



# ZAMBIA

2024 IFRC network annual report, Jan-Dec



8 September 2025

## IN SUPPORT OF THE ZAMBIA RED CROSS SOCIETY



60

National Society  
branches



61

National Society  
local units



7,884

National Society  
volunteers



114

National Society  
staff

## PEOPLE REACHED

Emergency  
Operations



4,955,124

Climate and  
environment



46,895

Disasters  
and crises



385,396

Health and  
wellbeing



6,582,850

Migration and  
displacement



65,644

Values, power  
and inclusion



69,652

## FINANCIAL OVERVIEW

in Swiss francs (CHF)

| Zambia Red Cross Society |              |                                  |              |
|--------------------------|--------------|----------------------------------|--------------|
| Overview                 |              | Funding Sources                  |              |
| Funding                  | Not reported | IFRC Secretariat                 | Not reported |
| Expenditure              | Not reported | Participating National Societies | Not reported |
|                          |              | HNS other funding sources        | Not reported |

| IFRC network                     |                      |                     |         |
|----------------------------------|----------------------|---------------------|---------|
| Country                          | Funding Requirement  |                     | 7M      |
| IFRC Secretariat                 | Longer-term          | Funding Requirement | 531,000 |
|                                  |                      | Funding             | 3.2M    |
|                                  |                      | Expenditure         | 2.0M    |
|                                  | Emergency Operations | Funding Requirement | 3M      |
|                                  |                      | Funding             | 5.6M    |
|                                  |                      | Expenditure         | 3.7M    |
| Participating National Societies | Funding Requirement  | 1.1M                |         |
|                                  | Funding              | 3.7M                |         |
|                                  | Expenditure          | 3.4M                |         |
| HNS other funding sources        | Funding Requirement  | 2.4M                |         |
|                                  | Funding              | Not reported        |         |

Appeal number **MAAPY002**

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

# ONGOING EMERGENCY INDICATORS

## MDRZM021 / Cholera Response

|                                   |                                                                                                                       |       |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------|-------|
| SP3 - Health and wellbeing        | Number of people reached by the National Society with contextually appropriate health services                        | 4.9M  |
|                                   | Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services | 4.3M  |
|                                   | Number of people reached with psychosocial and mental health services                                                 | 1,000 |
| SP5 - Values, power and inclusion | Number of people reached by protection, gender and inclusion programming                                              | 2,000 |

## MDRZM022 / Drought Response

|                                   |                                                                                                                                   |        |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|--------|
| SP1 - Climate and environment     | Number of people reached with activities to address rising climate risks                                                          | 8,000  |
| SP2 - Disasters and crises        | Number of people reached with livelihoods support                                                                                 | 74,000 |
|                                   | Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery | 67,000 |
|                                   | Number of people reached with disaster risk reduction                                                                             | 45,000 |
|                                   | Percentage of assistance delivered using cash and vouchers                                                                        | 89%    |
| SP3 - Health and wellbeing        | Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services             | 45,000 |
|                                   | Number of people reached by the National Society with contextually appropriate health services                                    | 45,000 |
|                                   | Number of people reached with psychosocial and mental health services                                                             | 150    |
| SP5 - Values, power and inclusion | Number of people reached by protection, gender and inclusion programming                                                          | 68,000 |
|                                   | Percentage of people surveyed who report receiving useful and actionable information                                              | 63%    |

## STRATEGIC PRIORITIES

|                            |                                                                                                                                                                                                           |         |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|
| Climate and environment    | Number of people reached with activities to address rising climate risks                                                                                                                                  | 47,000  |
|                            | Number of people reached with activities to address environmental problems                                                                                                                                | 47,000  |
|                            | 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 with disaster risk reduction                                                                                                                                                     | 385,000 |
|                            | Number of people reached with livelihoods support                                                                                                                                                         | 76,000  |
|                            | Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery                                                                         | 69,000  |
|                            | Number of people reached with shelter support                                                                                                                                                             | 2,000   |
|                            | Percentage of assistance delivered using cash and vouchers                                                                                                                                                | 100%    |
| Health and wellbeing       | Number of people reached by the National Society with contextually appropriate health services                                                                                                            | 6.6M    |
|                            | Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services                                                                                     | 4.9M    |
|                            | Number of people reached with immunization services                                                                                                                                                       | 965,000 |
|                            | Number of people reached with psychosocial and mental health services                                                                                                                                     | 2,000   |
| Migration and displacement | Number of migrants and displaced persons reached with services for assistance and protection                                                                                                              | 66,000  |
|                            | 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 protection, gender and inclusion programming                | 70,000 |
|                             | Percentage of people surveyed who report receiving useful and actionable information    | 88%    |
|                             | 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                                                                 | 1   |
|                                        | Number of government-led coordination platforms the National Society is part of                                                                                   | 7   |
| 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 |
|                                        | National Society is implementing a digital transformation roadmap in line with the IFRC strategy                                                                  | Yes |

