



DREF n° MDRZA010		GLIDE n° <a href="#">CE-2021-000086-ZAF</a>	
Operation update n° 1; 07 September 2021		Timeframe covered by this update: 23 July to 03 September 2021	
Operation start date: 23 July 2021		Operation timeframe: 05 months (End date: 31 December 2021)	
Total DREF allocation: CHF 350,491	Second allocation requested: CHF 139,681	DREF amount initially allocated: CHF 210,810	
N° of people being assisted: 8,180 people (1,636 households) <sup>1</sup>			
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Belgian Red Cross (BelCross) and Netherland Red Cross (NLRC).			
Other partner organizations actively involved in the operation: South African Government, Civil Societies, Novartis and SA Home Loans			

### Summary of major revisions made to emergency plan of action:

This Operation Update informs stakeholders progress achieved so far in implementation as well as on the results of the needs assessment conducted, which were released on 25 August 2021. Assessment took longer than anticipated due to: (1) volatile security context in which deploying volunteers and staff in some areas for needs assessments would have constituted a risk since the riots continued in target areas for a few weeks; (2) the vastness of the targeted area covered during the assessment. Through this update, the National Society equally seeks the below:

- To revise the number of targeted households from the initial plan of 500 to 1,636 households (900HH in KZN and 736HH in Gauteng i.e., additional 1,136 HH or 5,680 people). As such, the target for this operation changes from 2,500 people to 8,180 people.
- To reduce the amount and number of unconditional cash transfers provided to targeted families, from ZAR 3,273 (CHF 210) to ZAR 2,142 (137) and the disbursements from three (3) months to two (2) months of September and October 2021.
- To request second allocation of CHF 139,681 to complement initially allocated CHF 210,810, to support the expansion of the operation to additional targeted households. Total budget will increase to CHF 350,491.
- To extend the operational timeframe by one month to ensure there is adequate time to cover all planned activities (new end date: 31 December 2021).

## A. SITUATION ANALYSIS

### Description of the disaster

During the second week of July 2021, South Africa experienced unprecedented levels of urban violence and destruction of public and private properties. These acts of violence affected areas surrounding the provinces of KwaZulu–Natal (KZN) and Gauteng. As of 16 July, 212 people had died in the unrest and 2,554 had been arrested. The riots and looting resulted into shortages of food, fuel and medical supply as well as enormous destruction towards infrastructure, racial tensions inflamed and disrupted country's economy. For instance, Kwa Zulu Natal and Gauteng account for more than half of South Africa's Gross Domestic Product (GDP) and due to the riots, the Rand, local

<sup>1</sup> There is an average of five people per household in the area.

currency, weakened by about 2%. Furthermore, the crisis resulted in approximately 14,500 jobs in Gauteng and about 150,000 jobs at risk in KZN. More than 200 shopping centres were looted and property destruction costs are reported to be above 1 billion USD according to a [RepublicWorld.Com](http://RepublicWorld.Com), a local online news outlet.

A [DREF operation](#) was launched on 23 July following this incident, to provide relief to all 2,500 people initially registered in KwaZulu–Natal (KZN) and Gauteng for a period of 4 months. A follow up needs assessment was conducted from mid-August until 25 August in above-mentioned locations, and the report findings recommended a revision of the operation target to be amended to reach 8,180 people (1,636 households) affected by the Urban violence in the provinces of KwaZulu–Natal (KZN) and Gauteng for a period of 5 months (one month timeframe extension).

## Summary of current response

### Overview of Operating National Society

After the DREF approval, SARCS mobilized a total 200 volunteers (100 KwaZulu-Natal and 100 Gauteng) who were deployed in locations across the provinces to help identify and verify number of beneficiaries affected so that distribution of the relief items could be initiated. South Africa Red Cross Society (SARCS) responded to the urban violence by undertaking the following activities:



*SARCS volunteers assisting Durban Centre Municipality with the cleanup of the city ©SARCS/IFRC*

**Table 1: Summary of initial SARCS response**

Activities	People/Households reached (where applicable)				# of item distributed
	Total	HHS	Male	Female	
Provision of hot meals	509	102	244	265	509 hot meals, ongoing
Provision of food parcels	15,000	3,000	7,191	7,809	3,000 food parcels distributed
Distribution of facemasks	509	102	244	265	509 facemasks, 4 masks per person
Distribution of hygiene pack	500	100	239	261	500 hygiene packs, 1 per person
Volunteer mobilization and orientation (briefing) on Safer Access	255		119	136	255 reached with safer access skills
Cleaning campaigns of affected towns					6 towns (Durban, Howick, Empangeni, Newcastle, Nongoma & Pietermaritzburg)
Distributed old clothes	509	102	244	265	Assorted clothes reached
Provided Psychological First Aid (PFA)	1650	330	791	859	
Provision of Restoration of Family Links (RFL)	509	102	244	265	

### Overview of Red Cross Red Crescent Movement in country

Refer to [link](#) for details on RCRC Movement in country.

