



THANKS TO YOU 2025 REPORT



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LETTER FROM THE CHAIR

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



A handwritten signature in blue ink, likely belonging to María del Mar Pageo Giménez.

With this 2025 Integrated Report, I would like to share more than just results with you all. I would like to share the story of an organisation which, year after year, renews its commitment to people and to its most fundamental purpose, as reflected in our motto: "For Humanity".

This conviction has a history stretching back more than 160 years and remains as necessary today as it was on the day it was first articulated. The Principle of Humanity calls on all of us who are part of the Spanish Red Cross to prevent and alleviate human suffering in all circumstances and without discrimination.

Over the course of 2025, this principle has been evident in many areas of our work, enabling us to support people facing vulnerable situations: older people living alone, families struggling to meet their basic needs, young people seeking employment opportunities, or people who have come to our country in search of protection and shelter. We have also responded to emergencies that have affected society in various parts of the country, and we have been there, with the same dedication, to help with the day-to-day difficulties that do not make the headlines as often as they should.

This Report sets out the results of that collective effort: the people we have helped, the involvement of an extensive network of volunteers across the country, and the international work we carry out where it is most needed.

Above all, however, this Report is an invitation to look beyond the figures and understand that behind every intervention there is a family finding support at a difficult time, someone turning fear into confidence, or someone leaving loneliness behind to feel supported once more. All of this is what drives us and what our motto, "For Humanity", truly means.

I would like to thank everyone who makes this work possible every day: our volunteers, our staff, our members, and the businesses and public authorities that place their trust in the Red Cross. Without them, nothing we do would be possible.

We continue to move forward, as always, guided by our Fundamental Principles and in the certainty that, as long as there are people in need of help, the Red Cross will be there.

"We continue to move forward, as always, guided by our Fundamental Principles and in the certainty that, as long as there are people in need of help, the Red Cross will be there."



01 OUR **ESSENCE**

We are a Humanitarian Organisation which acts on the basis of a series of principles and values that impel us to do things better and to be part of the change to build a more just and equitable world through more inclusive, safe, healthy and sustainable environments.



What we have achieved in 2025

2025 has been a year full of challenges, in which, once again, we have felt the unstoppable power of solidarity. We have been there during major emergencies, but also for everyday disasters.

It was the year in which the communities affected by the DANA got back on their feet. Here at the Red Cross, we continue to stand by all those who lost their homes or businesses, supporting them as they recover and rebuild lives put on hold.

The terrible floods were yet another consequence of climate change, but not the only one. The most devastating wildfires of the 21st century and the heatwaves we experienced last summer serve as a reminder that we must be prepared for new climate-related emergencies. That is why we are working with local communities to strengthen disaster prevention, adaptation and preparedness.

The massive power cut that left millions of people without electricity, triggering a wave of incidents across the country, was another of the major challenges we had to face as an organisation. At the Red Cross, we swiftly mobilised our emergency resources to assist the population, coordinate shelters and ensure healthcare and basic supplies for those affected. In the midst of the darkness, this human network that is the Red Cross brought a little light during the hardest hours of the outage.

We have also been there for families who cannot heat their homes in winter, helping those struggling to pay their bills at the end of the month, and supporting people who have no one to help them get to the doctor's or the chemist's.

We continue to combat unwanted loneliness: that silent scourge affecting the elderly, young people and oth-

er vulnerable groups. We continue to combat unwanted loneliness: that silent scourge affecting the elderly, young people and other vulnerable groups. And let's not forget mental health care, another of our priorities, with a telephone support service for those who need it.

This year, we have also celebrated the fact that more than half a million people have secured a job through the Red Cross. We have managed this thanks to our Employment Plan: a quarter of a century of creating opportunities, breaking down barriers and promoting access to employment for people in vulnerable situations.

Global crises continue to present enormous challenges. The conflict in the Middle East demands we defend humanity in the face of violence and safeguard the humanitarian spaces where the Red Cross operates. At the Spanish Red Cross, we have stepped up our humanitarian action and cooperation, with a view to protecting the lives and dignity of the most vulnerable people.

All this work is underpinned by the Fundamental Principles that we adopted 60 years ago and which guide our humanitarian action. An infallible compass to guide us through a world fraught with uncertainty. Humanity, Neutrality, Impartiality and the other principles that guide us are the binding commitments of the Red Cross and Red Crescent.

Principles that underpin the work of the thousands of volunteers who help us every day to work towards a better world. Without their dedication and commitment, none of what we have achieved in 2025 would have been possible.

We still have a long way to go, but we know that with your help we can continue to build a fairer, more humane and more caring society.

MAIN FIGURES



10,506,255

Total number of people assisted



2,548,849

People assisted at a national level



6,455,756

People assisted at an international level

1,501,650

People involved in awareness-raising and environmental activities



222,214

Volunteers



1,522,228

People with employment relationship



1,226,566

Individual members and companies

1.2

Principles that move us



01 Humanity

The first of the principles. Our main reason for taking action when facing of any kind of human suffering. The principle of Humanity is the objective, which gives meaning to the Red Cross and Red Crescent Movement.

The International Red Cross and Red Crescent Movement, created from a desire to provide 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 people.



02 Impartiality

It clearly expresses our opinion. It means helping all people without making any distinctions. The only conditioning factor that moves us is human suffering. Impartiality ensures that the essential principle of Humanity can be fulfilled.

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

It is the strategy that we apply to have the necessary autonomy that allows us to carry out our work without any external interference. Political, economic and denominational independence so as not to submit to the interests of any particular ideology. We need to be free so we can approach those who need help.

The Movement is independent. 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

Establish our position so that we can act anywhere. We are neutral so we can access the people who need us. Wherever they may be. We do not judge or intervene, but this doesn't mean that we do not position ourselves.

In order to continue to enjoy everyone's confidence, the Movement may not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature at any time.



05 Unity

This represents coherence. It is the principle that enables the Organisation to work towards a common goal. With a presence in 191 countries and a network comprising 97 million volunteers, members and supporters, the humanitarian movement functions as a single entity.

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

The voluntary nature of our service is the method by which we can take our work further, ensure autonomy in our actions and involve the community. Volunteering is the largest shield of protection the Red Cross has.

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



07 Universality

The ideals of the Red Cross were conceived to be universal, and the International Movement gravitates around this principle. Universality cements the cohesion of the Movement and helps to react in a similar way to injustices and suffering.

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.

1.3

Work with the community

At the Red Cross, we transform and work with local communities to promote non-discrimination and equal opportunities, and to combat climate change. This ensures safe, inclusive, healthy and sustainable environments, addressing both the physical and social factors that affect people's lives, with the collaboration of society as a whole.





Inclusive environments

They ensure that no one gets left behind through the participation of all people through equal opportunities. It helps reduce the risk of exclusion by promoting the creation 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 they 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 as well as encouraging 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 fields.

Performance criteria



Proximity



Voluntary Service



Co-responsibility



Individual guidance



Participation



Good Governance



Links



Community guidance



Innovation



Comprehensive response



Effectiveness
and Efficiency



Gender perspective

1.4

Why the Red Cross exists

Our reason for being is based on the Fundamental Principles of the Red Cross and Red Crescent Movement around the world, but also on a deep conviction: that no one should face adversity alone. These are the 15 reasons that explain why we continue to be present, close and committed.



1 Preserving human dignity

So that everyone is treated with respect and receives a response when they are going through difficult times. Our work aims to alleviate suffering, protect fundamental rights and always put people first.

2 Responding to emergencies and crises

So that no one has to face the consequences of an emergency, a disaster or a critical situation alone. We take action before, during and after every crisis to protect lives and speed recovery.

3 Reducing social vulnerabilities

So that economic, social or personal circumstances do not become permanent barriers. We work to prevent situations of exclusion and to promote future opportunities.

4 Ensuring equal opportunities

So that everyone can have access to resources, rights and opportunities on an equal footing, regardless of their background, gender, age or personal circumstances.

5 Empowering people

So that everyone can make decisions about their own lives and fulfil their potential. We support processes that promote independence, participation and self-confidence.

6 Building resilient communities

So that regions are better prepared to tackle collective challenges. We promote participation, collaboration and community capacity to respond to and recover from adverse situations.

7 Looking after health and well-being

So that people can build their lives under better physical, emotional and social conditions. We promote prevention, healthy habits and holistic well-being.

8 Tackling loneliness and strengthening social ties

So that no one is left isolated. We create spaces for people to come together, for mutual support and for participation, which strengthen relationships and the sense of belonging to the community.

9 Promoting humanitarian action and international protection

So that people affected by conflict, forced displacement or humanitarian crises can find protection, assistance and opportunities to rebuild their lives.

10 Mobilising solidarity to build a better society

So that civic participation, volunteering and collaboration between individuals and organisations become drivers of social transformation and collective cohesion.





1.5

Humanity, the connection to everything

When we talk about Humanity in day-to-day live, we often refer to the ability to look at one another and recognise the same dignity we claim for ourselves. It is the common ground on which solidarity, respect and justice rest. Without this idea of “we are all worth the same”, any coexistence project is lacking.



In the International Red Cross and Red Crescent Movement, “Humanity” is more than a word: it is the first of the seven Fundamental Principles. It summarises the obligation to prevent and relieve suffering, protect life and health, and to ensure dignified treatment of all people, without distinction. It works as a moral compass: everything that does not reduce human pain is off course.

Humanity also acts as a call to action. Seeing yourself reflected in someone who is suffering converts compassion into a drive to: volunteer, give blood, share knowledge or demand fairer policies. It mobilises because it appeals to something personal and universal: **the feeling the “it could be me”**.

Likewise, in a world divided by ideologies, borders and algorithms, Humanity offers a common language. Speaking from Humanity means putting yourself in another’s shoes before judging, listening before responding. This empathetic look reduces **prejudices and facilitate agreements**, whether in a local mediation or an international conference.

Understanding Humanity as something shared reminds us that crises —climate, migratory, health— does not respect borders. It encourages us to pass

from occasional compassion to **sustained co-responsibility**: changing habits that harm the planet, demanding fair social policies or supporting the development of communities inside, but also outside, our borders.

On a personal level, acting with Humanity gives us back agency and purpose. Facing the sensation of impotence against gigantic problems, a human gesture —listening, accompanying, giving time— confirms that **our actions count**. This feedback reinforces self-esteem and social cohesion.

Wars, hate speech and economic crises run the risk of reducing people to numbers or labels. Invoking Humanity brings individual stories back to the forefront and **stops the temptation to see enemies** where there are just people with fear and losses, people who seek a better life.

Humanity is simultaneously ethical principle, practical argument and shared emotion. It unites the abstract (values) with the specific (actions), the collective with the personal. And, above all, it reminds us that no social transformation -however ambitious it may be- is worth it if it does not improve the life of real people, here and now.



The Red Cross tackling the vulnerabilities of today and tomorrow

Situations of social vulnerability in Spain **cannot be explained by a single cause, nor can they be understood from a perspective focused solely on the individual.** They manifest themselves as complex, interconnected and ever-changing realities, in which life trajectories, material conditions, interpersonal relationships, environmental barriers, pre-existing inequalities and available institutional or community responses all interplay. Poverty goes hand in hand with loneliness; job insecurity takes its toll on mental health; the climate crisis exacerbates existing inequalities; community ties are weakened against a backdrop of sustained uncertainty. In this context, humanitarian action demands more than just ad hoc responses: it requires **vision, a close presence on the ground and the ability to anticipate developments.**

The Spanish Red Cross is working to address today's vulnerabilities without losing sight of those of the future. It does so with an approach that combines **direct care, comprehensive support and community empowerment,** recognising that alleviating immediate suffering is inseparable from reducing the risks that cause it to become chronic. This holistic approach is based on a clear conviction: no one is vulnerable for just one reason, and no solution is effective if it is limited to a single area of intervention. **Vulnerability does not lie with the individual, but rather in the interplay between their circumstances, their capabilities, the barriers**

they face, the support available to them and the environmental conditions in which they live.

