



Zambia Red Cross Society

2021 ANNUAL REPORT



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2021 AT A GLANCE



58,846 people reached with WASH activities.



14,346 people reached with Cash Voucher Assistance



11,258 Externally displaced persons reached with Restoring Family Links services.



3.5million People reached with health support



2,500 People supported with shelter.



Health Infrastructure Development



Tree Planting



First Aid Training



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ACRONYMS

AA	Anticipatory Action
BEC	Branch Executive Committee
CVA	Cash Voucher Assistance
DMMU	Disaster Management and Mitigation Unit
EA	Early Action
EDPs	Externally Displace Persons
EWS	Early Warning System
IBF	Impact Based Forecasting
ICRC	International Committee of the Red Cross
IFRC	International Federation of Red Cross and Red Crescent Societies
NFIs	Non-Food Items
NS	National Society
PEC	Provincial Executive Committee
PNS	Partnering National Societies
RCCE	Risk Communication and Community Engagement
RCRC	Red Cross Red Crescent
RFL	Restoring Family Links
SDG	Sustainable Development Goal
UN	United Nations
UNICEF	United Nation Children's Emergency Fund
VAU	Volunteer Aid Unit
WARMA	Water Resource Management Authority
WASH	Water, Sanitation and Hygiene
WFA	Workplace First Aid
WFP	World Food Programme
WHO	World Health Organization
ZMD	Zambia Metrological Department
ZRCS	Zambia Red Cross Society



Message From the National President



Globally, regionally, and locally, people continue to face evolving crisis and disasters such as effects of climate change that include floods, drought, food insecurity as well as epidemics and pandemics like Covid 19, HIV/AIDS, Cholera accompanied by growing inequality and poverty, and gaps in health and wellbeing. Albeit this account may be seen as posing a challenge for the National Societies in meeting the needs of victims and the vulnerable people, these conditions create continuous opportunities to test our capacities in delivering humanitarian aid, creating resilience in communities and largely, saving lives and livelihoods. This scenario speaks to Zambia's experience in 2021

and preceding year especially when COVID 19 Pandemic escalated, resulting in many fatalities and worsening vulnerabilities alongside other hazards such as floods and food insecurity.

Amidst varied internal and external headwinds, Zambia Red Cross Society remained resolute and used this as an opportunity to expand its operations aimed at immediate action to serve lives and livelihoods, and long-term programming. Increased activity in 2021 enhanced the National Society's relevance in the humanitarian field and increased visibility in country and within the RCRC Movement. ZRCS grew its partnerships with line government ministries and other stakeholders within and outside RCRC Movement, and created more synergies and platforms for reaching more people who needed our support. The technical and financial support from IFRC, ICRC and PNs such as the Netherlands RC, Italian RC, German RC and British RC, catalyzed our work. Volunteer base grew from 5,000 to 7000 while branches increased from 43 to 55 across the ten provinces of Zambia. This gives hope in the existence and relevance of ZRCS considering that volunteers are the backbone of the Society, who are always willing and ready to offer humanitarian service.

The year saw the coming in of a new Governing Board. This was yet a milestone in strengthening governance of the NS, which had faced some challenges in the preceding years. In enhancing efficiency, effectiveness and strengthening local action, the NS piloted a new branch model in 4 branches that saw deployment of Branch Administrators and implementation of Income Generating Activities

We are determined to continue finding new ways to respond to the ever changing and increasing disasters and threats to humanity. This will be anchored on several transformations that will help create a stronger National Society and resilient communities. In so doing, we would be contributing impactfully and sustainably to the general welfare of society, especially for the socio-economically weak and last mile population, who need our support the most.

Frackson Ngosa
NATIONAL PRESIDENT



Foreword: Secretary General



Today we see more than ever the need for strong Red Cross and Red Crescent National Societies capable of adapting to the changing environment, remaining fit for purpose and able to meet growing humanitarian needs while always adhering to the fundamental principles of the International Red Cross and Red Crescent Movement. This underscores the need for National Societies to strategically position themselves for this challenge. The year 2021 marked the first year for implementation of the ZRCS 2021-2023 Strategic Plan,

which focused on three strategic goals; 1. People anticipate, respond to, and quickly recover from crises; 2. People lead safe, healthy, and dignified lives and have opportunities to thrive, and 3. People mobilize for inclusive and peaceful communities. These goals feed into the IFRC Vision 2030 and local development agenda.

The year had a cocktail of challenges and opportunities. Like other countries globally, Zambia experienced the 3rd and worst Covid 19 wave in 2021 which negatively impacted all sectors of society. Amidst these challenges, ZRCS mobilized itself to deliver the much-needed humanitarian services, with a 37% increase in both restricted and unrestricted funding, directed mainly at addressing gaps in Maternal and Child Health, responding to Covid 19 pandemic, floods, food insecurity and institutional strengthening reaching out to over 3.5 million people across the country.

