



2022 REPORT



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Spanish
Red Cross

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LETTER FROM THE CHAIR

**María del Mar
Pageo Giménez**
Chair of the
Spanish Red Cross



The following pages contain the most relevant details on our activity, as well as information on how we contribute to sustainable development and our performance. Through the publishing of our 2022 Integrated Report, we seek to maintain our commitment to transparency and sustainability. The reality of our organisation is based on serving all the people who need this, both within our borders and beyond them.

After two years of experiencing the impact of an unprecedented social crisis and major situations of emergency, 2022 has been marked internationally by the crisis in Ukraine, leaving thousands of people vulnerable. The Spanish Red Cross prepared an action plan to provide help for the victims. Nationally, we attended to refugees who arrived in our country seeking shelter, understanding and new opportunities in their lives. As well as all this, the consequences of climate change, which made 2022 a year in which we experienced the worst wave of fires in Spain in the last 10 years, with more than 300,000 hectares being burnt. In addition, the consequences of this serious crisis have brought with it a rise in prices in fuel, goods and services, which has been enhanced by the effects derived from the pandemic, making many families and people in vulnerable situations unable to cover their basic needs in our country.

For this reason, we have launched the Red Cross "RECCIONA" (REACT) appeal, which aims to alleviate the effects of an adverse situation that threatens the coverage of basic needs and employment. We also launched the service 'Cruz Roja Te Acompaña' (The Red Cross Keeps You Company) to address social isolation and loneliness which especially affects older people, although an impact has also been detected on new groups, such as young people.

We continue carrying out our usual work addressing the needs of vulnerability through comprehensive and transversal care that guarantees complete and personalised responses in all areas of life and ensuring that the individual is the focus of our intervention.

In addition, we improve the management of our resources to ensure the sanitation, sustainability and the future of the organisation and, therefore, to continue with our mission. In our daily lives, we are aware of the need to act responsibly, we thus minimise our impact on the environment and implement actions that add value to society. We do all this, using the United Nations Sustainable Development Goals (SDGs) and the ten principles of the Global Compact as our guide.

I would like to thank the volunteers, staff, partners, partner companies and donors, entities and administrations, who make it possible for us to respond comprehensively to situations that give rise to vulnerability for people.

We are an Organisation made up of Society working for Society with the sole purpose of Being Better.

"Thanks to the great work and the enthusiasm of all the people who form part of the Organisation, we address the needs of people in situations of vulnerability through close, transversal and personalised assistance"

01

BEING BETTER

Being Better means acting under principles and values that push you to do things in a better way, to be the best version of yourself and to be part of change to build a fairer and more equitable world through more inclusive, safe, healthy and sustainable environments.



Photo: Borja Abargues

What we have achieved

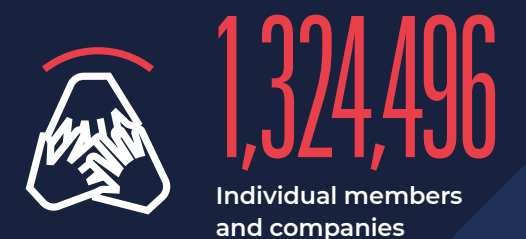
2022 brought with it the escalation of the conflict in Ukraine that led to an unprecedented influx of refugees, inflation and crisis, putting the Red Cross's adaptive capacity to the test. At the same time, loneliness became a silent problem that seriously affected the mental health of young and old alike. To address this situation, the Red Cross launched a new service called "Cruz Roja Te Acompaña", specifically designed to address this issue.

In September 2022, in the face of the imminent crisis, the Red Cross activated the "Cruz Roja Reacciona" plan, allocating an initial budget of 8 million euros to meet the growing needs of the population, and in particular the most vulnerable groups. In addition, the consequences of climate change once again dominated the headlines in a year in which we experienced the worst wave of fires in Spain in the last 10 years, with more than 300,000 hectares being burnt in 27 different fires across the country.

The commitment of volunteers, members and staff has been fundamental in assisting almost 5 million people in Spain. Their dedication brings us increasingly closer to the most vulnerable people and their needs. We thank all of them for their valuable effort, as together we are building a more inclusive, safer, healthier and more sustainable world. A world in which we can Be Better.

The commitment of volunteers, members and staff has been fundamental in assisting almost 5 million people in Spain.

MAIN FIGURES



1.2

Today's Red Cross. Who we are



Photo: Miguel Domingo

- ✓ The Red Cross has become a “better by principle” organisation.
- ✓ A Red Cross providing comprehensive and agile solutions and responses, which boosts people’s abilities and their personal autonomy.
- ✓ A Red Cross that is everywhere, and that adapts to the ever changing and growing needs of the population.
- ✓ A relevant Organisation with a purpose, strengthened positioning and a more coherent and consistent image that reaches increasingly more young audiences.
- ✓ A highly digitalised Red Cross, with the capacity to think ahead, with a greater social base and the largest number of volunteers in its history.
- ✓ An Organisation made up of Society working for Society with the sole purpose of Being Better.



**We are local and
global volunteers** of
the greatest citizen,
humanitarian and
independent movement
in the world.

1.3

Principles that move us

The **7 fundamental principles of the Red Cross** are an inexhaustible source from which we can draw ideas, standards of behaviour and standards to build our personality as an organisation.

They are also the refuge which we can turn to when we reflect on what we are and what we want to be.

The 7 principles provide an ethical, operational and institutional framework to the work of the Red Cross and Red Crescent Movement around the world.



01 Humanity

The International Red Cross and Red Crescent Movement, created from 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 human beings. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.



02 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.



03 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.



04 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.



05 Unity

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



06 Voluntary Service

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



07 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.

Causes and environments

We seek to transform situations that generate vulnerability by addressing three priority causes (non-discrimination, equal opportunities and the fight against climate change) and creating inclusive, healthy, sustainable and safe environments.

No discrimination

We seek to reduce human suffering and involves providing relief to people in proportion to their need, giving priority to the most urgent needs, without making any distinctions. With no discrimination.

Equal opportunities

We focus on identifying and reducing structural causes that are concealed behind many vulnerabilities. Equal opportunities is an essential condition to exercise of the recognised rights of individuals and encourage their autonomy.

The fight against climate change

We are aware that this is the first challenge to consolidate sustainable development progress, therefore we focus on the fight against climate change and in our adaptation to it.



Inclusive environments

They ensure that no one gets left behind by the participation of all people through equal opportunities. It helps reduce the risk of exclusion by promoting the creation of or strengthening of safety nets.



Safe environments

They minimise the risk of people being hurt; they contribute to reducing their exposure to various types of threats and promote the increase in their ability to prevent and cope with them.



Healthy environments

They foster caring for the well-being of people in all areas: they stimulate the improvement of habits, they promote the establishment of optimal conditions to maintain them, and they encourage the reduction of harmful behaviour.



Sustainable environments

They ensure access to resources for present and future generations. Similarly, they promote a balanced interaction between people and ecosystems, ensuring harmony between economic, social and environmental environments.

Performance criteria



Proximity



Voluntary Service



Co-responsibility



Guidance for people



Participation



Good Governance



Links



Community Guidance



Innovation



Comprehensive response



Effectiveness And Efficiency



Gender perspective

LARGE-SCALE OPERATIONS

The Red Cross deploys all its resources and capacities to tackle complex challenges in crisis situations. We adapt to changing circumstances and develop long-term strategies to provide humanitarian assistance and contribute to the recovery and reconstruction of affected communities.

2.1

COVID-19 Emergency: Red Cross Response Plan

In 2022, the Red Cross Response Plan took stock of the three years of socio-health, psychological assistance and keeping people company arrangements as well as economic assistance to more than 6 million people, a challenge that has been possible thanks to the dedication and collaboration of volunteers, professionals, partners, as well as various entities.



Three years have passed since the Red Cross launched the largest mobilisation of resources, capacities and people in its history: The Red Cross RESPONSE Plan in the face of COVID-19, which reached **6,102,544 people** being assisted, in addition to the usual care provided by the Red Cross, and which **have required more than 22 million responses.**

In 2022 we continue to provide **psychological and emotional support in the face of crisis, fear and uncertainty.** Within this framework, 'Cruz Roja Te Escucha' (The Red Cross Listens to You) was launched, a free and specialised support and emotional accompaniment service, which can be accessed by calling **900 107 917.** and has been in operation since 1 April 2020 with opening hours from Monday to Friday from 9 a.m. to 2 p.m. and from 4 p.m. to 8 p.m. (one hour earlier in the Canary Islands).

