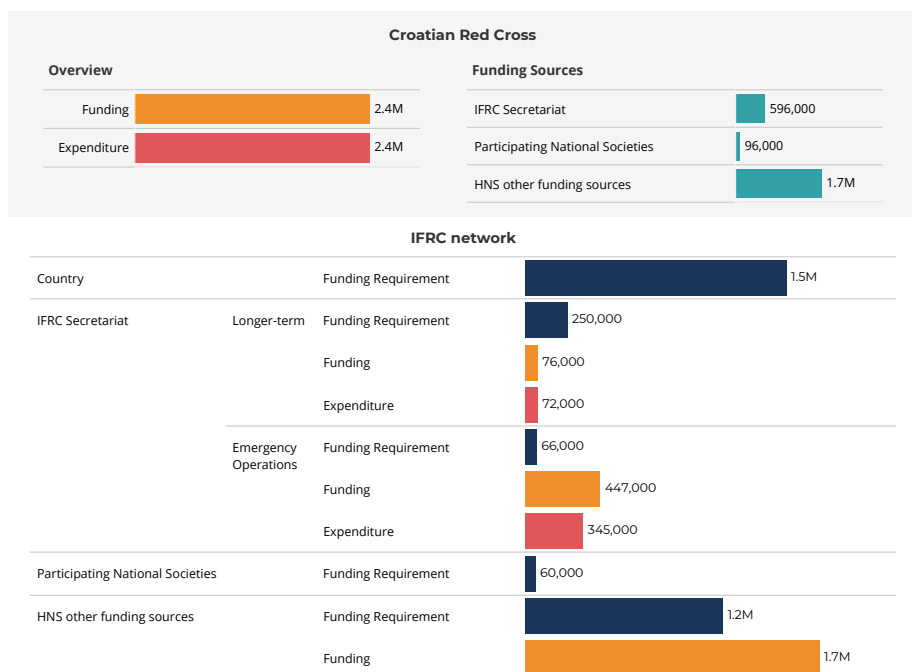
Values, power
and inclusion



248,931

FINANCIAL OVERVIEW

in Swiss francs (CHF)






Appeal number **MAAHR002**

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

ONGOING EMERGENCY INDICATORS

MGR65002 / *Ukraine and Impacted Countries Crisis*

EF1 - Strategic and operational coordination	Number of government-led coordination platforms the National Society is part of	2
EF2 - National Society development	National Society covers health, accident and death compensation for all of its volunteers	Yes
EF3 - Humanitarian diplomacy	National Society participates in IFRC-led campaigns	Yes
SP2 - Disasters and crises	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	 3,000
SP3 - Health and wellbeing	Number of people reached with psychosocial and mental health services	 5,000
	Number of people reached by the National Society with contextually appropriate health services	 5,000

STRATEGIC PRIORITIES

Climate and environment	Number of people reached with activities to address environmental problems	3,000
	Number of people reached with activities to address rising climate risks	3,000
	National Society implements environmental or climate campaigns focused on behaviour change, plastic reduction, clean-ups or reducing GHG emissions	Yes
Disasters and crises	Number of people reached with livelihoods support	90,000
	Number of people reached with disaster risk reduction	25,000
	Number of people reached with shelter support	293
Health and wellbeing	Number of people donating blood	115,000
	Number of people trained by the National Society in first aid	103,000
	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	63,000
	Number of people reached with psychosocial and mental health services	10,000
Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	34,000
Values, power and inclusion	Number of people reached by the National Society's educational programmes	249,000
	Number of people reached by protection, gender and inclusion programming	27,000

ENABLING FUNCTIONS

Strategic and operational coordination	Number of government-led coordination platforms the National Society is part of	23
National Society development	National Society covers health, accident and death compensation for all of its volunteers	Yes
	National Society has created and implemented youth engagement strategies	Yes
Humanitarian diplomacy	National Society has a domestic advocacy strategy developed aligning, at least in part, with global IFRC advocacy strategies	Yes
	National Society participates in IFRC-led campaigns	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions
National Society							
Swiss Red Cross							

Q1. OVERALL PERFORMANCE

Context

In 2024, Croatia faced challenges related to an aging population, declining birth rates and emigration of the younger generation and had 9.25 per cent less inhabitants compared to the previous census conducted 10 years ago. Efforts were made to promote sustainable population growth, enhance healthcare and social support systems and create opportunities to retain and empower the country's youth. In this reporting year, high inflation continued to influence the social status of people in the most vulnerable situations in the country, increasing the numbers of people in need assistance. Poverty continued to be a significant issue in Croatia, with a considerable portion of the population experiencing economic hardship. Croatia progressed towards gender equality at a slower pace and ranked 24th in the EU on the Gender Equality Index in 2024, with 59.7 out of 100 points.