IFRC NETWORK SUPPORTED ACTIVITIES

| National Society      | Funding<br>Reported | Bilateral Support         |                         |                         |                               |                                |                       |
|-----------------------|---------------------|---------------------------|-------------------------|-------------------------|-------------------------------|--------------------------------|-----------------------|
|                       |                     | Climate and<br>enviroment | Disasters and<br>crises | Health and<br>wellbeing | Migration and<br>displacement | Values, power<br>and inclusion | Enabling<br>Functions |
| American Red Cross    | 369,000             |                           |                         |                         |                               |                                |                       |
| Monaco Red Cross      | 25,000              |                           |                         |                         |                               |                                |                       |
| Netherlands Red Cross | 3.2M                |                           |                         |                         |                               |                                |                       |

Total Funding Reported **CHF 3.7M**

# Q1. OVERALL PERFORMANCE

## Context

In 2024, Zambia underwent a deadly wave of cholera outbreak. It initially emerged in peri-urban areas of Lusaka Province in October 2023 but had spread to eight of the country's ten provinces. People were urged to move to villages to slow the spread of the disease. In addition, the country also faced droughts. The country underwent one of the driest agricultural seasons in more than forty years, causing major crops and livestock losses and severely affecting the well-being and livelihoods of communities nationwide. It was projected that an estimated 58,000 people, between October 2023 and March 2024, would be in an Emergency condition (IPC Phase 4) and two million people in Crisis (IPC Phase 3) and require urgent humanitarian support.

Uncertainty around debt restructuring in 2022–2023 led to a sharp depreciation of the Zambian kwacha by over 30 per cent, adding pressure on foreign reserves. Despite these hurdles, the economy was projected to grow at an annual rate of 4.5 per cent between 2023 and 2025, driven by reforms, mining investments, and agricultural improvements.

Zambia is also increasingly vulnerable to climate-induced disasters, with frequent droughts and floods affecting agricultural productivity and water resources. The country faced recurring health threats, including cholera, anthrax, typhoid outbreaks, and its first Mpox case in October.

In December, the Constitutional Court limited former Presidents to only serving a maximum of two terms. With a history of peaceful transitions of power, the political landscape of the country remained stable. However, socio-economic challenges continue to demand sustained government and humanitarian interventions. The country's future hinges on economic diversification, effective governance, and resilience-building strategies to mitigate the impacts of climate change, public health crises, and economic instability.

## Key achievements

### Climate and environment

In 2024, efforts to enhance community resilience focused on integrating climate change adaptation and risk reduction strategies into local development plans. Community-based volunteers supported the introduction of drought-resistant crops and sustainable farming practices, which benefited household farmers, leading to improved food security and resilience against climatic shocks. As part of the Pan African Initiative: Tree Planting and Care project, the Zambia Red Cross Society assisted pupils with 1,000 assorted trees, comprising 500 fruit trees and 500 windbreakers. Additionally, with the help of hoes, picks, slashers, and wheelbarrows, pupils were educated in the adoption of climate-smart agricultural practices in school. Nature-based Solutions (NbS) were further integrated with community-based programmes in Kafue to contribute to building resilience among community members towards drought and floods.

### Disasters and crises

During its response to the emergencies, the National Society prioritised shelter, livelihoods, and cash support to enhance community resilience and recovery. Its efforts included the emergency shelter kits with tarpaulins, ropes, toolkits, and other essential items, as well as the establishment of communal water facilities that enhanced overall settlement resilience and improved living conditions. As part of the Pan African Initiative: Readiness and Preparedness, the National Society held a Preparedness for Effective Response (PER) workshop where a drought Early Action Protocol was developed with relevant stakeholders. Additionally, through the Response Preparedness III (RP3) project and the ECHO Programmatic Partnership (ECHO-PP) project, the National Society continued to strengthen its response preparedness capacity.

### Health and wellbeing

The Zambia Red Cross Society undertook cholera response interventions such as door-to-door sensitization and Oxidation-Reduction Potential (ORP) management. To combat misinformation and stigma around reporting cases, the National Society supported local leaders who promoted accurate information and behaviour change with culturally

sensitive messaging. As part of its water, sanitation, and hygiene (WASH) efforts, the National Society undertook the installation of new boreholes and the rehabilitation of existing ones in drought-affected areas. A total of 20 water points, 15 latrines, and 150 water points were constructed or rehabilitated. In collaboration with local authorities and international partners, the Zambia Red Cross Society also distributed 350,869 bottles of chlorine in Lusaka and Copperbelt.

