



CONTENTS





Presentation





Learning





Key data





Innovation





Disaster Preparedness





Climate and **Environment**







CONTENTS





Activity Report Disaster Preparedness





Activity Report Climate and Evironment





Activity Report Learning





Satisfaction Survey





Activity Report Innovation





Fundamental Principles













Presentation

The general objective of the Disaster Preparedness Reference Center (CREPD) is to assist the components of the Red Cross and Red Crescent Movement in developing the capacities of National Societies and other partners, through the development of methodologies, tools, learning techniques, and harmonization processes, considering the expertise and best practices of the National Societies themselves, and under the coordination of the Regional Office for the Americas of the International Federation of Red Cross and Red Crescent Societies (IFRC).











Highlighted data





277 volunteers trained and certified (in-person modality).



6,160 individuals trained on the Red Cross Virtual Campus in 2024.



More than **180** active facilitators.



Total number of PER processes completed: 10 (including considerations related to migration, climate, and branch strengthening).



Number of webinars supported: **56** Countries reached: **46**









Disaster PREPAREDNESS

NEXT









The preparedness of National Societies ¹ refers to the knowledge, capacities, and resources that enable them to fulfill their mandate of meeting the needs of those most affected by crises and disasters through timely and effective humanitarian assistance.

The Center's goal is to strengthen the preparedness and response capacities of National Societies through processes of: training, technical assistance, knowledge management, and innovation, under the leadership of the Membership Services department. This is done while promoting continuous improvement in line with the 2030 Strategy and the localization approach.

Additionally, the CREPD supports the implementation of the Movement's global initiatives, contextualizing and adapting them to the specific needs and expectations of the Americas.











Lines of action:



Strengthening strategic frameworks: Reinforces the identity and positioning of National Societies through the development of policies, strategies, and compliance with international humanitarian standards.



2. Technical assistance for operational preparedness: Provides support to National Societies in their efforts to be prepared, informed, and trained to act in their operational contexts. This includes the development of response plans, contingency plans, continuity of activities plans, and the creation of standard operating procedures that enable effective responses to potential scenarios.













3 • Increase capacities for response: Strengthens the capacity of National Societies to respond promptly and effectively to disasters and crises through inperson and virtual training aimed at developing both general and sector-specific competencies.



4. Strengthening coordination and collaboration: Supports National Societies in defining clear mechanisms for coordination and collaboration with communities, authorities, humanitarian actors, and members of the Red Cross and Red Crescent Movement. This is promoted through joint planning processes and the conducting of simulations and drills prior to disasters.













5 • Strengthening essential support services: Promotes the development and integration of support services that effectively back the operational responses of National Societies.











2 Learning

NEXT









The International Federation of Red Cross and Red Crescent Societies (IFRC) offers a wide range of learning opportunities and resources to our National Societies, volunteers, partners, and the general public.

The Reference Center promotes collaboration, knowledge exchange, and innovation across our regional network and with humanitarian partners. We support strengthening strong and sustainable National Societies and enhancing the collective humanitarian impact and influence of our Movement.

All programs are designed to stimulate new ideas, establish standards, and develop curricula that are relevant to the operational and business areas of the Red Cross and Red Crescent Movement.











Lines of action:



Certified professional courses



Red Cross Learning Campus and Platform



Academic Research programs



Education of emergencies











3 Innovation

NEXT









The center promotes innovation as a driver of transformation and adaptation to social, technological, and environmental challenges. Innovation is understood as the ability to design and implement new, effective, and scalable solutions that strengthen the capacities of National Societies and contribute to building a more efficient, sustainable, and resilient humanitarian response. The center leads initiatives that foster collaboration among Movement actors, promote innovative experiences, and share best practices.

National Societies Preparedness Implementation Initiative on the Go Platform: Supporting the development and integration of the PER module by ensuring that the necessary tools and processes are available and effective. It takes an innovative approach by using new tools, such as artificial intelligence, and promotes the platform as a space for continuous collaboration among teams. Additionally, it facilitates access to resources and data, enabling informed decision-making.