The country faced large fire incidents such as the ones in Skradin, Žrnovnica, Osijek, Kaštel Sućurac, Podgora, Trogir, Zaprešić and Solin and addressed the needs of the people affected by the Sisak-Moslavina county earthquake that happened in the end of 2020. It also faced significant risks to its key sectors, infrastructure and its population due to climate change and extreme weather. In 2024, three major floods occurred in Sisak-Moslavina, Zadar, and Vukovar-Srijem counties due to heavy rain, hail, and strong winds.

Croatia is located on the migration route known as the Balkan Route, which stretches from Greece towards Western Europe. As part of this route, Croatia experienced an influx of migrants and refugees seeking to reach other European Union countries. Croatia was dedicated to the promotion and protection of human rights by participating in international agreements. Additionally, it addressed the needs of the people displaced from Ukraine who continued to find refuge in the Republic of Croatia since the beginning of the international armed conflict in 2022.

Key achievements

Climate and environment

In 2024, the Croatian Red Cross organized several projects such as 'Red Cross in the Blue Frame' for collecting waste from the seabed, 'Dive for clean Adriatic Sea' for the removal and proper disposal of marine waste through ecological clean-up actions. The Croatian Red Cross organized a celebration for Earth Day. It also worked with people to create vertical gardens from recycled materials and conducted a series of educational workshops on environmental protection and conservation. The National Society participated in the Working Group on Climate Change and developed the protocol on procedures and recommendations for heat protection as well as for cold protection. It also developed psychoeducational leaflets on wildfires, extreme weather, earthquakes, floods and school attacks and shared them online and in communities in vulnerable situations. It integrated mental health education into climate change training programmes. The Croatian Red Cross organized a national exercise demonstrating rescue operations, including evacuations from flooded areas and sea rescues using specialized equipment and conducted training in water rescue, flood response and sonar. The National Society also procured specialized rescue equipment and Motorola Tetra radios for reliable communication in field operations. The Croatian Red Cross began the EU Civil Protection certification process for its module on flood rescue using boats and contributed to the drafting of the regulation on search and rescue in inland waters.

Disasters and crises

The Croatian Red Cross provided food packages, dehumidifiers and disinfection supplies to people affected by the major floods and provided support for large fire incidents in Croatia. It provided bottled water, hot meals, first aid and psychosocial support. The National Society attended an Enhanced Vulnerability and Capacity Assessment (eVCA) workshop and participated in the anticipatory action tier one training. Additionally, it conducted training in basic unit and field cooking and exercises on self-sufficiency and crisis response efficiency. It also conducted an instructor assembly which aligned training methodologies and planned future activities. Additionally, the National Society organized a training in improving disaster response operations and participated in an 'Aeronautical Search and Rescue' simulated

aircraft search and rescue operations. The Croatian Red Cross supported relief efforts of the Red Cross Society of Bosnia and Herzegovina by raising funds for critical humanitarian aid.

Health and wellbeing

In 2024, the Croatian Red Cross hosted a meeting of the European Network for Mental Health and Psychosocial Support (MHPSS) on 'Mental Health and Psychosocial Support in Migration'. It also contributed to the drafting of key proposals for a new World Health Organization (WHO) resolution on strengthening preparedness for health emergencies during natural disasters. The National Society conducted a series of first aid courses. The National Society also collected blood through donation drives and the organization of transfusion services. The Croatian Red Cross also continued its efforts to develop mental health programmes and support communities in vulnerable situations. It integrated psychological first aid into preschool and school education programmes and incorporated mental health topics into first aid education materials. Additionally, it conducted a series of training sessions for educators, teachers and school staff. The Croatian Red Cross focused on supporting aid workers and incorporated mental health topics into all National Society mental health training sessions. It also continued regular psychosocial supervision meetings for staff working with people displaced from Ukraine and organized specialized support and training sessions for translators working with displaced persons.