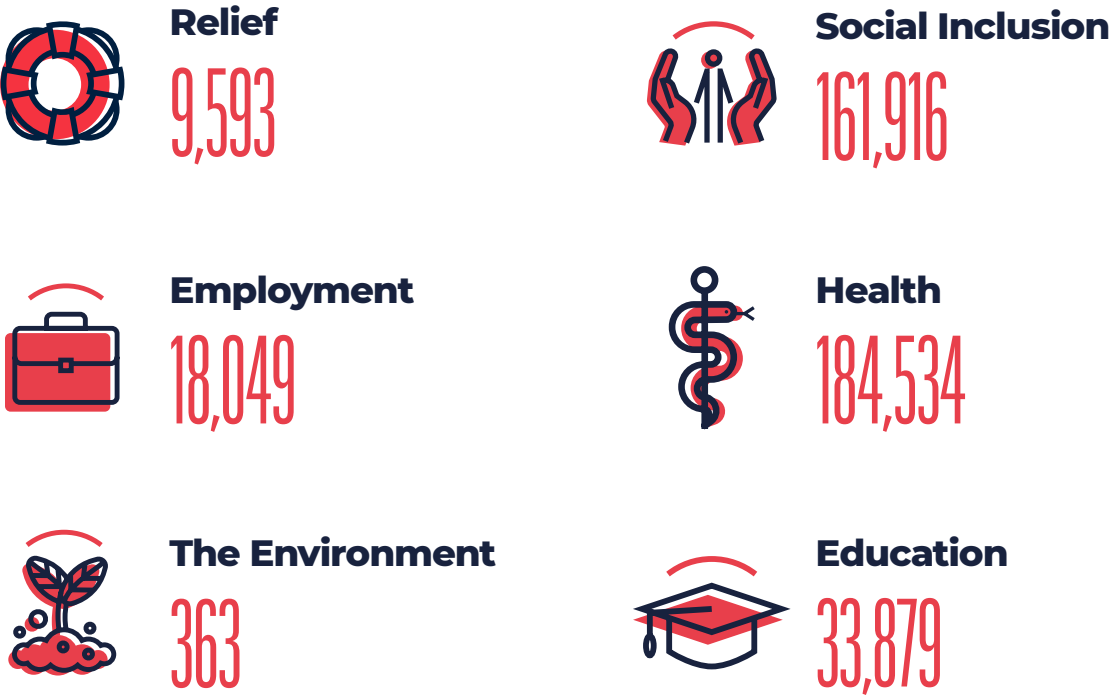
364,500

Total number of people assisted in 2022

615,449

Total number of responses in 2022

People assisted by departments



International Cooperation

At the international level, we have supported local Red Cross and Red Crescent responses in other countries. Since the onset of the pandemic, we have been collaborating with the British Red Cross and the Livelihoods Centre providing technical assistance for COVID-19. This includes actions to mitigate the socio-economic impact of the pandemic, focusing on livelihoods and food security.

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Red Cross Youth

In the RESPONSE Plan, Red Cross Youth has been key in educational responses, adapting quickly to new media and methodologies. They have provided online educational support, monitoring through calls, bridging

the digital divide with deliveries of electronic products, promoting educational leisure with games and toys, and arranging camps and leisure activities.

Voluntary Service

Organised volunteering was key to providing a comprehensive emergency response to people coming from Ukraine. Ukrainian volunteers who are residents in our country provided accompaniment, information and basic assistance. Internationally, we support volunteer management in Poland, Romania and Slovakia, as well as strengthening the volunteer management capacities of the Ukrainian Red Cross and the Polish Red Cross.

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Ukraine Crisis

The conflict in Ukraine broke out in February 2022, causing an unprecedented displacement of people in Europe since World War II. The Red Cross and Red Crescent Movement continues to play a crucial role in providing humanitarian assistance to those affected today.



In February 2022, Russian troops intensified the conflict that had begun in 2014 in the Donbas region, causing loss of life, injuries and the mass displacement of civilians. Civilian infrastructure and homes have been destroyed, leaving many people without access to basic services such as electricity, water, food and safe shelter.

A month earlier, the Red Cross and the Red Crescent movement had designed a contingency plan in which, from the very beginning, the Spanish Red Cross supported the Ukrainian Red Cross and the Red Cross and Red Crescent in neighbouring countries.

The war in Ukraine is becoming one of the most devastating conflicts to affect Europe since the end of World War II. The Red Cross has played a crucial role in providing humanitarian assistance to those affected, promoting respect for international humanitarian law and deploying its volunteers and professionals throughout Spain to attend to the influx of refugees who needed psychosocial care and a place to start a new life far away from the conflict. Hospitals and health centres were also affected by disruptions due to lack of supplies and power cuts.

More than 17 million people have been affected, with millions displaced in the country and refugees in Europe.

The “Ukraine Crisis” centre was created to coordinate assistance for the affected people. The centre was divided into reception and integration areas, data and communication, and cross-sectional services which cover the entire intervention with people.

A 24-hour care line was set up to provide assistance in several languages, including Ukrainian.

Reception and integration in Spain

During 2022, the Red Cross has provided care and welcomed refugees who arrived in Spain fleeing the conflict in Ukraine. Emergency devices were set up at airports, train stations and buses to provide guidance, social care and food provisions. In addition, hotel accommodation capacities were expanded, accommodating more than 17,000 Ukrainian people. The Red Cross also managed the welcome and referral centres in Barcelona and Alicante.

A reception programme taking in families was implemented in collaboration with the La Caixa Foundation and the Ministry of Inclusion and support was provided to Ukrainian people under the State reception and integration programme. Actions were carried out to address the prevention of human trafficking, including coordination and training meetings as well as action protocols. The Red Cross also provided advice in cases of gender-based violence.

Training for asylum-seekers and refugees

In 2022, the Red Cross provided language training to immigrants, in particular to those affected by the crisis in Ukraine. The initiatives included:

- Public awareness and education through the Red Cross website.
- Reinforcing the training of volunteers working with Ukrainian refugees in Spain.
- Specific language training so that the people coming from Ukraine can settle in the country. The teaching staff was expanded, and the contents of the Spanish courses were adapted.

International Cooperation

In 2022, in response to the conflict in Ukraine, we collaborated with the Ukrainian Red Cross, neighbouring National Societies and the IFRC. Our support included:

- The shipping of basic items to the Ukraine and neighbouring countries.
- Deployment of 14 experts in areas such as health, volunteer management, protection, logistics, livelihoods, coordination and water and sanitation.
- We provided integrated assistance and psychosocial support in Chernivtsi in collaboration with the Danish Red Cross.
- We coordinated mobile health units in Hungary, providing health care, training and psychosocial support.

- We conducted a study into the needs in Ukraine and provided support to the Livelihoods Department.
- We implemented interventions in Poland to improve the employability of people displaced from Ukraine.

Voluntary Service

Organised volunteering was key to providing a quick and effective response in the emergency. In addition to the solidarity from citizens, noteworthy was the participation of Ukrainian volunteers already established in the country, providing accompaniment, information and basic assistance.



+7,300,000

Ukrainian refugees
in European countries

+5,590,000

Displaced persons
within Ukraine

The humanitarian crisis in Ukraine has had a great impact and has helped citizens show solidarity to people fleeing their countries for various reasons.



2.3

Cruz Roja Reacciona

Cruz Roja Reacciona is an initiative that seeks to respond directly, immediately and close to the crisis, addressing the economic consequences that the pandemic and the conflict in Ukraine have left in their wake. With an initial budget of 8 million euros, we intend to meet the growing needs of the population.



Given the great difficulties that many of the households in our country are facing to meet their basic needs (housing, gas, electricity, food, transport, etc.), as well as the progressive increase in the prices of essential items and services, making them inaccessible to the most vulnerable households, we launched the Cruz Roja REACCIONA (The red Cross REACT) appeal at the end of 2022.

Its objective: to help people get through adverse situations that threaten the coverage of their basic needs.

In figures:

- €8,000,000, aiming to benefit 100,000 people (around 25,000 households).
- Initial duration of 12 months.
- Priority groups: children and young people, low-income families, single people, women facing social difficulties and the elderly.
- In 2022 we assisted 17,778 people through 30,819 responses.

Amount allocated
to Cruz Roja Reacciona

€8,000,000

People assisted
in 2022

17,778

Total number of
responses in 2022

30,819

PEOPLE

With the new Assisting People Framework, we give priority to the people and their needs by making them the focus of our intervention. We do this in a transversal and coordinated way through our 6 areas of knowledge: relief, social inclusion, health, employment, education and the environment in order to offer faster and more efficient responses.

3.1

Areas of Knowledge

We want to be close to vulnerable people and find the best way to offer them the best and fastest solutions to meet their needs.

