



Zambia Red Cross Society staff and stakeholders paying a courtesy call at State house with ZRCS patron President Hakainde Hichilema

ANNUAL REPORT 2023

APRIL 30

ZAMBIA RED CROSS SOCIETY

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P.O. Box 50001 10101, Ridgeway Lusaka, Zambia.



HIGHLIGHTS

	670,826 People reached with WASH programming
	8,364 People reached with Cash Voucher Assistance
	76,085 People reached with Restoring Family Links services
	1,546,998 People reached with health programming
	8,765 People supported with shelter
	7,350 Volunteers across 60 branches
 FIRST AID	3,786 people trained in first aid

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MESSAGE FROM THE NATIONAL PRESIDENT

EVERYTHING WE DO COMES FROM THE HEART



The Zambia Red Cross Society (ZRCS) prides itself as the longest and largest volunteer based humanitarian organization with a foot in the communities where disasters begin and end. We are the first to arrive and last to leave scenes of disasters. We want to sincerely thank all the volunteers, staff and partners for their dedication and resilience in ensuring that humanitarian aid was rendered whenever and wherever the need arise, guided by our fundamental principles.

In 2023, ZRCS participated in various humanitarian operations and attended to needs of vulnerable people across the country, far and near with increased scope and coverage than we did the previous year. For the NS to emerge stronger and relevant in the face of increasing frequency and intensity of calamities, there is need to strengthen the ZRCS structures and system. To this effect, we enhanced volunteer recruitment and developed several policies that include Branch Manual, Electoral Code of Conduct and the Youth-by-Laws. Selected Branches went through an induction to familiarize themselves with their roles and responsibilities. Our membership grew by **4%**, from **7068** in 2022 to **7350** by the end of 2023. The year ended with a high-level engagement with the Republican President of Zambia, who is also the Patron of the NS, in the presence of the IFRC Regional Director for Africa and Head of the Zimbabwe IFRC Cluster, during which the NS obtained his official acceptance of the patron ship of ZRCS. This was a landmark achievement for ZRCS in seeking the attention of the Head of State in the matters of the NS.

To remain buoyant, the NS needs to secure humanitarian financing in a far greater amount than ever before. We must explore new approaches such as blended financing model and continue our efforts to expand on domestic financing. The NS will have to step up resource mobilization and continue with systems strengthening, accountability at all levels, strengthening legal framework to foster good governance, real investment to drive financial sustainability and localization agenda, enhance partnerships and strengthen collaboration with government and funding support.

In all this, we must work together and learn from each other, and with the strong coordination of ZRCS structures and support from partners, the National Society can achieve more.

Considering that each year comes with new challenges, the NS will be required to think and do things differently than business as usual. We need to embrace basic principles of service such as loyalty, accountability, meritocracy, efficiency, effectiveness, and professionalism at all levels of governance and management.

We want to commend our members, staff, volunteers and partners or their continued commitment to the work of the Society and contribution to the successes scored in the year. We look forward to working together to build the fit for purpose NS and a partner of choice in humanitarian endeavor and achieve greater results in 2024 and beyond.

FRACKSON NGOSA

FOREWORD BY SECRETARY GENERAL

The year 2023 presented a cocktail of opportunities and challenges for the National Society (NS).



Despite this, ZRCS continued its pursuit of becoming a strong, reliable, and trusted actor in the humanitarian field. The various challenges faced by communities in the country such as disease outbreaks (e.g., cholera, Covid-19, Anthrax), effects of climate change such as food insecurity and floods, gaps in health, growing inequality, escalating poverty levels and vulnerabilities which required humanitarian action, created an opportunity for ZRCS to show its relevance and test its capacity in humanitarian field. This situation required us to constantly adapt, stay agile and find new ways of working together as a National Society. Further, opportunity availed for the NS to drive its transformative agenda given the technical and financial support that ZRCS received from RCRC partners such as the Netherlands Red

Cross, IFRC, Italian Red Cross and others.

Our presence in humanitarian field was so vivid in 2023. ZRCS actively participated in readiness activities, anticipatory action for floods as well as response to food insecurity, floods, Covid-19 vaccination drive, cholera, and anthrax outbreaks. We continued with interventions for preparation for effective disaster response as well as health and WASH developmental programs saving lives and livelihoods of millions of people. We achieved **171%** of our targets in grant acquisition for humanitarian services while achieving **68.2 %** of our target for unrestricted funds through resource mobilization initiatives. These achievements came with a lot of hard work, resilience, initiative, sleepless nights, reduced family/social time and we owe them to staff and volunteers.