Migration and displacement

During the reporting period, the Croatian Red Cross adapted programmes to support people in the most vulnerable situations, providing humanitarian aid, psychosocial support (PSS) and integration assistance. The National Society supported centres for asylum seekers and provided shelter, education and medical services including paediatric, gynaecological and psychiatric care. It also provided border assistance through the distribution of humanitarian aid including food, hygiene kits and clothing. It also provided legal and social support including family reunification assistance, psychological care and education on human trafficking risks. Additionally, the Croatian Red Cross provided support for unaccompanied minors and consultations to guardians and social workers supporting them. It continued supporting the implementation of the 'Integrative and Holistic Support for Migrants and Refugees' project which supports persons displaced from Ukraine and unaccompanied foreign minors. It organized various social activities such as excursions and visits to museums, among others, for displaced persons. It also printed copies of the second edition of the guidelines on 'Identification of Victims of Human Trafficking in Transit and Destination Countries in Europe' for field staff.

Values, power and inclusion

For the period January to December 2024, the Croatian Red Cross supported migrant children by organizing play and IT workshops and providing school assistance for them. Additionally, it organized cultural activities for people seeking asylum. The Croatian Red Cross also conducted various workshops and education sessions for children and teachers on topics such as human trafficking prevention, protection of human rights, integration, human values, gender equality. It also conducted training sessions for teachers to help them disseminate knowledge within the school system through a multi-disciplinary programme of civic education.

Enabling local actors

In 2024, the Croatian Red Cross implemented a fully electronic office management system. Additionally, it created a working document titled, 'Study on the Development of the Digital Transformation of the Croatian Red Cross'. It outlined a platform concept for the gradual digitalization of business processes to streamline operations, accelerate workflows and enhance transparency and efficiency. It also participated in the Humanitarian Diplomacy Working Group Meeting. The Croatian Red Cross worked on the development of its human resources and organized training sessions, practical activities and psychosocial support workshops for its staff. Additionally, it continued to enhance financial management. To further enhance the capacity and preparedness, the Croatian Red Cross stored supplies such as hygiene kits, kits for children and thermal food storage containers in its warehouse facilities and made it available to the local population and to partner countries within the X-STOCK network.

Q2. CHANGES AND AMENDMENTS

In this reporting period, no changes or amendments were made to the plan

Q3. MEASURING RESULTS OF THE IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

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

Name	Ukraine and Impacted Countries Crisis
Appeal number	MGR65002
Duration	28 February 2022 to 31 December 2025
People to be assisted	22.7 million (total); 15,240 (in Croatia)
Funding requirements	Total: CHF 800 million (IFRC); CHF 2.7 billion (Federation-wide) Croatia: CHF 9.27 million (IFRC); CHF 9.46 million (Federation-wide)
Emergency Appeal	Ukraine and Impacted Countries Revised Emergency Appeal
Operational Strategy	Revised Operational Strategy
Country Response Plan	National Society Revised Response Plan
Latest operation update	Operations Update No. 11

The international armed conflict in Ukraine continued inflicting a devastating toll on the lives of people. The protracted crisis resulted in massive civilian casualties, severe harm to critical infrastructure and livelihoods and widespread displacement from front-line communities, leading to an alarming escalation in humanitarian needs, inside and outside of Ukraine. Millions of people have crossed borders from Ukraine into neighbouring countries and beyond. Most of these individuals have been displaced for nearly two years and the gaps in meeting their needs are still increasing. Displaced people from Ukraine require safety, assistance and critical protection to lead dignified lives and restore their wellbeing and livelihoods. The revised Emergency Appeal presents a substantial increase in people targeted, funding requirement and geographical coverage, to support the National Societies in assisting people in Ukraine and other impacted countries affected by the crisis. It also represents a shift in response from an emergency phase to a protracted crisis scenario, while recognizing the need to remain agile and proactive in what continues to be a highly dynamic environment.