### **Migration and displacement**

In 2024, the Zambia Red Cross Society played a key role in the voluntary repatriation of 60 Congolese refugee families from Mantapala settlement in northern Zambia to Pweto in the Democratic Republic of Congo. Throughout the process, the refugees were provided free communication services, including phone calls and Wi-Fi, to help families stay connected and ensure a smooth transition. Through the Restoring Family Links (RFL) project, mobile charging stations, Wi-Fi access points, and phone services were set up, recording over 18,880 successful calls. The Zambia Red Cross Society also enhanced the adoption of the Red Safe Digital Humanitarian Platform in Mantapala and Meheba Refugee Camps.

### **Values, power and inclusion**

In 2024, the National Society integrated community engagement and accountability (CEA) across all projects. It has set up toll-free hotlines, community help desks, and open discussions in project areas, including 220,007 feedback submissions, which were received and addressed. In turn, it provides regular updates to communities about project objectives, activities, and progress. In the districts of Sinazongwe, Chikankata, and Kalumbila, community consultations, focus group discussions, and household surveys were conducted to identify the needs of at-risk groups, including women, children, the elderly, persons with disabilities, and marginalised populations. The protection, gender, and inclusion (PGI) principles were integrated into all programmes.

### **Enabling local actors**

In 2024, the Zambia Red Cross Society enhanced its domestic resource mobilisation by implementing fundraising strategies and exploring digital donation platforms to ensure financial sustainability. As part of the Pan African Initiative, the National Society continued focusing on strengthening its institutional capacity, governance, and sustainability. It enhanced its financial management systems, branch structures, and human resource capacity to improve service delivery and accountability.

## **Q2. CHANGES AND AMENDMENTS**

*Nothing to report*

# Q3. MEASURING RESULTS OF THE IFRC NETWORK ACTION

## ONGOING EMERGENCY RESPONSE

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

1.

|                       |                                                                                                                                                 |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Name                  | Cholera outbreak                                                                                                                                |
| Appeal number         | <a href="#">MDRZM021</a>                                                                                                                        |
| Duration              | January 2024 to 31 December 2024                                                                                                                |
| People affected       | 10M                                                                                                                                             |
| People to be assisted | 3.5M                                                                                                                                            |
| Funding requirements  | Through the IFRC Emergency Appeal: CHF 3 million<br>Federation-wide funding requirement: CHF 4 million<br>Funding requirements: CHF 7.5 million |
| Emergency Appeal      | <a href="#">Emergency Appeal</a>                                                                                                                |
| Operational Strategy  | <a href="#">Operations Strategy</a>                                                                                                             |
| Operational Update    | <a href="#">6-Month Update</a>                                                                                                                  |

The ongoing cholera outbreak, which initially emerged in peri-urban areas of Lusaka Province in October 2023, has significantly impacted public health across various regions in Zambia. The repercussions extend beyond mere statistics and underscore the broader health implications.

The progression of the outbreak from Lusaka to Eastern, Northern, Central, Southern, Copperbelt, and North-Western Provinces emphasises the widespread health threat. The cross-border linkages to Malawi and Mozambique highlight the interconnectedness of regions, posing challenges to containment efforts. At the district level, the confirmation of cholera outbreaks in 39 districts intensifies the impact on local healthcare systems, placing a strain on resources and infrastructure.

As of 11 January 2024, there was a cumulative total of 8,176 cholera cases. With 333 reported deaths, the Case Fatality Rate (CFR) of 4.0 per cent reflects the severity of the outbreak and the challenges in providing timely medical intervention.

The Zambia Red Cross Society has been responding to the outbreak from the start, with the support of various partners. In response to the current cholera public health emergency and in alignment with the Government of Zambia’s Cholera Response Plan, this Emergency Appeal aims to scale up activities and geographical areas, allowing the Zambia Red Cross Society to respond to the new and increasing cholera caseload.

### Short description of the emergency operational strategy

The IFRC Emergency Appeal seeks to support the Zambia Red Cross Society in contributing to reducing the cholera outbreak, thereby reducing morbidity and mortality by working collaboratively with people and communities to promote improved hygiene and health behaviours, interrupting the chain of transmission, strengthening case management, and providing timely, open and honest information to communities. It seeks to reach a total of 3.2 million people in Lusaka province. The highlights of the assistance are as follows:

## Health and care:

- Provision of Oral Rehydration Points (ORPs) package and community-level health activities like pre-positioning of ORP kits and the training of volunteers to allow for the timely scale-up
- Provision of Oral Cholera Vaccination (OCV) and mental health and psychosocial support services

## Water, sanitation and hygiene:

- Provision of liquid chlorine, distribution of multi-purpose soaps, construction of water points at health facilities, rehabilitation of hand pumps
- Provision of items including chlorine, water buckets, soap, sanitizers and handwashing stations for public places such as schools and health facilities
- Construction of latrines and distribution of portable handwashing facilities