Of course, the year was not without challenges. Alongside above stated opportunities and successes, the NS had to navigate through some challenges, especially those related to liquidity, legacy debt, and emerging risks against a limited resource base. Despite the turbulences, we remained resilient and navigated through the headwind with the support of Partners such as the Netherlands Red Cross, Italian Red Cross and the IFRC.

Going forward, we will endeavor to expand the scope of our interventions beyond the traditional scale, both in developmental and emergency operations, and embrace innovation in tandem with the ZRCS Strategic plan, Pan African Initiatives, IFRC vision 2030, 8th National Development Plan and SDGs.

COSMAS SAKALA

ABOUT US

Zambia Red Cross Society is an Organization that was established by an Act of Parliament under the Societies Act Cap 307. The collective plan of action for the Society is to tackle major humanitarian and developmental challenges in the Country, with the Society being committed to saving lives and changing mindsets. The Society has been in existence since 1966 after taking over from the British Red Cross two years after Zambia gained its independence.

ZRCS' major role is to complement Government in providing humanitarian services to the most vulnerable and restoring dignity to victims of disasters, be it man-made or natural disasters. The Society anchors itself on 7 Fundamental Principles. These Principles are the foundation for Red Cross globally. These Principles are:

1. **Humanity:** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavors, in its International and National Capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace among all peoples.
2. **Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavors to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.
3. **Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.
4. **Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.
5. **Voluntary service:** It is a voluntary relief movement not prompted in any manner by desire for gain.
6. **Unity:** There can be only one Red Cross or Red Crescent society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.
7. **Universality:** The International Red Cross and Red Crescent Movement, in which all societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

Governance Management

The Zambia Red Cross Society operates under a dual governance structure, which includes the Board and Management. The Board is composed of 9 members who provide strategic oversight and direction for the organization. Meanwhile, the Management team, led by the Secretary General and supported by 8 line managers, is responsible for the day-to-day operations and implementation of the board's policies. This structure ensures that ZRCS remains effective in its mission to provide humanitarian aid and support across Zambia.

The Board of Zambia Red Cross Society



Mr Frackson Ngosa
National President



Mr Peter Malasa
National Vice President



Ms Martha M Nalubamba
National Legal Chairperson



Mr Stanley Chigali
National Finance & Fundraising Chairperson



Dr Duncan Chanda
National Health Chairperson



Ms Qulicy Sipumo
National Youth Chairperson



Mr Daniel Ngoma
National Training Chairperson



Mr Collins Makome
National Social Welfare Chairperson



Ms Ruth Kamwi
National Information Chairperson



Mr Robinson Chiwama
National Disaster Response and Management Chairperson

Where We Work

The Zambia Red Cross Society has a presence in all 10 provinces of Zambia with 60 branches. Volunteers are the backbone of ZRCS activities, playing a crucial role in the successful operation of these branches. Each branch is managed by a Branch Level Executive Committee, with the president of each committee serving as the overall supervisor.