Among the most common vulnerabilities are those related to a decline in emotional well-being and mental health, which are closely linked to a lack of security in life, caregiver overload, unwanted loneliness, violence and economic instability. These situations not only lead to material deprivation, but also undermine people's ability to cope with difficulties, make decisions and sustain processes of inclusion. For this reason, the Red Cross incorporates psychosocial support, active listening and emotional support as core elements of its work, recognising that looking after one's emotional well-being is a prerequisite for any process of recovery, independence or improvement.

Unwanted loneliness is another of the major challenges of our time. It affects older people, but also young people, single-parent households and people going through migration processes or in precarious housing situations. It is not just an individual experience, but also a sign of the weakening of community ties and the difficulty many communities face in fostering a sense of belonging, participation and mutual support. In response to this, the Red Cross is promoting responses that go beyond individual support, aimed at rebuilding relationships, mobilising local resources and strengthening the sense of belonging, whilst recognising the community as a key protective factor.

Job insecurity and the precarious nature of employ-



ment remain key sources of vulnerability. Having a job no longer guarantees stability or a way out of poverty, particularly in sectors dominated by women or with a high degree of casual employment. For this reason, inclusion in the labour market is approached as a holistic process, combining guidance, training and support, and linking employment with other essential forms of support to ensure that people can work in dignified conditions.

An ageing population presents ever-increasing challenges relating to independence, health, day-to-day safety and access to support, particularly in rural areas or those with fewer services. The Red Cross works to prevent decline, promote healthy lifestyles, bridge the digital divide and build supportive environments, in the belief that independence depends not only on formal care, but also on social networks, accessibility, participation and community support.

Added to these realities are structural vulnerabilities such as gender-based violence, homelessness, food insecurity, energy poverty and forced migration. They all share a common feature: they tend to become intertwined and exacerbated when not addressed in good time. For this reason, the Red Cross pays particular attention to preventing situations from becoming chronic, ensuring that emergency aid serves as a gateway to pathways towards stabilisation, the restoration of rights and more lasting improvements.

Looking to the future involves assuming that many of these vulnerabilities may become more acute. Climate change will increase the frequency and intensity of extreme weather events, with a particularly severe impact on the most vulnerable. At the same time, demographic,

technological and labour market changes will alter the ways in which we provide care, live together, access our rights and participate in society. In this context, community preparedness and resilience take on a central role.

In anticipation of these challenges, the Red Cross is stepping up its monitoring of social conditions, the generation of knowledge and the strengthening of local capacities. Preparing people and communities to cope with emergencies, promoting prevention and strengthening support networks are practical ways of reducing future vulnerabilities before they become crises.

This ability to anticipate is underpinned by an extensive **geographical presence and a network of volunteers that acts as a social early-warning system and a rapid-response force**. The combination of proximity, active listening, real-world analysis and the ability to mobilise enables the Red Cross to intervene both in everyday life and in extraordinary situations, adapting to changing contexts without compromising coherence or principles.

Working to reduce vulnerability today, whilst at the same time preparing for tomorrow, is a strategic move. It involves moving **from a reactive to a preventive approach**; from isolated interventions to comprehensive responses; and from focusing solely on individuals to **also strengthening the environments and communities that make a dignified life possible**. In a world marked by uncertainty, this is how the Spanish Red Cross reaffirms its commitment to humanitarian action that not only alleviates present suffering, but also actively contributes to building a more resilient, **inclusive and humane** society.





Our existence is justified
wherever humanity
prevails over indifference,
transforming abstract
principles into tangible
realities.



02 RESPONSE **TO THE DANA**

The Red Cross was present from the start during the DANA, supporting affected people with humanitarian aid, psycho-social care and emergency response. We are still there today, committed to a three-year reconstruction and resilience plan, accompanying communities in their recovery and strengthening their ability to face future risks.



In 2025, we continued to develop the **Response Plan for the Effects of the DANA**, which was launched following the extreme weather event on 29 and 30 October 2024. That event, with torrential rain, strong winds and widespread flooding, had a very significant human, material and emotional impact on numerous municipalities in the Valencian Community, Castilla-La Mancha and Andalusia. Over the course of the year, we have developed a comprehensive approach that combines meeting basic needs, restoring livelihoods and rebuilding the social fabric, with a particular focus on older people, children and young people, women facing social hardship, migrants and people with reduced mobility.

Comprehensive action plan 2024-2027

With an initial duration of 36 months, the Red Cross has deployed a comprehensive strategy divided into three stages to guarantee the sustainable recovery of the communities.

Following the initial emergency response phase, which took place in the first month after the emergency, the recovery phase and the strengthening and resilience phase were implemented during 2025.

Because we were, are and will always be there.



● COMPLETED PHASE

Phase 1 – Immediate response

During the first month after the DANA, actions were oriented at guaranteeing protection and urgent humanitarian assistance for affected people, covering essential needs.



● ACTIVE PHASE

Phase 2 – Recovery

This phase consolidates the core of the plan, restoring the living conditions of those affected in order to support their independence in the medium term, whilst adapting the responses based on how each situation develops.



● ACTIVE PHASE

Phase 3 – Strengthening and resilience

Measures and initiatives aimed at improving the resilience of the population, strengthening social cohesion, reducing vulnerability and enhancing protection and prevention against climate-related risks.

Phase 2 – Recovery

During 2025, we have established the recovery phase as the central focus of the plan, directing our efforts towards restoring the living conditions of those affected and supporting their independence in the medium term. This phase has combined meeting basic needs with efforts to boost economic recovery, rehabilitate living environments and provide psychosocial support, taking a comprehensive approach to the wide-ranging impact of the DANA.

Taking a hands-on and people-focused approach, we have tailored our responses to the changing nature of each situation, prioritising the most vulnerable groups. We have also worked to restore normality in the affected areas, support livelihoods and lay the foundations for a sustained recovery, linking this phase to processes aimed at strengthening future resilience.

€35,068,770

total financial aid

26,000

prepaid cards

8,204

psychosocial interventions

2,604

businesses receiving direct aid

1 Financial support for families and provision for their basic needs.

- **Essential aid:** 1,132 grants totalling €657,088.13.
- **Special grants:** 1,182 grants totalling € 614,374.19.
- **Health-related grants:** 286 grants totalling € 422,908.55.
- **Leisure grants:** 623 grants totalling € 247,130.00.
- **Educational and training support:** 690 grants totalling € 97,647.41.
- **Digitalisation grants:** 42 grants totalling € 12,740.44.
- **Help with administrative paperwork:** 11 grants totalling € 8,724.39.
- **Utility bill payments:** 189 grants totalling € 20,444.72.
- **Transport costs:** 5 grants totalling € 106.70.
- **Prepaid cards:** 26,000 cards worth €32,987,606.

2 Business recovery and restoration of livelihoods.

- **Direct aid to businesses:** 2,604 grants totalling

€ 13,457,500.

- **Business consolidation grants:** 4 grants totalling € 19,624.
- **Support for new business start-ups:** 4 grants totalling € 20,000.
- **90%** of businesses have resumed their activities.
- **6%** expect to take on new staff.

3 Renovation of homes and replacement of materials.

- **Renovation of homes:** 37 grants totalling € 655,111.
- **Replacement of household appliances:** 14,352 household appliances were delivered, with a total value of €3,938,904.

4 Psychosocial support and access to rights.

- **A total of 8,204 psychosocial interventions, focusing on sustained psychosocial support:** providing emotional support and creating spaces for well-being.

5 Home care and mobility.

Transport has been provided for people with reduced mobility, and home care services have been arranged in coordination with social and health services.

Phase 3 – Strengthening and resilience

Alongside recovery efforts, work has been underway throughout 2025 to prepare communities for future emergencies. The initiative has combined support for those affected, the restoration of homes, emotional support, stimulation of economic activity and the strengthening of community life. Furthermore, coor-

dination with public authorities and social organisations has made it possible to tailor the response to the needs of each region. All of this, together with the commitment of volunteers, has helped to build stronger, more connected and more resilient communities capable of facing future challenges.

205,800

hours of
voluntary work

17

training
workshops

13

space-clearing
interventions

51

community
activities

1 Preparing for future emergencies

- 17 training workshops on emergency preparedness.

2 Environment and climate resilience

- 13 interventions to clean spaces.

3 Community involvement

- Allocation of 8 spaces.
- 51 community activities.
- Participation in 11 technical working groups.
- Recovery of 7 community spaces.
- Material recovery for 44 organisations.
- 205,800 hours of voluntary work.

Balance

The overall response in 2025 reflects a comprehensive and sustained effort that has made it possible to address the most urgent needs, revive the local economy and support the emotional recovery of those affected. At the same time, progress in community, environmental and preparedness initiatives has strengthened

the resilience of these regions.

In short, the plan has evolved into a comprehensive model that has not only facilitated physical recovery but has also strengthened communities' capacity to cope with future risks, thereby consolidating a people-centred, sustainable and long-term approach.





“The Red Cross has been a great help to us at the market and to the public, for example with the prepaid card, which was a great help to the market, but also to the affected members of the public, who were able to come and shop.” ‘The Red Cross was very quick to provide assistance.’

Chelo Mora, Manager of the Aldaia Municipal Market Association (Valencia)

Manager of the Aldaia Municipal Market Association (Valencia), which has been affected by the DANA. The prepaid card distributed by the Red Cross provided a vital boost both to market traders and to the members of the public affected.



“A few months before I received them (the hearing aids), I went for a check-up and the doctor told me that if I didn’t get them fitted in time, I could lose the hearing in one ear completely. I’m delighted. I used to be oblivious to what was going on around me. I realise now just how much I needed them. I will always be grateful to the Red Cross.”

Salut Vendrell, Algemesis (Valencia)

Salut is one of the beneficiaries of the Red Cross’s hearing aid replacement programme (for high-cost personal aids) in Algemesis, following the damage caused by the DANA. Hearing aids were essential for her hearing health.

Our response in 2025 has enabled us to address the most urgent needs, revive the local economy and support the emotional recovery of those affected.





03

PEOPLE

Our mission is to stand by people in vulnerable situations and provide the best and swiftest responses to their needs.

3.1

Areas of knowledge

The Red Cross's People-Centred Care Framework (MAP) puts people at the heart of its work, understanding their circumstances and needs.

It organises our work into six areas: Emergency relief, social inclusion, employment, health, education and the environment, providing coordinated, accessible solutions tailored to the local area. This holistic approach reduces vulnerability, improves quality of life and promotes the inclusion and independence of the people we support.



— RELIEF

Committed to emergency response

At the Red Cross, we work to help people overcome critical situations that put their lives at risk, integrating preparedness, immediate response and medium- to long-term recovery.

In 2025, we strengthened our emergency response capacity, with a particular focus on phenomena linked to climate change, and we continued to implement the Response Plan for the Effects of the DANA to support the affected people and communities as they recover. Our model combines the provision of basic needs, the restoration of livelihoods, psychosocial support, the rehabilitation of homes, home-based care and the improvement of community preparedness for future emergencies, always taking a people-centred approach that focuses on community resilience.

Strategic commitments 2023–2026:

- Implement a unified framework for disaster response and risk management.
- Develop early warning protocols to protect the population.
- Expand and train teams to respond to small and medium emergencies.
- Train the population in first aid and equipment handling.
- Support early recovery after emergencies.
- Synchronise all Red Cross resources in emergencies by severity and evolution.
- Support crisis preparation and response in other countries.
- Incorporate the perspective of missing people, particularly in migratory processes.
- Train volunteers and staff in first aid and disaster management.
- Execute plans that allow us to prevent and reduce risks and guarantee quick access to assistance..



290,628

people participated
in relief actions
promoted by
the Red Cross



“For me, this has been a lesson in what I should and shouldn’t do. I am so grateful to the Red Cross for their assistance and for the way I was treated. I felt very well looked after.”

Sergio Orés, Basque Country

Sergio Orés, a 48-year-old man from Navarra, set out to sea, taking his kayak out for the first time. The unpredictability of the sea caused him to fall into the water, and unfortunately his fishing gear got tangled around his arms and legs.



“Thanks to the Red Cross, we have learnt how to prepare for potential weather events and to keep our emergency rucksacks ready – both staff and pupils.”

Mari Fran Orts, Primary school teacher (Valencia)

Primary school teacher in Valencia. She took part, alongside her pupils, in emergency preparedness workshops organised by the Red Cross.