## Protection, gender and inclusion (PGI):

- Mainstreaming of PGI as per minimum standards in cholera interventions, ensuring that all data is disaggregated by sex, age and disability. Dissemination of the prevention of sexual exploitation and abuse (PSEA) policy among the staff and volunteers engaged in the response to ensure the protection of communities from harm
- Provision of solar lamps
- Provision of child-friendly key messages and information about cholera prevention and response

## Community engagement and accountability (CEA):

- Integration of risk communication and CEA across the response so that staff and volunteers have the knowledge and capacity to engage communities effectively
- Dissemination of accurate and trusted information and support to enable communities to take action and protect their health
- Establishment of help desks for feedback in all cholera treatment centres
- Expanding the use of toll-free numbers to provide extra services for receiving suggestions, complaints, and inquiries related to the epidemic from the wider affected communities

2.

|                              |                                                                                                         |
|------------------------------|---------------------------------------------------------------------------------------------------------|
| <b>Name</b>                  | Drought                                                                                                 |
| <b>Appeal number</b>         | <a href="#">MDRZM022</a>                                                                                |
| <b>Duration</b>              | 12 months (22 March 2024 to 30 September 2025)                                                          |
| <b>People affected</b>       | 6.6M                                                                                                    |
| <b>People to be assisted</b> | 380,160                                                                                                 |
| <b>Funding requirements</b>  | Through the IFRC Emergency Appeal: CHF 8 million<br>Federation-wide funding requirement: CHF 11 million |
| <b>Emergency Appeal</b>      | <a href="#">Emergency Appeal</a>                                                                        |
| <b>Operational Strategy</b>  | <a href="#">Operational Strategy</a>                                                                    |
| <b>Operational Update</b>    | <a href="#">12 Month Update</a>                                                                         |

Zambia is undergoing one of the driest agricultural seasons in more than forty years, causing major crop and livestock losses and severely affecting the well-being and livelihoods of communities nationwide. Over 84 out of 116 districts in the country have been affected by this crisis. It is projected that an estimated 58,000 people, between

October 2023 and March 2024, will be in an Emergency condition (IPC Phase 4) and two million people in Crisis (IPC Phase 3) and require urgent humanitarian support.

Since March 2024, severe drought conditions have destroyed one million hectares of maize, which accounts for nearly half of the country's maize under cultivation. Over six million people from farming households were at risk of acute food shortages and malnutrition until the next planting season in December.

The scarcity of water has deteriorated the health conditions of numerous Zambians, with a significant impact on children, women in the countryside, and other vulnerable groups. Food scarcity puts children in jeopardy, as undernourishment impairs their immune defences, making them more prone to diseases. It is anticipated that the drought's effect on the limited availability and accessibility to a variety of food will escalate the levels of social susceptibility and exacerbate the issue of malnutrition.

After the declaration of emergency by the president, the Government of Zambia, through the Disaster Management and Mitigation Unit (DMMU), activated all of the relevant clusters at the national level to coordinate the response. This includes the Zambia Red Cross Society, which played an essential role in facilitating the joint rapid needs assessment and also in the development of the National Drought Response and Recovery Plan. The National Society is also a member of various Disaster Risk Management structures at different levels, and this includes the Disaster Management Committees (PDMC) at the provincial level, the District Disaster Management Committee (DDMC) at the district level, and the Satellite Disaster Management Committee (SDMC) and Welfare Assistance Committee (CWAC) at the community level. These structures ensure better coordination of the response efforts.

### **Short description of the emergency operational strategy**

This Emergency Appeal aims to support 79,418 households affected by the drought in Sinazongwe, Chikankata, Chirundu, Siavonga, and Shangombo districts in the Southern and Western provinces, respectively. This Emergency Appeal is also part of a sub-regional scale-up planned by the IFRC in response to the current drought and food insecurity situation in southern Africa. It is closely aligned with the current IFRC Africa Region Hunger Crisis Regional Appeal and contributes to the IFRC's Pan-African Zero Hunger Initiative. As part of this scale-up, the IFRC is also supporting coordination with National Societies in the affected countries and any cross-border collaboration required during the response. The highlights of the assistance are as follows:

#### **Food Security and Livelihoods**

- Procurement of cash and voucher assistance (CVA) visibility materials (banners, gazebo)
- Train volunteers, staff, and stakeholders on CVA and data collection in five districts
- Procurement of farming inputs-winter cropping (maize seeds, fertilizers, cowpeas and insecticides in all five districts)
- Facilitate the transportation and distribution of farming inputs to all five districts

#### **Health & Nutrition**

- Support volunteers in conducting community cooking demonstrations (one per month in five districts)
- Procure and distribute food supplements (plumpy nuts, HEPS) to 5 per cent of under-five children in the targeted districts in collaboration with the Ministry of Health