Climate and ENVIRONMENT

NEXT









Climate change and environmental degradation represent historic and unprecedented challenges that directly impact the communities supported by the National Societies of the Red Cross and Red Crescent. According to the **Climate and Environment Charter for Humanitarian Organizations**, protecting future generations depends on the decisions made today to mitigate greenhouse gas emissions, adapt to increasing climate risks, and avoid significant losses and damages.

The Center plays a key role in strengthening capacities and promoting practical measures through various initiatives, such as:

Y-Adapt: An interactive program designed foy youth, based on games and playful activities, that fosters an understanding of climate change and promotes practical adaptation actions in their communities.

Regional Meeting of Climate and Environment Champions: Facilitates the exchange of best practices and cooperation among technical focal points on climate change and biodiversity in the region, generating joint strategies to address climate and environmental challenges.









Participation in COP16: The Center supported the facilitation of virtual meetings organized by the IFRC prior to COP-16, providing a space for exchange and learning among the participating National Societies.

Early Warning Systems: This was achieved through training aimed at providing operational tools to strengthen community-based early warning systems and their integration with national systems. This approach includes training based on strategic principles aimed at improving community preparedness and response to disasters.

Rapid Diagnostic Guide for Early Warning Systems in the Last Mile: Provides clear guidelines for conducting preliminary assessments of Early Warning Systems (EWS), allowing the identification of strengths, opportunities, and challenges at the community level and in local governance.











Environmental Assessment through the NEAT+ Tool: This initiative provides training on the use of the Nexus Environmental Assessment Tool (NEAT+), focusing on its application, data analysis, and the recording of environmental information in humanitarian contexts. This tool simplifies the identification of key environmental risks and the suggested mitigation steps, making it especially useful in the detailed planning of activities during prolonged crises, in camps, or in community recovery processes.

Workshop on Climate Action Pathways: The Climate Action Pathways, within the framework of the Global Climate Resilience Program, is an approach that enables National Societies to identify locally-driven adaptation needs and support communities in anticipating and adapting to climate change.











NATURE-BASED SOLUTIONS, VULNERABILITY AND CAPACITY ANALYSIS, BLUE SCHOOLS

This approach provides technical guidance to National Societies in the Americas on integrating a resilient disaster risk reduction strategy based on ecosystems and Nature-Based Solutions into their projects and programs. These efforts complement their recovery operations and become part of their institutional policies and practices.











A training package is available for staff and volunteers working with National Societies in Disaster Risk Reduction, as well as for stakeholders involved in Disaster Management, with a focus on climate and the environment. Ideally, participants should be the focal points or those responsible for managing climate and environment projects within the National Societies, or individuals tasked with disseminating, supporting, and providing technical guidance, either as part of a project team or individually, to plan and integrate these approaches within the National Society.

The Center promotes a comprehensive and sustainable vision based on the principles of adaptation, mitigation, and resilience. It works to foster collaboration and continuous learning among National Societies to address common challenges, increase understanding of climate risks and their impacts, implement tools for National Societies to apply in their communities, and prepare National Society staff on various topics promoted by the IFRC.







Activity Report Disaster Preparedness













IMPLEMENTATION PREPAREDNESS EFFECTIVE RESPONSE (PER)

- Implementation of the multi-hazard PER approach, including considerations related with Climate and Environment, as well as Migration.
- Strengthening disaster preparedness and response capacities in branches through PER.











Details



Countries: Paraguay, Bolivia, Uruguay, Dominican Republic, Honduras, Costa Rica, Panama, Guatemala, and Colombia.



Number of participants: 294



Total of PER processes carried out: 10



Products:

- Plans for strengthening PER multi-hazards: 8
- Plans for strengthening migration operations:
- Plans for strengthening that include climate and environment considerations: 4
- Plans for strengthening branches: 1
- Pilots conducted in the region: 2 (Migration considerations and branch strengthening through PER)









Key Message:

- The PER approach provides a structured and standardized way to interact with the systems and processes of the National Societies, contributing to and enhancing their preparedness, availability, and response capacity both in the short and long term.
- The approach enables the IFRC network to use a common language for effective preparedness and response through the PRE Mechanism, which is the cornerstone of the approach.

Objetive



To fulfill the auxiliary role of the National Societies.

Strengthen local preparedness capacity.

Ensure timely and effective humanitarian assistance.