Main **relief actions** in 2025

Prevention and preparation for emergencies

We have stepped up our disaster prevention and preparedness projects, organising workshops and providing training resources to improve self-protection and community resilience in the face of increasingly extreme weather events.

2025 marked the first full year of implementation of **EsRED** (Strategy for Emergency and Disaster Response), the new unified framework designed to improve emergency response procedures and coordination across the country.

Emergency and disaster response

We have responded to forest fires, floods and other extreme weather events, conducting preventive evacuations, providing support to those affected and coordinating with public authorities. Particular mention should be made of the response to the fires in Castilla y León and northern Spain.

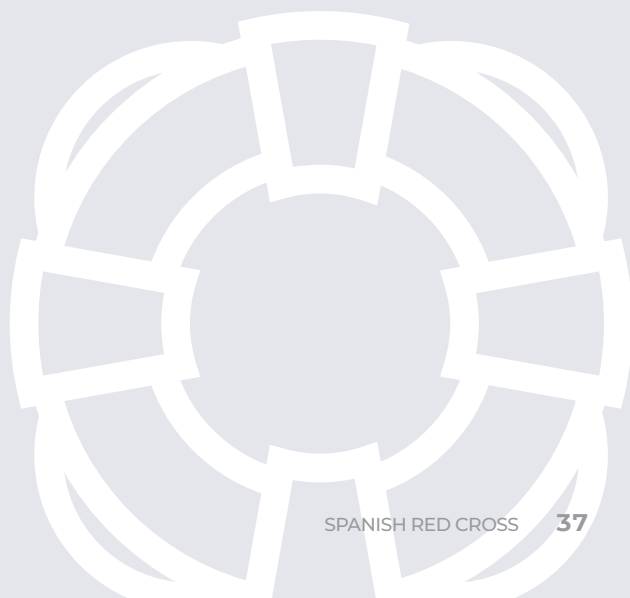
Operation APAGÓN, following a widespread power cut, helped us to strengthen our institutional resilience with improvements to logistics, communications and operational procedures.

Support for migrants on first arrival

As part of the First Emergency Response to the Immigrant Population (PREPI), we have maintained our capacity to provide assistance on the coast, ensuring an immediate humanitarian first response while reviewing the methodology to make it more consistent and effective.

Preventative and rescue equipment

We have continued our routine prevention and rescue activities — maritime rescue, beach lifeguarding, preventative measures at events and medical transport — ensuring a rapid response and minimising risks in foreseeable situations.





SOCIAL INCLUSION

Committed to equality and dignity

In 2025, we strengthen our commitment to people and households living in poverty or facing social exclusion, combining immediate support with measures to support their personal, family and community autonomy.

In the Social Inclusion department, we work to ensure that basic needs are met, to prevent homelessness and to support inclusion processes in both urban and rural areas, thereby preventing poverty from becoming entrenched and expanding opportunities for the future. Our work is aimed in particular at migrants, asylum seekers and refugees, women facing social hardship, older people, young people at risk and families with children, ensuring protection, well-being and access to rights through an approach based on non-discrimination and equal opportunities.

We are committed to:

- Covering basic needs and promoting independence.
- Preventing residential exclusion.
- Promoting emotional well-being.
- Socially activating vulnerable people.
- Creating spaces for the protection of children.
- Eliminating all forms of violence.
- Reducing feelings of unwanted loneliness.
- Parenting supporting families in vulnerable situations.
- Empowering children and young people.
- International collaboration on protection systems.
- Reducing the digital gap (particularly among the elderly).

**787,747**

people participated
in Social Inclusion
actions promoted by the
Red Cross



“These little moments are just what I need; I don’t think about anything and I try to switch off. If I’m available to everyone, why wouldn’t I be available to the Red Cross?.”

Agustina, Castilla-La Mancha

Agustina is 78 years old and was a volunteer with the Red Cross for 24 years. However, her husband’s Parkinson’s disease forced her to give it up. She is now the one who, as a service user, has returned to the Red Cross, where they are helping her to improve her quality of life by providing information, training and practical support.



“She literally saved my life. She is an angel. She helped me with everything and, most importantly, as well as providing practical help, encouraged me to keep going.”

Ana Luisa Stan, Almería

Ana is a service user of the Red Cross’s programme for families in situations of extreme vulnerability in Almería. Five years ago, her life changed dramatically after suffering the after-effects of COVID-19, which left her with limited mobility and requiring crutches. She lost her job and her motivation. Last November, she found herself at the Red Cross by chance, where she met Isa, her case worker.

Main actions **in social inclusion** in 2025

Coverage of basic needs and financial independence

Financial support, essential goods and social support to ensure access to food, supplies and essential expenses, thereby boosting household self-reliance.

Prevention of residential exclusion

Support for maintaining housing, decent housing alternatives, and the use of the ETHOS framework to improve the assessment and coordination of homelessness and other forms of housing exclusion.

Supporting emotional well-being

Individual and group psychosocial interventions, emotional management workshops and the creation of support networks to address the impact of vulnerability and precariousness.

Empowerment and social participation

Processes that build personal, social and digital skills, encouraging people to play an active part in their community and in decisions regarding their own inclusion.

Equal treatment and the fight against racism

Support service for victims of racial or ethnic discrimination, and awareness-raising initiatives to prevent racism and xenophobia and promote equal opportunities.

Prevention and tackling of gender-based violence

Comprehensive support for women experiencing gender-based violence and for their children, in coordination with other services, and the development of tools for early detection.

Protected childhoods with opportunities

Support for parenting, alternative care, socio-educational support for young people and the prevention of violence against children, with a view to breaking the intergenerational cycle of poverty.

Action against loneliness

Projects tackling unwanted loneliness, particularly amongst older people, which combine visits, community activities and participation in the Strategic Framework on Loneliness.

Inclusion of migrants and refugees

Comprehensive humanitarian and social support for migrants, asylum seekers and refugees, including basic temporary accommodation, basic healthcare, psychosocial support and legal advice to facilitate their integration.

Digital skills for everyday life

Support and training in basic digital skills, with a particular focus on older people and low-income households, to improve access to rights, services and social participation.





— EMPLOYMENT

Committed to employability

In 2025, we renewed our commitment to decent work and equal opportunities, against a backdrop of an overall improvement in the labour market, but with significant inequalities based on gender, age, origin and region.

We provide personalised support to people who are unemployed or in precarious employment, combining guidance, training and mediation with employers to improve their employability and facilitate access to jobs that enable them to live with dignity.

25 years of the Red Cross Employment Plan

In 2025, we also celebrated the 25th anniversary of the Red Cross Employment Plan, a programme that has opened up career opportunities for hundreds of thousands of people in vulnerable situations, in close partnership with public authorities and thousands of committed businesses.

We are committed to:

- Offering personalised career guidance services.
- Reducing employment gaps due to gender, age and origin.
- Improving employability through digital skills and training.
- Facilitating equal access to decent job opportunities.
- Promoting innovation in teaching methods.



281,105

people participated
in Employment actions
promoted by
the Red Cross



“I taught myself how to cut hair, but I needed professional training to be able to work.”

Hakar Mouhamad, Basque Country

Hakar still remembers the journey he had to embark upon to reach a place far removed from the fear and suffering of the war in Syria. He crossed 12 borders on foot, with uncertainty clouding his future, until, in 2017, he was able to start building a new life. He now runs two barber's shops in Donosti, and some of his staff are refugees seeking asylum.



“I worked for several years at a fast-food chain, partly because I'd done a Red Cross training course, and they've always been there. When I registered as a self-employed person, just before the summer, I went straight to speak to them. The Red Cross has helped me so much.”

Verónica Luque, Andalusia

Verónica Luque has taken over the family photography business now that her father has decided to retire, and she has turned to the Red Cross for support as she embarks on this exciting entrepreneurial journey.

Main actions **in employment** in 2025

Personalised career guidance and employment support services

Strengthening of in-person and online information, engagement and guidance services, with more than 983,000 responses provided to unemployed people, particularly the long-term unemployed.

Training and reskilling in the new economy

Delivery of 17,534 training courses (756,777 hours) in emerging sectors and in digital, green and technological skills, helping to ensure that workers' profiles are better suited to the ecological and digital transition of the labour market.

Reducing gender, age and background gaps

Specific programmes for women, young people, people over the age of 45 and the migrant population, which have generated more than 568,000 support interventions and employment opportunities, with a particular focus on equality and the fight against ageism.

Partnerships with businesses for inclusive employment

Collaboration with more than 16,000 businesses and over 41,500 active partnerships, resulting in an average placement rate of 48 per cent and more than 37,000 contracts, nearly 15,000 of which were directly facilitated by the Red Cross.

Promoting self-employment and livelihoods

Comprehensive support for entrepreneurship through information, microloans and mentoring, facilitating the creation of 125 new businesses and the consolidation of 145 existing ones, with a particular focus on female and rural entrepreneurship.

Digital services and artificial intelligence for job seekers

Consolidation of digital career guidance services and digital tools such as 'My CV in 3 Steps' and the generative AI Interview Simulator, recognised as the best AI and automation project at the 2025 CIO 100 Awards.





— HEALTH

Committed to health

In 2025, we continued to build on our efforts to improve self-management of health, promote healthy lifestyles and offer emotional support to people in vulnerable situations.

We take a holistic approach to health, combining prevention, the promotion of healthy lifestyles, support in managing illness and mental health care, always with a community-based and rights-based focus.

We have consolidated the Spanish Red Cross's Mental Health Strategy, incorporating active listening, psychosocial support and coordinated referral to specialist resources within services such as 'Cruz Roja Te Escucha' (The Red Cross Listens to You), in community projects and in our emergency response work.

We have also strengthened programmes focusing on the prevention of chronic diseases, oral health, sexual health and the prevention of addiction, as well as specific projects aimed at improving treatment adherence amongst people with chronic conditions.

Strategic commitments 2023–2026:

- Promoting healthy habits and preventing conducts of risk (food, emotional health, physical activity, addictions).
- Improving access to safe water, sanitation and hygiene nationally and internationally.
- Launching health campaigns about heat, cold, vaccination, chronic and transmittable diseases.
- Favouring therapeutic adherence in chronic diseases and addictions.
- Developing a comprehensive mental health strategy, including prevention, intervention and psycho-social support.
- Encouraging emotional education, particularly in children and young people.
- Providing emotional support to the families of people with chronic or mental health conditions.
- Dealing with health in a multi-disciplinary way, coordinating the work with other areas of intervention.
- Reinforcing public health systems in international cooperation, with a community approach.
- Preparing for new and emerging healthcare challenges.
- Improving healthy habits in children and young people, particularly against new addictions.
- Preventing the risks associated with the use of technology and internet addiction.



1,071,572

people participated
in Health actions
promoted by
the Red Cross



“Psychological support helps me cope with my grief: those little moments give me a breather, and I then put them into practice in my day-to-day life. Although the pain is still there, the support I’m receiving is helping me to live with it and carry on.”

Gúmersindo Pichel (family member), Ourense

Gúmer is coming to terms with the loss of his wife, with whom he shared a very close relationship both personally and professionally. Even before her death, the Red Cross had been providing psychological support — as part of the ‘la Caixa’ Foundation’s Comprehensive Care for People with Advanced Illnesses project — which continues throughout the grieving process. With regular sessions, people find a supportive space where they can express their emotions, receive guidance and apply these tools in their daily lives.



“I’m going back to work in a few weeks, and this is largely thanks to the sessions and the work done during speech and language therapy. I’m so grateful to the service and to Julie; she’s supported me so much.”

Pablo Estévez, aged 43, born in Asturias and living in Mallorca

Pablo is a cancer patient. Following surgery and radiotherapy, the doctors warned him of possible speech difficulties. The Red Cross hospital in Palma, in collaboration with the Spanish Association Against Cancer (AECC), launched a service in the summer of 2025 to assess, treat and monitor cancer patients with speech difficulties. Pablo attended the speech and language therapy service run by the Red Cross in Mallorca after finding out about it through the AECC.

Main actions **in health** in 2025

Mental health and psychosocial support

- Consolidation of the Mental Health Strategy, with opportunities for people to be heard, receive emotional support and be referred to specialist resources through community projects and services such as Cruz Roja Te Escucha.
- ‘Emotional fitness’ workshops and materials, as well as digital resources to support the mental health of service users, volunteers and staff, including sessions on resilience, stress management and support in critical situations.