### Overview of other actors actions in country

In efforts to provide the necessary support to communities affected by the civil unrest, the Cluster Delegation in Pretoria reached out to prospective funders. Engagements were held with partners who had displayed interest in supporting communities, particularly the Department of International Relations and Cooperation (DIRCO), Old Mutual, RCL Foods and the Australian Red Cross. Through these efforts, secured CHF 30,000 from Novartis, while SA Home Loans pledged ZAR 215,000 (CHF13,270) directly to the National Society.

The Cluster Delegation met with the Australian High Commissioner in South Africa to brief her on the needs on the ground. Through the support of the Cluster, SARCS was shortlisted as a beneficiary for fundraising campaign organised by the South Africa Institute of Chartered Accountants (SAICA).

Following the discussions held with the partners, the civil unrests quelled down, and partners felt that interventions were no longer necessary since there was no turmoil in the country. Although the riots had settled, it is recorded that

they have resulted in over 130,000 people losing their livelihoods, leading to a record high 34.4% unemployment rate in South Africa.

### Needs analysis and scenario planning

#### Needs analysis

Initially, SARCS collaborated with government and stakeholders in conducting a rapid needs assessment around end of July 2021 which established the enormous destruction towards infrastructure, disruption of supply chains, food security threatened, racial tensions inflamed and the country's reputation and investment taking a knock. This has resulted in approximately 14,500 jobs in Gauteng and about 150,000 jobs in KZN being at risk. A total of 16 SARCS branches' operational areas (9 Gauteng and 7 KZN) were negatively affected by the impacts of the urban violence.



*Burnt building in Pietermaritzburg, KZN ©SARCS/IFRC*

In addition, in the first two weeks of August 2021, SARCS conducted a follow up needs assessments reaching 5,200 households in KZN and Gauteng. The assessment revealed that, most of the affected households are the elderly (above 70 years) staying alone or with children and child headed households where the sole breadwinner lost their job or means of livelihoods due to the unrest. This prompted SARCS to utilize purposive sampling in targeting the elderly above 70 years and child headed households in its support. The elderly and children would not cope to walk long distances to access few food outlets and with schools open, children need to be in school during school week. The ongoing COVID-19 pandemic and prevalence of HIV/AIDS exacerbated their risks as well as vulnerabilities towards exploitation where child headed households in different communities are worst affected.

The assessment involved SARCS volunteers and local communities who collaborated with social workers from the Department of Social Development and officials from local Disaster Management Centre (DMCs) in identifying the at-risk elderly and child-headed households in their branch operational areas. From the detailed need assessment conducted and concluded on 25 August after the launch of the operation, 3,400 households headed by the elderly and children were adversely affected. With the available resources, SARCS decided to reach out to 1 636 households with cash transfer through mobile money to assist affected households cover their food and basic needs. Indeed, the initial assessment had identified only 500 households for support but more information from the detailed assessment highlighted the urgent need to extend support to cover at least 1,636 households the households for period of two months (September and October 2021) because, more than a month after the unrest, they were still suffering the effects of this crisis, given tensions in the townships (loss of livelihoods), compounded by Covid-19 effects.

Furthermore, the households of those who lost their jobs due to urban violence will be supported by government and other partners through Solidarity Fund to shield them on the food security and livelihoods needs. This will complement SARCS efforts to reach the most vulnerable in the affected communities through an integrated response.

The major risk being anticipated is most affected households are the elderly aged above 70 years and staying alone or with children including the child headed households whose sole breadwinner of the household lost their job or means of livelihoods due to the unrest. SARCS conducted a rapid assessment which revealed that in the 16 Branches (9 Gauteng and 7 KZN), an average of 400 households per Branch were affected while in others such as Soweto, Pietermaritzburg and Empangeni figures were even higher than the 400 households. Now, SARCS seeks to increase number of beneficiaries in order to cover up for the big gap because there are no complementary actors reaching to the households with the similar support. As such, the risk remains that if more households are not supported the vulnerabilities among the targeted population will continue to be predominant.