Our accountability has been on a positive trajectory as evidenced by unqualified audited reports over the years, including 2021. We will continue building the image for ZRCS through transparency in our work and accountability to both the people we serve and our funders, to become a partner of choice in the humanitarian field in Zambia. Thus, our focus has been on doing what is right and not what is easy.

To ensure that humanitarian aid reaches the vulnerable communities quickly and effectively, ZRCS embarked on digital and structural transformation which is work in progress. From 2021, one of our foci has been on expanding local resource mobilization to improve our liquidity and reduce donor dependency, so that we can create necessary conditions for ZRCS to become an organic institution that is able to survive in uncertain and unstable environments. We have been working on enhancing the NS visibility on varied media platforms to create more awareness of our work and capture the attention of potential partners and as a way of providing feedback to our funders.

2021 successes were anchored on cooperation and teamwork among all players; governance, management, staff, volunteers, and partners based on the understanding that *“no one among us is stronger than all of us”*. Failures recorded in the year were a learning point on what we could do better going forward.

Kaitano Chungu
SECRETARY GENERAL



ZAMBIA RED CROSS BRANCHES

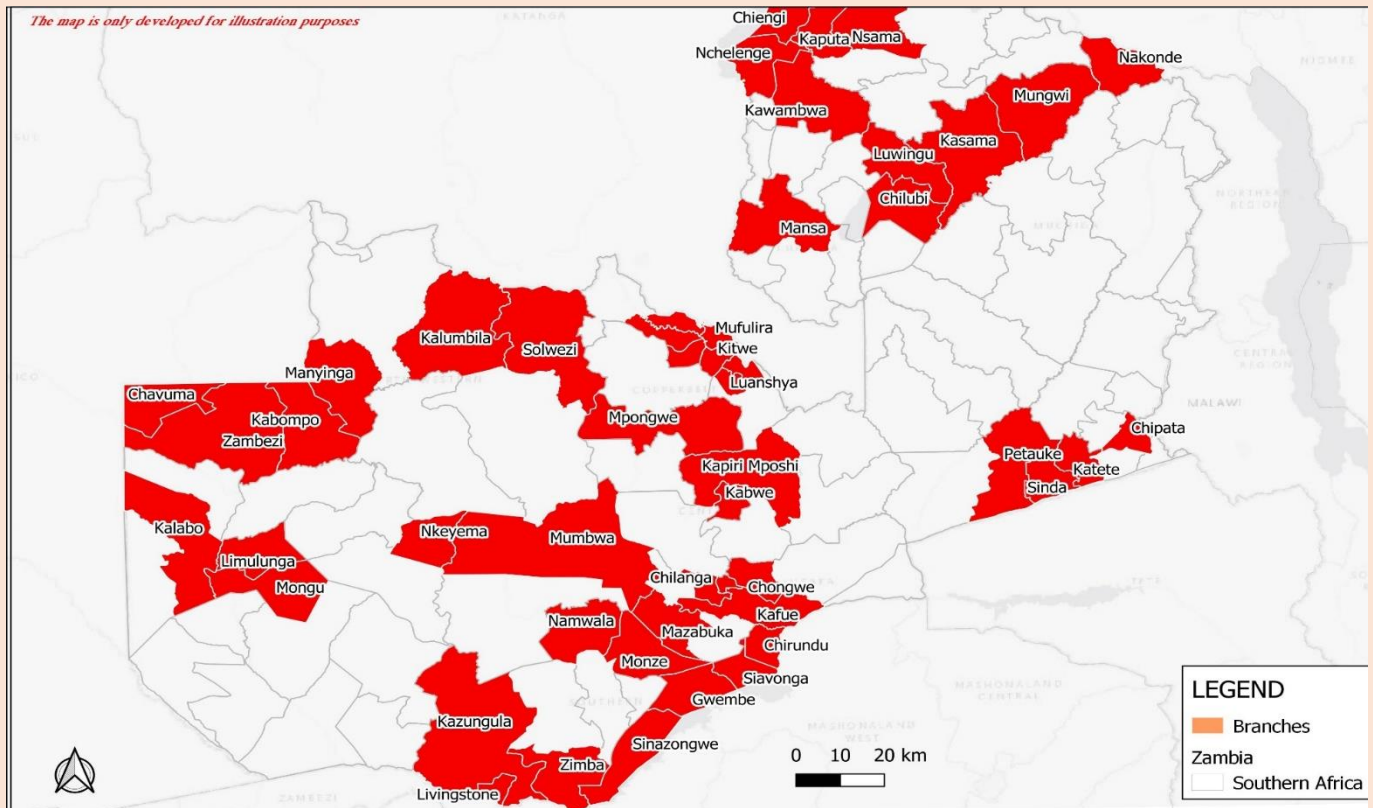


Figure 1: Map of Zambia showing location of ZRC Branches

1. Disaster Response

The occurrence of disasters such as floods, and drought in Zambia has oftentimes brought about challenges such as displacement of people, loss of lives and livelihoods. Zambia Red Cross Society has been responding to various disasters, mainly floods and food insecurity, to alleviate the impact.

