



BULGARIA

2024 IFRC network annual report, Jan-Dec



7 August 2025

IN SUPPORT OF THE BULGARIAN RED CROSS



28

National Society
branches



2,691

National Society
local units



16,546

National Society
volunteers



543

National Society
staff

PEOPLE REACHED

Climate and
environment



90,528

Disasters
and crises



451,383

Health and
wellbeing



65,859

Migration and
displacement



53,486

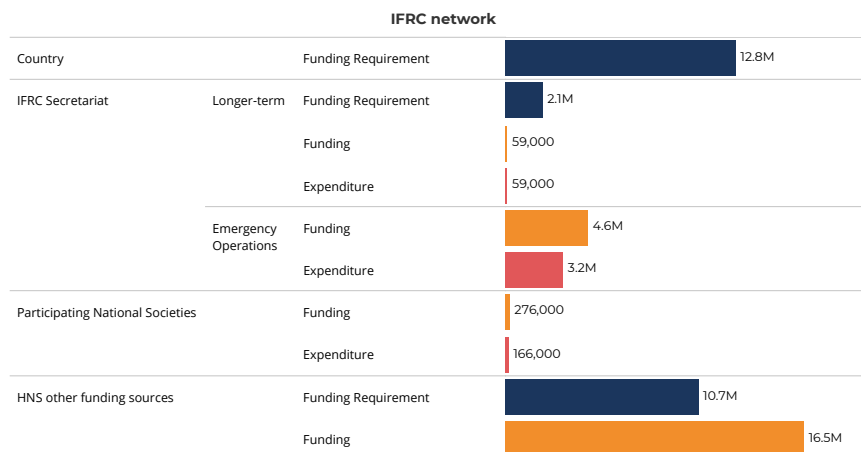
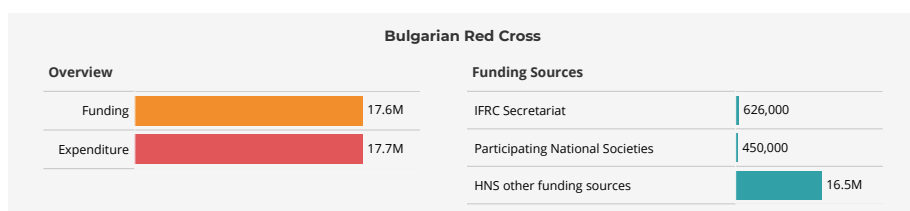
Values, power
and inclusion



75,492

FINANCIAL OVERVIEW

in Swiss francs (CHF)





Appeal number **MAABG001**

*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	5
	Number of formal interagency/international coordination platforms the National Society is part of	3
EF2 - National Society development	There is a National Society Development plan in place	Yes
	National Society has developed and/or implemented a strategy for strengthening their auxiliary role	Yes
	National Society has created and implemented youth engagement strategies	Yes
	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
	National Society has a domestic advocacy strategy developed aligning, at least in part, with global IFRC advocacy strategies	Yes
EF4 - Accountability and agility	National Society has a Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors	Yes
	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its actions	Yes
SP1 - Climate and environment	National Society implements nature-based solutions (including those with a particular focus on the planting of trees and mangroves)	Yes
	National Society implements environmental or climate campaigns focused on behaviour change, plastic reduction, clean-ups or reducing GHG emissions	Yes
	National Society has received IFRC Network's support to adapt to longer-term impacts of climate change	Yes
SP2 - Disasters and crises	Number of people reached with livelihoods support	91,000
	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	1,000
SP3 - Health and wellbeing	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	57,000
	Number of people reached by the National Society with contextually appropriate health services	44,000
	Number of people reached with psychosocial and mental health services	43,000
	Number of people trained by the National Society in first aid	51

SP4 - Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	 57,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	7
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
	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
SP5 - Values, power and inclusion	Number of people reached by protection, gender and inclusion programming	 9,000
	Number of people receiving any form of education support provided by the National Society	250
	Number of people reached by the National Society's educational programmes	191
	Number of people whose access to education is facilitated through National Society's programming	56
	National Society has a Community Engagement and Accountability policy, strategy or plan	Yes