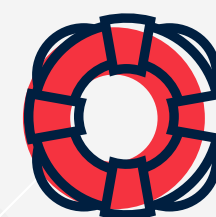
Thanks to our Assisting People Framework (MAP in its Spanish acronym), we provide simple and practical answers related to the different areas, which are well linked and coordinated and that generate a positive and transformative impact, improving the result of our intervention on people.



Relief

In 2022, the Basic Emergency Response Teams and the Emergency Response Teams (hereinafter, ERBEs and the ERIEs in their Spanish acronyms, respectively) have assisted in the face of cold and heat waves, damage, fires, or assistance to refugees arriving from conflict-affected areas in Ukraine. We use technology to improve our search and rescue efficiency. Our ERBE and ERIE teams worked together to provide a faster response.

We also focus on disaster risk reduction and create partnerships to increase community resilience. We expand our basic response teams and standardise our capabilities to support people's early recovery.



159,045

People assisted
in Relief missions

Social Inclusion

In 2022, we launched the 'Cruz Roja Te Acompaña' service to address social isolation and loneliness. We work with diverse groups, such as women with no support networks, people with disabilities, young people, people over 65 years old, migrants, refugees, rural residents and people in situations of sexual exploitation.

We created the National Women's Observatory and we manage 16 shelters for women facing social difficulties, victims of gender-based and other forms of violence. In the project 'Alzando la Voz' (Raising your Voice), we arrange 'self-expression and empowerment' workshops for children and teenagers who are affected as the children of the victims. We also provided accompaniment to 885 people in a situation of trafficking during 2022.



1,436,563

People assisted in Social Inclusion



Foto: Alex Casas

Employment



Among the great milestones of 2022 is the closing of the commitments of the Operational Programme for Youth Employment, co-financed by the European Social Fund, with 61% more young people being assisted and listening, through *Ideando Futuro* (Designing a Future) spaces to their proposals to fight youth unemployment.

In addition, we have promoted specific employment responses for asylum seekers, vulnerable people in urban and rural settings, and women in difficulty, and

particularly victims of gender-based violence. We have strengthened our employment responses through the *CRE-Empleo* (Spanish Red Cross-Employment) multi-channel and supported more than 500 self-employment initiatives.

Focusing on gender inequality, in 2022 we worked on specific employment for more than 1,000 victims of gender-based violence, 50% of whom found employment.



202,775

People assisted in Employment



Photo: Alex Casas



Education



We have created the Open Knowledge Bank with more than 100 online courses available for Red Cross volunteers and staff. In addition, we have launched the **Red Cross Campus**, an innovative new educational model that allows us to strengthen our capabilities and provide quality educational responses to society.

During this period, 465 editions have been carried out with 52,893 students trained in various topics, such as providing care to vulnerable groups, personal development and institutional training.



598,283

People assisted
in Education

Health



The psychosocial support service 'Cruz Roja Te Escucha' (The Red Cross Listens to You) began on 1 April 2020, providing personalised assistance to people during the pandemic. In two years, 16,716 calls have been received, with a greater participation of people aged 50 to 64 years (32.67%) and 40 to 49 years (18.32%).

The 'Alimentación Consciente' (Food Consciousness) project has focused on promoting food conservation, avoiding waste and choosing seasonal products for healthy and sustainable eating. With more than 140 recipes available on its website, there have been talks, awareness-raising activities and training workshops to reach more than 60,000 people, as well as providing informative material to 10,000 people.



1,067,150

People assisted
in Health



The Environment



Climate change is one of the most important humanitarian challenges of our time, with devastating consequences for vulnerable populations, including health problems, financial losses and disasters.

The Red Cross is the first social organisation in Spain to measure and record its carbon footprint, achieving a 40% reduction through an emissions reduction plan. In addition, it compensates for its carbon footprint

through reforestation and actions with families in situations of vulnerability and energy poverty, in line with the **+CO(mpesa)2** strategy for a fair ecological transition.



11,293

People assisted
in the Environment



3.2

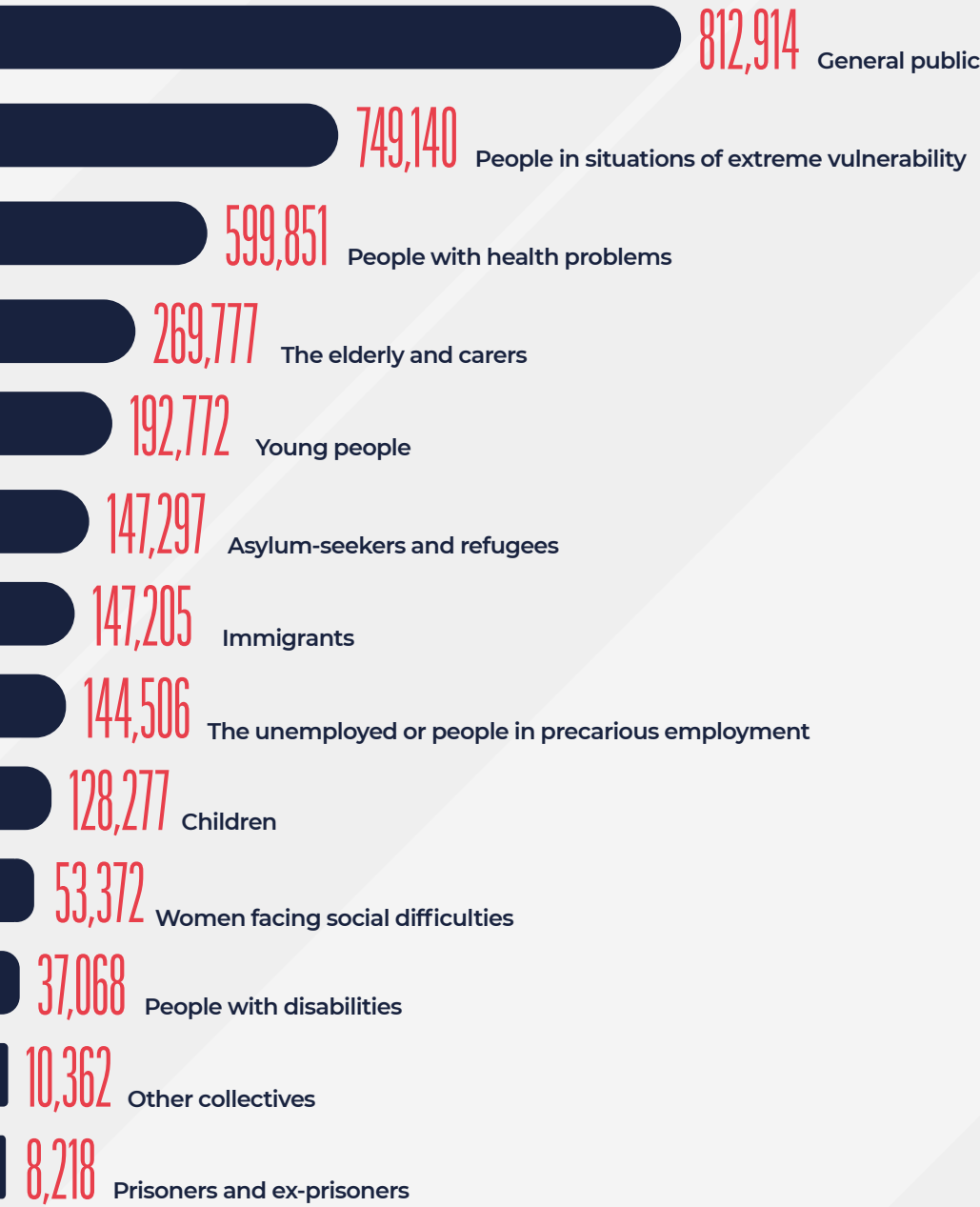
The Red Cross of the people

The Red Cross works to be with people in a context of vulnerability and support them. This involves two fundamental steps: on the one hand, to get to know them; to plan our activity around them and to accompany them throughout the lives. And, on the other hand, being able to offer adapted responses to situations where different needs are intertwined forming multiple vulnerability frames.

Vulnerable groups

2,942,223

Total number of people assisted at a national level



The elderly and carers



In 2022, we focused on combating the digital divide to eliminate inequality in access and the use of basic skills. We also continue to carry out actions aimed at cognitive impairment, promoting healthy living habits and we have fought to improve the quality of life in non-professional caregivers.