1.1. Floods

Floods have continued to affect people on the annual basis in Zambia, Zambia Red Cross Society provided humanitarian support to more than **6000 people** in Mumbwa who were displaced by floods in 2021. The assistance aimed at alleviating the impact of the floods on health, Shelter, and livelihood.



Figure 2: Distribution of Non-Food Items in Mumbwa

1.2. Food Insecurity

According to 2021 IPC Acute Food Insecurity analysis, about 1.8 million people in Zambia faced high levels of acute food insecurity. In addition, it was projected that 20,280 people were at risk in Kalabo. ZRCS responded to food insecurity in Kalabo district reaching out to 6000 people with cash, voucher assistance (CVA) and other interventions on health and nutrition for a period of four months.



Figure 3: ZRCS Volunteers conducting nutrition screening.



Figure 4: ZRCS & stakeholders inspecting Nutrition Garden irrigated by the water from the solarized borehole installed by Red Cross in Kalabo



Figure 5: Cash distribution in Kalabo

2. Disaster Risk Reduction

ZRCS implemented various activities related to risk reduction and disaster preparedness for effective response, focusing at enhancing Early Warning System (EWS) such as Impact Based Forecasting (IBF), and Anticipatory Action/Early Action (AA/EA).

1.3. Impact Based Forecasting

With the view of improving in disaster risk reduction, Zambia Red Cross Society in collaboration with its partners and relevant government departments developed Early Warning System for floods; **the Impact Based Forecasting**. This is a hydrological and metrological modeling used to project occurrence of floods and its magnitude in terms of return period and potential population to be affected. ZRCS handed over this system to government and now housed at the Disaster Management and Mitigation Unit for coordination purposes.

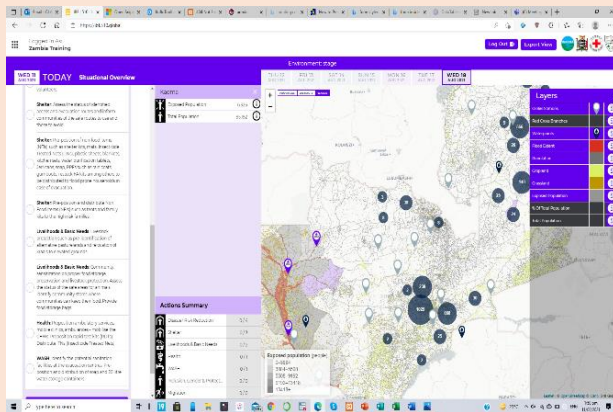


Figure 6: Dashboard from the IBF System



Figure 7: The handing over IBF to government

1.4. Early Actions

Based on the triggers from the IBF system for floods, Zambia Red Cross Society implemented early actions and supported 3000 people in Namwala and Itezhi-tezhi districts of Southern Province. The early actions aimed alleviating the anticipated impact of the flood on health, shelter, and livelihood.



Figure 8: Distribution of NFIs for Early Action in Itezhi -Tezhi District

3. Population movement support

With the support of the ICRC, ZRCS continued rendering assistance to externally displaced people domiciled in Maheba and Mantapala Refugee settlements, in North-western and Luapula provinces respectively. The core activity conducted under population movement is Restoring Family Links through provision of communication facilities such as phone calls, trace the face, and internet facility reaching out to 11258 EDPs.



Figure 13: Volunteers registering a tracing request at Mantapala Refugee Settlement



ZRCS volunteer offering phone services as part of Restoring Family Links support to EDPs in Maheba Refugee Settlement in Northwestern Province

4. Enhancing Health and Welfare

Zambia continues to experience gaps in health and wellbeing, as well as epidemics and pandemics. Zambia Red Cross Society collaborated with the Ministry of Health and other actors to prevent diseases and promote health for all, contributing towards attainment of specific targets of SDG 3. In 2021, ZRCS interventions on enhancing health and wellbeing mainly directed to response to Covid 19 Pandemic, Water Sanitation and Hygiene (WASH), cholera preparedness, and maternal and child health, reaching out to over 3.5 million people.

4.1 Covid 19 Response

Covid-19 was one of the major public health concerns during the year and Zambia Red Cross Society implemented various interventions covering 21 districts focusing on Risk communication and Community Engagement (RCCE), infection prevention and social mobilization for Covid-19 vaccination. Through these interventions Zambia Red Cross Society reached out to about 3.5 million people.



