


www.ifrc.org  
Saving lives,  
changing minds.

# Chilean Red Cross Annual Report 2013

 International Federation  
of Red Cross and Red Crescent Societies

MAACL001

25 June 2014

**This report covers the  
period 1 January to 31  
December 2013**

*Paxtu scouts--Chilean Red Cross  
participated with first aid and  
visibilty stands. Source: Chilean  
Red Cross*



## Overview

During 2012 there was no separate report on the support provided to the Chilean Red Cross (ChRC) in the 2010 earthquake operation that ended in March 2013. In 2013, a country support plan was elaborated, including the technical and financial support of the IFRC. This Annual report refers to the results of the implementation of the 2013 plan..

Chile is a country located in the extreme southwest of South America. Its official name is the Republic of Chile and the capital is Santiago. In May 2010, Chile became the first full member of the Organisation of Economic Co-operation and Development (OECD) in South America and the second in Latin America, after Mexico. However in 2009, 15.1 per cent of the population were living in poverty, equivalent to 2,564,032 people. Nonetheless, the greatest socio economic problem in Chile is not poverty, but the large inequality that exists amongst the Chilean people.

According to the Economic Commission for Latin America and the Caribbean (ECLAC) 2010 to2011 data, Chile has a population of 17,295,000 of which 50.5 per cent are women. It has an urban population of 87.5 per cent. Life expectancy is at 76 years for men and 82 years for women.

The main social challenge for the Chilean government is building a Social Protection System, with the purpose of “generating conditions that provide security to people during their lifetime, guaranteeing social rights that allow them to reduce risks in employment, health, education and welfare, creating conditions of greater equality and opportunities for progress”.

The social policies of this Social Protection System aim not only to overcome poverty but also inequalities and discrimination. These are the foundations of social risk that affect families and



| Multilateral partner National Societies:  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |
|---|--|--|--|--|--|--|--|--|--|--|--|--|--|--|---|
| Finnish Red Cross   |  |  |  |  |  |  |  |  |  |  |  |  |  |  | ✓ |
| Emergency operations multilateral partners through IFRC:  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |
| The Earthquake Operation 2010 remaining balance (various donors) was used to support various National Society programmes in 2013. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |   |

## Progress towards outcomes

### Business line I: Humanitarian Standards

**Outcome:** Uplifted thinking that inspires and underpins our services to maintain their relevance in a changing world, along with increased magnitude, quality, and impact.

**Outcome: 1.1.:** The Red Cross is better positioned to lead and demonstrate the Federation-wide contribution to reducing vulnerability

**Output 1.1.1.:** Humanitarian access is addressed through learning and action

| Measurement   |    |                  |                     |
|---|----|------------------|---------------------|
| Indicators  | BL | Annual Target    | Year to Date Actual |
| 1. In 2013, the CRCh participates together with the Chilean government organizations on the revision of the country disaster laws.  | 0  | 1                | 100%                |
| 2. In 2013, civil military relations will be promoted with the aim of joining synergies to help developing capacities and to coordinate joint actions in the field of disaster risk management. | 0  | Undefined target | 100%                |

### Comments on progress towards outcomes

Regarding disaster laws, the process stopped since the Chilean state prioritized other legal issues, among them, the new civil protection law project.

Civil military relations were developed with efficiency, bringing new high level contacts that allowed an exchange of training and experience and commitment to support initiatives that reinforce Disaster Risk Management.

**Output 1.1.3.** Urban risk reduction, adaptation to climate change, migration, violence prevention and non-communicable diseases are best understood and promoted within the National Societies:

| Measurement   |    |               |                     |
|---|----|---------------|---------------------|
| Indicators  | BL | Annual Target | Year to Date Actual |
| Progressive incorporation of humanitarian trends in the actions of the National Society encouraged. | 0  | 3             | 100%                |

| Comments on progress towards outcomes   |
|---|
| <p>The National Society has incorporated risk in urban context and climate change as part of disaster risk management.</p> <p>A more structured and systematic work with migration was promoted, especially in regions where this issue acquired relevance.</p> <p>A more operative work for year for 2014 was planned.</p> |

**Outcome 1.2.:** A collective understanding of the capacities, resources and services of the National Society has been improved.