 269,777

People assisted in 2022

266,010 in 2021

27,017	Complementary home assistance	16,875	Growing old healthily: Constant health	590	Day centres
166,988	Home telephone assistance	12,817	Assistance for people with impaired cognitive functions	6,993	Assistance for people getting along in age
5,501	Mobile telephone assistance	39,915	Social networks for the elderly: Enrédate (Networking)	29,050	Interventions with the Elderly
861	Localisation of People with cognitive impairment	7,258	Assistance for Carers	5,087	Proper treatment of elderly people: promotion of appropriate treatment and protection against abuse



Children

During 2022 we have responded to situations of high levels of poverty, educational inequity, a lack of social support in bringing up children and we have contributed to the reduction of the prevalence of violence against children. In addition, as a result of the war in Ukraine, we have had to align efforts to serve the affected population and alleviate the economic consequences that have affected the population in our country.



4,129	Foster families	2,114	Extra-curricular community intervention in contexts of vulnerability	57,021	Educational toys
123	Psychoeducational support in residential care	334	Unaccompanied child immigrants	3,021	Social inclusion boys and girls
1,394	Children's day centres	1,877	Intervention with families / children facing social difficulties	1,969	Games libraries
3,597	Educational activities in the streets	521	Family meeting points	13,454	Leisure and free time activities
845	Young infants	19,470	Assistance to hospitalised children	2,597	PINEO
1,573	Support for Positive Parenting	4,558	Emotional education	14,325	Promotion of educational success

Young people

The development of actions aimed at young people is mainly a framework of prevention and awareness. In 2022, special work was carried out on the prevention of violent behaviour, health education, the prevention of drug use and other addictions, as well as training and support for employability.



¹ In 2021 the groups of children and youngsters are differentiated, and the intervention carried out for people by the CRJ is incorporated in with young people. For this reason, there is a difference in the breakdown compared with 2019 and 2021.

2,614	Generating co-living	945	Own spaces	14,616	Awareness and prevention of gender violence
229	Youth Activation Points	56,551	Prevention of violent behaviour	40,035	Employability projects for young people
43,769	Health education	100	Sexual affective education		
2,364	Socio-educational support for the insertion of young people formerly under guardianship and/or at social risk	18,183	Prevention of drug use		



People in situations of extreme vulnerability

The responses provided in 2022 to this group include urgent attention to basic needs such as food, hygiene or care for the homeless, as well as intervention to improve skills and strengthen capacities to have greater resilience and autonomy.



38,156	Comprehensive assistance for homeless people	591,759	Help the most disadvantaged (FEAD 2014-2020), direct attention	5,032	Prevention of residential exclusion
94,579	Urgent assistance covering basic needs	51,186	Call Services 'Ahora + que nunca' (Now more than ever)		
10,245	Support in preventing exclusion from school in times of crisis	6,785	Personal well-being and social activation		



Immigrants

During 2022, we maintained the 16 assistance devices for the urgent care of new arrivals on the Spanish coasts. In addition, we continue to carry out humanitarian assistance and integration actions in society and we have contributed to the protection of people being trafficked. Finally, with the support of the International Committee of the Red Cross, we address the early search for missing persons immersed in migration processes.



16,848	Comprehensive reception of immigrants	59,356	Integration of immigrants	22,232	Humanitarian Care for Immigrants / Emergency First Response
2,537	Temporary housing centres for immigrants	102	Reuniting Families and Integration	32,649	ERIE Immigrant Humanitarian Aid
11,588	Assistance to people in settlements	36	Return homes	1,320	New technologies for integration. The Migrar.org web-site
2,046	Internment Centres for foreigners	1,251	Protection of people who have been a victim of human trafficking		





Asylum-seekers and refugees

Beyond the crisis in Ukraine, which made an impact on the assistance given to refugees in 2022, more than 118,000 people applied for international protection, a further increase from previous years and reaching similar figures to the historic high recorded in 2019.



Women facing social difficulties



2022 stands out for the creation of the National Observatory of Women, a mechanism to detect, analyse and take action on behalf of the needs of the women we help, ranging from organisation in issues of physical, emotional and social health, to their employability and insertion into the world of work.



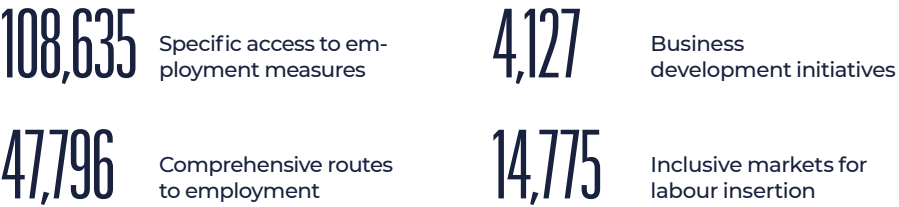
2,574	Comprehensive intervention with people in prostitution environments	2,189	Social initiatives with women in social difficulty	11,876	Empowering women in vulnerable situations
1,467	Reception devices (emergency housing, long-term homes, flats,...)	23,467	Mobile Telephone assistance for victims of gender-based violence (ATENPRO)	9,070	Employability and insertion projects for women ¹

¹ These projects are not added to the total when they are counted in the unemployed people section.



The unemployed or people in precarious employment

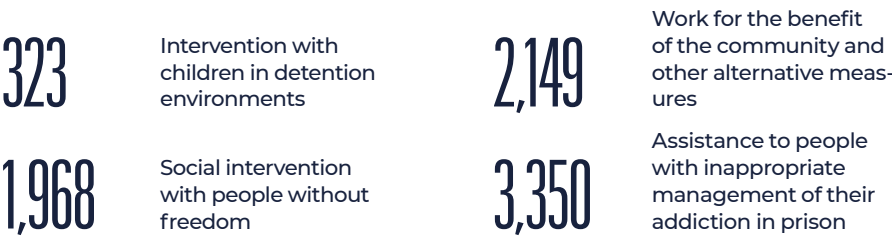
Among the responses provided to this group in 2022, we highlight the specific measures regarding access to employment and the comprehensive routes of the entire process of employability and labour insertion. Similarly, business development initiatives have been promoted to encourage entrepreneurship.



Prisoners and ex-prisoners



2022 has allowed us to intervene in more than 50% of the prison centres throughout Spain, supporting inmates who are in particular situations of vulnerability and working through a comprehensive approach with the person and their family and community environment. As a new feature of this service, we have incorporated new technologies for the development of digital skills.





People with disabilities

We continue prioritising actions to encourage this group of people's being able to remain in their usual environment to delay or avoid institutionalisation and supporting the development of their daily activities having fair conditions. Activities related to leisure and free time are those that have increased most.



267	Temporary care for families with dependent family members	4,387	Complementary home assistance	5,362	Leisure and free time activities
928	Assistance to people with disabilities at the beach	29	Day centres	7,465	Home telephone assistance
91	Integration support assistance	14	Sheltered housing	616	Mobile telephone assistance
147	Basic home assistance	65	Early stimulation activities	8,100	Adapted transport
111	Localisation of People with cognitive impairment	10,660	Support products		

People with health problems

Mental health problems have taken up much of our care in 2022, offering counselling, assistance and psychological support to people suffering from emotional distress. In addition, a 024 hotline has been launched with the aim of preventing and detecting suicidal behaviour early. In 2022, we continue in our commitment to the promotion and awareness of conscious, sustainable and healthy eating.



99,198	Health Awareness and Prevention	113,909	Care for people for the proper management of illnesses
130,205	Assistance to people with unhealthy lifestyles	389,990	Health Centres



The general public and other groups

Action on the general population focuses especially on emergency and disaster preparedness, shelter, logistical support and infrastructure rehabilitation, as well as support for the early recovery of natural disasters. In addition, we use technology for the search and rescue of people.

We provide information and promote the prevention of HIV and other STIs, healthy lifestyle habits when facing extreme temperatures and seasonal diseases. Emotional well-being, restoring family contact and promoting blood donation.