Zambia Red Cross Society Branches

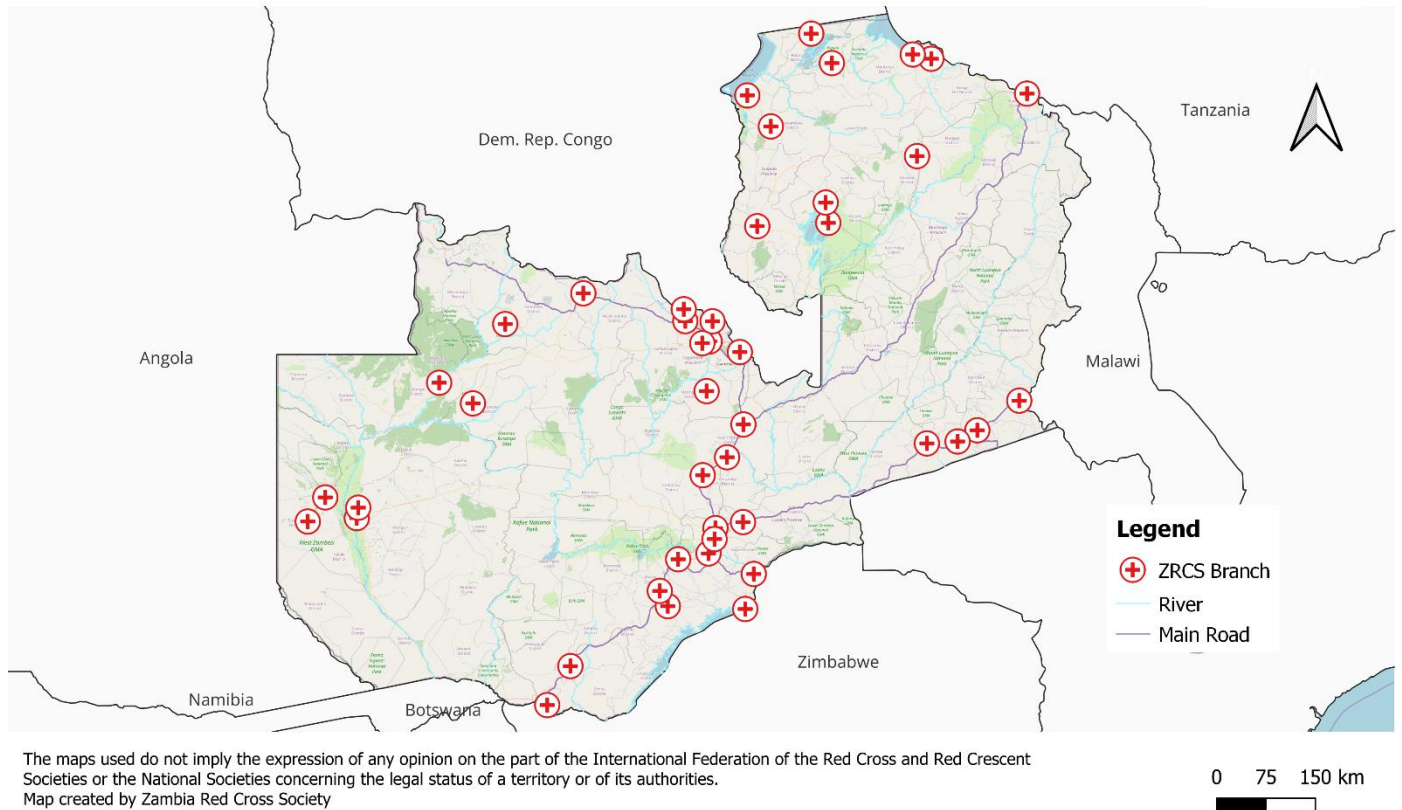


Figure 1: 60 branches of Zambia Red Cross Society

VISION: Resilient and empowered communities throughout Zambia.

MISSION: To save and improve the quality of life of vulnerable communities in Zambia.

Strategic Goals (2021 -2025 Strategic Plan)

1. People Anticipate, respond to and Quickly Recover from Crisis
2. People lead safe, healthy and dignified lives and have opportunities to thrive
3. People Mobilize for inclusive and peaceful communities

ENSURING THAT PEOPLE ANTICIPATE, PREPARE FOR, RESPOND TO AND QUICKLY RECOVER FROM CRISES

Floods Response

Zambia Red Cross responded to flash/pluvial floods through DREF and ECHO projects in Mazabuka, Monze, Namwala and Kanchibiya districts. The National Society distributed Cash and Nonfood items to 1,394 households in 18 camps of the southern province. Cash was distributed at K500 per household for a period of 3 months. The Nonfood items include blankets, sleeping mats, multi-purpose soap, and water storage containers.



Figure 2: A volunteer engaging with flood beneficiaries



Figure 3: Beneficiaries receiving cash assistance

Early Action Protocol for Floods

The National Society activated the Early Action Protocol (EAP) for floods in Kitwe and Kafue reaching out to 2000 households in both districts with WASH items that consisted of chlorine, multi-purpose soap and 20-liter water storage containers.



Figure 4: A beneficiary receiving none food items



Figure 5: A beneficiary receiving cash assistance in Kitwe

These efforts demonstrate the Zambia Red Cross's dedication to not only providing immediate relief but also to strengthening the long-term resilience of flood-prone communities. The comprehensive approach, combining cash assistance with essential non-food items and proactive WASH interventions, showcases an effective model for humanitarian response and disaster risk reduction. As the National Society continues to build on these initiatives, the foundation for more robust community preparedness and resilience against future disasters is being solidified, ensuring that vulnerable populations are better protected and supported.