During the year, in the Americas, the piloting and feedback of three tools developed at the global level were conducted:

- 1. Migration Considerations
- 2. Workshop on Climate Action Pathways (Climate and Environment Considerations)
- 3. Strengthening the capacities of branch preparedness and response through PER

These tools are designed to ensure that National Societies provide relevant humanitarian services in line with their auxiliary role and mandate, positioning themselves as key partners within their country's context.

Piloting Process:

Migration and Displacement Considerations: A total of 188 participants took part, including 106 men and 82 women. The participants were divided among the National Societies of El Salvador, Costa Rica, Guatemala, Panama, the Dominican Republic, Honduras, and Colombia.











Through the piloting of Migration Considerations, Climate and Environment Considerations, and Strengthening the preparedness and response capacities of branches, valuable insights were gathered from facilitators, volunteers, and technical staff of the National Societies. This has enable the identification of mprovements and lessons learned across all processes, leading to updated versions of the tools that can be recognized as models for replication in other global contexts.

The CREPD continues to implement the **Multi-Hazard PER** approach, which in recent years has consolidated as the key methodology for National Societies to systematically and holistically strengthen their response mechanisms. In 2024, a total of 6 National Societies adopted this methodology, with the participation of 206 participants.

Additionally, the CREPD has promoted this approach through various virtual spaces, such as the 2024 Pre-Hurricane Meeting and webinars organized with the Americas Disaster Management Network, contributing to its dissemination and application across the region.









RESPONSE AND CONTINGENCY PLANS

Enhancement of planning capacities for disaster response











Details



NS: Honduras, Guatemala, Bolivia



Number of participants: 122



Products:

- National Response Plans: 2
 Contingency Plans: 6
 Global Contingency Plans Guide: 1
 Workshop Update for Developing CP: 1









Key Messages

Effective planning ensures rapid responses, minimizing the impact of crises and disasters on human lives and livelihoods. Therefore, in 2024, technical assistance was provided to update the National Response Plans of the Honduran Red Cross and the Guatemalan Red Cross. A total of 60 participants played a key role in this process, ensuring a participatory and inclusive approach.

Contingency planning enables the anticipation of scenarios and the design of effective responses before emergencies occur. In 2024, technical assistance was also provided for the development of contingency plans addressing threats such as floods, earthquakes, civil disturbances, epidemics, and forest fires. A total of 62 participants from branches in Bolivia and Guatemala developed their contingency plans, which serve as a management tool involving all sectors of the National Society. These plans help ensure the timely and effective delivery of humanitarian aid to the most vulnerable and affected populations when a disaster or crisis occurs.











Global Contingency Plans Guide: The CREPD participated in the development of the Global Contingency Plans Guide, which aims to be a reference document providing various tools, advice, and templates that National Societies worldwide can use in the process of creating their contingency plans for the main scenarios they face in their territories. The guide helps them prepare to anticipate and respond effectively to these scenarios and their potential humanitarian impact. Additionally, educational materials were developed for conducting an in-person workshop, along with a series of infographics offering technical advice for developing each section of the contingency plan.











LESSONS LEARNED WORKSHOPS

Improving the National Society's response management through insights and recommendations derived from previous projects and operations.











Details



NS: Honduras, Mexico



Number of participants: 65



Products:

- DREF Operation Results Report: 1AP Project Results Report: 1









Key Messages

Lessons Learned Workshops are a strategic tool for identifying and implementing recommendations that enhance the response system of National Societies, ensuring continuous improvement in the management of operations and projects.

These workshops facilitate a detailed analysis of the challenges and issues encountered during operations or projects, highlighting best practices that should be replicated and proposing concrete solutions with assigned responsibilities at both the National Society level and within the IFRC.











Beyond being a technical exercise, Lessons Learned Workshops serve as a key opportunity for institutional strengthening, ensuring that National Societies are better prepared to respond more efficiently and effectively.

For this reason, during 2024, the Center, in collaboration with the IFRC's Disaster and Crisis team, has worked on updating and standardizing a participatory methodology. This methodology seeks, on one hand, to identify gaps and opportunities, and on the other, to implement actions that will allow for the development of more effective operations and programs, thereby improving the quality of humanitarian assistance provided to people affected by crises and disasters. This methodology was implemented by CREPD with the National Societies of Mexico and Honduras.