 812,914

No. OF PEOPLE	2020	2021	2022
Emergency Interventions	179,574	65,770	101,753
Preventive Services on Land	20,009	25,980	47,020
Preventive Services at Sea	50,927	68,125	48,417
Marine Rescue	1,124	35	131
Socio-sanitary transport	43,183	51,749	59,639
Responses (COVID-19)	3,192,693 ¹	2,459,592	364,500

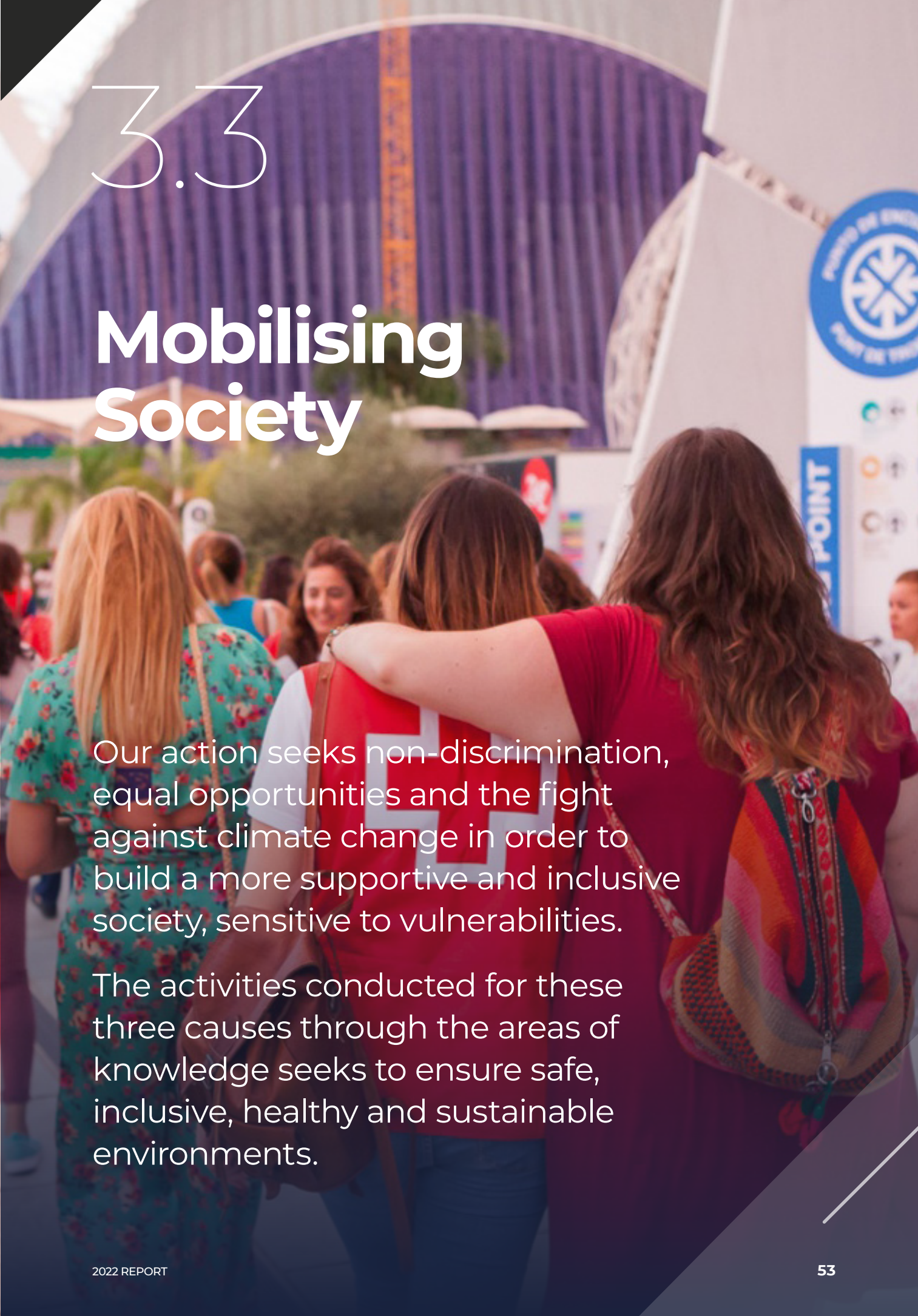


3.3

Mobilising Society

Our action seeks non-discrimination, equal opportunities and the fight against climate change in order to build a more supportive and inclusive society, sensitive to vulnerabilities.

The activities conducted for these three causes through the areas of knowledge seeks to ensure safe, inclusive, healthy and sustainable environments.





33,093 Participants in the area of **Relief**

We promote community participation and social cohesion, providing flexible, agile and adapted formulas to the social reality of people, whilst taking advantage of technology. In addition, we have supported, guided and trained people in skills in their voluntary participation and, in 2022, we have also developed new channels, content and communication tools to interact with different audiences, assisted people and partners.



638,061 Participants in the area of **Social Inclusion**

Our actions in this area have sought to raise awareness and share the different problems suffered by the people we assist with society. The aim is to promote change and contribute to the improvement of the lives of women facing social difficulties, the elderly, people who feel lonely and migrants.



672,096 Participants in the area of **Employment**

We promote inclusive markets through alliances with the productive fabric, promoting co-responsibility so that people facing social difficulties can access employment with equal opportunities and treatment. Therefore, one of our focuses has been to change mentalities in favour of labor insertion by taking actions to break down social barriers.



390,575 Participants in the area of **Health**

In 2022, the area of health focused on raising awareness and prevention, to ensure that people are committed to taking care of themselves and avoiding risky behaviours. We have continued to promote healthy living habits in all possible areas (mental health, nutrition, physical activity, sexuality and STIs, addictions, etc.) thanks to the help of our volunteers.



1,189 Participants in the area of **Education**

During 2022, the different spaces of the "Fórmate" training website were used by thousands of people, training both companies and individuals. Noteworthy, is the "Migration Crisis Attention in Ukraine Training", a mandatory course for all of the people involved in interventions. The training in psychosocial support in emergency situations, first aid and international cooperation should also be highlighted.



83,908 Participants in the area of the **Environment**

The tasks aimed at the conservation of the environment, with the planting of new trees, environmental monitoring that has allowed us to remove waste from forests, rivers, beaches or coasts, and the prevention of fires were the most outstanding activities in 2022.



114,344 Participants in **International Cooperation**



355,815 Participants in **Cruz Roja Juventud**

3.4

International cooperation

We work to reduce the effects of disasters, climate change and conflict in order to stabilise the situation, making it easier for people to rebuild their lives and communities in the best possible time and without compromising their development prospects.



International Cooperation

With regards our International Cooperation, we work to reduce the effects of disasters, climate change and conflict in order to stabilise the situation, making it easier for people to rebuild their lives and communities in the best possible time and without compromising their development prospects.

In 2022, institutional strengthening and technical capacities were highlighted through actions aimed at improving organisational, technical and management aspects.



Africa: 4,137,885
America: 1,431,786
Asia-Pacific: 59,462
Europe: 221,619
Middle East: 547,392
General: 421,383

Africa



- Countries: 14
- Projects: 120
- Budget: 45.5 million euros
- Beneficiaries: 4,137,885

America



- Countries: 11
- Projects: 92
- Budget: 34.6 million euros
- Beneficiaries: 1,431,786

Pacific Asia



- Countries: 7
- Projects: 13
- Budget: 6.36 million euros
- Beneficiaries: 59,462

Middle East



- Countries: 2
- Projects: 27
- Budget: 4.8 million euros
- Beneficiaries: 547,392

Europe



- Countries: 6
- Projects: 18
- Budget: 8.72 million euros
- Beneficiaries: 221,619

3.5

Red Cross Youth

Red Cross Youth is the youth section of the Red Cross. It aims to build a world in which people can develop in society, with social and citizenship values, committed to the solving humanity's problems and who, through their participation, achieve and foster a culture of peace, equality and respect.

Red Cross Youth


16,113 Volunteers


120,549 Activities carried out

2022 has been the year with the highest mobilisation of volunteers since 2017, with a significant increase in the number of hours they have dedicated. 16,113 volunteers who have carried out 129,549 activities.

Moreover, Red Cross Youth has continued to work for children and young people through:

Social intervention and inclusion


71,059 Participation

Social intervention and inclusion involves improving the quality of life in projects such as:

- The Promotion of Success at School, with an increase of 20% in the number of participants compared to 2021.
- Educational games, with more than 50,000 people assisted and the involvement of more than 8,000 volunteers.
- Assistance to children in hospital, resuming face-to-face activity in more than twenty centres.
- Social inclusion for children at risk of exclusion.



In 2022, the willingness of the Ukraine crisis response teams stands out, with their provision of initial interventions and assistance to more than 10,000 displaced children.



Active participation

33,892 Participation

The **promotion of active participation**, generating critical awareness that encourages individual and social change. In 2022, we highlight:

- PINEO, which offers alternative recreation, based on the education of social, environmental and healthy values and which this year has experienced a slight increase in activity and participants.
- The generation of new spaces, new activities and the imposition of face-to-face actions, with their corresponding general increase in activity and participants.

Awareness and prevention

239,577 Participation

With regard to **awareness-raising and prevention**, which are the projects that aim to generate a change in attitude regarding environmental education, education for development, gender perspective, health education, interculturality and non-violence, we highlight a paradigm shift in the methodology based on:

- The improvement of knowledge.
- The development of skills ("know-how").
- As well as the promotion of attitudes and behaviours ("knowing how to conduct oneself" and "knowing what to do").