Short description of the emergency operational strategy

Through this revised emergency appeal, the Croatian Red Cross provided targeted assistance to about 15,000 people. The interventions that were provided to displaced people from Ukraine consisted of health and care include community-based health and first aid ([CBHFA](#)) services. Information regarding access to public health system in Croatia was disseminated through local Red Cross branches for the displaced people, with particular attention on people with disabilities. The Croatian Red Cross also provided adequate mental health and psychosocial support ([MHPSS](#)) to people affected by the crisis in Ukraine, with focus on the most marginalized people, women, children and older people. Additionally, it provided seasonal assistance for clothing and footwear, through cash and voucher assistance ([CVA](#)), twice a year during summer and winter. The Croatian Red Cross carried out post distribution monitoring and

the assistance sought to meet the basic needs of the most marginalized local population through CVA, including food assistance for the people affected. It sought to establish new child friendly spaces to support children, in line with Movement standards and develop messages on preventing and responding to sexual and gender-based violence (SGBV), trafficking in persons, legal status and related information, especially for marginalized groups such as persons with special needs. It sought to carry out the assessing, monitoring and analysing of protection, gender and inclusion (PGI) issues and trends, including through analysis of sex, age and disability disaggregated data. Additionally, the Swiss Red Cross provided financial support to the Croatian Red Cross to implement MHPSS and PGI interventions targeting displaced people from Ukraine.

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

In 2024, the Croatian Red Cross organized collection of waste from the seabed under the project called 'Red Cross in the Blue Frame'. It also continued its project called 'Dive for clean Adriatic Sea' at Brijuni, Mljet, Lastovo and Telašćica nature parks. This project aimed to contribute to the removal and proper disposal of marine waste through ecological clean-up actions, as well as to help reduce the intentional or accidental introduction of waste into the marine ecosystem.

The Croatian Red Cross organized a celebration for Earth Day where it promoted a children's picture book that was created in collaboration with an elementary school from Šibenik. The National Society, with the initiative of its youth committee, worked with people to create vertical gardens from recycled materials and conducted a series of educational workshops on environmental protection and conservation.

The National Society participated in the Working Group on Climate Change and Health held by the Ministry of Health of the Republic of Croatia. It developed the protocol on procedures and recommendations for heat protection as well as for the cold protection due to climate-related disasters in Croatia. These protocols include preparedness and response measures for heatwave and cold wave hazards at both local and national levels. It also distributed an educational poster titled 'Protect Yourself from Heat' to all health centres across Croatia. During extremely hot and cold periods, the National Society provided information on health protection and public recommendations, particularly for the elderly and published these materials on its website and social media.

Due to climate-related disasters in Croatia, the Croatian Red Cross developed psychoeducational leaflets on wildfires, extreme weather, earthquakes, floods and school attacks and shared them online and in communities in vulnerable situations. It also integrated mental health education into climate change training programmes.

The Croatian Red Cross organized the national exercise for the specialist water rescue intervention teams of the National Society, demonstrating rescue operations, including evacuations from flooded areas and sea rescues using specialized equipment. The National Society also conducted training in water rescue and flood response covering topics including rescue techniques, hydrology, water risks, equipment handling and boat operations. It conducted sonar training to enhance search and rescue capabilities. The National Society also procured specialized rescue equipment and Motorola Tetra radios for reliable communication in field operations. Additionally, it began the EU Civil Protection certification process for its module on flood rescue using boats, in collaboration with Croatian civil protection authorities and contributed to the drafting of the regulation on search and rescue in inland waters in collaboration with the Ministry of the Sea, Transport and Infrastructure.

IFRC network joint support

The IFRC provided technical and financial support to the Croatian Red Cross in the implementation its objectives under climate and environment.



Disasters and crises

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

Progress by the National Society against objectives

In 2024, the Croatian Red Cross provided food packages, dehumidifiers and disinfection supplies to people affected by the major floods that occurred in Sisak-Moslavina, Zadar and Vukovar-Srijem counties. It also provided support for large fire incidents by providing affected people with bottled water, hot meals, first aid and psychosocial support.