**Output 1.2.1.:** Federation-wide Databank and Reporting System (FWRS) is established in the National Societies of Americas.

| Measurement  |    |               |                     |
|--|----|---------------|---------------------|
| Indicators   | BL | Annual Target | Year to Date Actual |
| In 2013, the Chilean Red Cross takes part actively reporting FWRS and using the IFRC database. | 0  | 7 indicators  | 100%                |

| Comments on progress towards outcomes  |
|--|
| In 2013, the Chilean Red Cross provided the required data to FRWS, reporting against seven key indicators, strategic plan, balance and external audit. |

**Output 1.2.2:** Every National Society of the Americas provides with a basic set of information: annual audited reports and strategic plans.

| Measurement   |    |               |                     |
|---|----|---------------|---------------------|
| Indicators  | BL | Annual Target | Year to Date Actual |
| In 2013, ChRC develops an external financial audit. | 0  | 1             | 100%                |

### Comments on progress towards outcomes

An external audit took place and the recommendations are being implemented. This will continue during 2014.

**Output 1.3.:** National Societies in the Americas assess their own capacity and performance to provide better services.

**Output 1.3.1.:** Organisational Capacity Assessment and certification (OCAC) process is established.

| Indicators   | BL | Annual Target | Year to Date Actual |
|--|----|---------------|---------------------|
| In 2013, the National Society reactivates OCAC processes.                                  | 0  | 1             | 20%                 |
| In 2013, the National Society connects the OCAC with the STAR project (American Red Cross) | 0  | 1             | Not done yet        |

### Comments on progress towards outcomes

Regarding the reactivation of the OCAC processes, the goal could not be achieved during the year due to diverse reasons. At the end of the year an employee was hired to promote the dialogue and retake this issue.

The processes will be carried out in the 2014 plan.

The National Society failed to respond to its commitments with American Red Cross due to lack of capacity. This has been rescheduled for 2014.

**Outcome 1.4.:** The professional qualifications and competencies of the National Societies volunteers and staff are strengthened, enabling National Societies to take the lead in addressing new risks and vulnerabilities.

**Output 1.4.1.:** Educational and knowledge-sharing platforms are mainstreamed in the National Societies, increasing the learning opportunities for staff and volunteers

### Measurement

| Indicators  | BL | Annual Target    | Year to Date Actual |
|---|----|------------------|---------------------|
| In 2013, the ChRC increases the use of the learning platform.                           | 0  | Undefined target | 100%                |
| In 2013, the governing and management bodies are better prepared to act professionally. | 0  | Undefined target | 80%                 |
| In 2013, there are three Regional Committees with                                       | 0  | 3                | 66%                 |

|   |   |                  |      |
|---|---|------------------|------|
| reinforced executive directions.  |   |                  |      |
| In 2013, the ChRC consolidates systematically its performance evaluation with the personnel.    | 0 | Undefined target | 100% |
| In 2013 the ChRC receives training on restoring family links in disaster and crisis situations. | 0 | Undefined target | 100% |
| In 2013, the ChRC has at least three alliances with academic institutions.                      | 0 | 3                | 100% |

#### Comments on progress towards outcomes

In 2013, there was an increase of 82 per cent in registrations of National Society staff in the Learning Platform.

As for the preparation of governing and management bodies, there has been progress in the preparation of both bodies, but it is difficult to quantify this. They have an executive director and a professional management team. With regards to the government, they are receiving continuous advice from the Representation.

There are two Regional Committees. Due to financial reasons it will not be possible to continue with this reinforcement initiative in 2013.

In 2013, the ChRC consolidated the performance evaluation of its personnel. This was carried out systematically by the human resources department.

The ICRC conducted three training workshops on restoration of family links. The IFRC participated in one of the trainings.

No agreements were formalized, but the ChRC worked with several universities.

### Business Line II: Grow Red Cross Res Crescent Services for vulnerable people

**Outcome:** Increased share of consistent and reliable Red Cross Red Crescent action in support of communities affected by disasters and crises.

**Outcome 2.2.:** An efficient and effective regional Red Cross disaster and crisis management system in the Americas en route.