#### **Water, Sanitation, and Hygiene (WASH)**

- Supporting the procurement of water storage containers for 5,000 HHs
- Facilitate the drilling of water points in five districts
- Repair/rehabilitation of water points in the targeted districts

#### **Protection, Gender and Inclusion**

- Training of staff, partners and volunteers oriented on PSEA, GBV, PGI, the code of conduct, and child safeguarding
- Training of volunteers on basic psychological first aid (PFA)

## Community Engagement and Accountability

- Conduct community and consultative meetings at different stages of the response, including the collection of feedback
- Conduct live radio programmes in the five districts, to be aired in the local languages

# STRATEGIC PRIORITIES



## Climate and environment

### Progress by the National Society against objectives

In 2024, efforts to enhance community resilience focused on integrating climate change adaptation and risk reduction strategies into local development plans. Activities included unblocking culverts and the drainage system to allow water to flow freely, preventing water from accumulating in areas where it could cause flooding in flood-prone areas of Mazabuka, Monze and Namwala districts of Southern province. Over 1,150 community-based volunteers were trained in disaster risk reduction and climate adaptation practices, significantly enhancing local capacity to manage and respond to climate-related risks. The introduction of drought-resistant crops and sustainable farming practices is set to benefit more than 2,000 household farmers, leading to improved food security and resilience against climatic shocks.

As part of the [Pan African Initiative: Tree Planting and Care](#) project, the Zambia Red Cross Society aimed to equip pupils with climate adaptation strategies, including tree planting in different schools. As part of the project, 1,000 assorted trees comprising 500 fruit trees and 500 windbreakers were procured. However, challenges such as school closures due to dry boreholes have affected the project's implementation. Without a reliable water supply, pupils are unable to water the trees, highlighting the impact of climate change on water access.

The National Society also implemented the Orphaned and Vulnerable Children (OVC) project in Kapiri Mposhi district. This initiative aims to mitigate the effects of climate change by equipping pupils with training in sustainable farming techniques. The agricultural tools included 10 hoes, 10 picks, 10 slashers, and 5 wheelbarrows, all of which supported the adoption of climate-smart agricultural practices in school.

Nature-based Solutions (NbS) were further integrated with community-based programmes in Kafue to contribute to building resilience among community members towards drought and floods. The Zambia Red Cross Society worked with partners such as the World Wildlife Foundation (WWF) to ensure environmental sustainability efforts were locally owned and maintained. Educational campaigns were conducted to inform communities about the importance of protecting the environment. These campaigns highlighted the benefits of sustainable practices and encouraged community members to adopt environmentally friendly behaviours. In the period under review, the NbS managed to facilitate consultative meetings in selected communities and at the district level in Monze, Namwala, and Itzhi-Tezhi. The meetings were aimed at engaging key stakeholders in the process of prioritising and validating NbS in the Kafue flats.

### IFRC network joint support

The IFRC provided assistance to the Zambia Red Cross Society with projects such as the Pan African Initiative: Tree Planting and Care project and Orphaned and Vulnerable Children (OVC). The [Red Cross Red Crescent Climate Centre](#) also supported the National Society with integrating Nature-based Solutions (NbS) in community-based programmes.

The **Japanese Red Cross Society** supported the National Society in implementing the Orphaned and Vulnerable Children (OVC) project in Kapiri Mposhi district, and it supported the tree planting undertaken as part of the Pan African Initiative.



## Disasters and crises

### Progress by the National Society against objectives

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

In response to disasters and crises, the Zambia Red Cross Society executed its auxiliary role through various disaster responses and recovery interventions. During its response to the emergencies, the National Society prioritized shelter to enhance community resilience and recovery. Its efforts included the procurement and pre-positioning of emergency shelter kits to households and communities which included tarpaulins, ropes, toolkits, and other essential items to ensure immediate protection and safety. The National Society also implemented community-driven projects such as the establishment of communal facilities (e.g., water points and sanitation facilities) that enhanced overall settlement resilience and improved living conditions.

The restoration and strengthening of livelihoods were also done in areas affected by droughts such as Sinazongwe, Siavonga, Gwembe, and Chikankata districts. Smart agricultural support programmes were implemented to provide household farmers with improved seeds, fertilizers, and training on sustainable farming practices. Awareness was raised on drought-resistant crops and conservation farming techniques to mitigate the impact of erratic weather patterns. Cash support was also an avenue to support food security in households affected by droughts. This intervention's main goal was to enable vulnerable families to meet their immediate basic needs, such as food, shelter, healthcare, and education.