Figure 14: ZRCS supporting Covid-19 Vaccination



Figure 15: ZRCS donating assorted medical equipment for Covid-19 to Ministry of Health



Figure 11: Outpatient Department constructed by ZRCS to create space for Covid 19 screening in Chirundu.



Figure 17: ZRCS volunteer conducting community sensitization on Covid 19

4.2 Water, Sanitation and Hygiene (WASH)

Zambia still has various challenges in ensuring optimal access to safe water and adequate sanitation. Zambia Red Cross Society in collaboration with lines ministries and other actors implemented various WASH interventions which includes drilling and rehabilitation of boreholes, community sensitization, construction, and distribution of handwashing facilities reaching out to 247,488 people.



Figure 18: Borehole rehabilitation in Kasama



Figure 19: Solarized water point in Kalabo.



Figure 20: Handwashing Station in Livingstone



Figure 21: Hand washing facility in Lusaka

4.3 Cholera Preparedness

Cholera is endemic to Zambia and Zambia Red Cross Society is one of the key partners in the multisectoral cholera elimination and coordination mechanism. To enhance preparedness, Zambia Red Cross Society participated in various activities which included Oral Cholera Vaccination (OCV), community sensitization and capacity building for volunteers in Mpulungu, Lusaka and Mazabuka districts which are part of the cholera hotspots, reaching out to 117,450 people.



Figure 22: ZRCS Participating in pre-emptive OCV Campaign



Figure 23: Volunteers empowered with bicycles for mobility during cholera sensitization in Mpulungu.

4.4 Enhancing Maternal and Child Health

In the quest to contribute to improved maternal and child health, Zambia Red Cross Society implemented integrated reproductive, maternal, neonatal and child health Projects in Petauke and Kalabo districts, reaching out to 21,968 people. Interventions focused on infrastructural development, service demand generation, child nutrition, social economic empowerment, and WASH.



Figure 24: Mothers' Waiting Shelter built by ZRCS in Petauke.



Figure 25: Maternity Annex built by ZRCS in Kalabo



Figure 26: ZRCS Volunteer conducting community growth monitoring in Petauke.



Figure 27: ZRCS conducting cooking demonstration in Petauke.

5. Partnerships

To enhance partnership and create synergies for effective and efficient operations, Zambia Red Cross Society signed a memorandum of understanding (MoU) with Zambia National Public Health Institute (ZNPHI). This partnership is based on comparative advantage of the two institutions in enhancing public health security.



Figure 28: MoU signing ceremony between ZRCS and ZNPHI

In delivering its mandate, the Zambia Red Cross Society works in close collaboration with relevant government ministries and structures, and other actors to enhance coordination and complementarity in humanitarian and development efforts. Partners include Ministries responsible for Health, Social Welfare and Community Development, Education, Local Government and Rural Development, Labour and Social Security, Water Development and Sanitation, and other government structures such as Disaster Management and Mitigation Unit (DMMU), Water Resource Management Authority (WARMA), and Zambia Metrological Department (ZMD). Non-government partners include local and international NGOs such as World Vision, Plan International, Oxfam, UN Agencies such as UNICEF, WHO and WFP. Non-traditional partners that worked with ZRCS in 2021 include the corporate sector, such as Nestle, Rubies, and Coca Cola Foundation, especially towards the response to Covid 19

5.1 Other Local Support

ZRCS received the support from PEP Stores Zambia through donation of assortment of clothes, footwear, toys, and household goods which were distributed to 3,000 vulnerable people in 8 districts.



Figure 29: ZRCS Deputy Secretary General receiving donation from PEP Stores Zambia



Figure 30: ZRCS team donating assorted items to an orphanage in Lusaka.



6. Organizational Development

6.1 Staffing

On average, ZRCS had a workforce of 66 with a ratio of almost 1:1 between males and females in 2021. These are men and women who are qualified but also underwent tailor-made capacity building programs supported by IFRC, ICRC and PNs to enhance their competency in their areas of assignment for efficient and effective service delivery. The workforce grew significantly during the year owing to increased operations associated with response to the Covid 19 pandemic. The year also saw the coming in of an Internal Auditor to strengthen internal controls. This development increased donor confidence.