#### Targeting

The overall target for this operation has increased from 2,500 people to 8,180 people. Indeed, through this operation update, the targeting is revised from initially planned 500 households (2,500 people) to 1,636 households (900 KZN and 736 Gauteng i.e., additional 1,136 HH or 5,680 people) because the impact of the unrest was wider than anticipated, as revealed by the completed assessment results.

In addition, the assessment revealed that most affected households, are yet to receive any form of support since the potential funding that was hoped to come through did not materialize as anticipated.

#### Operation Risk Assessment

As households continue to live in precarious conditions, this raises the fear that if only a portion of the registered households are reached with SARCS support, it may cause more unrests in the specific targeted areas and potentially

dampen the National Society's credibility. To avoid this, SARCS recommends that more households be targeted through this operation. Other highlighted risks remain as stated in the [EPoA](#).

## B. OPERATIONAL STRATEGY

### Overall objective

The main objective of this DREF operation is to respond to the immediate humanitarian needs of approximately 8,180 people (1,636 households) affected by the urban violence through the provision of health care through psychological first aid (PFA), WASH and provision of cash transfers. The operational timeframe is thus increased from four months to five months (end date: 31 December 2021) to ensure all activities are concluded, given increase in target.

### Proposed strategy

A total number of 255 volunteers (100 KwaZulu-Natal and 100 Gauteng) have been engaged in the operation, receiving support through capacity strengthening in the area of Cash and Voucher Assistance (CVA), psychological first aid (PFA), water, sanitation and hygiene (WASH), Community Engagement and Accountability (CEA) and Protection, Gender and Inclusion (PGI). These have been prioritized and integrated in the response to ensure coherence, consistency, and accountability in the operation. SARCS staff and Red Cross volunteers have been providing relief items and creating awareness raising to the affected population.

To date, the NS has reached 15,000 people (3,000 households) with different types of interventions as detailed below:

#### a) Livelihoods and Basic needs

The SARCS focused on the provision of immediate humanitarian assistance to the affected households in the following aspects:

- Provision of hot meals to 509 people (102 households) including 244 males and 265 females. The hot meals distribution has been ongoing since the start of the operation. KZN branch continues to feed 120 people who are still displaced after their apartments were burnt down. The number is decreasing as some have moved to new areas, but there is uncertainty on how long the remaining families will need this support, hence the need to keep some funds to continue supporting until cash transfers are done.
- Provision of food parcels targeting 15,000 people (3,000 households) which translates to 7,191 males and 7,809 females. This support was provided through SARCS, thanks to local partners such as City Hill Church, SA Home Loan Foundation, DOMINO Foundation and other stakeholders.
- Distributed assorted second-hand clothes to 509 people (102 households) (244 males and 265 females). This was supported through local contributions (SA Home Loan Foundation) especially targeted those people whose households were destroyed and lost all their belongings.
- The Cash and Voucher Assistance online training was conducted for 15 SARCS staff at national and Branch levels. The training of staff members was omitted in the original EPoA, but National Society deemed it critical to train staff to be able to cascade the training to the volunteers. The trained staff therefore cascaded the training to the volunteers who are critical in supporting the cash transfer activities on the ground. Training of volunteers is underway and will be reported in the next update.
- The procurement of financial service providers (FSP) is being completed. Only two FSPs responded to the call for tender and a Comparative Bid Analysis (CBA) is being carried out after which selection and contracting of FSP is done.
- As explained under targeting section, the number of households targeted with multipurpose cash disbursements has been increased to an overall 1,636 households (8,180 people), requiring an adjustment of the cash transfer value. Indeed, all targeted households will now receive a one-off ZAR 2,142 to support food needs for the months of September and October (2 months), as well as some essential household items, calculated as indicated in tables 2 and 3 below. The distributions are planned for mid-September. Affected people have been part of the discussions regarding all decisions within the operation affecting them, including the expansion of the operation to reach more families.



*Distribution of food parcels to the community of Sweet Waters community ©SARCS / IFRC*

- The post distribution monitoring activity will be conducted after the cash disbursements, to allow monitoring on the use of the cash, the outcome of cash distributions and to collect lessons learned for SARCS. Market monitoring will also be carried out before and after distributions.