STRATEGIC PRIORITIES

Climate and environment	National Society implements nature-based solutions (including those with a particular focus on the planting of trees and mangroves)	Yes
	National Society implements environmental or climate campaigns focused on behaviour change, plastic reduction, clean-ups or reducing GHG emissions	Yes
	National Society has received IFRC Network's support to adapt to longer-term impacts of climate change	Yes
Disasters and crises	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	 451,000
	Number of people reached with livelihoods support	 387,000
	Number of people reached with shelter support	117
Health and wellbeing	Number of people reached by the National Society with contextually appropriate health services	 66,000
	Number of people trained by the National Society in first aid	 65,000
	Number of people reached with psychosocial and mental health services	 62,000







	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	 57,000
	Number of people donating blood	 1,000
Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	 53,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	 7
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	 Yes
	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
Values, power and inclusion	Number of people reached by the National Society's educational programmes	 75,000
	Number of people reached by protection, gender and inclusion programming	 10,000
	Number of people whose access to education is facilitated through National Society's programming	 546
	National Society has a Community Engagement and Accountability policy, strategy or plan	 Yes

ENABLING FUNCTIONS

Strategic and operational coordination	Number of formal interagency/international coordination platforms the National Society is part of	3
	Number of government-led coordination platforms the National Society is part of	5
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
	National Society has developed and/or implemented a strategy for strengthening their auxiliary role	Yes
	There is a National Society Development plan in place	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
Accountability and agility	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its ..	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	Yes
National Society has strengthened its integrity and reputational risk mechanism	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

National Society	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions
Canadian Red Cross Society	170,000						
Korean Red Cross	44,000						
Red Cross Society of China							
Swiss Red Cross							
Turkish Red Crescent Society	62,000						

Total Funding Reported **CHF 276,000**

Q1. OVERALL PERFORMANCE

Context

In October 2024, Bulgaria held its seventh parliamentary election in the last three years, which too resulted in no political party gaining a clear majority. After several months of negotiations, Bulgaria's parliament was able to approve a government in January 2025. Parliamentary deputies voted confidence in the coalition executive led by Rosen Zhelyazkov, who previously served as a former President of the National Assembly and pledged to work towards Bulgaria entering the Eurozone in this next parliamentary term.

The instability over the last few years has created some challenges for people in vulnerable situations, including people with refugee status and migrants, and issues related to longer term integration of displaced people from Ukraine within Bulgaria.

Finally, the European Union (EU) Justice and Interior Ministers have agreed on Bulgaria fully joining Europe's Schengen visa-free travel area from 1 January 2025. This move comes after Bulgaria and Romania were partially admitted into the Schengen zone on 31 March for people traveling between countries on air and sea routes. While this change in status is welcomed, it is expected to create some challenges in terms of data collection and analysis associated with displaced people from Ukraine entering and exiting Bulgarian territory, having impact on the humanitarian work carried out in this area.

Key achievements

Climate and environment

In 2024, to reduce the input and operational costs for the Bulgarian Red Cross' National Training Centre in Lozen, two projects were designed for implementation through to the end of 2025. This included the installation of a 115kWh solar panel and 200kW battery system. The second project entailed the repair and upgrade of the water reservoir tank that supplies the National Training Centre accommodation blocks and restaurant facility.

Disasters and crises

As part of the ongoing emergency response, the National Society prepositioned sleeping kits in case of cross-border population movement. It also provided cash grants valued to support people in highly vulnerable situations. The Bulgarian Red Cross also completed a Cash and Voucher Assistance (CVA) self-assessment and developed a work plan to evolve into a cash-ready National Society. The National Society partnered with the Government of Bulgaria and acted in charge of managing all logistics associated with the distribution of food products. The number of people receiving food products through this programme was almost 374,000.

Health and wellbeing

Throughout 2024, the Bulgarian Red Cross provided targeted health related support to people displaced from Ukraine through the 'Cash for Health' reimbursement programme. Additionally, as part of the initial phase of mental health and psychosocial support (MHPSS) being provided to recently displaced people, the National Society designed and developed various micro-projects implemented through its regional branches. To further support the arriving migrants, the National Society developed information booklets and campaigns to help them understand the healthcare system in Bulgaria and minimise health risk factors. First aid, mobile health units, blood donation, and staff and volunteer care were also included in the National Society's activities to support heal and wellbeing.