Promoting healthy habits and prevention

- Practical workshops on mindful eating, physical activity and lifestyle management, including a digital guide to planning healthy meal plans tailored to different health conditions.
- Strengthening preventive measures in the areas of oral health, sexual health and STIs, HIV, hepatitis and tuberculosis, with campaigns and workshops aimed at the most vulnerable individuals and groups.

Support with disease management and adherence to treatment

- Expansion of the “Don’t Forget Me” project, with more volunteers trained to support people with chronic illnesses who find it difficult to adhere to their treatment regimens, including a specific pilot scheme for people with cardiovascular disease.
- Coordination with public health services to improve screening, monitoring and support in the management of chronic conditions and long-term treatments.

Intervention in particularly vulnerable situations

- Continuation of social and health care provision in prison settings, including health workshops, support for adherence to treatment for addiction, and prevention of HIV, STIs and tuberculosis.
- Specific programmes for people with disabilities that combine support products, adapted transport, inclusive leisure activities and tele-care, promoting independence and healthcare in everyday life.

Care for staff health and safety

- In-house campaign “Stay calm and practise occupational risk prevention” (PRL), featuring initiatives on physical and mental health, 8,861 medical check-ups and resources such as the Wellat app, Headspace and our helpline, **900 107 917**, run by the Red Cross’s “Te Escucha” service.
- **17.967** enrolments for online occupational health and safety training courses and 196 drills to improve safety in highly demanding humanitarian environments.
- **207** workplace adaptations due to medical conditions, disability or temporary limitations.
- **342** workplace risk assessments and **7** psychosocial risk assessments.
- **317** emergency plans.
- **196** drills.

Psychosocial support in emergencies and disasters

- Deployment of specialist psychosocial intervention teams (such as Immediate Emergency Response Teams for psychosocial intervention and other emotional support resources) to support people affected by emergencies, their families and the response teams.
- Providing support in emergencies linked to extreme weather events such as the DANA, offering psychological first aid, active listening, reassuring people that their reactions are normal, and referring them to mental health services where necessary.
- Integrating a mental health approach into emergency response plans, coordinating the work of psychology teams with First Aid and other Red Cross services to provide a comprehensive response to both physical and emotional needs.



— EDUCATION

Committed to education

In 2025, we strengthened our commitment to high-quality, inclusive and accessible education, key to equal opportunities and social participation. Our work has focused on narrowing the educational gap, preventing school drop-out and supporting the educational success of children, young people and adults in vulnerable situations.

We have now had over 600,000 participants in our educational programmes, which combine academic support, digital skills training, basic literacy and short training modules open to the public.

The Virtual Campus and the Knowledge Bank are establishing themselves as leading platforms for continuous learning for volunteers, staff and the general public, offering more courses and a better user experience.

In partnership with other educational and digital organisations, we offer resources on rights, equality and the responsible use of technology, whilst our educational volunteers provide personalised support and safe spaces for learning and building life plans offering greater opportunities.

Strategic commitments 2023–2026 in education:

- Facilitate the acquisition of skills that reduce vulnerability and promote healthy and sustainable lifestyles.
- Support the improvement of educational infrastructure and teaching staff internationally.
- Share institutional knowledge through population training programmes.
- Promote personal development through a system that supports volunteers, staff and service users.
- Prevent school exclusion through access to material and educational resources.
- Encourage people to start or resume training programmes that improve motivation and inclusion.
- Encourage active participation of children and young people in all stages of their educational processes.


653,102

people participated
in Education actions
promoted by the Red
Cross



“Whenever I went to the Red Cross and didn’t have any work to do, I’d still get my books out and carry on learning. I remember that my teacher was pleased; he even gave me a higher mark. At the Red Cross, they helped me a lot with my schoolwork, but also with my attitude and with my Spanish...”

Omar Lelou, Basque Country (originally from Senegal)

Omar Lelou arrived in Vitoria from Senegal in 2020. Back then, he was a 15-year-old teenager who only spoke French. Thanks to the Red Cross, he has not only become fluent in the language; he has also started working in a workshop and is very excited about the opportunity.



“I’ve learnt to feel more confident and to know what to do if my baby starts choking. Whether they’re a baby or a bit older.”

Esperanza Ruiz and Cristian Giménez, Valencia

Esperanza and Cristian are expecting a baby in the coming months. They both took part in first-aid for babies workshops organised by the Red Cross at the Valencia Baby Fair.

Main actions **in education** in 2025

Increased external training open to the public

Promotion of free training modules on first aid, responding to extreme weather events, lay care and other basic topics, which have seen the greatest increase in participation in comparison to 2024.

More and better training for volunteers and staff

Expansion of the Virtual Campus Knowledge Bank to 152 courses, with over 48,600 enrolments and an average satisfaction rating of 4.62 out of 5, ensuring that teams have the necessary skills to operate in any context.

New strategic courses and networking with other departments

Launch of new courses on protecting children from violence (in partnership with the Children and Youth department), cold spells and health (in partnership with the Health department), waste sorting (in partnership with the Environment department), and two training sessions with the Red Cross Youth on Canva and communication, and on unwanted loneliness among young people.

Technological innovation and improvements to the Virtual Campus

Modernisation of the Moodle Workplace training and professional development management application, improving usability and the online learning experience, and creation of themed microsites such as the Digital Rural Challenge and training on tackling unwanted loneliness.

Education and digital skills with key partners

Strengthening the Red Cross's role within the digital skills ecosystem through partnerships such as Digitalízate Plus, the Somos Digital Association, the Pact for Generation D and the Communities of Practice for Promoting Equality in the Digital Environment, whilst incorporating new resources on digital rights, equality and the ethical use of technology and AI.

Education for inclusion and educational equity

Consolidating projects such as 'Promoting Academic Success', 'Social Inclusion for Children' and 'Promoting Success among Young People', by expanding their geographical reach and strengthening socio-educational support, access to resources and coordination with families and schools.

Educational and awareness-raising campaigns targeting children and young people

Development of campaigns such as the International Day of Education campaign ("Whatever you call it, it's still education"), materials on bullying and cyberbullying ("Virtual click, real impact") and guides on how to deal with basic administrative procedures, which help young people in their transition to adulthood.





— ENVIRONMENT

Committed to the environment

At the Red Cross, we are working to reduce our environmental impact and help people adapt to the effects of climate change, focusing on those who are most vulnerable, both socially and geographically.

In 2025, we stepped up our efforts in environmental education and action, combining projects on energy saving and efficiency in homes, the restoration of degraded ecosystems, the prevention of forest fires, and environmental education with communities and schools. Through initiatives such as COMpenSa2, the Restoration of the Natural and Urban Environment, eco-social allotments and energy poverty projects, we help families to reduce their energy consumption and costs, restore forests and riverbanks, and promote more sustainable lifestyles.

Environmental volunteering plays a key role in this work: volunteers take part in reforestation projects, clean-up operations in natural areas, awareness-raising initiatives and providing support to households, helping to create safer, healthier and more resilient environments in the face of the climate emergency.

We commit to:

- Promoting environmentally responsible and sustainable behaviours.
- Putting people at the centre of environmental protection and climate action.
- Raising awareness of the ecological emergency and promoting critical and transformative environmental education.
- Incorporating environmental sustainability in institutional and project management.
- Reducing energy vulnerability through comprehensive support in homes in a situation of energy poverty.
- Establishing environmental humanitarian diplomacy and alliances with administrations and businesses.
- Guaranteeing the launch of the Environment Department at all organisational levels.
- Promoting community participation in protecting the environment.
- Defending climate justice and the rights of people most affected by the climate crisis.



15,432

people participated in Environment actions promoted by the Red Cross



“When I joined the group, it was only just after it had started, and for me, meeting up with them every Friday has helped me a great deal. At the end of the day, they’re people who’ve been through the same thing as me and, in one way or another, we’re bound together by the same pain.”

Loren, Castilla-La Mancha (Ciudad Real)

Loren’s husband passed away two years ago. A support group has been set up in Ciudad Real for older people dealing with the loss of a loved one. It was so well received that, three years on, it is still going strong and has become a mutual support group. For Loren, this group has become her “lifeline”.



“I pay my electricity bill when I can and my water bill when I can. These workshops have shown me that, even though I’m on the cheapest tariff, I can reduce my consumption even further by managing my use of electrical appliances.”

María José, 49 years old, Paterna (Valencia)

María José lives with her 16-year-old son. In 2025, she took part in an energy efficiency workshop and received a kit of energy-saving products organised by the Red Cross.

Main actions **in environment** in 2025

Strengthening Local Climate Action

Promoting climate action plans in local authorities, integrating risk reduction in the face of extreme events and ecosystem restoration into the response to emergencies and vulnerabilities.

Projects to reduce energy poverty

Support for vulnerable households in conducting energy audits of their homes, installing energy-efficiency measures and accessing renewable energy solutions such as self-consumption through solar panels, thereby reducing energy consumption and bills.

Ecological restoration and fire prevention

Participatory reforestation initiatives, the clean-up of natural areas and the restoration of degraded areas, with a particular focus on areas affected by forest fires and phenomena associated with climate change.

Eco-social gardens and environmental education

Developing community and school gardens as spaces for learning about sustainable food systems, biodiversity and climate adaptation, thereby strengthening the link between caring for the environment and social cohesion.

Campaigns about the climate crisis and sustainability

Distribution of educational content and materials on the climate emergency, responsible consumption, waste management and the efficient use of water and energy, combining social media, face-to-face activities and teaching resources.

Environmental criteria in internal management

Progress in incorporating sustainability criteria into the organisation's procurement, transport, energy management and waste management, aligning internal practices with climate and environmental commitments.



3.2

International Cooperation

We work beyond our borders to save lives, protect dignity and strengthen the resilience of communities affected by armed conflict, disasters, climate crises and forced displacement.

We always do this in partnership with other National Red Cross and Red Crescent Societies, the International Federation and the International Committee, respecting their leadership and supporting their capacity so that they can continue to serve their communities in the long term.



In 2025, we were involved in 321 projects across 44 countries and regional contexts, with 6,455,756 people taking part in initiatives relating to humanitarian aid, health, water and sanitation, food security, livelihoods, social inclusion, the environment and technical cooperation.

Furthermore, we have followed the 2023–2026 International Cooperation Plan and the commitments made at the 10th General Assembly, with a common goal: to save lives, support more dignified living conditions and build resilient communities in the countries where we work.

The year was marked by an increase in armed conflicts, the worsening of the climate crisis, food insecurity and forced displacement, against a backdrop of a global reduction in funding for humanitarian and development work.

Main areas of action:

- Humanitarian aid: assistance in emergencies and chronic crises, providing shelter, safe water, cash transfers, psychosocial support and health services, prioritising displaced people, refugees and isolated communities.
- Health, water and sanitation: supporting responses to outbreaks of cholera and other diseases, improving water and sanitation systems, and strengthening community health.
- Food security and livelihoods: support for crop and livestock production, income generation and economic recovery for families affected by conflict and disasters.
- Adaptation to climate change: projects relating to disaster risk management, climate resilience and ecosystem protection, particularly in Africa and Latin America.
- Protection, gender and inclusion: prevention of and response to gender-based violence, support for migrants and refugees, re-establishment of family contact and child protection in cross-border contexts.
- Technical and institutional cooperation and humanitarian diplomacy: supporting National Societies in the areas of governance, digitalisation, livelihoods and volunteering, and participating in international forums to uphold international humanitarian law and mobilise resources for the most neglected crises.