The National Society attended an Enhanced Vulnerability and Capacity Assessment (eVCA) workshop to deepen its understanding of eVCA and enhance its capacity to effectively apply it in its work with communities. It also focused on equipping communities with the necessary tools and methods for resilience building within the framework of the Roadmap to Community Resilience. The National Society also participated in the anticipatory action tier one training which sought to provide a practical level of understanding of key areas of anticipatory action competencies to apply the knowledge in practice. The training familiarized participants with key concepts, tools and best practices across the IFRC network on anticipatory action. Additionally, the Croatian Red Cross conducted training in basic unit and field cooking and exercises on self-sufficiency and crisis response efficiency. It also conducted an instructor assembly which aligned training methodologies and planned future activities.

The National Society organized a training in Zadar focusing on improving disaster response operations and ensuring timely and efficient use of resources to assist affected communities. It also participated in the 'Aeronautical Search and Rescue' simulated aircraft search and rescue operations at sea and on land and in the exercise focussing on flood response in the Slavonian counties.

Additionally, the Croatian Red Cross showed strong solidarity with Bosnia and Herzegovina in response to devastating floods that impacted several regions. It supported the relief efforts by of the Red Cross Society of Bosnia and Herzegovina by raising funds through public donations and fundraising campaigns.

IFRC network joint support

The IFRC supported the Croatian Red Cross with financial and technical assistance to enhance its disaster response and readiness capacity. The IFRC also supported the National Society in the development of [early action protocols](#). Additionally, the IFRC facilitated the training in Zadar.



Water rescue teams of the Croatian Red Cross delivering food, water and medicines to people affected by floods (Photo: Croatian Red Cross)



Health and wellbeing

Progress by the National Society against objectives

In this reporting period, the Croatian Red Cross hosted a meeting of the European Network for Mental Health and Psychosocial Support (MHPSS) on 'Mental Health and Psychosocial Support in Migration'. It also conducted a workshop on supervision and support for caregivers prior to the meeting. The National Society contributed to the drafting of key proposals for a new World Health Organization (WHO) resolution on strengthening preparedness for health emergencies during natural disasters. The key proposals included mental health support, psychological assistance, and trained community volunteers.

The Croatian Red Cross conducted a series of first aid courses with a strong focus on driver training and youth education. It also conducted a series of courses including refresher courses for medical doctors and trained candidates as instructors for first aid for traffic accident victims. The National Society printed the first aid guide for motor vehicles in accordance with the quality standards, sold its copies to legal entities and used the proceeds from the sale to conduct first aid training for community, children and youth. The National Society purchased training equipment such as mannequins, AED devices, collected blood through donation drives and organized blood transfusion services.

The National Society also continued its efforts to develop mental health programmes and supported communities in vulnerable situations. It integrated psychological first aid into preschool and school education programmes in collaboration with the Education and Teacher Training Agency. Additionally, it conducted a series of training sessions for educators, teachers and school staff. Mental health topics were also incorporated into first aid educational materials. The Croatian Red Cross also continued regular psychosocial supervision meetings for staff working with people displaced from Ukraine and organized specialized support and training sessions for translators working with displaced persons.

IFRC network joint support

The IFRC provided technical and financial support to the Croatian Red Cross for its health and wellbeing initiatives. This support consisted of supporting the National Society's efforts in scaling up its assistance to vulnerable populations and enhancing the capacity of its staff and volunteers through training.



Migration and displacement

Progress by the National Society against objectives

In 2024, the Croatian Red Cross adapted its programmes to support people in the most vulnerable situations, providing humanitarian aid, psychosocial support and integration assistance to migrants. The National Society supported centres for asylum seekers and provided shelter, education and medical services including paediatric, gynaecological and psychiatric care. It also provided border assistance through the distribution of humanitarian aid including food, hygiene kits and clothing. It provided legal and social support including family reunification assistance, psychological care and education on human trafficking risks. Additionally, the Croatian Red Cross provided support for unaccompanied minors and provided consultations to guardians and social workers supporting them.