EARLY WARNING SYSTEMS

Strengthen Early Warning Systems to reduce the impact of disasters and enhance community resilience against various threats.













NS: Honduras, Uruguay, Paraguay, Colombia, Ecuador, and the Dominican Republic



Products:

- The Rapid Assessment Guide for Early Warning Systems (EWS) in the Last Mile.
- Training Course on People-Centered Early Warning Systems.

To promote evidence-based decision-making within the framework of a global initiative, the Center provided technical assistance for the development of the Rapid Assessment Tool for Early Warning Systems (EWS) in the Last Mile. This process was led in the region by the IFRC's DRR, Climate Change, and Community Resilience team and involved the participation of the National Societies (NSs) of Mexico, Guatemala, El Salvador, Costa Rica, Panama, Colombia, and the IFRC's CEA team during its design.









The Community Early Warning System (CEWS) tool is designed to provide clear guidelines for conducting preliminary assessments of Early Warning Systems (EWS), enabling the identification of strengths, opportunities, and challenges at the community level and within local governance structures. This generates inputs to implement improvement actions or advocate at the local and national levels. The tool was piloted in the National Societies (NSs) of Ecuador, Paraguay, Uruguay, and the Dominican Republic, and is available in both Kobo and Excel formats. Additionally, a guide was developed with supplementary information on Community-Based Early Warning Systems and the use of the assessment tool.

The Center also participated in the development of the Early Warning Systems (CEWS) workshop, a process led in the region by the IFRC's DRR, Climate Change, and Community Resilience team. This training includes the updated version of the CEWS Guiding Principles and aims to leverage existing knowledge, capacity, and experience within the community through a facilitated process that highlights needs, gaps, and resources related to EWS. In this context, two training sessions were conducted in 2024 in Paraguay and Uruguay.











COURSE: ORGANIZATION AND FUNCTIONING OF EMERGENCY OPERATIONS CENTERS

Enhancing the capacities for Crisis and Disaster Operations Management













NS: Honduras (in-person)



Number of participants: 16



• Number of participants accessing the platform in 2024: 1,127



Products: Global EOC Guide









Emergency Operations Centers (EOCs) of National Societies refer to structures that provide human, technological, and infrastructure resources that, together, facilitate decision-making and coordination during emergency responses. For this reason, the Honduran Red Cross conducted a course in 2024 for decision-makers from its headquarters, which was facilitated by CREPD.

CREPD also contributed to the development of the Global Emergency Operations Centers Guide, which aims to serve as a reference document for National Societies to improve the **coordination**, **management**, **and effective control of all emergencies and disasters**. The update process included the participation of the National Societies of the Dominican Republic, Honduras, Mexico, and Colombia.











DISASTER RISK MANAGEMENT POLICY

Enhancement of regulatory and strategic frameworks to effectively prepare for, anticipate, respond to, and recover from disasters.













NS: Guatemala



Number of participants: 19



Product: Guatemalan Red Cross National Disaster Risk Management Policy The policy outlines the principles that guide the operations and programs of National Societies (NSs) in the short and long term, ensuring the harmonization of standards, frameworks, and decision-making to support the development of resilient and healthy communities. It emphasizes the importance of paying specific attention to the different needs of affected populations and supporting protection, gender equality, and social inclusion, as well as Community Engagement and Accountability.

For this reason, during 2024, the Guatemalan Red Cross, with the support of CREPD, developed its first DRR policy, which is based on the IFRC model policy and aligns it with Guatemala's National Policy.





Activity Report Learning













THEMATIC LINE: KNOWLEDGE MANAGEMENT

Knowledge management is the process carried out to create, organize, and distribute information and learnings. This concept refers to activities aimed at facilitating the exchange of useful content among the members of the Movement.

Knowledge management leverages the collective knowledge of the organization, leading to improved operational efficiency. It is supported by the use of a knowledge base, which typically provides a centralized space for storing information and easily accessing it, while also promoting communities of practice.













• Networking



16 National Societies with certified facilitators.



Technical support among National Societies.