Migration and displacement

As part of its response to the Ukraine emergency appeal, the National Society operated five Humanitarian Service Points (HSPs) in Plovdiv, Dobrich, Nesebar, Primorsko, Burgas and Dobrich. In 2024, the National Society was part of the 'Improving Reception and Integration Conditions for Asylum Seekers, Beneficiaries of International Protection and Persons Granted Temporary Protection in Bulgaria' project, which assisted refugees from Ukraine, Syria, Afghanistan, Morocco and other countries. Refugee children also received humanitarian support, information, and guidance on opportunities and conditions for inclusion in Bulgaria's education system. The Bulgarian Red Cross further assisted refugees through 'A Future for Children: Providing Comprehensive Social Support

for Unaccompanied Migrant and Refugee Children’ project and the ‘Protection of Refugee and Migrant Children - From Emergency to Community Support’ project. It also responded to several tracing requests and family reunions as part of Restoring Family Links (RFL).

Values, power and inclusion

The National Society established child- and community-friendly spaces, offering a range of child-friendly activities, art therapy classes, and recreational, sports, and cultural events in safe zones for unaccompanied children at reception centres and the State Agency for Refugees. Concerning protection, gender, and inclusion (PGI) the Bulgarian Red Cross carried out ‘Cash for Protection’ through which funds were provided to people wanting to leave unsafe living arrangements, people with severe disabilities, Gender-Based Violence (GBV) survivors, families with refugee status with more than five children and people facing imminent homelessness. The Bulgarian Red Cross Regional Youth Department also piloted a [new PGI-related tool](#), which involved working with children and caregivers. As part of efforts to promote community engagement and accountability ([CEA](#)) a market study and a public perception survey through the Ukraine Appeal was completed. The Bulgarian Red Cross also facilitated Bulgarian language classes, as a result of which, several branches have enhanced their capacity to deliver quality services to the community from Ukraine.

Enabling local actors

The Bulgarian Red Cross Youth Department was actively engaged in strengthening the youth departmental structure at a branch level. An important part of the planned youth activities is also the modernisation and standardization of the training equipment for use by the youth disaster response teams. With regard to humanitarian diplomacy, several meetings were held with ministry officials to answer questions and provide clarification on the status agreement between the National Society and the Government of Bulgaria, in the event of any possible disaster or significant emergency response. As part of its human resources development, the National Society continued its activities related to the implementation of the electronic database of volunteers in the Bulgarian Red Cross, expanding the opportunities for optimization of management processes and e-learning related to it.

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 more real-time information on emergencies, see IFRC GO page [Bulgaria](#).

NAME	Ukraine and Impacted Countries Crisis
IFRC APPEAL NUMBER	MGR65002
DURATION	28 February 2022 to 31 December 2025
PEOPLE TO BE ASSISTED	22.7 M (total); 180,000 (in Bulgaria)
FUNDING REQUIREMENTS	Total: CHF 800 M (IFRC); CHF 2.7 billion (Federation-wide) Bulgaria: CHF 25.1M (IFRC); CHF 30.3 M (Federation-wide)
EMERGENCY APPEAL	Revised Emergency Appeal
LINK TO OPERATIONAL STRATEGY	Revised Operational Strategy , Bulgaria Response Plan
LAST OPERATION UPDATE	Operation Update No.9

The international armed conflict in Ukraine continues, inflicting a devastating toll on the lives of people. The protracted crisis has 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 still require safety, assistance, and critical protection to lead dignified lives and restore their wellbeing and livelihoods.

First launched in February 2022, the IFRC Emergency Appeal was revised in May 2023, in support of the work of 18 National Societies including the Bulgarian Red Cross who are responding to the crisis. 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

The Bulgarian Red Cross has been actively involved in the IFRC Ukraine and affected countries response, raising nearly CHF 3 million from the public, with expenditures totalling CHF 2.08M.

The National Society's interventions under this emergency appeal will consist of:

Health and care: Provide health information and referrals through a hotline based in Sofia. Support payment of health insurance for displaced women from Ukraine and displaced men older than 65. Provide financial reimbursement using cash or voucher modality. Provide mental health and psychosocial support ([MHPSS](#)) at local branch level. Provide face-to-face professional consultations to displaced people. Provide access to [first aid](#). Procure and distribute hygiene kits and baby kits.

Shelter, housing and settlements: Replenishment of sleeping kits. Pilot shelter, settlements, and host family assistance programs. Provide temporary collective shelters.