In **international cooperation** in 2025



- **Countries:** 16
- **Projects:** 133
- **Budget:** €44,212,986.89
- **Service users:** 3,852,769



- **Countries:** 15
- **Projects:** 94
- **Budget:** €30,604,901.95
- **Service users:** 1,449,944



- **Countries:** 2
- **Projects:** 8
- **Budget:** €5,130,626.36
- **Service users:** 46,442



- **Countries:** 4
- **Projects:** 41
- **Budget:** €11,742,576.50
- **Service users:** 605,797



- **Countries:** 6
- **Projects:** 18
- **Budget:** €17,367,580.92
- **Service users:** 106,245

Technical and institutional cooperation

- 31 National Societies have benefited from our support in the areas of volunteering, livelihoods, management, digitalisation and emergency response capacity.
- We have consolidated the development of volunteering and community participation in countries such as Bolivia, Honduras, Ethiopia, Morocco and Lebanon, and promoted processes relating to planning, project management and accountability in Africa, Latin America, Europe and the Middle East.
- Through the Centres for Cooperation with Africa and the Mediterranean, we have supported numerous initiatives focusing on community health, livelihoods, climate action, youth and strengthening the internal governance of National Societies.

Humanitarian diplomacy and knowledge management

- We have played an active role in international forums such as the International Federation of Red Cross and Red Crescent Societies (IFRC) Donor Advisory Group and the European Humanitarian Action Strategy, promoting respect for international humanitarian law and the protection of healthcare provision in armed conflicts.
- Together with the Spanish Government, we have co-led the development of the guide on the Protection and Respect for Healthcare in Latin America and the Caribbean, and we have contributed to the design of the 2025–2026 Action Plan for the Spanish Humanitarian Action Strategy.
- All this work has helped to raise awareness of the most overlooked crises, strengthen the role of the Red Cross and Red Crescent network, and mobilise resources so that aid reaches those most in need more quickly, safely and effectively.

Main actions in **international cooperation** in 2025

Armed conflicts and forgotten crises

Support for the Red Cross in Sudan, the Democratic Republic of the Congo, Nigeria, South Sudan, Haiti and other places with protracted violence, covering health, water and sanitation, protection and livelihoods, with a focus on women, girls and boys, displaced people and isolated rural communities.

Crisis in the Middle East and Ukraine

Support for the Ukrainian Red Cross and the Red Crescent in Palestine, Syria and Lebanon through medical supplies, psychosocial support, cash transfers and capacity-building to enable them to continue providing assistance in highly insecure environments.

Impacts of climate change and disasters

Responding to floods, droughts, hurricanes and other extreme events in Africa, Latin America and Asia, combining emergency aid with projects focused on climate resilience, disaster risk management and the restoration of livelihoods.

Food security and livelihoods

Programmes to support agriculture, livestock farming and income generation in areas affected by conflict, economic crises and climate-related crises, through cash transfers, training and access to productive inputs, coordinated with the International Federation of Red Cross and Red Crescent Societies' Livelihoods Resource Centre.

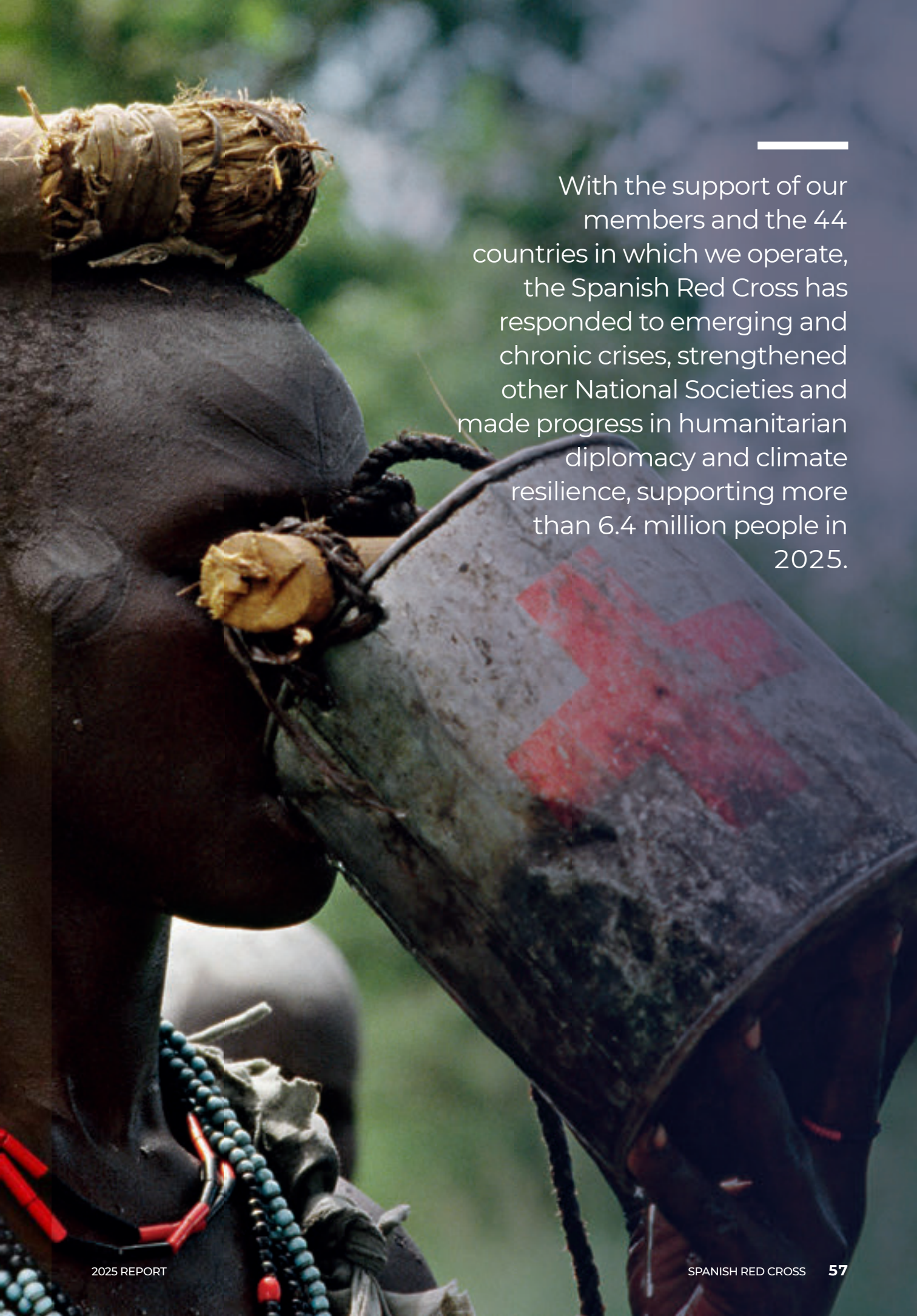
Protection of migrants, refugees and survivors of violence

Initiatives providing protection, psychosocial support and legal assistance for displaced persons, migrants and refugees, with a particular focus on women and girls who are victims of sexual and gender-based violence, as well as measures to re-establish family contact and protect children across borders.

Strengthening National Societies and networking

Technical support in the areas of governance, digitalisation, volunteering and project management for National Societies in Africa, the Americas, Europe, Asia and the Middle East, through technical support visits, specialised training and regional projects led by the Spanish Red Cross's Cooperation Centres.





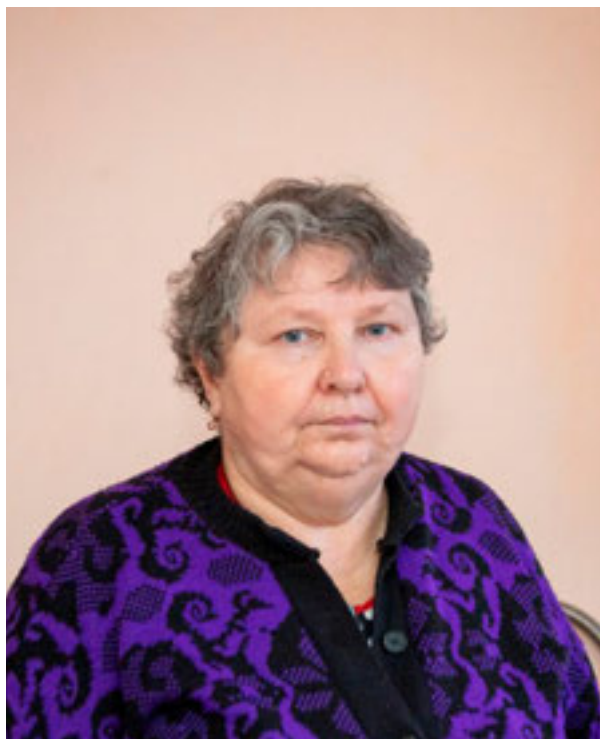
With the support of our members and the 44 countries in which we operate, the Spanish Red Cross has responded to emerging and chronic crises, strengthened other National Societies and made progress in humanitarian diplomacy and climate resilience, supporting more than 6.4 million people in 2025.



“I want to finish my intermediate vocational qualification and find a job so that we can all be happy, earn some money and have a future”.

Vladyslav Burdin, Castilla-La Mancha (originally from Ukraine)

Vladyslav remembers perfectly “the stress and fear” of those early days at the start of the conflict in Ukraine, when he and his grandmother fled the country where they were born in search of a new home. The Red Cross has helped and supported them in Ciudad Real, where they have finally settled.



“When they bombed the power station, I put on every item of clothing I had, and even then I was freezing. I’d rather be cold than live amidst bombs; let this be over and done with once and for all.”

Alla, Sumy region (Ukraine)

In the Sumy region, Alla tells the story of Ukraine’s harsh winter. Thanks to the Red Cross installing gas heaters, her home is warm again, although her wish remains the same: for the conflict to end.

3.3

Red Cross Youth

Red Cross Youth (CRJ) is the youth section of the Spanish Red Cross and encourages children and young people aged between 6 and 30 to play a leading role in humanitarian action. Guided by a vision centred on children's rights, equality, peace and active citizenship, we work to help children and young people develop their skills, critical thinking and social commitment, whilst strengthening community life and fostering leadership amongst young volunteers.

In 2025, we consolidated Red Cross Youth (CRJ) as a space for participation, learning and social transformation for children, adolescents and young people across more than 660 centres throughout the country. Our projects combine intervention and social inclusion, awareness-raising and prevention, and participation, with an educational approach that places children and young people at the heart of decision-making and action.



**Voluntary work
and associative life**

Red Cross Youth supports young volunteers in their day-to-day lives: from the moment they join the organisation through to the forums where they share experiences, receive training and make decisions.

Young people driving action

In 2025, 15,501 young people volunteered at more than 660 centres, contributing a total of around 455,000 hours to educational activities, support work and youth engagement across the country.

Spaces where young people make the decisions

National and regional meetings, ACTA 2.0 and the 20th General Assembly have enabled children, teenagers and young people to analyse their circumstances, propose changes and define new areas of work within Red Cross Youth.

It is this network of organisations that keeps our work with children and young people alive and ensures the succession of new generations throughout the organisation.

Young people connected to the world

Red Cross Youth has continued to be active within European and international youth networks such as ECAYN (Europe and Central Asia Youth Network) and SEYN (Sustainable Energy Youth Network), as well as within the International Federation's youth forums, helping to shape the global agenda from the perspective of Red Cross Youth.

CRJ's voice is also digital

The Red Cross Youth's social media channels and platforms have been a key vehicle for raising awareness and mobilising support, with thousands of posts and millions of views bringing the organisation's youth initiatives to the attention of other young people.



Social inclusion and intervention

51,544 Participants

- Promoting academic success and providing socio-educational support to children and young people in vulnerable situations.
- Support for families facing social difficulties, combining educational, emotional and community support.
- Educational leisure and free-time project in safe environments.
- Support for hospitalised children and the promotion of play and educational toys as a right.

Participation

27,013 Participants

- Meetings on child and youth participation at local, regional and national levels, including ACTA 2.0 and the 20th General Assembly.
- Promoting new models for the participation of children and young people in CRJ's decision-making processes.
- The Rural Youth Campaign aims to highlight the challenges, opportunities and proposals faced by young people in rural areas.