Table 1: Staff distribution during 2021

ZRCS Human Resources – 2021					
1	Department/Project	M	F	Total	Left/Resigned
2	Administration	2	1	3	0
3	Support Services	8	4	12	0
4	Health and Care	8	4	12	2
	PMER	1	1	2	0
5	Disaster	3	3	6	0
6	HD Lodge	2	5	7	2
7	First Aid	4	4	8	0
8	Branch Dev.	2	4	6	0
9	Communications	0	2	2	0
10	Internal Auditor	0	1	1	0
11	Finance	2	5	7	0
	Totals	32	34	66	4

6.2 Volunteer base

Volunteer base grew by 50%, from 5,000 in 2020 to 7000 in 2021 while branches increased from 43 to 55 across the ten provinces of Zambia. This growth was attributed to expansion of existing and creation of new branches in response to Covid 19 Pandemic. This gives hope of the continued existence and relevance of ZRCS considering that volunteers are the backbone of the Society, a workforce which can easily be mobilized and always willing and ready to be deployed to deliver humanitarian aid.

6.3 New Branch Model

As part of structural and organizational transformation to strengthen operations and performance at branch level, ZRCS started piloting the new branch model in the four branches that saw deployment of Branch Administrators and implementation of Income Generating Activities. This model would be rolled out to other based on the performance of the pilot phase.

6.4 Election of the National Governing Board

In the third quarter of the year, ZRCS ushered in a new Governing Board through a poll, in accordance with its constitution. The new Board has a three-year mandated to provide oversight role and policy direction of the National Society until 2024. This was yet another milestone in strengthening governance of the NS, which had faced some challenges in the preceding years.



Figure 31: Delegates to the 2021 elective National Council



Figure 32: Board members during induction



7. Financing humanitarian work

In the financial year 2021, ZRCS attained 37% increase in both restricted and unrestricted income compared to 2020.

Table 2: Summary of funding levels

Domain	2020	2021	% Increase
Unrestricted	6,093,628	9,978,832.00	39%
Restricted Funds	42,984,674.00	68,456,252.00	37%
Total	49,078,302.00	78,435,084.00	37%

The restricted income are funds for projects obtained through bilateral and multilateral partnerships with donors while sources of unrestricted income are; ZRCS business units which are; Commercial First Aid Training, Henry Dunant Lodge, Office Rentals, administrative fees on projects and Government Subvention fund.

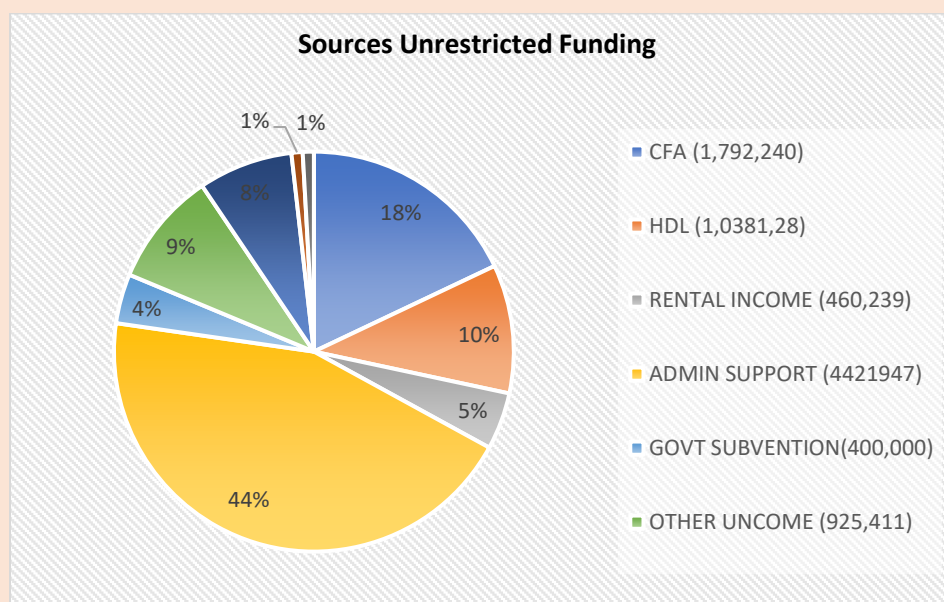


Figure 33: Source of unrestricted income

7.1 Administration Support from Projects

In 2021, administrative fees from projects contributed the highest proportion (44%) to unrestricted income owing to increased volume of projects associated with the response to the Covid 19 pandemic. This significantly assisted ZRSC in meeting its core costs.

7.2 Workplace First Aid Training

The Zambia Red Cross Society is the leading provider of First Aid services for the workplace in the country. In the year 2021, ZRCS trained over 1,720 people in over 100 institutions across the country helping them to maintain safety standards and remain compliant to regulatory requirements concerning safety at workplaces. Despite disruptions caused by Covid 19, the Unit met its targets by adopting the use of digital platforms for First Aid training, and the Unit was the second highest contributor to unrestricted income.