The National Society continued supporting the implementation of its 'Integrative and Holistic Support for Migrants and Refugees' project. The project activities included providing support to persons displaced from Ukraine and unaccompanied foreign minors. It also conducted an initial needs assessment and provided support in the form of information and counselling. Additionally, it organized various social activities such as excursions, visits to museums, concerts, cinemas, a summer camp, ice skating and other interactive activities for the displaced persons. It also printed the second edition of the guidelines on 'Identification of Victims of Human Trafficking in Transit and Destination Countries in Europe' for field staff likely to encounter potential victims.

IFRC network joint support

The IFRC supports the Croatian Red Cross in the implementation of its activities catering to essential needs of vulnerable populations through financial and technical assistance.

The **Swiss Red Cross** provided the National Society with financial support for implementation of the project called 'Integrative and Holistic Support for Migrants and Refugees'. Additionally, it provided financial support for the printing of the second edition of the guidelines 'Identification of Victims of Human Trafficking in Transit and Destination Countries in Europe'.

The **ICRC** provided support to the Croatian Red Cross under the restoring family links ([RFL](#)) and missing persons file programmes.



Values, power and inclusion

Progress by the National Society against objectives

In 2024, the Croatian Red Cross supported migrant children by organizing play and IT workshops and providing school assistance for them. Additionally, it organized cultural activities for people seeking asylum.

The Croatian Red Cross conducted various workshops and education sessions for children and teachers on topics such as human trafficking prevention, protection of human rights, integration, human values and gender equality. It also conducted training sessions for teachers to help them disseminate knowledge within the school system through a multi-disciplinary programme of civic education.

IFRC network joint support

The **IFRC** provided technical and financial support to the National Society for the implementation of its objectives under values, power and inclusion.

ENABLING LOCAL ACTORS



Strategic and operational coordination

Progress by the National Society against objectives

IFRC membership coordination

IFRC membership coordination involves working with National Societies to assess the humanitarian context, agree on common priorities and jointly develop common strategies. This includes addressing issues such as obtaining greater humanitarian acceptance and access, mobilizing funding and other resources, clarifying consistent public messaging and monitoring progress. It also entails ensuring that strategies and programmes in support of people in need incorporate clarity of humanitarian action while linking with development assistance and contribute to reinforcing National Societies in their respective countries, including through their auxiliary role.

The **Swiss Red Cross** provided the National Society with financial support for implementation of the project called 'Integrative and Holistic Support for Migrants and Refugees' and for the printing of the second edition of the guidelines 'Identification of Victims of Human Trafficking in Transit and Destination Countries in Europe'. Additionally, the Swiss Red Cross provided financial support to the Croatian Red Cross to implement mental health and psychosocial support and protection, gender and inclusion interventions targeting displaced people from Ukraine.

Movement coordination

The Croatian Red Cross 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](#).

In Croatia, **the ICRC** provides support to the Croatian Red Cross under the restoring family links ([RFL](#)) and missing persons file programmes.

External coordination

The Croatian Red Cross collaborated with various local authorities and government ministries, including the Ministry of Health of the Republic of Croatia, Ministry of the Sea, Transport and Infrastructure, Croatian civil protection authorities, the Education and Teacher Training Agency, among others. It emphasizes an integrated approach to reach the most vulnerable groups. It also participated in the Working Group on Climate Change and Health. The National Society also closely engaged with the National Recovery and Resilience Plan (NPOO) and the European Union—a partnership that was established with the Zagreb Innovation Centre (ZICER). It also supported the Emergency Appeal for Ukraine and Impacted Countries Crisis. The Croatian Red Cross also collaborated with private sector partners such as Garmin.



National Society development

Progress by the National Society against objectives

In 2024, the Croatian Red Cross adopted new [Statutes](#). It also continued regular psychosocial supervision meetings for staff working with people displaced from Ukraine. The National Society participated in numerous workshops and training sessions. It attended an Enhanced Vulnerability and Capacity Assessment ([eVCA](#)) workshop to deepen its understanding of eVCA and enhance its capacity to effectively apply it in its work with communities. It also participated in the anticipatory action tier one training which brought together representatives from National Societies across the region and sought to provide a practical level of understanding of key areas of anticipatory action competencies to apply the knowledge in practice. The training familiarized participants with key concepts, tools and best practices across the IFRC network on anticipatory action. Additionally, it conducted training in basic unit and field cooking and exercises on self-sufficiency and crisis response efficiency for the intervention teams of the Croatian Red Cross. The National Society also participated in the 'Aeronautical Search and Rescue' simulated aircraft search and rescue operations at sea and on land and in the exercise focusing on flood response in the Slavonian counties. It organized the national exercise for the specialist water rescue intervention teams of the National Society, demonstrating rescue operations, including evacuations from flooded areas and sea rescues using specialized equipment.