Disaster Risk Reduction

Pilot Programmatic Partnership

The ECHO Pilot Programmatic Partnership (PPP) in Zambia aims to enhance the National Society's capacity for anticipatory action and empower local structures to effectively utilize their knowledge in disaster response. This is achieved through: strengthening disaster risk management, building community resilience, improving coordination and collaboration between the public and private sectors, and enhancing preparedness and response capabilities. The project focuses on 4 pillars: Disaster Risk Management, Epidemic and Pandemic Preparedness and Response, Cash and Voucher Assistance and Community Engagement and Accountability.

The Zambia Red Cross Society hosted the Africa Region Risk Management Workshop. The training enhanced the development of a comprehensive Risk Management Register specifically designed to meet the needs of the DG ECHO-IFRC PPP, facilitating more effective and efficient execution of the ECHO PPP project through improved risk management capabilities.



Figure 6: ZRCS Acting Secretary General (far right), staff and stakeholders at the Africa Risk Management Workshop in Lusaka

The primary objective of the training was to deepen the participants' knowledge of risk management concepts and equip them with practical skills to develop and maintain a Risk Management Register. This register is a crucial tool for identifying, assessing, and mitigating risks, thereby ensuring that projects under the DG ECHO-IFRC PPP are implemented smoothly and successfully.

The workshop successfully achieved its objectives by enhancing the participants' understanding of risk management and equipping them with the skills needed to develop and maintain a Risk Management Register. Participants left with a clearer grasp of how to identify, assess, and mitigate risks, ensuring the smooth and effective implementation of projects under the DG ECHO-IFRC PPP.

Tree Planting Initiative

As part of our comprehensive disaster response strategy and as one of the Pan African Initiative the Zambia Red Cross Society has implemented a tree planting initiative to mitigate the impacts of climate change and promote environmental sustainability. This effort not only aids in disaster risk reduction by stabilizing soil and preventing erosion but also contributes to the restoration of local ecosystems, enhancing community resilience against future disasters.



Figure 7: ZRCS Lusaka Provincial President and volunteers planting trees in Kafue District

Dissemination of Disaster Management Policy and Multi-Hazard Standard Operating Procedures (SOP)

ZRCS developed a Multi-Hazard Contingency Plan (MHCP) as a preparedness tool to guide its interventions for effective response. The Multi-Hazard Standard Operating Procedure (SoP) is key for operationalizing the MHCP. This document provides guidance, outlines roles and responsibilities among ZRCS departments, and offers procedural guidelines for activating the Incident Management System (IMS) in direct response to national disasters.

Therefore, ZRCS successfully disseminated its revised Multi-Hazard Standard Operating Procedures (SOP) and Disaster Management Policy. The SOP includes instructions for handling a range of emergencies, such as diseases and floods. ZRCS provided staff, volunteers, and community leaders with comprehensive training and workshops to ensure they were knowledgeable about the new protocols. The organization's preparedness and coordination for handling emergencies have improved as a result of this extensive dissemination, eventually bolstering community resilience and response capacities throughout Zambia.



Figure 8: ZRCS Acting Secretary General addressing staff members during a workshop on the dissemination of the updated Disaster Management Policy and Multi-Hazard Standard Operating Procedures



Figure 9: Stakeholders from Disaster Management and Mitigation Unit (DMMU) and Zambia Metrological Department (ZMD) during a lessons learnt workshop in Kafue District

Common Alerting Protocol

ZRCS in coordination with Zambia Meteorological (ZMD) and support from Red Cross Red Crescent Climate Center conducted a number of workshops on CAP. The first meeting aimed at building Technical capacity to alert authorities. The following ministries and Departments participated; ZMD, WARMA, BBC Media, Ministry of Agriculture, Livestock, Health and green Economy. The second was followed by training for media houses which included Mast Newspaper, Radio Phoenix, ZNBC TV, Radio 1 and 2, Prime Television and ZANIS. The last engagement was a media briefing which brought together senior management from the above listed ministries and departments.

The team developed messages that could be used to alert the public during anticipatory, response and recovery for various hazards. The CAP initiatives in Zambia are aimed at minimizing the impacts of hazards in the country.

Development of Crisis Modifier

ZRCS implemented the Crisis Modifier method to improve its ability to respond quickly and effectively to sudden-onset situations. This approach enables the rapid reallocation of resources and the activation of emergency protocols when early warning indicators signal the beginning of a crisis. Utilizing this method, the NS was able to look at triggers within existing projects and response to Cholera in Lusaka and Nsumbu districts using flexibility funding.