As part of the Pan African Initiative: Readiness and Preparedness, the National Society held a Preparedness for Effective Response (PER) review workshop where a new PER workplan was developed. An Emergency Operations Coordination simulation was also conducted. A drought Early Action Protocol was developed with stakeholders such as the Water Resource Management Authority (WARMA), Meteorological Department (ZMD), Disaster Management and Mitigation Unit (DMMU), Ministry of Livestock, Agriculture, and Health.

Additionally, through the Response Preparedness III (RP3) project and ECHO Programmatic Partnership (ECHO-PP) project, the National Society continued to strengthen its response preparedness capacity and structures in coordination with key stakeholders at all levels. The National Society is part of the number of governments led coordination platforms such as Food Security Cluster (FSL), National Technical Working Group on Anticipatory Actions and WASH Cluster. For example, through the National Food Security Cluster (NFSC), Zambia Red Cross Society successfully participated in the Rapid Needs Assessment with several other International Non-Governmental Organizations (INGOs) and Non-Governmental Organizations (NGOs) and UN system to identify the needs of people affected by the drought situation. The projects ensure that the Disaster Risk Management Strategy, Standard Operating Procedure, Emergency Operation Centre, quality and accountability, safety and security and resource mobilization.

The National Society also supported the fire victims of Nyimba Island of Monze district with construction of emergency latrines and hygiene messages.

### IFRC network joint support

**The IFRC** provided technical and financial assistance to the Zambia Red Cross Society for emergency response mechanisms. IFRC mechanisms such as the Disaster Response Emergency Fund (DREF) and the IFRC Emergency Appeal are utilized by the National Society in times of disasters and crises to effectively support those who face immediate needs during times of emergency.

The **Netherlands Red Cross** provided technical assistance to the National Society during its efforts.



### Progress by the National Society against objectives

In line with the National Society's objective to strengthen holistic individual and community health through community-level interventions and health system strengthening, the Zambia Red Cross Society undertook cholera response interventions. The National Society volunteers conducted door-to-door sensitization and Oxidation-Reduction Potential (ORP) management. During door-to-door sensitization efforts, challenges were encountered such as misinformation and stigma around reporting cases. To overcome this, culturally sensitive messaging and engagement with local leaders were used to promote accurate information, behaviour change, and reduce stigma. Additionally, the volunteers' training covered key topics such as Oral Rehydration Therapy (ORT), Branch Transmission Interruption Teams (BTIT), Psychological First Aid (PFA), Protection, Gender, and Inclusion (PGI), Epidemic Control for Volunteers (ECV3), and Oral Cholera Vaccination (OCV).

As part of its water, sanitation, and hygiene (WASH) efforts, it has undertaken several projects to provide safe and reliable sources of drinking water to communities. This includes the installation of new boreholes and the rehabilitation of existing ones in drought-affected areas. Under the cholera response, an additional 20 water points were constructed in schools, markets, health centres, and other public places. Community action plans have identified 150 water points for rehabilitation in Choma (58), Monze (60), and Namwala (32).

Improving sanitation infrastructure has been another key focus area. The National Society constructed and rehabilitated 15 latrines in schools, health centres, and community spaces, ensuring that they are hygienic and accessible. It promoted the construction of household latrines through community-led total sanitation approaches, empowering communities to take ownership of their sanitation needs. These interventions have enhanced the dignity and health of community members, particularly women and children.

In collaboration with local authorities and international partners, the Zambia Red Cross Society also distributed 350,869 bottles of chlorine in Lusaka and Copperbelt.

### IFRC network joint support

The IFRC provided support to the National Society in supporting people affected by cholera. Additionally, it also provided technical and financial assistance to ensure safe drinking water, proper sanitation, and adequate hygiene awareness of the communities during the relief and recovery phases of the Emergency Operation.



*The National Society received a briefing on the district disaster management committee as part of its trainings, simulations, and exchange visits under ECHO PPP. (Photo: IFRC/Netherlands Red Cross)*



## Migration and displacement

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### Progress by the National Society against objectives

In 2024, the Zambia Red Cross Society played a key role in the voluntary repatriation of 60 Congolese refugee families from Mantapala settlement in northern Zambia to Pweto in the Democratic Republic of Congo. This was done in collaboration with the Zambian government and partners. The National Society provided free communication services, including phone calls and Wi-Fi, to help families stay connected and ensure a smooth transition.

Support services for migrants and displaced individuals through the Restoring Family Links ([RFL](#)) project were also strengthened. Mobile charging stations, Wi-Fi access points, and phone services have been set up, recording over 18,880 successful calls and 25,426 phone recharges for migrants, to enable them to reconnect with family members. The National Society delivered 65,644 services across both locations to migrants and displaced persons.