IFRC network joint support

The IFRC supported the Croatian Red Cross in its objectives under National Society development.



Humanitarian diplomacy

Progress by the National Society against objectives

In 2024, the Croatian Red Cross attended a Humanitarian Diplomacy Working Group Meeting for the humanitarian diplomacy focal points across the country cluster delegation Central and South-eastern Europe. The overall aim of the meeting was to support all seven National Societies in the country cluster delegation Central and South-eastern Europe in strengthening capacity to engage in humanitarian diplomacy and develop and implement humanitarian diplomacy strategies.

IFRC network joint support

The IFRC supported the Croatian Red Cross for its objectives under human diplomacy.



Accountability and agility (cross-cutting)

Progress by the National Society against objectives

In 2024, the Croatian Red Cross increased the salary base for employees as well as the base for other material employee rights and worked on the development of its human resources. It organized an out-of-office 'HR Development Day' on the topic of improving communication with the public, partners and the media with emphasis on crisis situations and mutual internal communication. The National Society organized practical activities and psychosocial support workshops to strengthen the bonds between employees and provide space for applying in practice the topics discussed during the workshop. It also provided an educational session and practical experience at the National Logistics Centre for its staff.

The National Society implemented a fully electronic office management system. It also created a working document titled, 'Study on the Development of the Digital Transformation of the Croatian Red Cross' as part of the European Digital Innovation Hub (EDIH) initiative. This document outlined a platform concept for the gradual digitalization of business processes and the proposed integrated digital system sought to streamline operations, accelerate workflows and enhance transparency and efficiency. This digital transformation project marked a significant step toward modernization and sustainability, preparing the Croatian Red Cross for future challenges.

The Croatian Red Cross continued to enhance financial management to ensure service quality, compliance and efficiency in supporting vulnerable communities. In accordance with legal requirements, the Croatian Red Cross submitted financial reports and, collected and processed financial data for statistical, tax and operational purposes. It monitored the execution of the 2024 Financial Plan, leading to amendments adopted at the General Assembly and conducted an inventory of assets, liabilities and obligations, ensuring accurate bookkeeping. It also conducted revenue and expense analyses to optimize costs and improve financial decision-making and updated accounting systems to comply with tax law amendments effective. Additionally, the Croatian Red Cross aligned its labour record-keeping with new legal requirements and upgraded asset inventory processes with digital tools to enhance efficiency.

The Croatian Red Cross hosted National Societies from Albania, Romania, Slovenia and Bosnia and Herzegovina for an event during which the National Societies officially became part of the X-STOCK project. Since 2020, the Croatian Red Cross, along with the National Societies of Austria, Bulgaria, Montenegro and North Macedonia, have been a part of the X-STOCK project which is a web-based virtual warehouse application that tracks stockpiles of essential goods for crisis situations. It allows participating countries to request cross-border assistance via the platform, ensuring rapid access to emergency supplies. The project aimed to enhance preparedness and response efficiency in crises by enabling shared inventory management and strengthening cross-border cooperation. To further enhance the capacity and preparedness, the Croatian Red Cross stored supplies such as, hygiene kits, kits for children and thermal food storage containers, in its warehouse facilities and available to the local population and to partner countries within the X-STOCK network, in case of need.

IFRC network joint support

The IFRC provided technical and financial assistance to the National Society in its efforts under accountability and agility. It also supported the National Society in hosting the National Societies for the X-STOCK project. It supported the National Society by procuring and delivering supplies such as hygiene kits, kits for children and thermal food storage containers.