Fig 34 and 35 below is a snapshot of WFA sales against targets as well as the net income posted in 2021

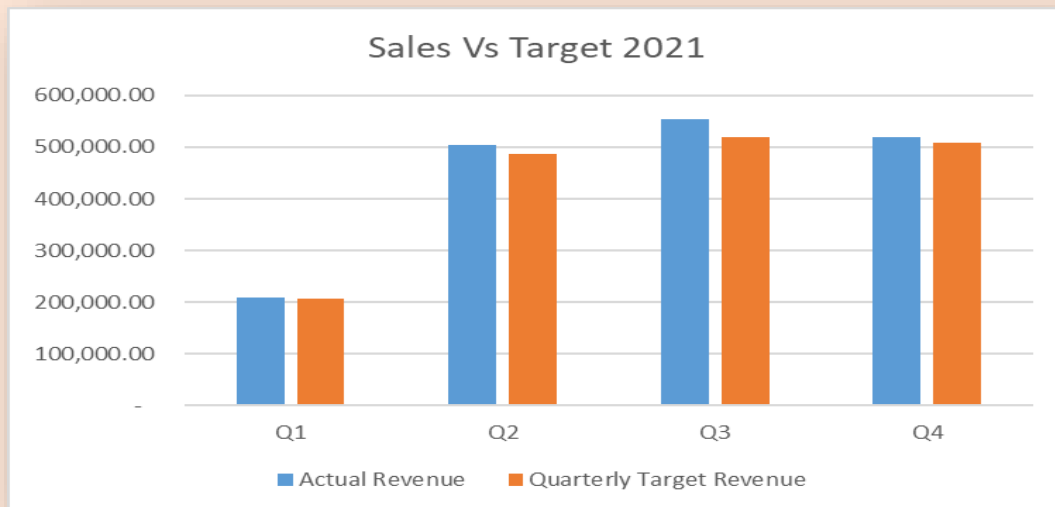


Figure 34: Sales Vs Targets 2021.

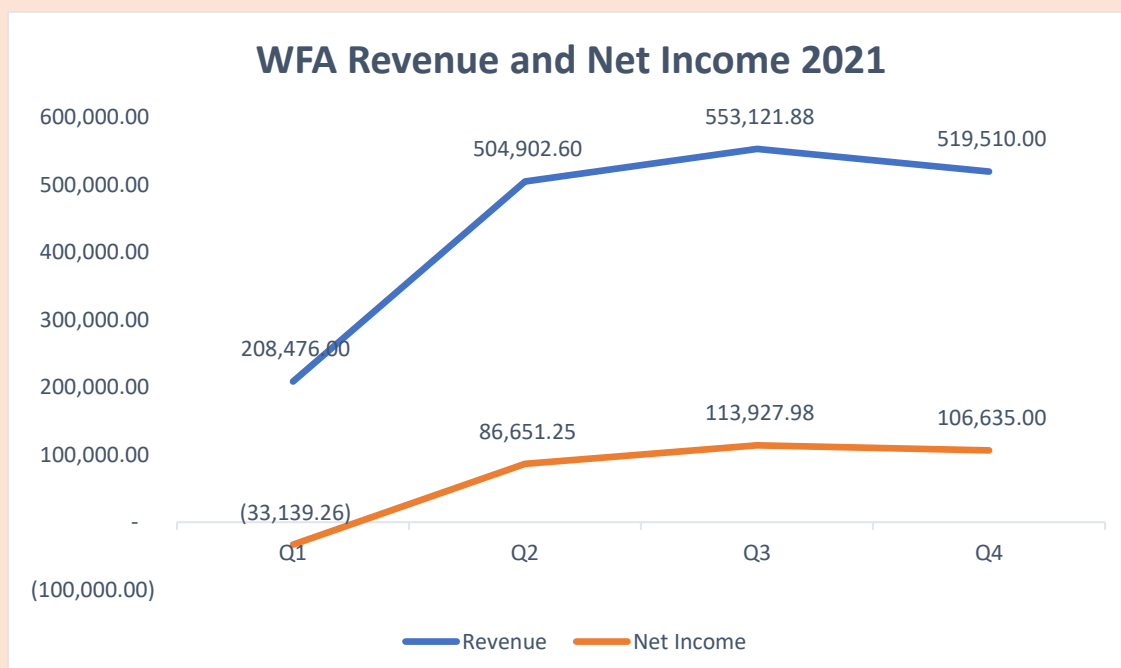


Figure 35: All the surplus income generated from workplace first aid training is utilized to help the Society meet its core costs.



7.3 The Henry Dunant Lodge

Henry Dunant Lodge remains an important source of unrestricted income and core cost management for the ZRCS. The lodge has potential to perform better if rehabilitated and its services well-priced. After a challenging year in 2020 due to the significant negative effects of the Covid-19 pandemic, the Lodge showed some recovery in 2021, with positive performance in quarters 2 and 4 as shown below.