Cash and voucher assistance ([CVA](#)): Provide cash grants to displaced people and winterization grants. Provide multi-purpose cash support to displaced people based on selection criteria.

Livelihoods: Purchase large parcels of emergency food assistance to support households. Purchase migrant food kits and set up soup kitchens for daily food supply at larger branches.

Protection, Gender, and Inclusion ([PGI](#)): Manage and create child friendly spaces in all humanitarian service points. Provide art therapy classes in selected location. Develop Bulgarian Red Cross specific minimum standards for child friendly spaces. Provide prevention and protection of sexual exploitation and abuse and child safeguarding training for staff and volunteers.

Community Engagement and Accountability ([CEA](#)): Manage effective feedback mechanisms for the Ukraine response, including a helpline with Ukrainian-speaking operators, social media, and face-to-face channels. Train staff and volunteers on CEA fundamentals, including responding to feedback. Institutionalize CEA approaches in all long-term programs and operations.

Migration and displacement: Establish humanitarian service points ([HSPs](#)) across Bulgaria run by different regional branches. Ensure all HSPs have a minimum understanding on protection, including restoring family links ([RFL](#)) tools and how to use them.

In September 2022, the BRC joined the IFRC Emergency Appeal for Ukraine and Impacted Countries Crisis and will continue to assist displaced people from Ukraine to Bulgaria until the end of 2025. Through its activities, the BRC will continue to provide essential humanitarian aid, particularly in the sectors of basic needs, seasonal assistance for winters, health and care, MHPSS and Protection, Gender, and Inclusion (PGI).

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

In order to reduce the input and operational costs for the Bulgarian Red Cross' National Training Centre in Lozen, as well as allowing it to reduce its carbon footprint, two projects were designed for implementation through to the end of 2025. This included the installation of a 115kWh solar panel and 200kW battery system. The second project entailed the repair and upgrade to the water reservoir tank that supplies the National Training Centre accommodation blocks and restaurant facility. Through these two projects the National Society made a significant reduction in the carbon footprint associated with running the National Training Centre while also generating annual cost savings.

IFRC network joint support

The IFRC continued to support the National Society with the procurement and contracting for the installation of the aforementioned two projects.



Disasters and crises

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

Progress by the National Society against objectives

As part of the IFRC Emergency Appeal for Ukraine and Impacted Countries Crisis, the National Society supported communities in disaster and crisis-affected areas to restore and strengthen their safety. This included the prepositioning of 2,000 sleeping kits for use in the event of any significant increase in cross border population movement that may occur over the next 12-18 months. Additionally, the Bulgarian Red Cross was able to provide cash grants valued at approximately CHF 275 to support 1,201 people in very highly vulnerable situations displaced from Ukraine with disabilities. The Post Distribution Monitoring survey revealed that 80 per cent respondents indicated they were either very satisfied or satisfied with the programme.

Additionally, the Bulgarian Red Cross completed a Cash and Voucher Assistance (CVA) self-assessment and developed a workplan to support the transformation to a cash ready National Society. The National Society provided a training to introduce staff to CVA programming which focused on topics such as Evaluation and Feasibility, Response Analysis (including transfer value calculations), community engagement and accountability with CVA, and assessing work plan development.

To rapidly respond to needs arising from emerging crises, the National Society planned to establish service framework agreements with selected financial service providers (FSPs) that can be activated immediately at the early stages of response. The National Society mapped the main FSPs within Bulgaria which included meetings and questionnaires with multiple banking institutions, small cash transfer providers and companies that specialise in multisector voucher distributions.

The National Society also partnered with the Government of Bulgaria and is in charge of managing all logistics associated with the distribution of food products. The number of people receiving food products through this programme as of 31 December 2024 was almost 374,000. A three-day simulation and training exercise was also carried out in Shumen. This exercise involved the Disaster Management Department alongside the National and Regional Disaster Response Teams, aiming to enhance their preparedness and response capabilities.

In March 2024, the National Society conducted a Preparedness for Effective Response (PER) self-assessment to enable the National Society to assess, measure, and analyse the strengths and gaps in its preparedness and response mechanisms. A workplan and action plan were subsequently finalized and validated by leadership in May 2024.