El Nino Response

ZRCS devised a proactive reaction plan to mitigate the effects of the El Niño weather phenomenon. ZRCS collaborated with government agencies, local communities, and international partners to improve preparedness for El Niño-related droughts and floods. These initiatives included improving early warning systems and providing disaster risk reduction training to the community to help vulnerable populations prepare for and recover from El Niño's consequences.



Figure 10: ZRCS field team with District Administration staff crossing Lake Kariba to Namoooba Satellite Disaster Management Committee (SDMC) to check on a community created forest reserve during El-Nino activities.

POPULATION MOVEMENT SUPPORT

Restoring Family Links (RFL)

IFRC hosted the Family Links Answers (FLA) Regional Training/Workshop for Southern Africa. The workshop brought together the super users of the four countries in the region that had FLA deployed in 2022: Malawi, South Africa, Zambia and Zimbabwe, to assess the use of FLA according to each NS and facilitate some peer-to-peer exchange on the use of the tool and handle all topics related to data management and the management of the tool, use of advanced find to create views and dashboards.

ZRCS Restoring Family Links Case Workers received training to equip them with the FLA skills they need to assist super users in managing FLA as a tool.



Figure 11: Part of the participants during the Restoring Family Links workshop in Lusaka

In 2023, ZRCS's RFL program made significant strides, facilitating vital reconnections for families affected by emergencies. The program achieved notable milestones, including 13,410 successful phone calls out of 17,684 attempted calls, ensuring essential communication for separated families. Additionally, 11,329 instances of Wi-Fi connectivity and 19,495 phone charging sessions were provided to support these efforts. Overall, the RFL activities of 2023 reflect a robust commitment to reuniting families and maintaining essential communication during times of crisis.

ENSURING THAT PEOPLE LEAD SAFE, HEALTHY AND DIGNIFIED LIVES AND HAVE OPPORTUNITIES TO THRIVE

Covid-19 Response

ZRCS maintained its committed efforts to battle the Covid-19 pandemic in 2023. In order to boost vaccine uptake, ZRCS conducted extensive vaccination programs, reaching out to isolated and vulnerable areas. Programs for health education were stepped up, with a stronger emphasis on vaccinations and preventative strategies than on spreading false information about the virus. ZRCS also provided hygiene kits and personal protective equipment (PPE) to hospitals, in addition to providing necessary supplies. The spread of Covid-19 has been considerably curbed thanks to these coordinated measures.



Figures 12 and 13: ZRCS staff and volunteers participating in Covid-19 vaccination campaigns in Choma District

Anthrax Response

Zambia experienced an Anthrax outbreak declared by the Minister of Health on November 1, 2023. By November 3, cases spread to 15 districts, including Kazungula, Lusaka, and Livingstone. The Zambia Red Cross Society (ZRCS) participate in the response to the outbreak of anthrax focusing on community mobilization and sensitization through a multipronged approach including mass media such as TV and radio; and risk communication and community engagement by volunteers. This marked a significant milestone as ZRCS's first major public health emergency response, addressing the zoonotic nature of Anthrax impacting both animal and human health.



Figure 14: IFRC surge engaging with volunteers on Anthrax activities in Maondo clinic in Sesheke District

Water, Sanitation & Hygiene (WASH)

About 30 - 40 % of the people in Zambia lack access to safe water and adequate sanitation in the country, In order to enhance WASH coverage, ZRCS scored noteworthy advancements in development of WASH infrastructure, especially in the rural areas targeting health facilities and schools.



Figure 15: A borehole setup by ZRCS in Lusangazi District

These were community-led projects which gave local communities the authority to take charge of their own WASH practices and facilities. Additionally, ZRCS conducted numerous interventions to promote hygiene, providing thousands of people with essential information on hand washing techniques, safe water storage, and sanitation practices. These initiatives improved community health and well-being while also making populations more resilient to public health emergencies like cholera outbreak and other waterborne illnesses.

Cholera Preparedness & Response

Cholera is endemic to Zambia. In 2023, the country experienced two cholera outbreaks: one in January and another in October. ZRCS has been one of the key actors in preparedness and response to cholera through the multi-sectorial mechanism coordinated by the Ministry of Health. During the 2023 outbreaks, ZRCS, through DREF and UNICEF support, responded to cholera outbreaks in Eastern, Luapula and Northern provinces focusing on enhancing access to clean and safe water through provision of liquid chlorine, hygiene promotion and RCCE, to vulnerable communities, reaching out to 3,500,000 people.