Key Messages

- Knowledge Creation: Technical support to various ORA units for the design and update of training packages during planning meetings.
- Information Storage: Collaborative work with cooperating National Societies, such as the Spanish Red Cross, which migrated an online training to the Red Cross virtual campus.
- Knowledge Exchange: The Reference Center supports processes with strategic partners, like the ICRC, by leveraging the facilitator network to strengthen its regional facilitator network.











THEMATIC LINE: LEARNING

The International Federation of Red Cross and Red Crescent Societies, through the Reference Center, aims to achieve the constructive transformation of mindsets through education and learning via high-quality training opportunities on humanitarian practices, reflections, and values, open to all people worldwide, in order to forge a global knowledge community.

Key Learning Objective: To organize educational activities as part of the responsibility for knowledge management in the Americas, and provide methodological guidance for developing training actions in different modalities and contexts, thereby increasing the capacities of National Societies (NSs).













 Technical support to six National Societies for the development of 28 training activities in various thematic lines.



• Active facilitator network supporting activities with the mobilization of 32 facilitators.



277 volunteers trained and certified.







































Key Messages

- As an entity contributing to the strengthening of National Societies' capacities through knowledge management, we offer a training catalog tailored to the current needs of Red Cross volunteers and staff. Training Catalog | Web CREPD
- We promote collaborative and participatory workspaces to ensure the quality of academic processes across all phases: design, implementation, and follow-up.
- We provide over 35 training packages in various modalities: in-person, e-learning, blended learning (b-learning), and microlearning.











THEMATIC LINE: ONLINE EDUCATION

Online education is a teaching and learning modality conducted through the use of a technological device with internet access (ranging from a desktop computer or laptop to a tablet or mobile phone).

E-learning leverages platforms and tools that facilitate both the transmission of information and the interaction between content providers and users who benefit from it.







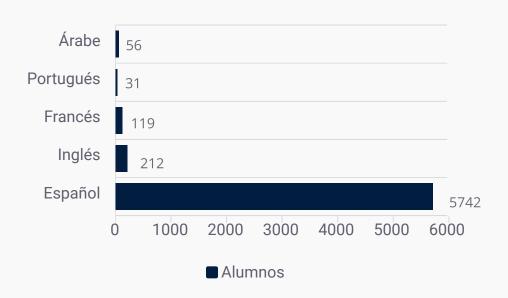




A total of 6,160 people were trained at the Red Cross Campus in 2024.

43 more students were trained compared to 2023 (Induction to IFRC Operations - MENA).

Statistics











Key Messages

- 1. The CREPD promotes spaces for learning and knowledge management through the Movement's platforms: Campuscruzroja.org and the Learning Platform.
- 2. Courses that continue to attract more participants annually:
 - Vector-Borne Diseases (VBD) (2019).
 - Psychosocial Support in the Context of Migration (PSS) (2020).
 - RCF (2021) and MACOE (2021) were the most attended.
 - Simulations and Drills (2022).











THEMATIC LINE: FACILITATOR NETWORK AND COMMUNITY PRACTICE

The Facilitators Network is composed of professionals with a strong academic background and experience in Risk Management and humanitarian intervention. The facilitators in the network are accredited as instructors by the National Society or CREPD and possess the necessary knowledge to lead humanitarian interventions effectively and safely, while maintaining conduct aligned with the fundamental principles of the IFRC Movement.













• Updates conducted in both; in-person and virtual modalities through the Pedagogical Mediation Workshop.



 More than 180 facilitators work in a network, providing technical support to the National Societies for training in various topics.



• Involvement in the design and updating of training packages.









Key Messages

• The Facilitator Network in the Americas has strengthened the capacities of National Societies through a series of activities carried out by volunteers. From course development to the review and creation of guides and manuals, this network of experts—distributed across various National Societies in the Americas—promotes collaboration, decentralization, and localization.







Activity Report Innovation













THEMATIC LINE: IMPLEMENTATION OF NS PREPAREDNESS ON THE GO PLATFORM

Details



Number of NS that piloted PER on Go in 2024: 6 NS



List of NS: Uruguay, Slovakia, Dominican Republic, Colombia, Armenia, Comoros











Products:

- Development of country profile on Go
- Update of Global Summary and Global Performance dashboards (https://go.ifrc.org/
 - go.ifrc.org/preparedness/global-performance)
- https://preparedness/global-summary

 Development and launch of the New NS Preparedness Resource Catalogue on Go
 - (https://go.ifrc.org/preparedness/resources-
- catalogue)PER on Go in 4 official languages: EN, SP, FR, AR.