The Bulgarian Red Cross also participated in workshops and trainings to enhance its skills. This included attending the enhanced Vulnerability and Capacity Assessment (EVCA) workshop held from in November 2024 in North Macedonia as well as the Anticipatory Action Teir 1 training, in September 2024 in Montenegro.

IFRC network joint support

The IFRC supported the Bulgarian Red Cross through IFRC mechanisms such as the Disaster Response Emergency Fund (DREF) and the IFRC Emergency Appeal, which were utilized by the National Society in times of disasters and crises to effectively support those who face immediate needs during times of emergency. Additionally, the IFRC also supported the National Society in conducting a Preparedness for Effective Response (PER) assessment.

The IFRC also supported the National Society through workshops and training such as the enhanced Vulnerability and Capacity Assessment (EVCA) workshop and the Anticipatory Action Teir 1 training.



Health and wellbeing

Progress by the National Society against objectives

Throughout 2024, the Bulgarian Red Cross provided targeted health related support to people displaced from Ukraine through the Cash for Health reimbursement programme. As part of the programme, 1,398 grants were provided in 2024, reaching 559 unique persons. Additionally, as part of the initial phase of mental health and psychosocial support (MHPSS) being provided to recently displaced people, the National Society designed and developed various micro-projects implemented through its regional branches. These activities included: a dedicated helpline that is staffed by trained psychologists, art therapy classes (for adults and children), first aid training for children, first aid training for refugees, swimming lessons, cultural events, visits to the movies, sporting events and more.

The Bulgarian Red Cross has conducted information campaigns aimed at minimizing health risk factors during different life stages among various vulnerable groups in the community. These campaigns included 12 in-person events that were held in five local branches as well as the Refugee and Migration Community Centre in Sofia and at the Refugee Reception Centre located in Harmonli. In addition to this, the National Society developed an information booklet to support refugees and migrants to understand how the health care system works in Bulgaria and how to navigate the system and receive support from the government.

With assistance from the World Health Organisation, the Bulgarian Red Cross provided support to 200 people displaced from Ukraine, through the provision of medical reimbursement support.

As part of the technological approach of the National Society, there is also a strong focus on using digital communications to introduce new platforms for first aid training (for online and remote learning). Additionally, to improve the capacity for regional branches to provide first aid training, the National Society has purchased new first aid training equipment for all regional branches. In addition to this, and with support from IFRC Emergency Appeal for Ukraine and Impacted Countries Crisis, the Bulgarian Red Cross has been providing first aid training options for people with refugee status and migrant groups.

The Bulgarian Red Cross also supported the creation and development of ten Mobile Health Units to be established. The units were set up in in the city of Sofia and at the district branches in Burgas, Blagoevgrad, Varna, Vratsa, Dobrich, Plovdiv, Ruse, and Kardjali. The National Society Refugee and Migrant Service team continued to provide correct and reliable information in Ukrainian and Russian on access to medical and health services in the country through the dedicated Hotline number, with a total of 4,154 calls registered during 2024.

The National Society continued publishing and distributing appropriate advertising and information materials to promote voluntary and unpaid blood donation and to activate organ, tissue and cell donation. In 2024, a total of 1,355 people donated blood.

The National Society also identified staff and volunteer care as a priority and provided a Training of Trainers to managers. These people have provided supervision and stress relief sessions to 191 staff and volunteers involved in the Ukraine response in 2024. People also received 'psychological debriefing' after an emergency fire event that occurred in the region of Yambol.

IFRC network joint support

The IFRC supported the Bulgarian Red Cross in strengthening its health-related interventions, especially ones including targeted health related support to people displaced from Ukraine.

The **Canadian Red Cross Society** provided assistance to the National Society through its bilateral project agreement which supported the creation and development of ten Mobile Health Units. It also supported a six-day training programme for Master Trainers in topics such as protection, gender, and inclusion (PGI) and community engagement and accountability (CEA) awareness, which are integral to the National Society's cross-cutting efforts.



The Bulgarian Red Cross' EU4Health project provided art therapy, child-friendly spaces, and groups for stress and trauma relief for adults and children displaced from Ukraine. (Photo: Bulgarian Red Cross)



Migration and displacement

Progress by the National Society against objectives

As part of its response to the Ukraine emergency appeal, the National Society operated five Humanitarian Service Points (HSPs) in Plovdiv, Dobrich, Nesebar, Primorsko, Burgas and Dobrich through 30 June 2024. The Bulgarian Red Cross assisted with basic needs through the provision of food packages, individual hygiene supplies, and family hygiene supplies.