Photo: Vicent Olmos

04

WHO WE ARE HOW WE WORK

We are an unstoppable movement. From the society for society. With our eyes, hands and hearts spread across the country and beyond. Who we are and what we do is inextricably linked.

4.1

Human team

Thanks to the commitment and knowledge of the volunteers and staff who make up the organisation, we can focus our efforts on continuously improving our working systems and models to ensure participatory and safe environments, thus helping lots more people.

Volunteers

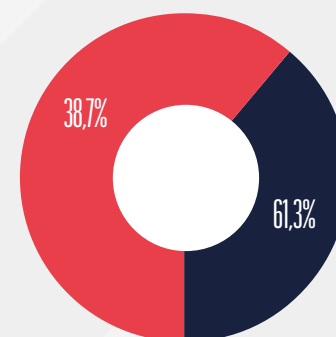
263,531 Registered volunteers
31/12/2022
(+2.88% compared with 2021)

4,863,001 Hours of accumulated voluntary service

37,221 People who have joined as volunteers

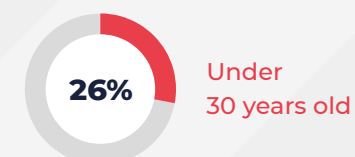
1,214,569 Activities

Diversity

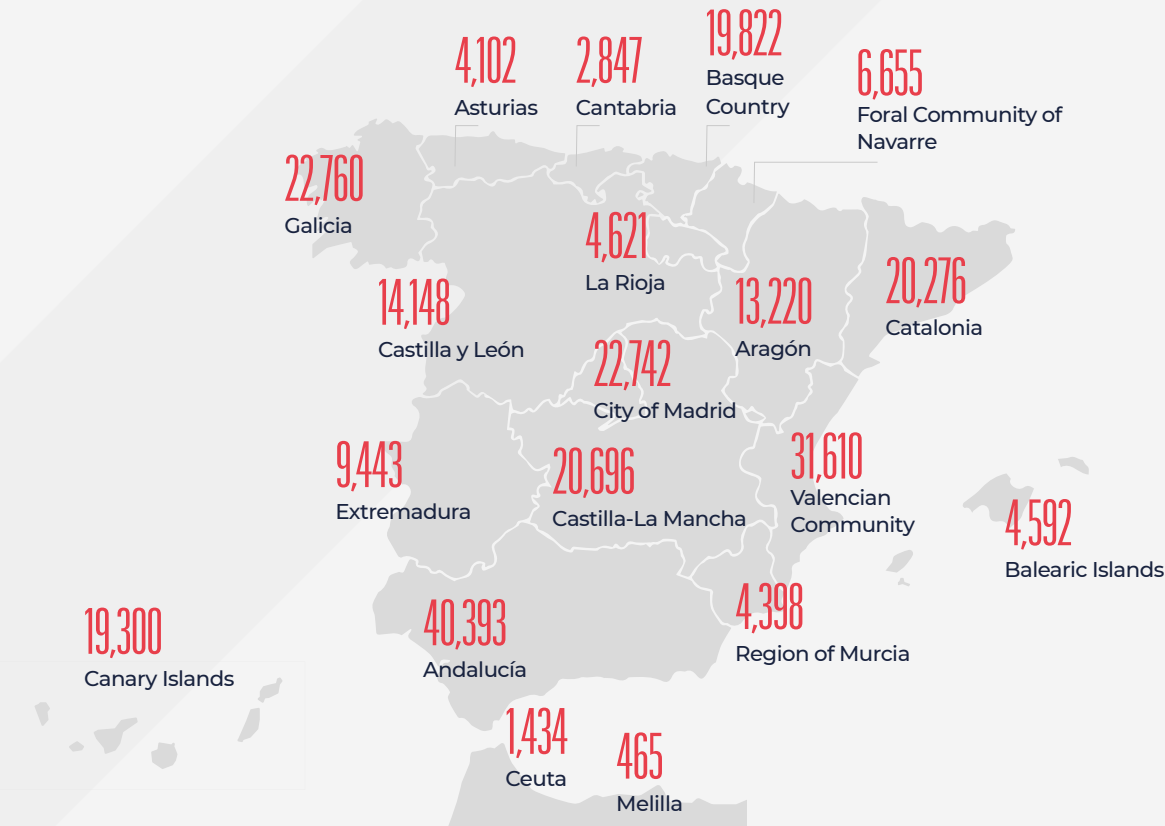


61.3% Women

38.7% Men



Volunteers by Community



Volunteers by type of actions



Employed people

In 2022 the presence control model continued, with the aim of homogenising the management of the Red Cross's entire territorial network. The internal legal employment advice has been reinforced to coordinate and unify everything related to workplace relationships.

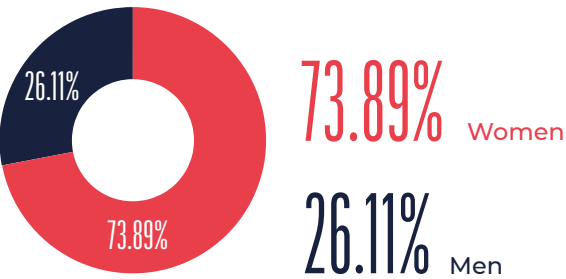
In addition, in order to facilitate communication, a "one-stop shop" system has been created using the Jira application. We have also continued to work on measures that promote the reconciliation of personal and professional life.



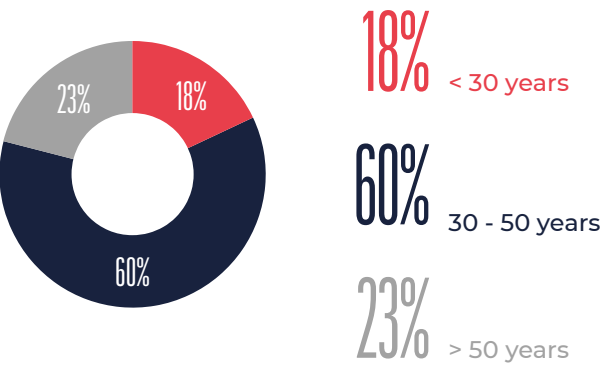
14,661

Total number of people employed

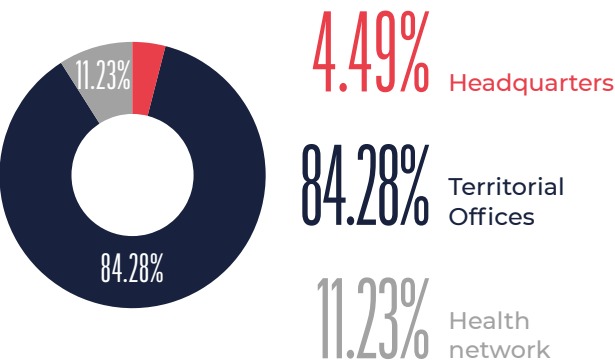
By gender:



By age:



By location:



By contract duration:

- 81% of the Red Cross staff have an indefinite employment contract.
- While the remaining 19% have temporary contracts, mostly associated with specific campaigns or projects with a limited duration in time.

By working hours:

- 78% are full-time, which has increase over the last few years.
- While 22% work part-time.

Training and development:

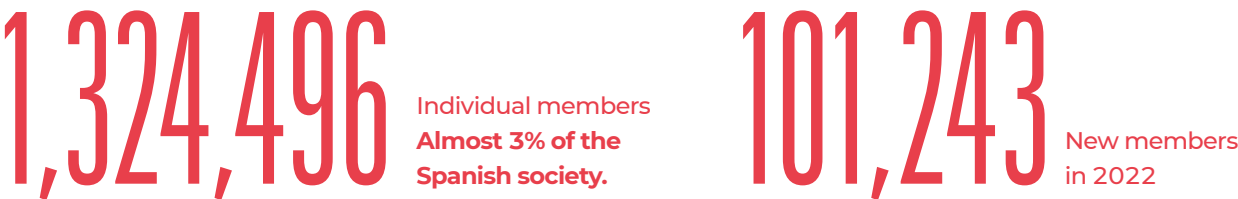
- 86,839 hours of training.
- Through 471 courses.
- With 7,278 participants.