**Output 2.2.1.:** Humanitarian access is ensured as part of readiness for response and early action within a context of greater coordination, including increased activity by military forces and corporate interests.

| Measurement  |    |               |                     |
|--|----|---------------|---------------------|
| Indicators   | BL | Annual Target | Year to Date Actual |
| In 2013, participation of the ChRC promoted in the South American disaster management network.   | 0  | 1             | 50%                 |
| In 2013, participation of the ChRC promoted in the national and international humanitarian networks working in Chile.  | 0  | 2 networks    | 100%                |
| Comments on progress towards outcomes  |    |               |                     |
| <p>In 2013, after initiating the reconstruction process of the network, the ChRC is participating actively. The process has not finished, but there are significant advancements.</p> <p>The National Society and the IFRC Representation in Chile participate actively in both humanitarian networks.</p> |    |               |                     |

### Business Line III: Strengthen the specific Red Cross Red Crescent contribution to development

**Outcome:** Appropriate capacities built to address the upheavals created by global economic, social, and demographic transitions that create gaps and vulnerabilities, and challenge the values of our common humanity.

**Outcome 3.2.:** Red Cross National Societies, through their network of branches, have enabled communities to better understand trends that impact their lives and take action to improve their health, safety, environmental and socioeconomic conditions.

**Output: 3.2.1.:** The National Society faces in a better way trends and challenges against vulnerability.

| Measurement  |    |                  |                     |
|--|----|------------------|---------------------|
| Indicators   | BL | Annual Target    | Year to Date Actual |
| In 2013, a joint work between the ChRC and the Chilean government will be promoted towards the development of programs with indigenous communities and slums and/or migrant population as a response to the emerging trends. | 0  | Undefined target | 80%                 |
| In 2013, the National Society will improve and adapt its facilities and ASPH equipment.  | 0  | Undefined target | 100%                |
| In 2013, the National Society counts on trained volunteers in ASPH.  | 0  | Undefined target | 100%                |

|  |   |                  |      |
|--|---|------------------|------|
| In 2013, the National Society implements ASPH community activities in ASPH issues. | 0 | Undefined target | 100% |
|--|---|------------------|------|

#### Comments on progress towards outcomes

In 2013, the National Society worked with these issues, especially with indigenous communities, where for more than three years the National Society has played a role highly valued by the communities and local authorities. The migration issue began to be carefully developed and is included in the 2014 plan.

In 2013, the National Society procured job equipment according to what was planned for water and sanitation like pumps, hoses, hand and electric tools and the ones for power washing to disinfect equipment.

In 2013, the ChRC counts on volunteers trained in ASPH as planned, including 20 NIT specialized volunteers.

In 2013, the ChRC implemented community activities according to what was planned. A good example of the actions that took place was the fact that 80 volunteers were trained in public health emergency, and as a result 900 families were intervened/benefited. On the other hand, a real exercise of sampling analysis took place in the most drought affected place in the country: Petorca. The Chilean Red Cross led this project and included other leaders (Caritas Chile, Adra Chile, local authorities). The results of the analysis were considered and water filter systems were installed in six local schools. The IFRC supported these projects with material and logistics.

**Outcome 3.3.:** Red Cross National Societies have forward thinking leadership with the skills and capacity to deliver services to vulnerable people in a sustainable manner.

**Output 3.3.1.** National Society leadership and its institutional capacity to join together.

| Indicators  | BL | Annual Target    | Implementation to date |
|---|----|------------------|------------------------|
| The ChRC shows leadership in the existing national platforms or in the promotion of their creation. | 0  | Undefined target | 100%                   |

#### Comments on progress towards outcomes

The National Society has shown leadership in risk management, climate and environmental issues, sustainable energy, water and sanitation.