Figure 16: A ZRCS field officers and volunteers assisting with transportation of chlorine in Northern Province



Figure 17: Beneficiaries receiving information on water treatment using chlorine



Figure 18: ZRCS volunteers delivering distributions items in Luapula Province



Figure 19: ZRCS volunteers conducting sensitization activities in Eastern Province

Community Based Health and Resilient II Project

The National Society continued the implementation of the second phase of the Community-Based Health and Resilience (CBHR) Project in Lusangazi District in Eastern Province, focusing on interventions aimed at reducing maternal, neonatal, and child health morbidity and mortality. This phase saw the introduction of mobile health clinics, which provided essential prenatal and postnatal care to remote and underserved communities. Furthermore, the project expanded its training programs for local health workers, equipping them with the skills needed to deliver quality care and effectively manage health emergencies. By integrating community education sessions on nutrition and safe motherhood practices, the project significantly improved health outcomes for mothers and children in the district. These combined efforts have fostered a stronger, more resilient health system in Lusangazi districts, demonstrating the impactful role of the CBHR Project in enhancing community health and welfare, contributing towards Government's efforts in attaining SDG 3.



Figure 20: A newly built mother's shelter in Lusangazi District

5 Point Plan Project

With support from American Red Cross, ZRCS implemented Project to strengthen routine immunization by identifying children who had missed routine immunization, learn, and better understand how to enhance immunization coverage. The Project reached 183,887 people with sensitization on importance of child immunizations through various media.



Figure 21 and 22: ZRCS volunteers collecting data during the 5 Point Plan project in Kabwe District

NATIONAL DAYS

World Health Day

In 2023, the topic "Promoting Good Health and Well-being for all through Quality Health Services" underlined the critical need for universal health coverage, with the goal of ensuring that everyone, everywhere, has access to quality health care. ZRCS raised awareness, inspiring action and collaboration, propelling the movement toward a healthier, more inclusive future for all.



Figure 23: (Left to right) Ministry of Health Permanent Secretary, World Health Organization Country Representative, ZRCS Acting Secretary General and other stakeholders at the ZRCS stand during World Health Day in Lusaka

16 Days of Activism against Gender-Based Violence

In solidarity with the 16 Days of Activism against Gender-Based Violence, Zambia Red Cross Society (ZRCS) in collaboration with the International Federation of Red Cross and Red Crescent Society donate assorted items to Young Women Christian Association (YWCA) Mothers Shelter and Safe Home in Lusaka and Chisomo Children's Shelter in Livingstone.

The donated items included baby hampers, Chitenges, Washing powder, Toothpastes, Toothbrushes, books, pencils, Toilet paper, Sanitary towels, cooking oil, slippers, bathing soap and bags of mealie meal.



Figure 24: ZRCS Acting Secretary General handing over non-food items to YWCA in Lusaka

International Women's Day

ZRCS took part in commemorating the International Women's Day on 8th March 2024, recognizes women's accomplishments and promote gender equality around the world. The 2023 theme, "Innovation and technology for gender equality", underlined the importance of inclusive opportunities and breaking down systemic barriers. Lusaka Province Minister Sheal S. Mulyata toured the Zambia Red Cross exhibition stand during the International Women's Day commemoration in Lusaka's Show grounds.



Figure 25: (Right to left) ZRCS First Aid Manager, Lusaka Province Minister, Lusaka Mayor and other stakeholders visiting the ZRCS stand during international women's day

Enhancing Branch Capacity

Branch Operation Manual and Membership Policy

The National Society (NS) revised the Branch Operation Manual and Membership Policy to provide a framework for the reorganization / restructuring of branches in line with the new Branch model aimed at transforming branches into well-functioning, efficient and effective structures that are well fitted to support financial sustainability agenda for the NS. To facilitate implementation, the policies were distributed to the Provincial Executive Committee (PEC) presidents, Branch Executive Committee (BEC) presidents, Board members, and the Youth Official National President. As a way of creating a framework for operationalization of the New Branch Model piloted in Kitwe and Livingstone.



Figure 26 and 27 shows selected ZRCS Governance leadership and stakeholders during a consultative workshop on branch development in Lusaka

Youth By-Laws

ZRCS introduced new Youth By-Laws in 2023, marking a significant step toward youth empowerment. The purpose of these bylaws is to give young people a formalized structure within which they can participate and engage with the organization. They make sure that young people's opinions are heard and that their contributions are recognized by outlining the duties, responsibilities, and rights of these members. The enactment of these bylaws has 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.