**Table 2: Content of food basket for each household**

Item description	Quantity per HH of per MEB in South Africa	Unit of measure	Cost in ZAR
Rice	10	Kgs	150
Mealie meal	10	Kgs	70
Cooking oil	2	litres	35
Fine salt	1	Kgs	15
Sugar	2	Kgs	40
Soup	5	sachets	30
Pilchards (canned fish)	5	cans	110
Tea bags	200	grams	85
<b>Total per month for food</b>			<b>535</b>
Item description	Quantity per HH	Total cost in ZAR	
Kitchen kits	1	300	
Jerry cans	1 (20L)	200	
Buckets	2	96 (ZAR 48 per bucket)	
Family hygiene kits	1	190	
Dignity kits for women and girls of childbearing age for three months	2	286 (ZAR 143 per pack)	
<b>Total for essential HHI</b>		<b>1,072</b>	
<b>GRAND TOTAL FOR FOOD AND ESSENTIAL HHI</b>		<b>ZAR 1,607</b>	

**Table 3: Number of disbursements and amount per month**

Number of transfers	Purpose				Number of Households
	Description	Amount per month	Amount for disbursement (ZAR)	Total (ZAR)	
One – off disbursement	Cash for food (for 2 months)	535	1,070	2,142	1,636
	Cash for essential items	1,072	1,072		

## b) Health and care

The SARCS ensured provision of community-based disease control and health promotion using 200 volunteers. Particularly, the following were implemented:

- Distributed 509 facemasks (244 males and 265 females) to curb the spread of COVID-19 among the affected population accommodated in the shelters.
- A total of 255 volunteers (119 males and 136 females) were mobilized and oriented on Safer Access. This enabled volunteers to be safe when operating in the unrest situation. More volunteers were involved due to increased scope of work bringing the total to 255 instead of planned 200.
- Due the massive looting, there was need for cleaning campaigns of affected towns such as Durban, Howick, Empangeni, Newcastle, Nongoma & Pietermaritzburg. A total of six towns were reached as part of restoring the hope.
- The operation embarked on provision of Psychological First Aid (PFA) to address the mental and psychological impacts following the trauma caused by the urban violence. This led to SARCS reaching out to 1,650 people (791 males and 859 females) being supported.

- SARCS provided Restoration of Family Links (RFL) to 509 people (244 males and 265 females) whose households relations were disrupted after being displaced by the urban violence.
- SARCS have been participating in the Joint Operation Committees (JOC) engagements with the government and other stakeholders to ensure a well-coordinated response.
- In terms of targeting, SARCS ensured that all affected people equally access humanitarian assistance whilst preserving their rights and dignity.

### c) Water, Sanitation and Hygiene

SARCS promoted good hygiene practices through the distribution of 500 hygiene packs (239 males and 261 females) to assist them with maintaining their dignity. There was overall dissemination on the importance of adhering to WASH good practices. Gender consideration was employed to ensure that different gender needs are met between men and women.

Furthermore, SARCS continued to carry needs assessment in collaboration with government and other stakeholders to inform the response and the evolving needs on the ground.

## C. DETAILED OPERATIONAL PLAN

 <p><b>Livelihoods and basic needs</b>  <b>People reached: 509</b>  Male: 244  Female: 265</p>		
<b>Outcome 1: Livelihoods Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of targeted households reached with multipurpose cash transfers (MPCT) reporting that cash support is appropriate to meet their emergency needs <b>(revised target)</b>	80%	0%
<b>Livelihoods and basic needs Output 1.1: Basic needs assistance for food security is provided to the most affected communities</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households receiving hot meals for 2 weeks	500 HH	102 HH
# of staff trained in Cash and Voucher Assistance (CVA) <b>(added target)</b>	15	15
# of people provided with cash grants <b>(revised target)</b>	8,180 people	0
# of volunteers engaged in Cash and voucher Assistance (CVA) activities	200 volunteers	255 volunteers
<b>Progress towards outcomes</b>		
<p>As highlighted during the assessment, one of the pressing needs of the affected population was disrupted livelihoods. The SARCS has provided 509 people (102 HH) with hot meals whose homes were destroyed, and they found refuge in shelters, and continues to serve families who are yet to find a permanent solution. On CVA, 15 staff members were trained in preparations for the cash distributions exercise and processing of procurement of Finance Service Providers is ongoing.</p> <p>More volunteers were involved due to increased scope of work bringing the total to 255 instead of planned 200.</p> <p><b>Challenge:</b> More people affected due to the urban violence hence recommendation to increase the number of targeted households. Procurement of FSP was also a challenge as starting this took longer than planned and the Request for Proposals turned out to return limited offers from FSPs. Again, limitation on number of people involved in the response due to COVID-19 Pandemic. Branches continue to implement ongoing Covid-19 operation, stretching already thin resources between two operations.</p>		