In 2024, the National Society was part of the 'Improving Reception and Integration Conditions for Asylum Seekers, Beneficiaries of International Protection and Persons Granted Temporary Protection in Bulgaria' project in collaboration with United Nations High Commissioner for Refugees (UNHCR). Through this project, over 50,910 refugees from Ukraine, Syria, Afghanistan, Morocco and other countries received assistance. The main forms of support provided was through information on opportunities to access services, rights, inclusion in the labour market, assistance with translation and accompaniment to various institutions, and other types of support tailored to the individual needs of vulnerable groups.

A total of 19,351 interventions were provided to support refugee children, which included assistance from social workers who offered humanitarian support and information, as well as guidance on opportunities and conditions for inclusion in Bulgaria's education system. A significant number of youths regularly participated in various events organized

by the Refugee and Migration Service (RMS) of the Bulgarian Red Cross, including concerts, creative workshops, art sessions and culinary challenges. In addition to these activities, the team distributed 195 prepaid cards (worth CHF 95 each) to help refugee children from vulnerable households in both Ukraine and other countries purchase school supplies for their enrolment in public schools.

Furthermore, 60 Bulgarian language courses were offered, with 48 attended by people displaced from Ukraine, nine by people in the asylum process and people with international protection, and three in a mixed format for refugees from both Ukraine and the Middle East. A total of 1,202 individuals received certificates for completing Bulgarian language courses at levels A1, A2, B1, and B2.

Through the 'A Future for Children: Providing Comprehensive Social Support for Unaccompanied Migrant and Refugee Children' project, funded by the Norwegian Financial Mechanism, the National Society supported 13 refugee children through the accommodation facilities that were previously built and managed with funds provided by the Home Affairs Programme of the Norwegian Financial Mechanism 2014-2021. In addition to the provision of accommodation, the National Society provided access to a number of supportive measures - social, health, educational, psychological and legal.

Additionally, in collaboration with the UNICEF under the 'Protection of Refugee and Migrant Children - From Emergency to Community Support' project, the National Society supported refugee children with mental health and psychosocial support (MHPSS) and carried out individual needs assessments. An important aspect was the possibility for the residential social services for children, which are managed by the Bulgarian Red Cross, to participate in the project. Also, in 2024, a specialised financial support fund 'Mother and Baby' was established through which one-off financial assistance was provided to 19 refugee women and their children to cover urgent emergency needs.

The National Society worked to increase the application of financial assistance programmes for refugees and migrants. This mechanism has enabled the Bulgarian Red Cross to provide timely, meaningful and targeted assistance to people in the most vulnerable situations, while preserving their dignity. The assessment of each person's needs was applied through a tailored approach and pre-communicated procedures, ensuring transparency and equitable distribution of resources.

Additionally, the National Society teams also organised a number of intercultural events designed to show Bulgarian citizens the added value of people with refugee and migratory background in Bulgaria, with over 1,500 Bulgarians participating in these initiatives.

The Bulgarian Red Cross began monitoring the reception conditions in open refugee reception centres that are operated by the State Agency for Refugees. Through this programme, 2,225 people on the move were supported with the provision of cleaning items, which significantly improved hygiene conditions in the centres. Additionally, personal hygiene products and clean underwear were distributed, further enhancing the well-being and comfort of the refugees.

The Bulgarian Red Cross was part of Restoring Family Links (RFL), as part of its efforts to support refugees. In 2024, 319 tracing requests and 39 facilitations of family reunification were assisted. A decrease was reported, from previous year, due to the outflow of migration and the conflict in the Middle East and the ongoing international conflict in Ukraine.

The National Society also completed four trainings on RFL and protection which were conducted in the districts of Ruse, Dobrich, Haskovo and Yambol. Training was provided to the RFL team to allow them to work more effectively on the Family Links Answers (FLA) platforms, the Family Links Website (FLW) and all its sub-services such as Trace the Face, Secure File Exchange and Family Links Extranet, platforms storing data of National Societies on missing persons, their families and other affected persons receiving the Family Links Recovery service.