THEMATIC LINE: DIGITAL STRATEGY

Details



Products:

- WEB: New navigation, course catalog, activity registration, custom sections.
- Promotional video for CREPD in Spanish and English.
- Social media: YouTube, Instagram, and Facebook.
- WhatsApp community: 325 members, 33 channels.
- Webinar support.











Web / Details

Traffic data for the year 2024:



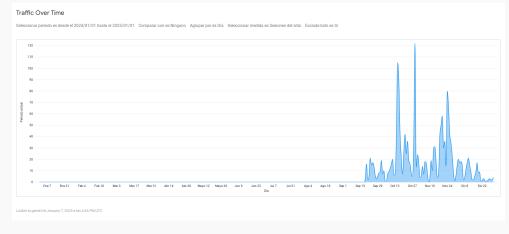
Unique visitors: 881

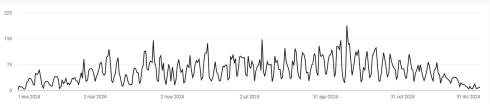


Site sessions: 1857



Page views: 3713















Web / Details

Traffic data for the year 2024:



Countries that have visited:

Countries that have visited the CREPD website: 82 visitor countries.











Youtube / Details

Audience data for the year 2024:



Subscribers: 348



New subscribers in 2024: 150 (83% more than in 2023)



Total views: 24,917



Countries that have visited:

16 visitor countries: Mexico (7597), Colombia (6075), Ecuador (440), Venezuela (290), Chile (258), Peru (126), El Salvador (93), Spain (91), Argentina (68), Bolivia (51), Costa Rica (33), United States (30), Nicaragua (17), Honduras (12), Kenya (12), Panama (10).











Webinar support / Details

Event data on Zoom for the year 2024:



Number of webinars supported: 56



Number of events/courses supported on Zoom: 5 events / 23 Zoom sessions



Number of participants: 2541



Number of participants in **Zoom events/courses:** 1135







Activity Report Climate and Evironment











SECOND CHAMPIONS FOR CLIMATE AND ENVIRONMENT MEETING / COP16

Promoting community resilience and environmental sustainability through the integration of climate, biodiversity, and humanitarian action strategies in the Americas.













NS: Germany, Spain, Italy, Norway, Netherlands, United States, Argentina, Belize, Bolivia, Costa Rica, Cuba, Dominica, Guatemala, Honduras, Jamaica, Mexico, Panama, Paraguay, Dominican Republic, El Salvador, Uruguay, Venezuela, Chile, Colombia, Ecuador.



Number of participants: 63



Products:

- Climate and Environment Section on the CREPD Website: **1**
- Report on the Outcomes of the Second Meeting of Climate and Environment Champions and COP16:









Key messages:

The Second Meeting of Climate and Environment Champions emphasized the importance of strengthening the technical and operational capacities of Red Cross and Red Crescent National Societies through tools such as early warning systems, nature-based solutions, and inclusive approaches to community risk management.

During COP16, the integral relationship between biodiversity conservation, climate change mitigation, and human health was highlighted. This approach reinforces the IFRC's commitment to integrating environmental strategies into humanitarian planning to effectively address current global crises.

The presentation of the Climate and Environment Roadmap 2024-2027 at COP16 reaffirmed the IFRC's commitment to sustainable development in the Americas, aligning concrete objectives with its Strategy 2030 to comprehensively tackle climate and environmental challenges.











THEMATIC LINE: NEAT +

Details



NS: Uruguay



Participants: 13











Key messages:

Understanding environmental risk, especially in the aftermath of a disaster, is essential to ensuring the effectiveness and sustainability of humanitarian action. For this reason, this course aims to help humanitarian actors develop skills that enable them to quickly identify environmental risks and take appropriate measures to address them.

In this context, the Uruguayan Red Cross, within the framework of the Irish Aid Project and with the technical support of CREPD, conducted training on the use of the NEAT+ environmental tool.