The Zambia Red Cross Society also enhanced the adoption of the [Red Safe](#) Digital Humanitarian Platform in Mantapala and Meheba Refugee Camps, delivering 65,644 services across both locations to the migrants and displaced persons. Additionally, it also participated in the Fifth Review Conference (5RC) of the Anti-Personnel Mine Ban Convention (APMBC) in Siem Reap, Cambodia, in November 2024.

### IFRC network joint support

The IFRC provided support to the National Society to support refugees and migrants in responding to challenges.

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The ICRC provided financial and technical support to the National Society while engaging with ICRC programmes such as Restoring Family Links and the Red Safe Digital Humanitarian Platform.



## Values, power and inclusion

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### Progress by the National Society against objectives

In 2024, the National Society integrated community engagement and accountability ([CEA](#)) principles into programme planning, implementation, and monitoring processes to ensure that the needs and perspectives of communities are at the forefront of all activities. Feedback systems were established to capture community inputs, concerns, and suggestions. This included setting up toll-free hotlines, and community help desks in project areas. Regular community meetings and focus group discussions were also held to facilitate open dialogue between the National Society and community members. These mechanisms have ensured that community voices are heard and have influenced decision-making processes. As part of CEA efforts, the Zambia Red Cross Society provides regular updates to communities about project objectives, activities, and progress. Over 220,007 feedback submissions have been received and addressed through various channels, ensuring that community concerns are promptly responded to.

The National Society also used a participatory approach to identify the needs of at-risk groups, including women, children, the elderly, persons with disabilities, and marginalized populations. This was done through community consultations, focus group discussions, and household surveys in districts like Sinazongwe, Chikankata, and Kalumbila. This approach has informed tailored interventions to address the unique vulnerabilities of these groups, ensuring their voices are heard and their needs met. Extensive training sessions on gender equality, protection principles, and inclusive practices were provided to staff, volunteers, and community leaders, equipping them with the skills to recognise and respond to incidents of discrimination, abuse, and violence. The protection, gender, and inclusion ([PGI](#)) principles were integrated into all programmes across these districts, ensuring accessibility and gender-sensitive programming, including special measures for people with disabilities. Additional efforts including a stakeholder coordination meeting with 22 participants, training for volunteers on gender-based violence (GBV), and community sensitization during the 16 Days of Activism against GBV was also provided.

## IFRC network joint support

The IFRC supported the National Society's CEA and PGI efforts.

The **Netherlands Red Cross** assisted the National Society in expanding its inclusivity initiatives. Joint efforts led to the implementation of capacity-strengthening programmes, mentorship, and resource mobilization, enabling broader reach and impact in reducing inequalities and empowering vulnerable groups.

# 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.

Several participating National Societies provide support in the region including the **Italian Red Cross**, the **Japanese Red Cross Society**, and the **Netherlands Red Cross**.

#### Movement coordination

The Zambia Red Cross Society collaborates closely with the IFRC, ICRC and the Netherlands Red Cross, ensuring an aligned approach across the Movement in support of its priorities. 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** does not have a presence in Zambia and provides support through its regional delegation in Zimbabwe. Using innovative tools, ICRC aims to address the humanitarian consequences of armed violence and migration; to support authorities to trace missing persons, to reconnect separated families; to strengthen respect for and compliance with International Humanitarian Law (IHL) and international standards of policing; and to support the National Society in improving its capacity to be the first responder to disasters.

#### External coordination

In line with its auxiliary role, the Zambia Red Cross Society maintains close coordination with a range of ministries, departments and government bodies, demonstrated by its engagement in disaster risk management, health, water, sanitation and hygiene.

The National Society has an agreement with the Disaster Management and Mitigation Unit to work with disaster management committees at the province, district and satellite levels, as well as on relief distribution and camp management. It has a Memorandum of Understanding with the Zambia National Public Health Institute, which is a part of the Ministry of Health which is responsible for public health security and surveillance.

The Zambia Red Cross Society also has agreements with the Water Resource Management Authority, the Zambia Police and the Zambia Army, as well as a signed contract with financial service provider MTN for cash and voucher assistance activities. Further working relationships, understanding and collaboration are in place between the National Society and the Zambia Meteorological Department, Ministry of Education's school clubs, Mulungushi University, Zambia News and Information Services, Zambia Air Force, and the Ministry of Community Development and Social Welfare.

The Zambia Red Cross Society is one of the few member organizations of the National Disaster Management Consultative Forum, National Cash Working Group and Food Security and Livelihoods Cluster, which is hosted by the Zambian Disaster Management and Mitigation Unit (DMMU). This platform gathers all agencies and organizations working on disaster risk reduction in Zambia to ensure coordination and sharing of experience. Within the framework of the Disaster Management Act, a sub-group has been formed at the national level to focus on anticipatory action and the management of the forecast-based action mechanisms for riverine floods. This sub-group is made up of the Zambia Red Cross Society and several state technical services.