**Output 3.3.3. :** Building the financial sustainability of the National Societies.

| Indicators   | BL | Annual Target    | Implementation to date |
|--|----|------------------|------------------------|
| The ChRC strengthens its capacity in RM, fundraising, income generation, presentation of reports to donors and accountability. | 0  | Undefined target | 50%                    |

#### Comments on progress towards outcomes

The Resource Mobilization (RM) plan was too ambitious and therefore did not achieve the goal as expected. The National Society needs to define a strategy and strengthen the understanding of RM that requires professional and modern mechanisms to achieve the results. However the National Society has strengthened its corporate image. Several measures have been taken including reinforcement of RM (change in staff), strengthening of capacities (the RM director was trained in London and visited Spanish Red Cross), contact with important institutions, conducted events that give a better visibility and the National Society's web page was improved. The National Society needs to continue to strengthen its capacity in this areas.

**Outcome 3.4:** Volunteers of National Societies, representing all sectors and ages and involved in all aspects of National Society life from decision making to programme implementation, are key actors in demonstrating the added value of the work done by the Red Cross network and in expanding National Society humanitarian access.

**Output 3.4.1.** The National Societies improve their volunteer service, formalizing the status, rights and duties of the volunteers in their Statutes and constitutions, strengthen and diversify its volunteer basis.

| Indicators   | BL | Annual Target    | Implementation to date |
|--|----|------------------|------------------------|
| In 2013, the National Society implements the Development Plan of the Branches and Volunteers of the Chilean Red Cross. This happens in 3 regions: Región Metropolitana, Valparaíso and Coquimbo. | 0  | 3                | 60%                    |
| In 2013, the ChRC develops processes, proceedings and tools in the volunteers' management area.  | 0  | Undefined target | 80%                    |
| In 2013, the CRCh counts on volunteers policy  | 0  | 1                | Not done               |
| In 2013, the National Society counts on at least 300 internet users.   | 0  | 300              | 100%                   |

### Comments on progress towards outcomes

In 2013, the National Society initiated the implementation of the development plan of branches and volunteers of the ChRC in three regions: (5th Region, Región Metropolitana and Coquimbo). This work started in December in Región Metropolitana and Coquimbo and will continue during the first quarter of 2014.

The direction of volunteers was reorganized, engaging it with Youth. The IFRC provided advice and support for the formulation of the policy and strategy of volunteers.

At the end of 2013, the National Society initiated the formulation process of the volunteers' policy. This process will end at the beginning of 2014.

During the first semester of 2013, the framework and policy of internet use, including categories of users was developed.

During the second semester a start-up phase took place. Accounts were assigned, the forum and the training information system is ready for use.

**Output 3.3.6.** Youth, as agent of change of the Red Cross network is a leader voice for the join actions with different sectors of the society when talking about inclusion, peace and innovation.

| Indicators  | BL | Annual Target    | Implementation to date |
|---|----|------------------|------------------------|
| In 2013, the National Society strengthens Youth as an agent of change.  | 0  | Undefined target | 100%                   |
| In 2013, ChRC Youth works integral and transversally in the operative programs of the National Society.   | 0  | Undefined target | 100%                   |
| In 2013, at least 50 young people from the National Society use the IFRC learning platform  | 0  | Undefined target | 100%                   |
| In 2013 CRCh counts on national youth policy.   | 0  | Undefined target | 80%                    |
| In 2013 the National Society makes at least 20 replica of Youth as Agents of Behavioural Change (YABC) methodology toolbox in 5 regions of the country. | 0  | 5                | 40%                    |
| In 2013 the National Society  | 0  | 6                | 50%                    |

|  |  |  |  |
|--|--|--|--|
| periodically broadcasts through a bi-monthly newsletter. |  |  |  |
|--|--|--|--|

#### Comments on progress towards outcomes

The National Society has strengthened and made progress in planning activities.

The new cross-cutting approach and an integral work has taken place in a 100 per cent. It means that Youth is working in an integrated way with every department and/ or program in the ChRC.

The National Society counts with a Youth policy, but the approval by the government bodies is pending. This process will continue during 2014.

In 2013, the National Society started with a replica process of YABC methodology workshops in regions, about the toolbox methodology: Youth as agent of behavioral change, but this is still under process.

The bi-monthly newsletter was not fully developed, but the information about the activities on the web site was improved.

**Outcome 4.1.:** National Society leadership capacities are enhanced to use their auxiliary role to influence public policies and ensure they are seen as a credible and preferred source of information on humanitarian issues by the general public, media and other actors.