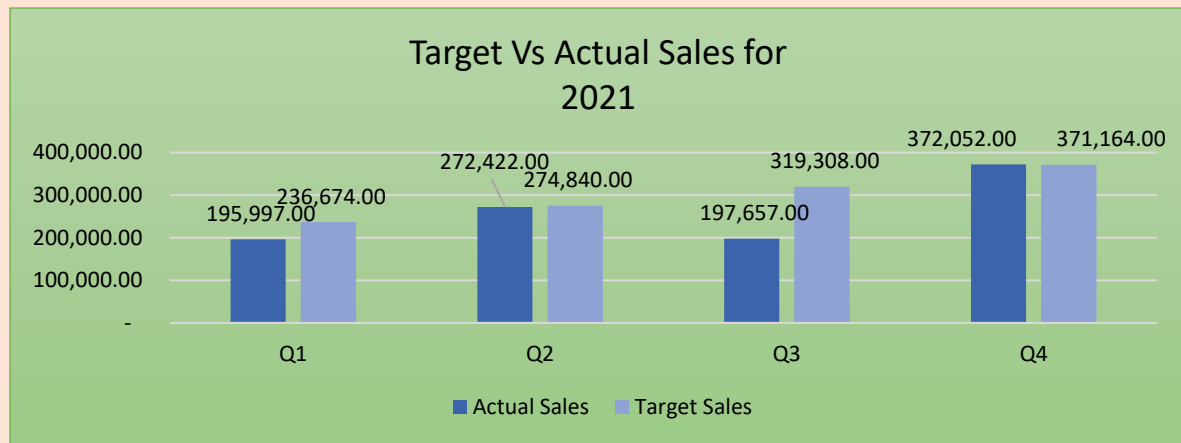
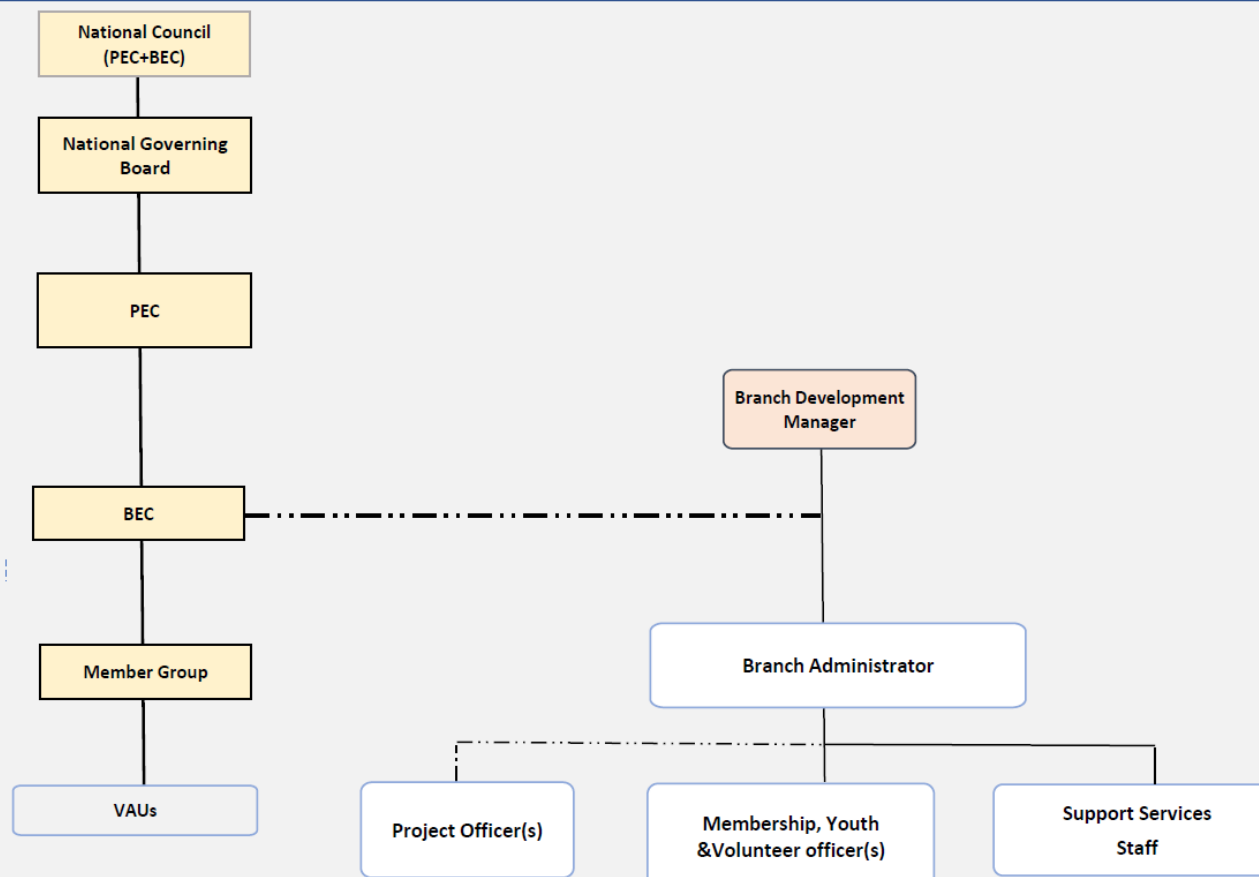