Figure 28: ZRCS Acting Secretary General (center), staff and volunteers during a youth bylaws workshop in Lusaka

Team Building

ZRCS organized a team-building session to boost organizational cohesion and effectiveness. All ZRCS personnel from across the country attended the event, which included statements by the Acting Secretary General (ASG) and the Netherlands Red Cross Country Representative. It also included mental health exercises and an awards presentation for employees. These approaches fostered a positive and motivating work environment, allowing ZRCS to provide more coordinated and effective humanitarian assistance. The emphasis on team building enhanced internal dynamics and the society's ability to respond to situations and support people in Zambia more efficiently.



Figure 29: ZRCS staff at the annual team building event

ORGANIZATIONAL DEVELOPMENT

Staffing

The organization had a total workforce of 92 employees of which 38 are females and 54 are males. During the period under review, the workforce increased by two (2) employees, one Resource Mobilization Manager and Sales Promoter for Workplace First Aid Department.

Below is the table showing the human capital for ZRCS by Sector.

Department/Project	Male	Female	Total	Left/Resigned
Administration	1	1	2	1
Support Services	14	7	21	-
Health and Care	10	7	17	-
PMER	3	1	4	1
Disaster	15	7	22	2
HD Lodge	4	2	6	-
First Aid	4	3	7	-
Branch Development	1	1	2	1
Communications	1	1	2	1
Internal Auditor	-	1	1	-
Finance	3	7	10	-
Totals	54	38	92	6

Table 1: human resource staffing at ZRCS as of December 2023

RESOURCE MOBILIZATION

Gala Dinner

The 2023 Humanitarian Gala Dinner held under the theme "Humanitarian Action for Lifesaving Impact," was graced by Honorable Minister of Health Sylvia Masebo, representing President Hakainde Hichilema. The event brought together key stakeholders, donors, and partners to support the Zambia Red Cross Society's critical mission.



Figure 30: ZRCS president (Right) and Minister of Health, Honorable Silyia Masebo at the Gala dinner in Lusaka



Figure 31: ZRCS staff, board members and stakeholders during the Gala dinner in Lusaka

World First Aid Day

The Resource Mobilization and Workplace First Aid Departments coordinated World First Aid Day to raise cash and awareness about the organization's First Aid purpose. Throughout the event, the Resource Mobilization Department led the fundraising activities. TOTAL Energy provided platinum sponsorship, while 18 firms paid for exhibition spots.

FINANCING HUMANITARIAN WORK

Income from Partners and Income Generating Initiatives

The National Society received ZMW 94,233,001.28 in 2023 in compared to ZMW 61,282,194 in 2022 and spent ZMW 85,227,618.26, representing a **90%** burn rate. In 2023, the NS received ZMW 3,667,437.49 in project administration support, up from ZMW 2,783,356 in 2022. The rise in 2023 was due to more emergency projects. Other income includes ZMW 3,667,437.49 in administration support, ZMW 1,437,774 in government subsidies, and ZMW 25,083 in donations, and ZMW 151,145 in branch income, and ZMW 10,178,610 in other income and refunds, which include audit and salary contributions.

Income	2022	2023
Income from partners	48,480,097	73,997,824
National Society income	12,802,097	20,235,177.28
Total grants and other income	61,282,194	94,233,001.28

Expenditure	2022	2023
Program expenses	48,480,097	73,997,824
Personnel costs	5,124,445	4,642,177.15
Administration expenses	15,483,793	6,760,319
Total expenditure	69,088,335	85,227,619
Deficit/Surplus for the year	(7,806,141)	9,005,382.02

Table 2: 2022 and 2023 comparison of income and expenditure

Expenditure

Zambia Red Cross Society incurred administration expenses amounting to ZMW 6,760,319 in 2023 compared to ZMW 15,483,793 in 2022. The decrease in administrative expenses was due to reduced legal suite judgments which started in 2013. A consent order was received during the year 2022 which led to an over expenditure of ZMW 7,806,141.

Workplace First Training

The business unit's performance remained solid by the end of the year 2023 posting a net income of ZMW 1,490,577.56 which was 37% above net income for 2022. The unit also met its sale's target for the year. A total of 3,786 trainings were done, of which 2,659 were commercial trainings and 1,127 were non-commercial trainings.