**Output 4.1.1:** The National Societies become source of reference in issues such as: humanitarian and reduction of vulnerability matters.

| Indicators   | BL | Annual Target | Implementation to date |
|--|----|---------------|------------------------|
| The World Disaster Report (WDR) is launched publicly and it is used for communication and positioning of CRA as a key actor of risk management in the country. | 0  | 1             | 100%                   |

#### Comments on progress towards outcomes

The ChRC launched the World Disaster Report (WDR) in the context of a Seminar. 84 people from different organizations and institutions attended. Media like CNN TV channel covered the event. The event counted on the presence of important professionals of the academic sector.

**Output 4.1.2.** The Secretariat and the National Societies use actively the social network capacities.

| Indicators   | BL | Annual Target    | Implementation to date |
|--|----|------------------|------------------------|
| The ChRC uses social networks and participates on the communication net. | 0  | Undefined target | 100%                   |

#### Comments on progress towards outcomes

The ChRC uses the social networks actively (Facebook and Twitter). The National Society counts with a good communication team and when they require assistance, they ask for it. Social networks are part of the communication strategy. These are used regularly and are very useful.

**Outcome 4.2.:** Strong links are forested with governments, the public (especially opinion leaders), academia, private sector, and other partners of the Red Cross who work at local and national levels. Including representation in key forums to address humanitarian challenges and trends.

| Indicators   | BL | Annual Target   | Implementation to date |
|--|----|---|------------------------|
| In 2013, the ChRC establishes alliances with at least 2 government authorities, 2 non-governmental authorities, at least 4 companies and 3 academic organizations. | 0  | 2 government authorities<br>2 non-governmental authorities<br>4 companies<br>3 academic organizations | 100%                   |
| During 2012 CRCh consolidates its relationships with decision makers that allow the development and access to humanitarian spaces.                                 | 0  | Undefined target  | 100%                   |
| Participation of the ChRC in regional /international meetings about National Society's key issues.   | 0  | Undefined target  | 100%                   |

#### Comments on progress towards outcomes

The National Society has alliances with the Health Ministry, Sernapesca and works together with several NGOs. The ChRC is in contact with companies such as: Zurich, Coca Cola, Salcobrand and the mining sector. There is also contact with the academic sector, but there are no formal alliances.

The National Society has good relations with ONEMI, the Interior Ministry, Carabineros (Police), Health Ministry and municipalities.

The National Society participated in a meeting in Bogotá, a pre-hurricane meeting in Geneva

and the National Society is part of a world advisory group on livelihoods. The National Society also participated in a continental dialogue about civil-military relations.

**Outcome 4.3.:** National Societies and donors invest in increasing financial and human resources to improve National Societies abilities to deliver services and programs.

**Output 4.3.1.** Resource mobilization and accountability capacities of the National Societies are enhanced to attract more reliable contributions to the Red Cross Red Crescent in an effort to ensure a higher level of sustainability.

| Indicators  | BL | Annual Target    | Implementation to date |
|---|----|------------------|------------------------|
| In 2013, the ChRC counts on a RM plan.  | 1  | 1                | 0%                     |
| In 2013, the CRCh diversifies its RM sources.                                       | 0  | Undefined target | 40%                    |
| In 2013, the CRCh counts on a restructured training center which generates incomes. | 0  | 1                | 60%                    |

#### Comments on progress towards outcomes

The Resource Mobilization plan was not elaborated in 2013, but the main pillars have been identified.

The National Society worked on the diversification of sources, but the results were not so visible or concrete in 2013.

The restructuring process of the training centre began. It has a new legal base, but it will not be put into operation until the first trimester of 2014.

**Outcome 5.1.:** Movement components have strengthened relationships, common aims and improved access to knowledge and shared learning.

**Output 5.1.3. (2012)** National Societies participate in the communication strategy for the whole Federation.

| Indicators   | BL | Annual Target | Implementation to date |
|--|----|---------------|------------------------|
| In 2013, the ChRC participates actively in the communication network for the Americas. | 0  | 1             | 60%                    |
| In 2013, the CRCh counts on policy and communication strategy.                         | 0  | 2             | Not done               |

|  |   |   |     |
|--|---|---|-----|
| In 2013 the National Society starts-up with an image and public positioning program. | 0 | 1 | 80% |
|--|---|---|-----|

#### Comments on progress towards outcomes

Regarding the participation of the ChRC in the communication network of the Americas, we must mention that this was partially achieved. They changed their director of communications. There has been a first contact with the Regional Communication Network, but the participation in the network must be consolidated.