Raising awareness and prevention

240,829 Participants

- 125,961 people received care and 240,829 people from their wider community took part.
- Campaigns on mental health, suicide prevention, sexual health, HIV and healthy lifestyles.
- Measures to tackle bullying, cyberbullying, racism and other forms of discrimination.
- Projects promoting equality and preventing gender-based violence, aimed at teenagers and young people.
- Programmes for the prevention of addiction and risky substance use, with a peer-education approach.
- Educational innovation initiatives such as DiscoverySpace, which introduce young people to STEAM skills (a teaching and learning model that integrates physical, human and technological resources to tackle social and environmental challenges from a multidisciplinary, cross-curricular and creative perspective) and AI.
- Leisure and recreational spaces with a focus on the community, intercultural understanding and social cohesion.
- Participation in European and international youth networks, such as the European and Central Asian Red Cross and Red Crescent Youth Network (ECAYN), the Sustainable Energy Youth Network (SEYN) and the youth structures of the International Federation of Red Cross and Red Crescent Societies (IFRC), thereby strengthening the voice of Red Cross youth at a global level.



“For me, stepping out of the room and seeing my son having fun, lost in his own world and happy means that we, too, can switch off from these problems and the things that are causing us anxiety and worry.”

Ariadna Expósito Morales (mother) and Axel (son, 9 years old), Tenerife

Axel, aged 9, was admitted on 4 June to the Paediatrics Ward at the Canary Islands University Hospital (HUC) in Tenerife for a scheduled operation. Although he had his tablet, he was desperate to get out of the room. The Red Cross Youth volunteers invited him to the Hospital Classroom, where he got caught up in a game of “Taco Cat Goat Cheese Pizza”. Even his mother joined in the fun.



“PEJ has been important to me for more than just the academic support. I’ve also felt very comfortable on a personal level. The atmosphere was very close-knit and it often felt like a little family. ‘I always felt listened to and supported.’

Hajia, a former participant in the PEJ project, Vitoria-Gasteiz

Hajia is a former participant in the ‘Promoting Success among Young People’ (PEJ) project in Vitoria-Gasteiz. She began her involvement whilst preparing to go on to higher education. The project provided her with academic support, study skills, guidance on accessing higher education, and a safe and motivating environment.

A photograph of a Red Cross volunteer, a woman with sunglasses on her head and a red vest with a white cross, assisting an elderly woman with a blue exercise machine. Another person is partially visible on the left. The background shows a street with parked cars and buildings.

3.4

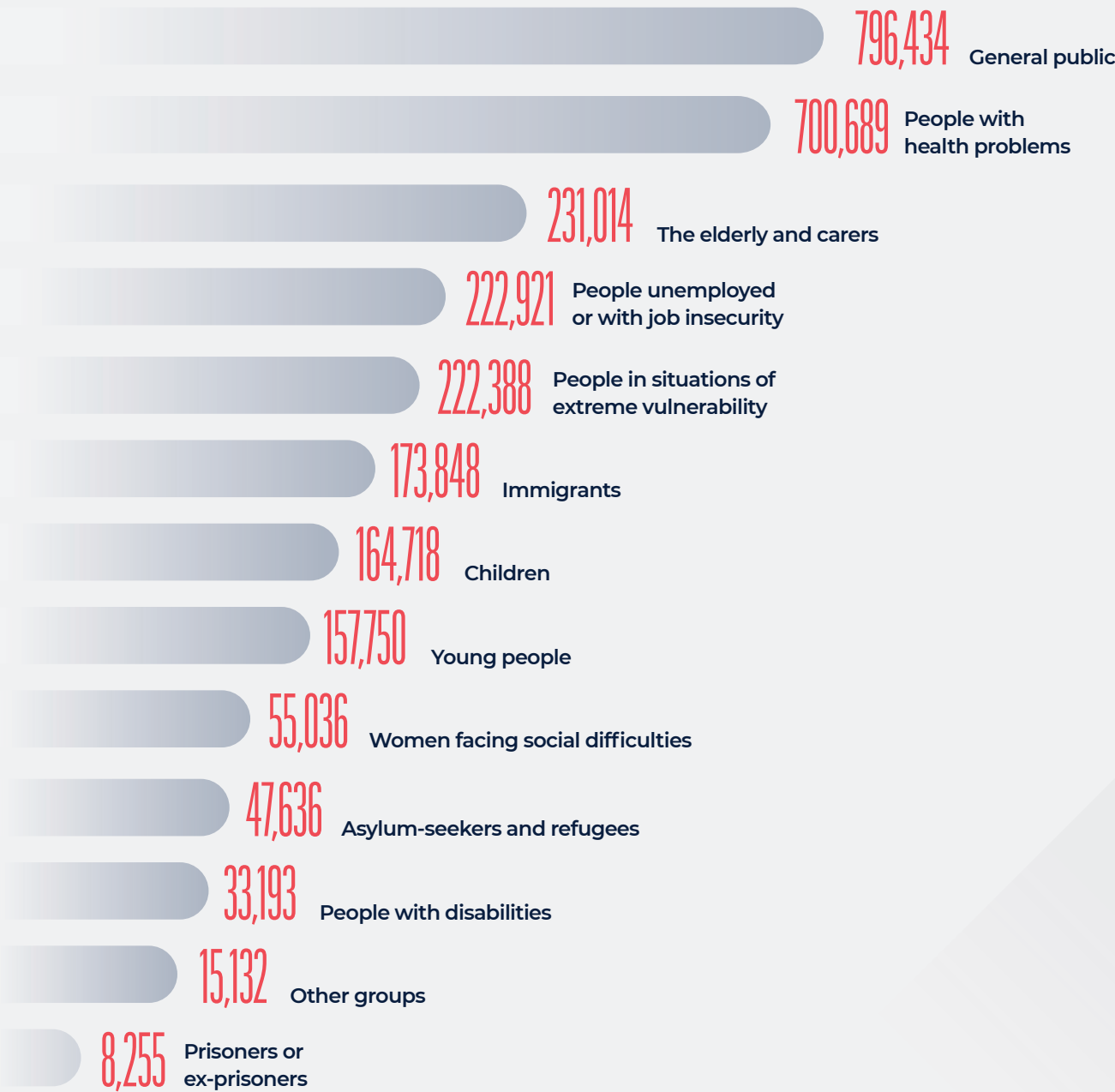
A Red Cross that works for people

The Red Cross supports people by taking into account all aspects of their lives, combining social, health, educational, environmental and employment support to reduce their vulnerability and strengthen their independence. This approach makes it possible to provide integrated support over time, tailored to each stage of life and to each person's needs and choices, whilst respecting their dignity, their own pace and their life plans.

Groups in vulnerable situations

2,548,849

Total number of people assisted at a national level





The elderly and carers



An ageing population and increasing dependency require ongoing support to ensure the well-being, independence and social participation of older people and their carers. In 2025, an approach focused on preventing isolation, strengthening home-based support and promoting the use of technology to enable people to remain

safely in their familiar surroundings has become firmly established.

Support for carers, the majority of whom are women, has also been enhanced by addressing their physical and emotional burden and improving their rest, health, well-being and work-life balance.

 **231,014** older people, those in need of care and carers supported in 2025

Care and support at home

- 122,584 people receiving home-based tele-assistance.
- 8,344 people using mobile tele-assistance.
- 23,384 people receiving supplementary home help.
- 1,464 people receiving basic home help.
- Tracking down 941 people with cognitive impairment.

Preventing isolation and unwanted loneliness

- 54,191 older people on the Enredate social network.
- The TE ACOMPAÑA service has handled more than 7,000 enquiries and 1,200 requests for support relating to situations of unwanted loneliness.

Care in specialised centres

- 485 people in day centres for older people.
- 166 people in specialist day centres.

Healthcare and functional and cognitive decline

- 13,011 people with impaired cognitive function.
- 21,167 people are taking part in the 'Salud

Constante' (Lasting Health) healthy ageing programme.

Support for carers

- 6,025 carers supported.
- Carers who have been trained and educated in informal care.

Active ageing and social life

- 4,242 people supported through the ageing process.
- 22,627 older people receiving direct support.
- 148 people on the 'Grandmothers and Grandfathers as Educators' programme.

Protection against abuse

- 2,949 people in programmes promoting well-being and protection against abuse.

Innovation and independent living

- Implementation of the 'Independent Living in the Community' project in seven local authorities.
- The Vincúlate (Connect) project is active in 52 rural municipalities.
- The 'Voces en Red' (Voices Online) project has been rolled out across all 52 provinces.



Children



Socio-economic circumstances and family environments continue to have a decisive influence on children's holistic development and the full enjoyment of their rights, leading in many cases to cycles of intergenerational transmission of poverty. In 2025, we maintained our efforts to prevent and mitigate the effects faced by children and young people living in situations of social vulnerability and material deprivation. Our work has been organised into four main areas:

promoting children's well-being and supporting parenting; alternative care for children in the care of the child protection system; socio-educational support for young people in transition following care or at social risk; and the prevention of violence against children.

 **164,718** boys and girls helped in 2025

Care and protection of children

- 3,628 children in foster care.
- 121 children receiving psycho-educational support in residential care.
- 312 cases handled to facilitate family contact following separations (Family Meeting Points).
- 2,890 children assisted through international legal cooperation and origin tracing.

Emotional well-being and prevention of violence

- 11,215 participants in emotional education activities.
- Adoption of the Spanish Red Cross's Policy on Protection against Violence against Children.
- Completion and publication of the online training course on the appropriate treatment of children and the prevention of violence.
- 198 interventions in cases of parent-child violence.
- 1,001 participants in children's participation schemes.

Early childhood care and family support

- 574 children in early years programmes (aged 0–6).
- 381 children in early years services.
- 968 families taking part in programmes to

support positive parenting.

- 7,859 families taking part in the 'Criando en Positivo' (Positive Parenting) programme.
- A new tool to identify misconceptions about parenting and prevent inappropriate practices, available at www.cruzroja.es/criandoenpositivo.

Educational and community support

- 4,642 participants in an after-school community programme in vulnerable communities.
- 5,295 children attended children's day centres.
- 1,310 boys and girls in street education programmes.
- 13,461 participants in initiatives to promote academic success.
- 4,083 boys and girls in social inclusion programmes.

Hospital care and leisure

- 50,533 children receiving hospital care.
- 20,832 participants in leisure and recreational activities.
- 2,449 participants in the PINEO programme.
- 909 participants in play centres.
- 50,483 children have benefited from the educational toy campaign.

Young people

Difficulties in accessing employment, housing and education continue to affect young people's independence, emotional well-being and social participation. In 2025, an initiative combining socio-educational support, support for becoming independent, career guidance, healthcare and community involvement was es-

tablished to promote plans for independent living. Efforts to support young people in particularly vulnerable situations have also been stepped up, tackling inequalities based on gender, background and region, and strengthening their skills, mental health and access to support networks, education and employment.



Socio-educational and transition support

- 1,898 young people in independent living schemes and supervised accommodation (Espacio Propio).
- 34,562 in employability projects.
- 355 in youth participation and volunteering activities.

Street education and prevention

- 5,908 young people supported through youth information services.
- 2,245 in group social activities.

Inclusion of young migrants

- 998 young people taking part in intercultural education programmes.

Justice and social harmony

- 147 in restorative justice with young people aged 14 to 18.
- 39,767 participants in programmes to prevent violent behaviour.

Employment and life plans

- 433 in career guidance.

Health and addiction prevention

- 42,237 young people in health education.
- 14,575 in drug prevention.
- 225 participants in education and prevention programmes for HIV/AIDS and other communicable diseases.

Youth participation

- 229 young people taking part in activities designed to engage and involve them.
- 1,471 in diversity and equality projects.



People in a situation of extreme vulnerability



The combination of low income, difficulties in accessing housing, health problems, loneliness and a lack of support networks leaves many people in a situation of extreme vulnerability.

In 2025, an initiative was established that combines meeting basic needs with social support, emotional support and access to rights, with the aim of prevent-

ing poverty from becoming chronic.

Efforts to support the homeless and those living in extremely precarious circumstances have also been stepped up, prioritising their dignity and independence, and improving their living conditions, access to resources and support networks.

 **222,388** people in situations of extreme vulnerability assisted in 2025

Provision for basic needs and emergency care

- 78,231 people receiving urgent assistance with their basic needs.
- 25,336 beneficiaries of the ESF+ Basic Material Assistance Programme.
- 63,007 people have received support through the 'Now More Than Ever' appeal.

Support for the homeless and those facing housing exclusion

- 38,334 people receiving comprehensive care for the homeless.
- 4,417 people receiving support to prevent homelessness.