## Health

People reached: 15,509

Male: 7,289

Female: 8,220

**Health Outcome 1: The immediate risks to the health of affected populations are reduced and they are aware and practicing COVID 19 protocols.**

Indicators:	Target	Actual
% of people reached with health activities	100% (2,500 people)	620% (15,509 people)
# of people sensitized on COVID-19	8,180 people (3,845 M; 4,335 F)	15,509 people

**Health Output 1.1: Improved access to health care and emergency health care for the targeted population and communities.**

Indicators:	Target	Actual
# people reached with first aid services	Need based	1,650
# of community members reached with psychosocial services	2,500 people	1,650 people
# of volunteers reached with psychosocial services	100 volunteers	255 volunteers

### Progress towards outcomes

SARCS supported implementation of health-related activities and reached a total of 15,509 people (7,289 males and 8,220 females), more were reached compared to planned 2,500 as health messages were also included during food parcel distributions. In addition, 1,650 people were provided Psychological First Aid (PFA) to address the mental and psychological impacts following the trauma caused by the urban violence. Total of 255 volunteers were reached with PFA. In addition, provision of Restoration of Family Links (RFL) to 509 people whose households' relations were disrupted after being displaced by the urban violence.



## Water, sanitation and hygiene

People reached: 509

Male: 244

Female: 265

**WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities**

Indicators:	Target	Actual
% of targeted people reached with hygiene promotion activities	100%	20%

**WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population**

Indicators:	Target	Actual
# of volunteers engaged in hygiene promotion activities	50 volunteers	255 volunteers
# of hygiene promotion sessions conducted	6 sessions	2 sessions

### Progress towards outcomes

The National Society conducted hygiene promotion targeting 509 families that are displaced and accommodated in the shelters representing 20% of target. A total of 255 volunteers were engaged instead of 50 due to increased need for support. In addition, SARCS collaborated with partners on the clean-up campaign and managed to reach 6 towns in KZN. SARCS promoted good hygiene practices through distributing the 509 hygiene packs to 509 people hence reached more compared to planned 500 hygiene packs to assist them with dignity measures. There was overall dissemination on the importance of adhering to WASH good practices.

Due to increased scope of the operation additional 55 were mobilised to support the implementation, which brought the volunteer overall total to 255.

**Challenge:** The crowdedness in the shelters paused risk on adherence to COVID-19 regulations. Hygiene kits were not adequate to reach all the affected people.

## Strategies for Implementation

**Outcome S2.1: Effective and coordinated international disaster response is ensured.**

**Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained**

Indicators:	Target	Actual
# of detailed assessment reports produced	1	1
# of affected regions assessed	2 provinces	2 provinces
# of volunteers participating in the response	200	255
# of supervision missions conducted by the SARCS	3 missions	1 mission
# of community feedback received and processed	At least 80%	60%
# of IFRC monitoring missions	2 missions	0
# of Lessons learned workshop conducted	1	0

### Progress towards outcomes

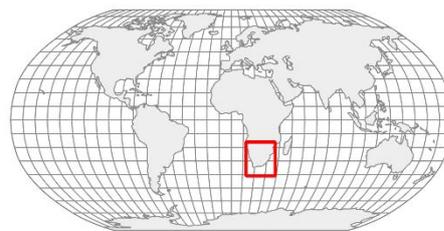
The National Society conducted a detailed needs assessment in collaboration with Government and other stakeholders, to inform the response operation targeting in the two provinces of KZN and Gauteng. At least 60% of community feedback were received especially in form of appreciating to the support but also requesting for more support covering hygiene packs (like children's diapers) and home cleaning materials. A total of 255 volunteers were involved in the response operations supporting different activities. IFRC communication and Partnership Engagement personnel conducted monitoring mission to KZN to appreciate the situation on ground.

**Challenge:** The hostile environment caused delay in conducting timely assessments however, SARCS continued to engage different partners on the ground to access areas safely.