A communications policy and strategy have not been developed due to a lack of awareness about the importance and need of this tool. It has been re-programmed for 2014.

Although there is not an image program, there was a lot of work in that direction and they have managed to modify the image of the National Society towards a better positioning and increased visibility of the ChRC.

**Output 5.2.1** Peer initiatives among the National Societies are promoted and disseminated through the knowledge network.

| Indicators  | BL | Annual Target | Implementation to date |
|---|----|---------------|------------------------|
| In 2013, the National Society has promoted the establishment of cooperation agreements with the Ecuadorian Red Cross. | 0  | 1             | 100%                   |
| In 2013, the ChRC counts on an actualized map about cooperation in its National Society.                              | 0  | 1             | 0%                     |

#### Comments on progress towards outcomes

In 2013 the National Society made visits of cooperation and knowledge interchange with the Ecuadorian Red Cross, Argentinian Red Cross and the Spanish Red Cross, but a cooperation agreement is pending.

## Stakeholder participation and feedback

Our methodology of work with the National Society is based on the elaboration of country support plans, and to prioritize the areas in which the National Society requires support and the capacity and resources of the Secretariat.. The incorporation of new trends or job areas will position the National Society as a key agent in the humanitarian sector in the country. The work relation is a

horizontal one, based on continuous dialogue, consensus and periodical reviews of planning in order to make settings suitable for the good achievement of objectives and results.

## Key Risks or Positive Factors

| Key Risks or Positive Factors  | Priority           | Recommended Action   |
|--|--------------------|--|
|  | High Medium<br>Low |  |
| <ul style="list-style-type: none"> <li>Ensuring that the modernization and professionalization of ChRC branches run at the same pace as that taking place at the National Society headquarters.</li> </ul> | M                  | a) Initiating the strengthening work of capacities in a local level; strengthening decentralization.   |
| <ul style="list-style-type: none"> <li>Ensuring sustainability of management structures</li> </ul>   | M                  | b) Supporting professionalization and helping to ensure the division of roles between government and management.                             |
| <ul style="list-style-type: none"> <li>Ensuring the resource mobilization</li> </ul>   | H                  | c) Supporting the elaboration of RM strategy and policy and also helping to strengthen the capacities of the ones responsible for this area. |

## Lessons learned and looking ahead

The National Society strengthened the Youth Network which has allowed them to increase the diversity of volunteers. On the other hand, the relationship with local authorities was reinforced, especially at a branch and municipality level.

The National Society has strengthened capacities due to the effective way of managing the earthquake operation of 27 February 2010. There was considerable progress in peer-to-peer or south-south cooperation. The National Society has new strengths, such as in water and sanitation, livelihoods and cash transfer programming. Their pending challenge is financial self-sustainability.

## Financial situation

Click [here](#) to go directly to the financial report.

## 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 \(NGOs\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster 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.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of nonviolence and peace.

Find out more on [www.ifrc.org](http://www.ifrc.org)

## Contact information

**For further information specifically related to this report, please contact:**

### In the Chilean Red Cross

- Jorge Orellana, Planning and Operations Director; Telephone: +56227834128

### In the Country Representation for Chile and Paraguay

- Gustavo Ramirez, Country representative for Chile and Paraguay; email: [gustavo.ramirez@ifrc.org](mailto:gustavo.ramirez@ifrc.org); telephone: +56 2 27834158; and fax: +56 2 27370270.

### In the Americas Zone

- Xavier Castellanos, director of zone; email: [xavier.castellanos@ifrc.org](mailto:xavier.castellanos@ifrc.org); phone: +507 317 3050.
- Sandra Lombardo, resource mobilization senior officer; email: [sandra.lombardo@ifrc.org](mailto:sandra.lombardo@ifrc.org); phone: +507 317 3050