Q4. AFFECTED PERSONS (PEOPLE REACHED)

See cover pages

Q5. PARTICIPATION AND ACCOUNTABILITY FOR AFFECTED PEOPLE – COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q6. RISK MANAGEMENT

This information is not available in Annual Reports

Q7. EXIT STRATEGY AND SUSTAINABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q8. LESSONS LEARNED

Nothing to report

ANNEX 1. IFRC APPLICATION OF THE 8+3 REPORTING TEMPLATE

The IFRC network structures its result-based management along five Strategic priorities and four Enabling functions, developed based on the IFRC network's [Strategy 2030](#):

IFRC network Strategic Priorities	IFRC network Enabling Functions
SP 1 - Climate and environment	EF 1- Strategic and operational coordination
SP 2 - Disasters and crises	EF 2 - National Society development
SP 3 - Health and wellbeing	EF 3 - Humanitarian diplomacy
SP 4 - Migration and displacement	EF 4 - Accountability and agility
SP 5 - Values, power and inclusion	

The Federation-wide results matrix provides a standard way for the IFRC network to measure its progress towards Strategy 2030 implementation and supports consistent quality of the IFRC network planning, monitoring and reporting. To further advance coherence in monitoring across the IFRC network, a [Federation-wide Indicator Bank](#) has been developed and integrated into the Federation-wide monitoring systems for emergencies and longer-term work, structured along the Federation-wide results matrix as well. Signatory of the Grand Bargain Agreement, the IFRC has committed to its monitoring and reporting standards through integration of the 8+3 reporting template contents into its results-based management approach. The following mapping demonstrate the way in which this report aligns with 8+3 reporting:

8+3 template	IFRC network Annual Report (with variance in structure in red)
Core Questions	
1. Overall Performance	Overall Performance
2. Changes and Amendments	Changes and amendments
3. Measuring Results	Measuring Results
4. Affected Persons	Cover pages with indicators values
5. Participation & AAP	Under Q3 Strategic Priority 5: Values, power and inclusion – Community Engagement and Accountability
6. Risk management	Risk management
7. Exit Strategy and Sustainability	Under Q3 sub-sections by Strategic Priority/Enabling Function where relevant
8. Lessons Learned	Lessons learned
Additional Questions	
1. Value for Money/ Cost Effectiveness	Not included in annual reports
2. Visibility	Not included in annual reports
3. Coordination	Under Q3 Enabling Function 1: Strategic and operational coordination
4. Implementing Partners	Cross-cutting, with a focus on support to localization through the Q3 Enabling Functions 1 to 4
5. Activities or Steps Towards implementation	Cross-cutting in Q3 Strategic Priorities and Enabling Functions
6. Environment	Under Q3 Strategic Priority 1: Climate and environment



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

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 31 December 2024. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies.
- **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 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'. Also note that funding requirements are already reflected in the published 2024 IFRC network country plan. The total funding requirements show what the IFRC network has sought to raise for the given year through different channels: funding through the IFRC, through participating National Societies as bilateral support, and through the host National Society from non-IFRC network sources. All figures should include the administrative and operational costs of the different entities.
 - » Host National Society funding requirements not coming from IFRC network sources can comprise a variety of sources, as demonstrated when reporting on income in the IFRC Federation-wide Databank and Reporting System
 - » Participating National Society funding requirements for bilateral support are those validated by respective headquarters, and often represent mainly secured funding
 - » IFRC funding requirements comprise both what is sourced from the IFRC core budget and what is sought through emergency and thematic funding. This includes participating National Societies' multilateral support through IFRC, and all other IFRC sources of funding
- **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) 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.
- **Definitions:**
 - » **Local units:** ALL subdivisions of a National Society that coordinate and deliver services to people. These include ALL levels (provincial, state, city, district branches, sections or chapters, headquarters, and regional and intermediate offices, as well as community-based units)
 - » **Branches:** A Branch has its roles, responsibilities and relationship with the National Headquarters defined through the National Society's Statutes, including the level of autonomy given, especially in the area of its legal status, mobilising local resources and building local partnerships, and the decisions it makes. It has a local-level decision-making mechanism through its Branch members, board and volunteers, equally defined through the National Society's Statutes

ADDITIONAL INFORMATION

- [HR_Croatia AR Financials.pdf](#) (Note: This financial report link will be fed upon the completion of the audit. For emergencies for which a financial report is not yet available, see [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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