From September 9th to 13th, the National Training Disaster Management took place in Kaspichan, with participation from the RFL and protection team. The simulation, which centred on evacuation during a fire in the area, tested RFL as an emergency tool for managing information about affected individuals, victims and vulnerable people in collaboration with other partners on the ground.

IFRC network joint support

The **IFRC** provided technical and financial assistance to the National Society. Through the [Global Route-Based Migration Programme](#), the IFRC supported the Bulgarian Red Cross to start a new activity of monitoring the reception conditions in open refugee reception centres that are operated by the State Agency for Refugees.

The **Swiss Red Cross** supported the Bulgarian Red Cross with trainings on Restoring Family Links (RFL) and protection which were conducted in the districts of Ruse, Dobrich, Haskovo, and Yambol.

The **ICRC** supported the National Society with its Restoring Family Links ([RLF](#)) programme



Values, power and inclusion

Progress by the National Society against objectives

The Bulgarian Red Cross organized a variety of community engagement events for both children and adults, including host communities, fostering integration and connection. It established child- and community-friendly spaces, offering a range of child-friendly activities, art therapy classes, and recreational, sports, and cultural events in safe zones for unaccompanied children at reception centres and the State Agency for Refugees. The existing Child Protection Policy was also reviewed and redrafted with the final draft version submitted to the National Youth Council for first review.

The National Society carried out protection, gender, and inclusion ([PGI](#)) awareness raising. The PGI focal points attended a Training of Trainers (ToT) course in Lithuania in April 2024 and have since provided PGI awareness sessions to 191 youth volunteers. Additionally, a total of 44 families were supported through the Bulgarian Red Cross' 'Cash for Protection' activity. Through this, funds were used to support people wanting to leave unsafe living arrangements, people with severe disabilities, Gender-Based Violence (GBV) survivors, families with refugee status with more than five children and people facing imminent homelessness.

The Bulgarian Red Cross Regional Youth Department piloted a new [PGI-related tool](#), developed by the Sesame Street Foundation and involved working with 36 children and 10 caregivers. The data has been collated and shared with the Sesame Street Foundation and is supporting the further development of the tool that aims to work with children from different backgrounds and socio-economic conditions to overcome personal challenges. The piloting built on existing capacities and experience working with young children from within the National Society. As such, the piloting was more easily built into existing areas of work.

One of the new activities that Bulgarian Red Cross piloted during the first half of 2024 has been the use of AccessRC as a tool to register people seeking support for basic needs such as food parcels and hygiene kits, and to improve the communication with them through this same application. With support from IFRC, the BRC has registered 332 people through the AccessRC (excluding the those that received cash and voucher assistance), of which 53 have received food parcels.

As part of efforts to promote community engagement and accountability ([CEA](#)) a market study and a public perception survey through the Ukraine Appeal was completed. The results are currently being reviewed to feed into a new Communication and Resource Mobilization Strategy and work plan. This activity aims to strengthen the National Society's capacity to utilise social media channels in its communications, the National Society website will also be adapted for access from mobile devices.

The Bulgarian Red Cross has been facilitating access to Bulgarian language classes and supporting people displaced from Ukraine in offering peer-to-peer assistance to newly arrived people. This has been achieved by providing training to people displaced from Ukraine, who have later gone on to volunteer with the National Society. As a result, several branches have enhanced their capacity to deliver quality services to the community from Ukraine.

IFRC network joint support

The **IFRC** supported the Bulgarian Red Cross in strengthening its PGI and CEA efforts. The IFRC organised the Training of Trainers (ToT) course in Lithuania in April and also assisted provision of food parcels for people through the AccessRC tool.

The **American Red Cross** provided assistance to the National Society with a market study and a public perception survey around the Ukraine emergency appeal.

ENABLING LOCAL ACTORS



Strategic and operational coordination

Progress by the National Society against objectives

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 Bulgarian Red Cross closely partners with the IFRC, benefiting from technical support, capacity building, and resource mobilization for emergency response and community programmes. Operating within the IFRC's CSEE Regional Office, the Bulgarian Red Cross engages in knowledge exchange, collaboration, and advocacy with neighbouring National Societies.

The **Swiss Red Cross** supports the National Society in its response to migration and displacement issues as well as under values, power, and inclusion.