## National Society development

### Progress by the National Society against objectives

The enhancement of domestic resource mobilization was a priority with the Zambia Red Cross Society implementing fundraising strategies and exploring digital donation platforms to ensure financial sustainability. The National Society also upgraded its supply chain planning and procurement processes, significantly enhancing its operational capacity. These improvements enabled faster and more efficient response mechanisms, ensuring that essential supplies reach communities in need on time.

The National Society also invested in communications development, focusing on website standardization, the development of a communications strategy, and media/social-media capacity building. This has increased the organization's visibility and engagement, helping to strengthen its relationship with key stakeholders, donors, and the public.

Preparedness for Emergency Response ([PER](#)) was also expanded through initiatives such as the Response Preparedness project and various emergency response programmes. These efforts have strengthened ZRCS's ability to effectively respond to disasters and humanitarian crises, ensuring that affected populations receive timely assistance. To improve governance and branch effectiveness, the National Society also updated the Branch Operation Manual and Membership Policy. This new framework reorganizes branches under a more efficient model, designed to support financial sustainability goals. The updated policies have been distributed to Provincial Executive Committee (PEC) presidents, Branch Executive Committee (BEC) presidents, Board members, and the Youth Official National President, ensuring widespread adoption and implementation.

### IFRC network joint support

The **IFRC** supported the Zambia Red Cross Society in advocating for the National Society's strategic development priorities within the Movement. It also provided guidance and funding opportunities to strengthen sustainability.

The **Netherlands Red Cross** supported the National Society through mapping and harmonizing development activities to enhance coordination and impact.



## Accountability and agility (cross-cutting)

### Progress by the National Society against objectives

In 2024, to uphold transparency and accountability, the National Society developed a Fraud and Corruption Prevention Policy, with continuous awareness efforts across the organization. Additionally, a Risk Management Framework was established, ensuring regular risk assessments through an organizational and departmental Risk Register.

As part of its efforts to undergo a [digital transformation](#), the National Society explored digital donation platforms as a means to enhance its financial systems. It also strengthened its digital foundations by building capacity in basic digital literacy skills for staff and volunteers and promoting collection and use of evidence-based data to inform programming. A data protection policy is in place and a data literacy curriculum is being finalized, which will include beginner, intermediate and advanced training guides for staff and volunteers.

## **IFRC network joint support**

The IFRC provided support to the National Society with guidance on digital transformation and funding opportunities to strengthen sustainability.

The **Netherlands Red Cross** provided technical and financial support to the National Society.

## **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**

- During the Cholera response, integrating psychosocial support alongside physical health services in health facilities and community settings proved an essential component of the response. Addressing emotional well-being alongside physical recovery ensured a more complete recovery process for affected individuals and communities. Future programs will continue to integrate psychosocial services in response efforts and explore ways to expand these services, particularly in underserved or vulnerable populations
- It was found that equipping volunteers with chlorine during RCCE activities ensured immediate access to disinfection measures, enhancing public health protection. This proactive approach has proven to be highly beneficial in promoting cholera prevention and reducing the risk of further contamination. In future programs, the National Society will continue to equip volunteers with the necessary tools and resources to carry out immediate response measures while engaging in community education efforts
- Creating Information, Education, and Communication (IEC) materials specifically tailored for differently abled persons was key to ensuring equitable access to cholera prevention messages. Future interventions will prioritize the development and distribution of accessible materials, including braille, audio formats, and easy-to-read text
- Incorporating real-time community feedback mechanisms into national response systems was key to enhancing responsiveness and enabling data-driven adjustments. This approach ensured community concerns were heard and addressed promptly, improving the overall effectiveness of the intervention

## SUCCESS STORIES



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### **Zambia Red Cross Society's Successful Youth Interventions**

The National Society placed a strong emphasis on volunteer development, youth engagement, and participation. The national society introduced new Youth By-Laws in 2023, marking a significant step toward youth empowerment. By providing training and mentorship programmes, the Zambia Red Cross Society enhanced the skills and knowledge of its volunteers, enabling them to deliver more effective humanitarian services. Eleven young volunteers applied for limitless funds to showcase their efforts towards climate change through projects such as tree planting and recycling of plastics. The National Society's youth-led initiatives have also been instrumental in raising awareness and promoting social inclusion within local communities. The enactment of these Bylaws promoted a new generation of dedicated and skilled humanitarian leaders by increasing the participation of young people in volunteer work, leadership positions, and decision-making processes.

# 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)                                       |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------|
| <b>Core Questions</b>                         |                                                                                                      |
| 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                                                                                      |
| <b>Additional Questions</b>                   |                                                                                                      |
| 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

- [ZM\\_Zambia 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 [MDRZM021](#) and [MDRZM022](#))
- [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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