## D. Financial Report

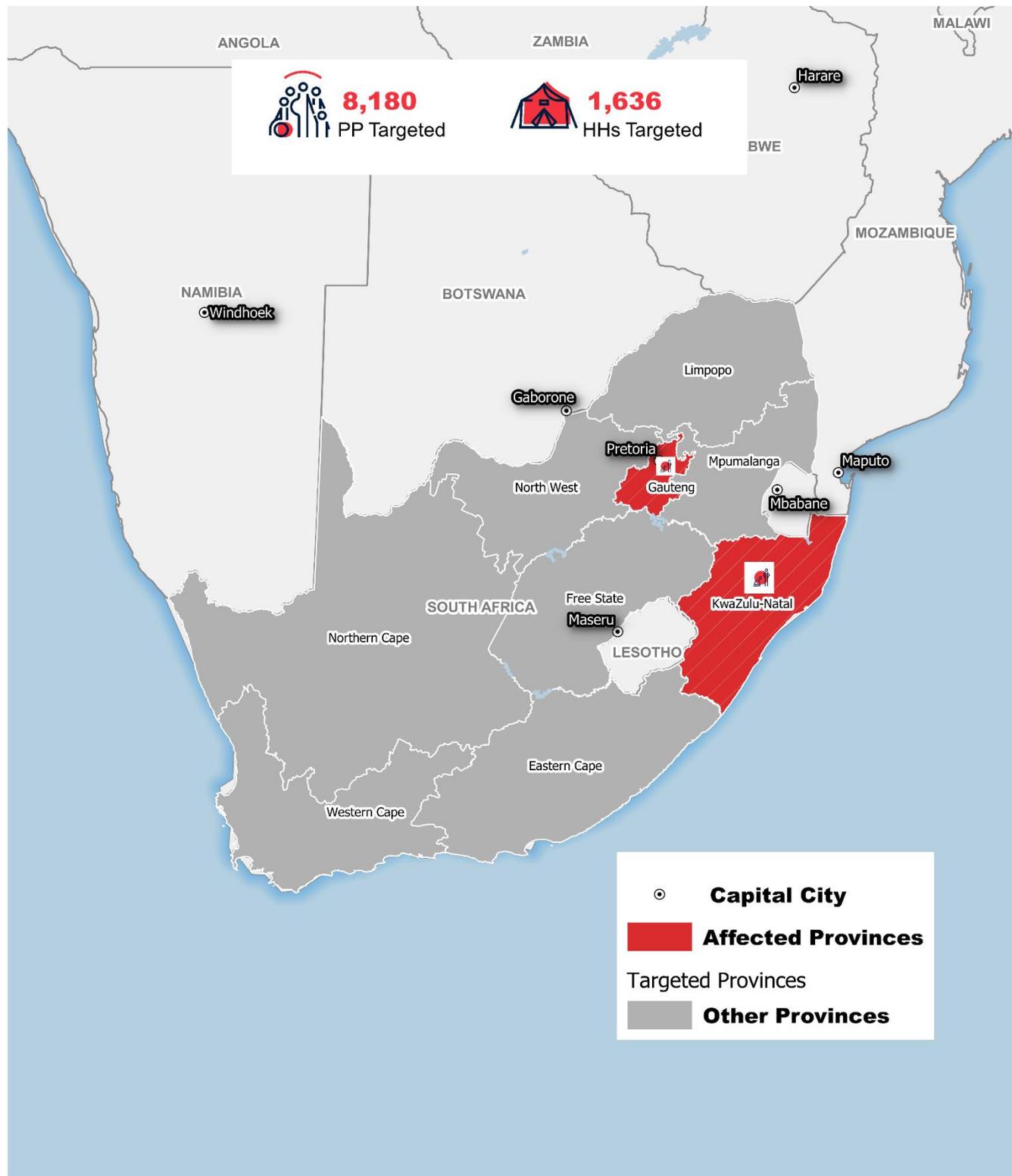
This Operation Update requests seeks a supplementary budget allocation of **CHF 139,681** to complement initially allocated CHF 210,810, to support the expansion of the operation to additional targeted households. **Total budget will increase to CHF 350,491** as detailed in below revised budget.

To note, of the initial allocation, CHF 15,843.80 (7.5%) has been spent to date. National training to technical team and Branch Managers was done virtually and most of the expenses are yet to be completed in the field. In addition, the distribution of cash transfers which holds the bulk of the total budget will be rolled out once FSP is secured.

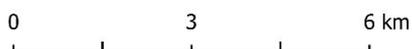


# South Africa : Urban Violence

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The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.  
 Map data sources: GADM, South Africa RC, IFRC. Map produced by: IFRC Africa Regional Office, Nairobi



## Reference documents



Click here for:

- [Emergency Plan of Action](#)

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## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence** and **peace.**