Social inclusion and the fight against poverty

- 6,256 people receiving comprehensive support in situations of chronic poverty.
- 31,280 people in situations of extreme vulnerability being helped to integrate into society.

- 7,511 people in personal well-being and social inclusion programmes.

Financial and social support

- 1,343 people in schemes for recipients of the guaranteed income.
- 1,581 people receiving social support measures.

Social emergency

- 17,399 people assisted through emergency social services.

Support for children in crisis situations

- 4,209 children and adolescents receiving support to prevent exclusion from school.





Immigrants



The difficulties of the migration process, the language barrier, administrative issues, a lack of support networks and discrimination leave many migrants in a highly vulnerable position from the moment they arrive. In 2025, a programme combining emergency care, support with regularisation, access to rights, language

learning and support with social and labour market integration was established. Efforts to prevent trafficking, exploitation and discrimination have also been stepped up, by providing safe spaces and legal support, and by improving their living conditions, independence and social participation.

 **173,848** migrants assisted in 2025

Reception, care and integration

- 24,861 people in comprehensive reception centres for migrants.
- 62,911 people in integration programs for immigrants.
- 1,243 people assisted in comprehensive reception centres and offices.
- 65 people undergoing family reunification and integration processes.

Humanitarian aid and emergencies

- 32,531 people receiving humanitarian assistance for migrants.
- 39,177 people assisted in first-response centres and ERIE centres run by Ayuda Humanitaria a Inmigrantes.
- 203 people receiving emergency aid for migrants.

People in situations of particular vulnerability

- 10,283 people assisted in settlements.
- 1,890 people assisted in detention centres for foreign nationals.
- 1,785 people protected from human trafficking.
- 2,511 cases of missing migrants.

Digital inclusion and access to information

- 970 users of the Migrar Portal and other technological tools for integration.



Asylum-seekers and refugees



Fleeing conflict, violence or persecution forces many people to seek international protection, facing complex procedures and difficult conditions.

In 2025, a programme combining accommodation, asylum support, access to training and employment, and psychosocial care to promote recovery and integration was established.

Support for particularly vulnerable people has also been stepped up, ensuring their safety, dignity and access to their rights throughout the process, right up to their integration or voluntary return.

 **47,636** People assisted in 2025

Reception and basic coverage

(system access + accommodation + emergency services)

- Comprehensive reception
- Reception centres
- Emergency equipment

Legal, social and psychological support

(rights, social support and mental health)

- Legal and social support
- Specialist psychological care

Social and community integration

(social integration and participation)

- Social integration

- Community involvement and support

Training and access to employment

(social and labour market inclusion)

- Training and social and labour market integration

Addressing specific crisis situations

(travel and international programmes)

- Support for the Ukrainian population
- Resettlement and relocation

People unemployed or with job insecurity



Unemployment, seasonal work, low wages and difficulties in accessing stable jobs leave many people facing financial insecurity, emotional distress and social exclusion.

In 2025, a programme combining career guidance, training, job placement with companies and emotion-

al support was established to improve employability and access to decent work. Efforts to support groups facing the greatest challenges have also been stepped up, addressing gaps relating to gender, age and background, and enhancing skills, motivation and access to employment opportunities.

 **222,921** People assisted in 2025

Access to employment and guidance

- 218,353 people supported by specific measures to help them access employment.
- 9,549 career guidance consultations were attended.

Social and labour market integration

- 54,637 people on comprehensive employment programmes.
- 88 community networks involved in providing support.

Entrepreneurship and self-employment

- 2,570 people taking part in business development initiatives.
- 125 companies created.
- 145 businesses consolidated.

Inclusive markets

- 19,284 people in job placement schemes.
- 40% job placement rate in business mediation projects.



Prisoners or ex-prisoners



A spell in prison, stigmatisation and difficulties in accessing employment, housing and support networks leave many people in a highly vulnerable position after their release.

By 2025, an initiative combining support whilst in prison, preparation for release, social and labour market

integration, and work with families had become firmly established.

Support for people in specific circumstances was also increased, improving their circumstances, reducing re-offending rates and facilitating access to rights and life plans beyond crime.

 **8,255** People assisted in 2025

Social reintegration and prison support

- 2,722 people in custody assisted through social intervention.
- 332 people undergoing social reintegration under a semi-open prison regime.
- 52 people receiving outpatient care from Dependency Units.

Childhood and maintaining family ties

- 351 children supported in prison settings to nurture family ties.

Alternatives to imprisonment

- 1,924 people in community service programmes and other alternative measures.

Health, addiction and well-being

- 3,382 people received treatment for addiction problems whilst in prison.
- 332 former prisoners received treatment for addiction problems in the community.





People with health problems



Chronic health problems, dependency, mental health conditions and addictions limit independence, make it difficult to find work and lead to isolation, particularly when combined with poverty or a lack of support. In 2025, an approach combining health promotion, prevention, support during illness, therapeutic sup-

port and harm reduction was firmly established. Efforts have also been stepped up in the areas of mental health, suicide prevention and care for people living with HIV, STIs and chronic conditions, with a view to improving their quality of life, reducing inequalities and promoting healthy, stigma-free environments.

 **700,689** **People assisted in 2025**

Promoting health and prevention

- 35,864 people took part in health awareness and prevention initiatives.
- Workshops on sexual health, STI prevention and the promotion of healthy habits.

Healthy lifestyles and self-care

- 134,254 people assisted in improving their lifestyles and adopting healthy habits.
- Programmes on mindful eating and the promotion of oral health.

Disease management and treatment adherence

- 216,118 people assisted in managing their condition effectively.
- Support for people with chronic illnesses, HIV, addictions, hepatitis and tuberculosis.
- Strengthening the “Don’t forget me” project to improve treatment adherence.

Healthcare

- 352,368 people treated at health centres.



Women facing social difficulties



Gender-based violence, caregiver overload, job insecurity, difficulties in accessing housing and a lack of support networks leave many women in a highly vulnerable position.

In 2025, an initiative combining emergency protection, comprehensive support, psychosocial support, career

guidance and access to housing to help people escape violence and exclusion became firmly established.

Efforts to support women in particularly vulnerable situations have also been stepped up, improving their safety, emotional well-being, financial independence and social participation.

 **55,036** People assisted in 2025

Protection, comprehensive care and recovery

- 28,178 women assisted through the mobile telecare service for victims of gender-based violence (ATENPRO).
- 1,656 women and their children supported in shelters (emergency shelters, long-term accommodation and transitional flats).
- 379 women receiving comprehensive specialist care.

Empowerment and independence

- 11,045 women took part in personal, social and community empowerment programmes.
- 4,208 women took part in social initiatives aimed at improving their well-being, independence and support networks.

Employment and labour market integration

- 13,324 women took part in employability and job placement schemes.
- 25 women supported by the “Bridges to

Employment” programme.

- A 59 per cent job placement rate in employability programmes for women.
- 851 companies collaborating in job placement initiatives.
- More than 3,000 companies are involved in partnerships to promote women's employment.

Support for women in particularly vulnerable situations

- 2,493 women supported through comprehensive intervention programmes in settings where prostitution takes place.
- 37 women treated for addiction problems in the community.

Health and well-being

- 2,851 women took part in programmes promoting healthy lifestyles (diet, exercise, hygiene, emotional well-being, sexual health and self-care).

People with disabilities



Architectural, communication and social barriers restrict access to basic rights for people with disabilities, leading to exclusion and dependency.

In 2025, a programme combining support for independent living, career guidance, accessibility and as-

sistance in accessing rights was further developed.

Efforts to support families and individuals in particularly vulnerable situations have also been stepped up, promoting independence, reducing isolation and encouraging participation on an equal footing.



people with disabilities supported in 2025

Independence and functional support

- 9,812 people with support products.
- 4,517 with supplementary home help.
- 1,464 receiving basic home help.
- 62 with geolocation systems for people with cognitive impairment.

Telephone assistance.

- 6,279 receiving home-based tele-assistance.
- 725 using mobile tele-assistance.

Accessibility and mobility

- 6,542 in adapted transport.
- 667 in beach accessibility schemes.

Specialist care

- 529 in day centres.
- 35 in centres for children with cerebral palsy.
- 34 in sheltered housing.
- 37 in early stimulation activities.

Participation and inclusion

- 5,292 in inclusive leisure activities.



General public and other groups



Beyond addressing specific vulnerabilities, the Red Cross carries out initiatives for the broader public that promote health, social cohesion, solidarity and emergency preparedness. By 2025, an initiative combining awareness-raising, first-aid training, healthy lifestyle

habits and community action was further developed. Support for groups facing specific crisis situations has also been stepped up, strengthening their capacity to cope with risks, improve social cohesion and promote more inclusive and resilient environments.



Emergencies and immediate response

- 100,556 people were assisted in local emergency response and emergency intervention operations.
- 3,463 operations carried out in maritime rescue and maritime safety during the year.
- A response model based on Basic Emergency Response Teams (BERT) and Immediate Emergency Response Teams (IERT).

Prevention and healthcare provision at events

- 43,891 people received preventive care from land-based services.
- 39,279 people received preventive care from water-based services
- Operational presence at 201 beaches across 14 provinces.

Marine rescue

- 158 people assisted during maritime rescue operations.
- 48% of the operations were related to search and rescue (SAR).

Socio-sanitary transport

- 45,248 people assisted using social and healthcare transport services.

Information, support and multi-channel service

- 50,197 people assisted through the Responde service.
- Specialist support via the 024 helpline for the prevention of suicidal behaviour.
- The Red Cross 'Te Escucha' service offers guidance, support and companionship to those experiencing unwanted loneliness.



3.5

Community activity.

People who help people.



Preparation for emergencies

Emergencies cannot be tackled alone: they require organised communities. In 2025, we supported neighbourhoods and local authorities in their recovery following the DANA, strengthening local networks and collective capacities.

We work alongside public authorities, organisations and the public to anticipate risks and build safer, more connected and more resilient environments.

We promote networks across society

The community is the first source of support. We bring together individuals, associations, educational establishments, businesses and organisations to build networks that protect and support.

We encourage spaces for participation that strengthen community life, solidarity and social cohesion in local areas.

More job opportunities

Employment is built from the ground up. We work with local businesses and stakeholders to create opportunities and strengthen the economic fabric of communities. We support people in finding employment by connecting them with companies committed to inclusion and equal opportunities.

Health for everyone

Health is also a community matter. We work in local neighbourhoods and communities to promote well-being, prevent risks and strengthen support networks.

We work to reduce isolation and improve quality of life from a community-based perspective.

Education that transforms

Education is key to building a community. We work in schools, neighbourhoods and local communities to promote values, social cohesion and active citizenship. We encourage respect, inclusion and solidarity as the foundation for more cohesive communities, where people participate, get involved and work together to find solutions.

Looking after the environment is looking after people

The environment has a direct impact on the lives of communities. That is why we are working alongside the public, businesses and public authorities to promote sustainable habits, reduce climate-related risks

and improve quality of life.

At a local level, we work to build more resilient communities that look after their environment and are better prepared to face social and environmental challenges.

Taking action on climate change is a commitment

The response to climate change is a collective one. We work with institutions, businesses and civil society to promote solutions that protect people and their environments, particularly those who are most vulnerable. Taking action on climate change also means strengthening communities, forging partnerships and building a fairer and more sustainable future for everyone.

A network that builds community

The Red Cross is a network of people who work together. Volunteers, members, partner organisations and donors make every initiative and every transformation in the local communities possible.

This committed and diverse community base is key to mobilising community responses, strengthening ties and reaching those who need it most, thereby making a real difference to people's lives.

Why do we do it?

Because we believe in the power of community. When individuals, organisations and businesses get involved, it is possible to build fairer, more connected and better-prepared communities.

Every action contributes to building communities that care for, include and support one another, and are capable of tackling the challenges of the present and the future together.

The Spanish Red Cross in 2025. *A review of the year*



January

Support for people experiencing homelessness. The Red Cross stepped up the activities of its 88 Social Emergency Units across 36 provinces, reaching out to more than 42,200 people in vulnerable situations and arranging 732 places in temporary accommodation for homeless people.



February

Toys for children. Red Cross Youth distributed more than 42,900 new toys, bringing joy to more than 38,500 vulnerable children and teenagers, including 2,099 affected by the DANA.