Figure 32: ZRCS officer conducting a first-aid training session in Lusaka

Net income was projected to end at ZMW 1,142,766.35 in 2023. However, the unit's net income generated was 23% better than the projection for the year. This can be attributed to consistent revenue generation and effective cost controls. Below is a summary of the unit's performance.

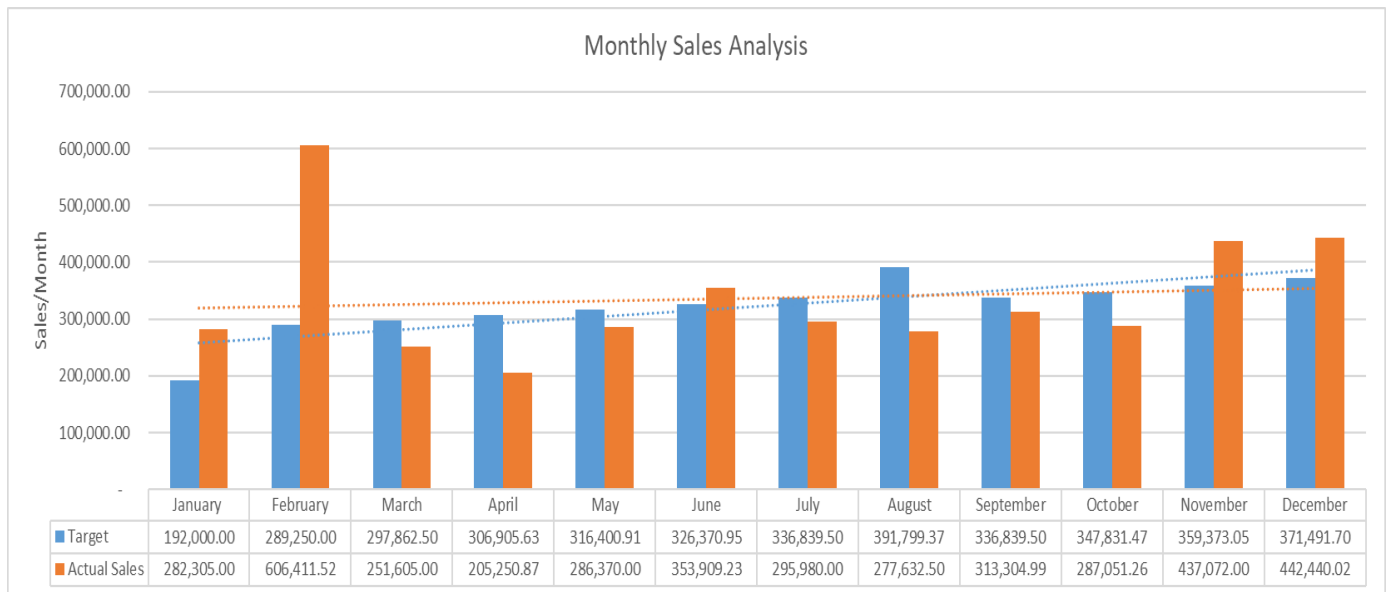


Figure 33: Monthly sale analysis of first aid in 2023

The Henry Dunant Lodge Report

Despite the lodge turning out an overall positive net surplus in 2023, the unit struggled with maintaining income generation consistently due to its rehabilitation needs. However, the NS has set in motion plans to renovate the Lodge in 2024 and increase its earning capacity.

Below is a tabulation of performance;

SALES PERFORMANCE (REVENUE)

Coloured	Q1	Q2	Q3	Q4	TOTAL
Target	360,000.00	360,000.00	360,000.00	360,000.00	1,440,000.00
Actual	195,266.79	312,348.88	330,932.79	319,648.00	1,158,196.46
% Below Target					-24%

NET INCOME (SURPLUS)

Coloured	Q1	Q2	Q3	Q4	TOTAL
Target	25,764.00	69,488.00	120,683.00	179,948.00	395,883.00
Actual	(53,894.56)	109,524.97	116,219.44	102,232.25	274,082.10
% Below Target					-44%

CONTACT US

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**For reporting any integrity matters use the Integrity line:
<https://ifrc.integrityline.org> OR Toll-free line 7373 (MTN & Zamtel Only)
for feedback on our operations**

Web: <https://www.redcross.org.zm> Email: info@redcross.org.zm For First Aid: info.firstaid@redcross.org.zm

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Zambia Red Cross Society 2023 Annual Report

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All photos are courtesy of Zambia Red Cross Society. All photographs were taken with participants' involvement on a voluntary and consent basis.

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