THEMATIC LINE: Y-ADAPT

Details



NS: El Salvador



Participants: 17











Key messages:

Y-Adapt is a program featuring games and interactive activities that helps young people understand climate change and take practical actions to help their communities adapt. These actions involve local interventions that reduce the impacts of severe weather events.

In this context, the Salvadoran Red Cross conducted the Y-Adapt course with the goal of later replicating it in schools within the intervention area of a project funded by the American Red Cross. The course also included the participation of two representatives from the Honduran Red Cross.











REGIONAL WORKSHOP ON NATURE-BASED SOLUTIONS (NBS) DOMINICAN REPUBLIC

Nature-Based Solutions (NbS), including Eco-DRR, are a priority for the International Federation of Red Cross and Red Crescent Societies (IFRC). They are outlined in the Charter on Climate and the Environment and are recognized as a crucial approach for the implementation of the Sendai Framework for Disaster Risk Reduction.



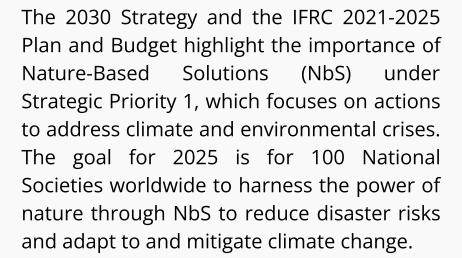








Details





• 18 people trained.



• A protected mangrove area was visited.



• We had the participation of specialist Jorge Ruiz from Wetlands International, based in Guatemala.











Key messages:

- This workshop enhances understanding of the importance of incorporating nature into humanitarian work, key concepts such as Nature-Based Solutions (NbS) and natural resource management, and the use of the Nature Navigator tool to integrate ecosystem-based actions into Disaster Risk Reduction (DRR) activities. It also emphasizes the integration of other tools, such as the Roadmap to Community Resilience (R2R), and provides insights into successful experiences from other countries in the region.
- Additionally, the workshop creates opportunities to identify partnerships with key stakeholders who can support National Societies in implementing the NbS approach.







Satisfaction Survey







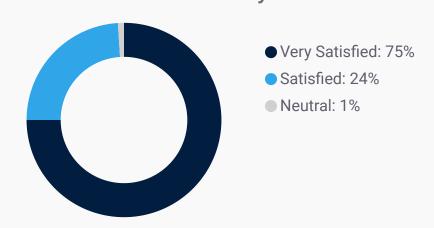




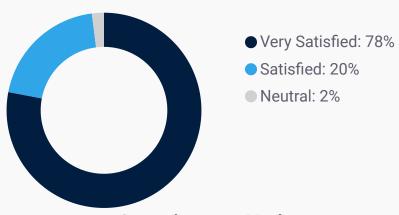


As part of its commitment to continuous improvement, CREPD has a quality system that includes satisfaction surveys. As a result of these surveys, in 2024, there was a 2.05% increase in final product satisfaction rated as 'very satisfied' compared to 2023.

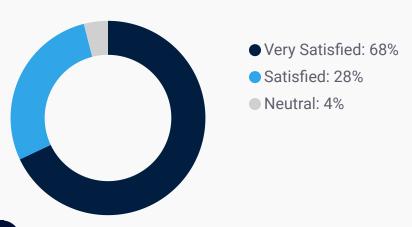
Flexibility



Final Product Satisfaction



Commitments Made





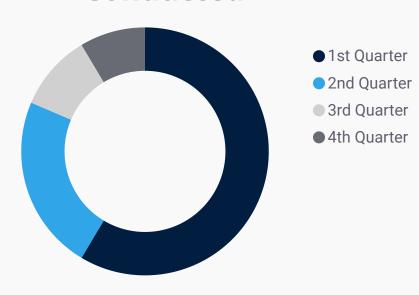








Surveys Conducted



In 2023, a total of 65 surveys were completed across 15 countries, achieving a high satisfaction rate of 74.6%. In 2024, the number of completed surveys increased significantly to 238, reaching a high satisfaction rate of 76.65%. This increase not only reflects an improvement in the perception of the final product but also a more representative sample and stronger results.