Figure 36: Henry Dunant Lodge Sales



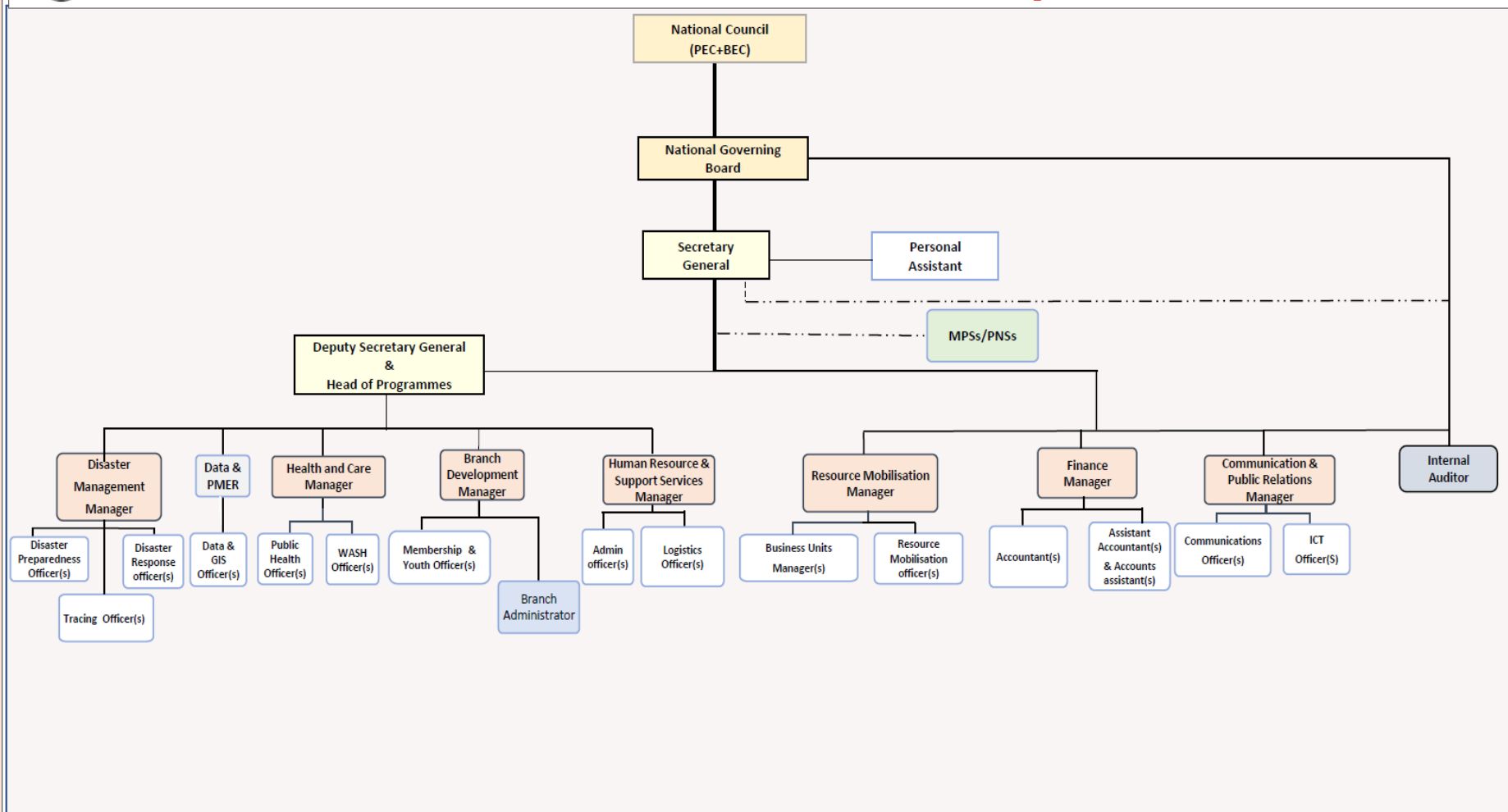
Zambia Red Cross Society



Organisation Structure (Version 2022)



Zambia Red Cross Society



Organisation Structure (Version 2022)



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For reporting any integrity matters use the Integrity line
<https://ifrc.integrityline.org>

OR

Toll-free line 7373 (MTN Only) for feedback on our operations