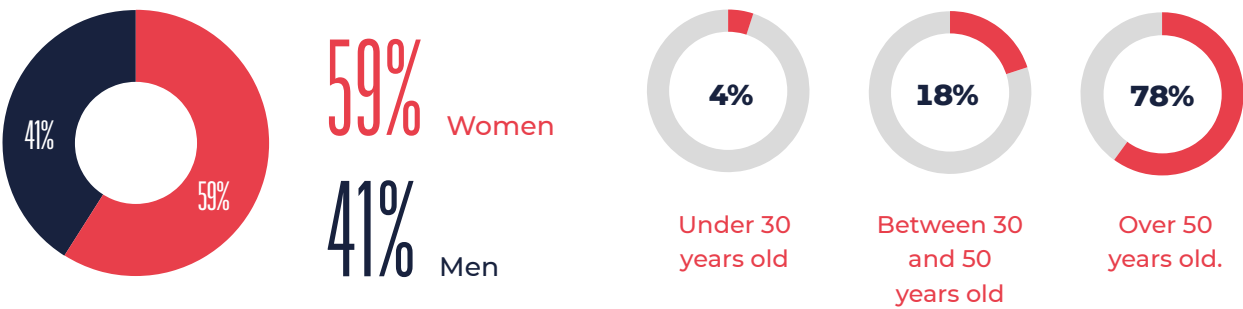
309

People with disabilities in the workforce

People and member companies



Individual members



Member companies



Donors



Good Governance and Transparency



Good Governance

In 2022, the indicators of good governance and transparency were met. In addition, on 1 January 2022, the new General Regulations came into force, making three new Commissions of the National Committee entities, achieving a more comprehensive concept of good governance. These were the Contracting and Investment Commission, the National Mediation Commission and the Gender and the Equality Commission.

Code of Ethics

Our Code of Conduct aims to promote corporate ethics among all those who form part of the Institution, in the exercising of their activity and contribution to the achievement of the mission, always through conduct that consistently reflects our principles and values:

- Ethical conduct.
- Legality.
- Loyalty and good faith.
- Commitment, efficiency and participation.
- Motivation and encouraging volunteers.

- Cooperation and solidarity.
- Abstention in cases of conflicts of interest.
- Transparency and integrity of information.
- Confidentiality.
- Prohibition of unfair competition.
- Prevention of occupational hazards.

According to satisfaction surveys carried out with users in 2021, the objective established in the Spanish Red Cross' SR Plan II, exceeding 4.5 points, out of a maximum of 5 score, has been met.

Institutional and Financial Sustainability

In its effort to be closer to people, the Spanish Red Cross has always remained attentive to their needs, adapting and modernising its actions to new challenges and social situations that have required increasingly integral and ever-changing responses.



Financial sustainability

The economic sustainability of the Spanish Red Cross depends, among other things, on the balance of its three main sources of funding: fundraising, grants and service provision, as well as on having adequate financial availability.

GENERATED AND DISTRIBUTED ECONOMIC VALUE ¹	2020	2021	2022
DIRECT ECONOMIC VALUE GENERATED (thousands of €) ²	863,032	864,531	1,008,623
Income (thousands of €)	863,032	864,531	1,008,623
DISTRIBUTED ECONOMIC VALUE (thousands of €)	842,015	836,494	982,930
Operating expenses (thousands of €)	240,832	256,822	267,307
Employee salaries and benefits (thousands of €)	383,415	400,459	427,537
Payments to capital suppliers (thousands of €)	0	0	0
Taxes (thousands of €)	698	770	748
Resources for the community (thousands of €) ³	217,070	178,443	287,338
RETAINED ECONOMIC VALUE (thousands of €)	21,017	28,037	25,693

¹ According to the report prepared by the company EY, the Spanish Red Cross' annual accounts are prepared through the integration of the financial statements of the Headquarters, Territorial Offices, Health Care Centres and the Chairmanship and Funds, which, in turn have been prepared from the corresponding accounting records.

² In the "Aid to the Most Deprived" programme, the Spanish Red Cross distributes basic necessity products from the Fund for European Aid to the Most Deprived (FEAD). This fund finances measures in EU countries to provide material assistance to those most in need: food, clothing and other personal use products such as shoes, soap or shampoo, which the Red Cross accompanies with other social inclusion measures. Given that products are distributed, their economic value is not integrated into the Spanish Red Cross's annual accounts.

³ Corresponds to contributions to non-profit entities and foundations, in terms of fees.

2022 Fundraising

1,324,496

Individual members
and businesses
(101,243 new)

€160,857,497

Main Donors

229,864

State grants
(thousands of €)

156,389

Members (thousands of €)

88,296

Grants from Autonomous
Communities (thousands
of €)

34,701

Golden Lottery
Prize (thousands of €)

35,909

Private
Donations (thousands of €)

33,395

Grants from Local
Councils (thousands of €)

39,731

Subsidies from other public
entities (thousands of €)

15,071

State Lotteries
and Bets (thousands of €)

10,896

Grants from Provincial Govern-
ments (thousands of €)

Institutional Sustainability

Studies and Social Innovation

Each year we work in different lines of research to analyse emerging demands and have evidence-based information available which makes it possible to develop new actions and intervention strategies, as well as modify and adapt our work, when necessary. In 2022, we developed four research studies on a monographic basis:

- Bulletin on Social Vulnerability “The quality of life of vulnerable families assisted by the Spanish Red Cross”.
- Bulletin on Social Vulnerability and “The discrimination and social vulnerability of people in residential exclusion assisted by the Red Cross.”
- Bulletin on Vulnerability “Foster Families: an analysis of the assistance and support systems for this alternative form of care.”
- Bulletin on “The vulnerability of female victims of gender-based violence assisted by the Spanish Red Cross”.

Digital operations and services

Our network of Operations Centres continued to provide assistance in 2022 through various channels, handling more than 698,291 requests for help. We highlight our participation in key moments of 2022, such as the war in Ukraine, the summer fires and the Tropical Storm Hermine. Our Operations Centres played a crucial role in coordinating information and mobilising the necessary resources. In 2022, our outstanding innovation achievements were:

- Voice assistants using artificial intelligence to help people.
- Continuous contributions to social and technological innovation through the Social Innovation Network and participation in events such as Startup Olé and the Mobile World Congress.

- Successful completion of the Stamina Project, a crisis management tool to improve health security during pandemics.

Documentation Centre

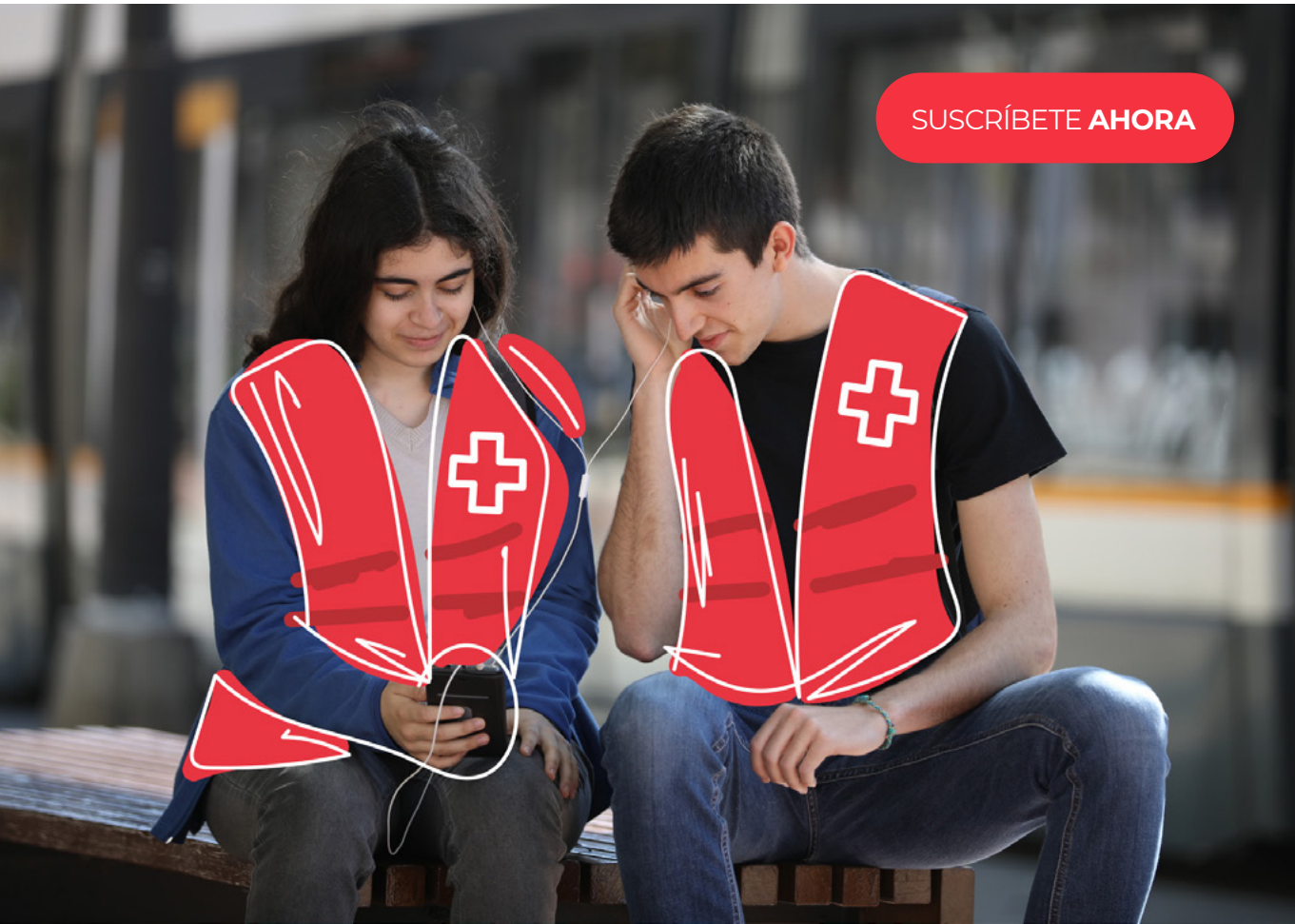
Noteworthy among the services provided by the Documentation Centre website in 2022 are:

- 141,352 users/views of the Documentation Centre Database.
- 148,164 user-visits to the portal.
- 1,459 requests and/or queries answered.
- 256 consultations at the centre.

In terms of document conservation this year:

- we have managed the movement of 57,396 containers with documentation;
- we have digitalised documents of the both the old collection and the new one, as well as posters (1,385 units),
- and we have incorporated 26,723 old photographs into the Centre's databases of the photographic collection.

With regards to the incorporation of monographs and their digitalisation, in 2022 we incorporated 759 new monographs, 326 digitalised documents from the new collection and 136 digitalised publications from the old collection.



Branding and communication

With regards communication, this year we have worked to:

- Systemise the work on the brand with the areas of knowledge to develop in a coherent and consistent way of doing things.
- Create new narratives that highlight our Core Principles and promote inclusive, safe, healthy and sustainable environments.
- Improve the generation of relevant content and increase subscribers to the 'AHORA' newsletter.
- Improve the quality and speed of communication in emergencies.

- Consolidate our presence in the digital channels and increase engagement.
- Qualify media impacts and establish dynamic and segmented relationships.

In addition, we launched the Principles campaign, and the subscription campaign to the 'AHORA' newsletter, the latter with more than 35,000 subscribers and 700 posts. We redirect programmes and projects, such as *Reto 1213* (Challenge 1213) the Red Cross Campus and *Plan Reacciona* (React Plan).

We improve our monitoring and proactive listening on digital channels, improving conceptions on social networks. We also increased the qualitative and quantitative impact on media, and launched the pilot version of the new personalised media relationships systems (the Augure national media CRM).

Development of the territorial network

Territorial presence

In Spain, we have different forms of territorial presence, channelling our activity and intervention with people and our environment in:

- 1,144 different municipalities.
- through 649 Territorial Assemblies and Delegations.
- and 485 Local Presence Points, which make up our simplest organisational structures.

The activity points and our offices present in the 52 Spanish provinces and in the cities of Ceuta and Melilla enable us to reach more people.

Proximity methodology and local management tools

We seek to consolidate an effective methodology in our Local Network in order to meet the basic needs of the population. Through community activities carried out by local volunteers, we use the "Local Response" software integrated into the IMAP platform. In 2022, we consolidated the territorial implementation of these tools in 831 IMAP centres and 676 local response centres.

Information systems

In 2022, we focused on improving the Red Cross's user assistance systems and optimising resources for the organisation's staff:

- Work continued on the consolidation of teleworking and reinforcing cybersecurity.
- We implemented the Financial ERP project and expanded the use of IMAP as a management platform.
- We improved the experience on the web and strengthened advanced analytics and the website.
- We also focused on raising awareness about cybersecurity and reducing our environmental footprint.



It is worth mentioning the implementation of the **Spanish Red Cross strategy with Unpopulated Spain**, which aims to contribute to the improvement of people's living conditions and seeks to transform environmental factors, to turn them into safer, healthier, more sustainable and inclusive environments.

Infrastructure

We are committed to improving and adapting the Red Cross's assets based on criteria of sustainability, accessibility and energy efficiency. We carry out new works and reforms in order to meet the said criteria. We also apply regulations and the new corporate image at all Red Cross points.

We follow a predefined procedure that includes study, search for solutions and economic valuation. We promote improvements in the thermal envelope, air conditioning installations, LED lighting and photovoltaic solar panels.

4.4

The Environment

Climate change has a negative impact on the lives of individuals, communities and countries, having a particular impact on the most vulnerable groups.

Our goals are to reduce our carbon footprint by 45% by 2030 and become a carbon neutral organisation by 2050.



Reduced carbon footprint. Internal intervention actions

2022 has been a complex year from the point of view of energy efficiency and, fundamentally, as a result of the high cost of energy (electricity, gas, fuels, etc.), arising from various factors. We continue to evaluate and reduce the impact we generate with our activity in relation to CO2 emissions through:

- The audit of 1,465 properties.
- A "national renewable energy plan" to make our facilities increasingly less dependent on fossil fuels.

- A sustainable mobility plan focused on our land fleet:
 - 15.3% of our fleet are vehicles with a ZERO emissions badge issued by the DGT (General Directorate of Traffic) or an ECO badge.
 - 171 hybrid and semi-hybrid electric vehicles have been registered, accounting for 59% of the year's registrations.
 - 204 vehicles have been deregistered.

Energy poverty

One of our fundamental pillars is to mitigate the impact that environmental degradation causes to vulnerable groups. In 2022, we highlight:

- "Moviéndonos por el Ahorro Doméstico" (Promoting Domestic Savings), a programme in which we design emission compensation measures for each savings kit provided, investing an economic contribution per household per tonne of CO2 emitted.

- Obtaining the *CALCULO - REDUZCO* (Calculate - Reduce) seal, as a result of having reduced of the average of the intensity of emissions in the period 2019-2021 by 2.33%, compared to the triennium running from 2018-2020.



Photo: Beatriz Gariasci

Value chain

38,189

Collaborating Companies

22

Entities present in their governing bodies

184

In-kind donations in our 3 large warehouses

59

Courses provided on International Humanitarian Law

2,417

Participants in the courses on International Humanitarian Law



Companies

Partnerships with companies make it possible to comply with our emissions, execute our activity and enrich the attention to the beneficiaries.

A total of 38,189 companies collaborated with us in 2022.

Suppliers

In 2022 we continued to select suppliers based on our Purchasing Policy that guarantees transparency and good governance:

- The policy defines and standardises our purchasing processes and the selection is based on 4 basic principles:
- Adherence to the United Nations Global Compact, a required condition.
- Compliance with current legislation.
- Social conduct.
- Economic sustainability.
- During 2022, suppliers have been selected to standardise services such as office supplies, corporate business travel, humanitarian aid supplies, the cleaning service at the headquarters, surveillance and security, institutional uniforms and the acquisition of drones, among others.

Other entities

The list of third sector entities with which the Red Cross collaborates in a network is a long one, but we could highlight the following:

- Youth Council of Spain.
- Coordination of NGOs for Development.
- Children's Observatory.
- Third Sector Platform (PTS in its Spanish acronym).
- Volunteer's Platform.
- The Spanish Network of the United Nations Global Compact.
- The European Network for Combating Poverty and Social Exclusion.

Warehouse management

In 2022, the model of centralised in-kind donations, their storage and distribution, is reinforced, requiring a solid logistics chain.

- 3 large logistics centres in Madrid, Barcelona and Cordoba.
- An increase compared to 2021 of 10% of incoming donations and 55% of outgoing goods.
- 184 donations with a total value of €1,502,597.76

Society

Part of our activity comes under the umbrella of humanitarian diplomacy, we thus contribute our vision in all the issues that affect the most vulnerable people, making an impact on our country's agenda in this matter. We have a presence and collaborate in various formal cooperation and political advocacy platforms as well as in other more informal ones.

Moreover, we consider the interests of our users to contribute to social change.

In addition, we raise awareness in our stakeholders and contribute to the modification of conduct through:

- Campaigns and strategies framed within the Sustainable Development Goals.
- A Strategic Plan of Principles and Values. Raising awareness, training, dissemination, defence and application of Human Rights, International Humanitarian Law and humanitarian values.





We help people to be better, to change their lives, and we support them in their daily development and to have hope and a dignified future.



Spanish **Red Cross**