Additionally, overall satisfaction in 2024 reached 96.47%, while negative feedback accounted for only 0.88%. This feedback has been analyzed and followed up on to be considered in future collaborations, further reaffirming CREPD's commitment to excellence and continuous improvement.











FUNDAMENTAL PRINCIPLES

OF THE MOVEMENT



Humanity



Impartiality



Neutrality



Independence

MORE

MORE

MORE

MORE



Humanity

"The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, 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 amongst all peoples."



The principle of humanity expresses what the Movement places beyond anything else: the need to act in order to prevent and alleviate human suffering. Respect for human dignity and helping people—regardless of who and where they are—is paramount to everything we do.

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."

The Movement must not take sides, or be regarded as doing so, either in its speech or actions at any time or place. Neutrality ensures the Movement has the confidence of all and can provide humanitarian support to all.



Embodying the principle of neutrality at all times ensures the Movement can provide medical assistance to civilians and wounded or detained fighters during hostilities without being perceived as interfering in conflict. It is of the utmost importance that all parties in a conflict understand and respect the humanitarian role of a National Society.

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."

The principle of independence means that the Movement must resist any interference—be it political, ideological or economic—capable of diverting it from embodying the principles of humanity, impartiality and neutrality.



It is only by being truly independent that the Movement can respect these principles. Independence not only relates to the relationship between National Societies and States, but also between National Societies and any other forms of power or influence, such as religions, political parties, companies and so on.

Impartiality

"It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress."

Non-discrimination is one of the most important aspects of protecting human beings in human rights law, humanitarian law and refugee law. Sadly, there are many factors for which people are discriminated against. The text of this principle does not include an exhaustive list of factors. But it makes clear that no group of people will be denied services or receive preferential treatment based on anything other than their needs.



Only by acting with impartiality can we ensure the Movement is trusted by all people to assist and protect them. We therefore have systems in place to ensure we deliver our support based on people's needs alone and prioritize the most vulnerable at all times.









FUNDAMENTAL PRINCIPLES

OF THE MOVEMENT



Voluntary Service

MORE



Unity



Universality

MORE

MORE



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."

The universality of suffering requires a universal response. It is one of the Movement's great strengths that we are present in virtually every country in the world through our 191 member National Societies.

This principle also means that National Societies have a collective responsibility to support each other's development and to work together in partnership and solidarity during disasters, for the benefit of all.



When it comes to decision-making within the Movement, the principle of universality ensures that all National Societies have an equal vote during Statutory Meetings irrespective of their size or wealth.

Voluntary service

"It is a voluntary relief movement not prompted in any manner by desire for gain."

The principle of voluntary service represents the common motivation uniting all those working within the Movement: a desire to help others. It is both a source of inspiration and a statement of solidarity.



Whether members volunteer without pay or with some form of acknowledgement or even modest remuneration, it is not inspired by desire for financial gain but by individual commitment and devotion to the humanitarian purpose. This is freely chosen and accepted as part of the service the Movement provides to the community.

Unity

"There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory."

Having only one Red Cross or Red Crescent Society in any given country ensures it can work efficiently. It avoids any risk of confusion in the public mind and means all people and communities are represented by one organization.



A National Society must be active in all parts of the country so that even the hardest-to-reach communities can benefit from support when needed. This doesn't mean that the level of activities must always be the same country-wide—the principle of impartiality may justify that certain areas need more support where the needs are greater.





Address: International Federation of Red Cross and Red Crescent Societies I Panama City

Contact:

Christian Guadagni Regional Head, Membership Services christian.guadagni@ifrc.org

Karla Moreno
Learning
Advisor, Pedagogic
karla.moreno@ifrc.org

Belén Zazu Innovation Consultant belen.zazu@ifrc.org

Alejandra Suazo Intern, Disaster Preparedness alejandra.suazo@ifrc.org JoseEdgardo BARAHONA Coordinator, Reference Centre joseedgardo.barahona@ifrc.org

Gustavo Hernández
Knowledge management
Officer, Technical
gustavo.hernandez@ifrc.org

José Velasco
Administration and Finance
Officer, Administration and Finance Membership
jose.velasco@ifrc.org

Vanessa Reyes
Intern, Graphic Design
vanessa.reyes@ifrc.org

f