Movement coordination

The Bulgarian Red Cross ensures regular exchanges with the IFRC, the International Committee of the Red Cross (ICRC) 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** supports the Bulgarian Red Cross based on its mandate, offering technical expertise, capacity building, and advisory support. This includes assistance in disaster management, health services, civilian protection, and humanitarian law.

External coordination

The Bulgarian Red Cross collaborates with public authorities at national and sub-national levels through coordination mechanisms led by relevant ministries and agencies. It actively participates in assessments, first response activities, and registration processes during disasters, showcasing its auxiliary role. The National Society also forms partnerships with ministries and departments for longer-term work, addressing issues in the areas of health, social welfare, education, and civil protection.

The Bulgarian Red Cross, along with the IFRC and other network partners, engages in inter-agency coordination mechanisms such as the humanitarian country teams, sectoral clusters, and working groups. In cases relevant to shelter assistance, it may contribute to shelter cluster coordination.

The National Society builds partnerships with international actors like UN agencies, INGOs, and embassies, facilitating knowledge exchange and resource mobilization. It collaborates with national and local actors including the private sector, academic institutions, and NGOs, leveraging diverse expertise and resources for resilience-building and community development.



National Society development

Progress by the National Society against objectives

The Bulgarian Red Cross Youth Department was actively engaged in strengthening the youth departmental structure at a branch level. The first Youth Academies were conducted and will be run throughout 2024 - 2026, bringing leaders from the youth department together with the specific goal to learn how to improve volunteer engagement and to ensure the most appropriate structure is in place to manage new and existing volunteers. An important part of the planned youth activities is also the modernization and standardization of the training equipment for use by the youth disaster response teams.

In September 2024, the National Society successfully completed 'Upgrade of the Internet Network Infrastructure for the Training Facility' project. It invested in the design and installation of a new network structure, enabling a fast internet connection across all designated buildings, supporting up to 140 people. The Bulgarian Red Cross also purchased two vehicles during this reporting period.

IFRC network joint support

The IFRC supported the National Society in received two vehicles during this reporting period, both of which had previously been leased via the IFRC Vehicle Rental Programme and were partially donated, with IFRC contributing financially towards each vehicle. Additionally, the IFRC also supported the National Society through the provision of the Capacity Building Fund (CBF) to upgrade its internet network infrastructure.



Humanitarian diplomacy

Progress by the National Society against objectives

In practice, the auxiliary role of the Bulgarian Red Cross includes further dissemination to government institutions, non-governmental organizations (NGOs), and other partners, of information on the components of the Movement and strategic documents related to the auxiliary role of National Societies, protection of the emblem, the role of the Red Cross in conflict and disaster situations, the basic principles and internal rules of the organization. It also includes sharing with government institutions good practices and policies from other countries (in particular, EU countries) on priority issues affecting groups in vulnerable situations.

The request for IFRC status agreement remains with the Ministry of Foreign Affairs (MoFA) of the Republic of Bulgaria. With the support from National Society, several meetings have been held with ministry officials to answer questions and provide clarification on how the status agreement will be a benefit to both National Society and the Government of Bulgaria in the event of any possible disaster or significant emergency response.

IFRC network joint support

The IFRC supported the National Society with technical and financial assistance.



Progress by the National Society against objectives

As part of its human resources development, the National Society continued its activities related to the implementation of the electronic database of volunteers in the Bulgarian Red Cross, expanding the opportunities for optimization of management processes and e-learning related to it. This relates also to the update of electronic databases of normative and internal organizational documents on organizational issues regulating the activities of the National Society and its structures, projects and programmes, and budgets.

IFRC network joint support

The IFRC supported the National Society with technical and financial assistance.

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 Priorities or Enabling Local Actors, where relevant 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

- [BG_Bulgaria AR Financials.pdf](#) (Note: This financial report link will be fed upon the completion of the audit.)
- [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

Maria Kristensen

Head of Delegation
Country Cluster Delegation to
Central and South-Eastern Europe,
Sarajevo

T +387 603 486 699

maria.kristensen@ifrc.org

Louise Daintrey

Head of Strategic Partnerships
& Resource Mobilization
IFRC Regional Office for Europe,
Budapest

T +367 0430 6528

andrej.naricyn@ifrc.org

Sumitha Martin

Lead
IFRC Global Strategic Planning
& Reporting Centre
New Delhi

sumitha.martin@ifrc.org