March

5 years of "Cruz Roja Te Escucha" (The Red Cross Listens to You). The service celebrated its fifth anniversary, having helped nearly 35,000 people thanks to 115 volunteers. 80 per cent of consultations are for emotional support, with an increasing number of young people and teenagers seeking help.



July

Beach season. Lifeguard services at 201 beaches. The Red Cross kicked off the summer season with a presence at 201 beaches across Spain, with a team of 1,500 professionals and volunteers providing water rescue and medical care.



August

Mobilisation to fight the wildfires. The Red Cross mobilised 888 people who provided assistance to more than 10,600 people affected by 27 forest fires across several autonomous communities, setting up temporary shelters and providing psychosocial support to those who had been evacuated.



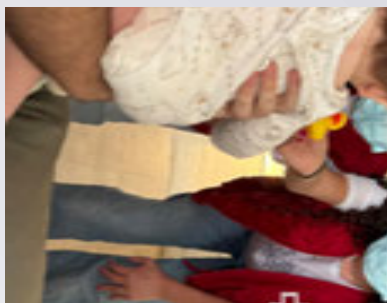
September

Older people feeling less lonely. The "Voces en Red" (Voices Online) programme reached around 13,000 older people, carrying out more than 134,000 activities with 2,400 volunteers to combat unwanted loneliness and tackle the digital divide.



April

Response to the power cut. The Red Cross carried out more than 12,000 assistance operations in Spain during the power cut on 28 April and continued its response throughout the night in several autonomous communities.



May

Volunteering in hospitals. Red Cross Youth provided support to 50,533 people — including children and families — in 70 hospitals across 16 autonomous communities and 39 provinces, with the help of 1,881 volunteers.



June

Tackling energy poverty. The Red Cross's energy poverty programme provided more than 146,000 interventions — including advice, training on energy efficiency and more than 21,000 direct grants to help pay for utilities — benefiting more than 68,000 people in vulnerable situations.



October

One year on from the DANA. 143,000 people assisted. On the first anniversary of the disaster, the Red Cross had distributed 54 per cent of the donations received and provided assistance to more than 143,000 people affected by the DANA, through comprehensive recovery programmes in the Valencian Community.



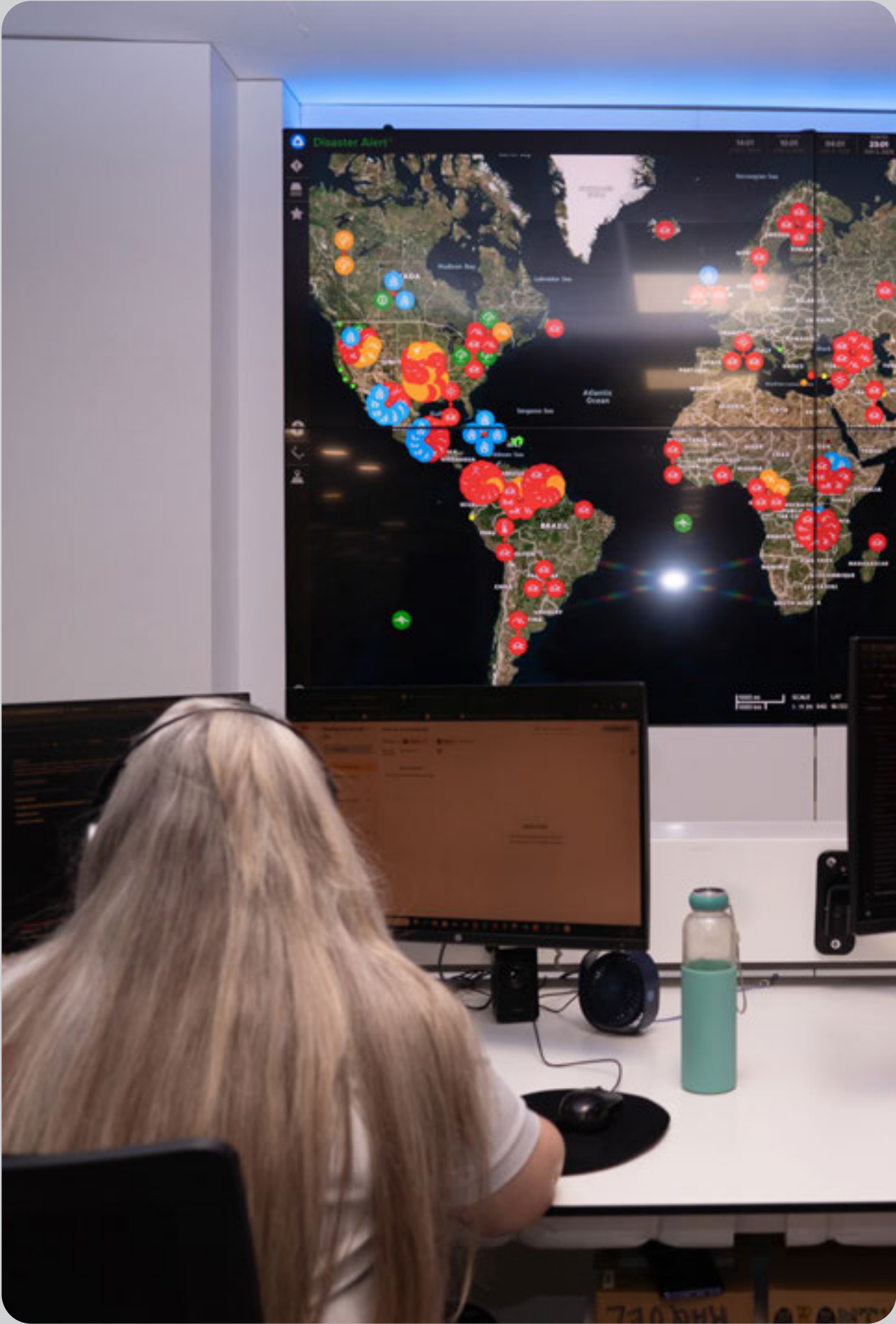
November

Emotional well-being in Spain. The Spanish Red Cross Foundation's 2025 Report revealed that 30 per cent of the population in Spain has low levels of emotional well-being, with this being particularly prevalent amongst people in vulnerable situations. This figure underpins the Red Cross's commitment to mental health programmes, emotional support and tackling loneliness as key priorities in its social work.



December

More than 1,200 people finding work. The Red Cross Employment Scheme supported nearly 5,000 people in vulnerable situations, achieving a job placement rate of 25.3 per cent, with a particular focus on women, young people and those aged over 45. In 2025, the Red Cross celebrated the 25th anniversary of the Employment Plan.



04

WHO WE ARE **AND HOW WE WORK**

We are an unstoppable movement.
From 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.

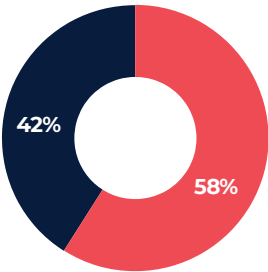


Members: a committed social base

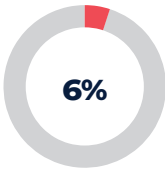
In 2025, the Red Cross was supported by 1,226,566 members, their trust and commitment contributing to the development of our projects. This support base represents 2.48 per cent of Spanish society and remains essential to sustaining our humanitarian work.

During the year, 91,526 new members joined, whilst 150,851 left. We are continuing to work to strengthen customer loyalty and to reach out to younger audiences, particularly through digital channels and customer acquisition and recognition campaigns.

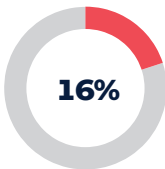
The membership base is predominantly female, with 58% women and 42% men. By age, people over 50 continue to make up the largest proportion of participants, accounting for 78 per cent of the total, compared with 16 per cent aged between 30 and 50 and 6 per cent under 30.



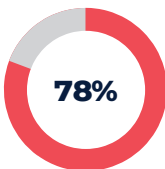
58% Women
42% Men



Under 30 years old



Between 30 and 50 years old

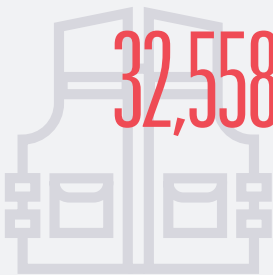


Over 50 years old

Volunteers: active solidarity

The Red Cross had 222,214 volunteers as at 31 December 2025. Their participation remains essential in order to support, listen to, care for and respond with compassion to those who need it most. A total of 57,107 enquiries were received from people

interested in volunteering, with 32,558 recruited. Furthermore, the average onboarding time was reduced to 50 days, reflecting an improvement in the onboarding process and in the match between interested individuals and available activities.



32,558 new people

4,647,055 hours of accumulated action

37.88% are between 30 and 50 years old

62.49% female volunteers

3,622 are between 12 and 16 years old

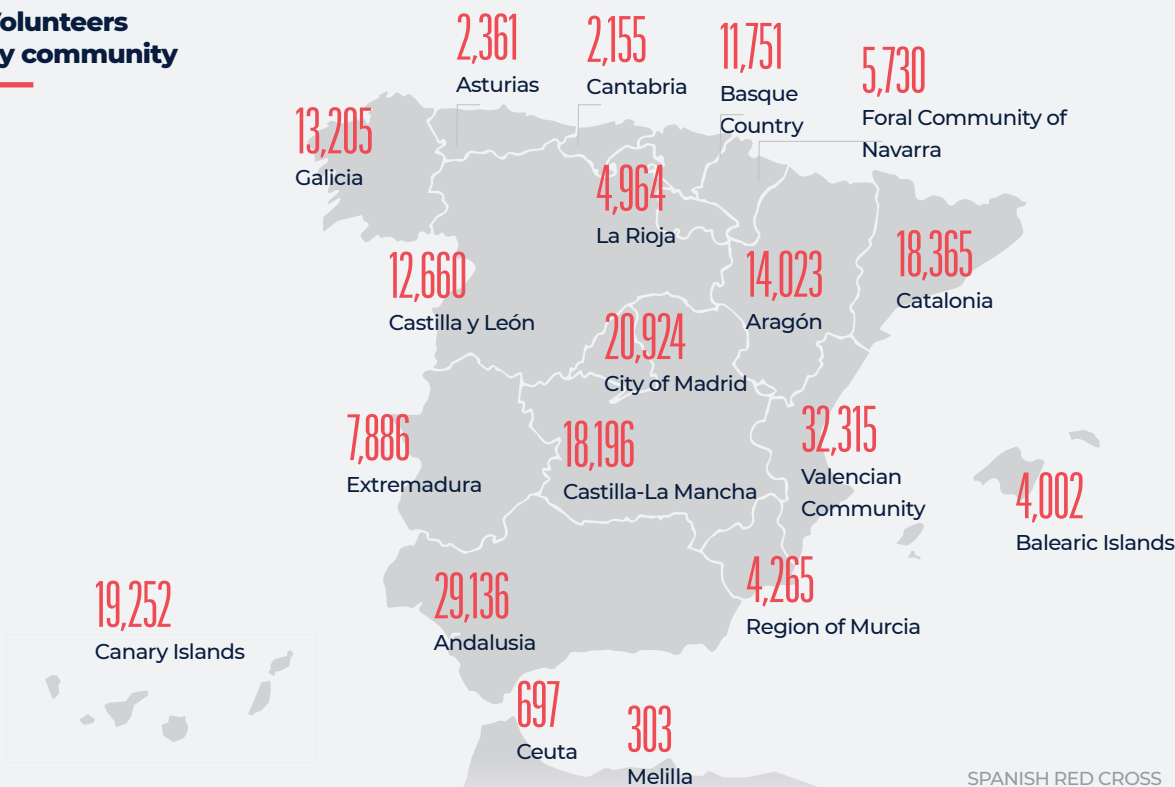
Key developments:

- Improvement in the recruitment rate, which stands at 57%.
- Reduction in onboarding time from 59 to 50 days.
- Profiling of around 90,000 volunteers to better tailor their involvement to their interests and motivations.
- The 2025 State Volunteering Congress will be held under the slogan “Your drive, our strength”.

Volunteer training

- More than 1,600 people took part in training on the management and development of volunteering.
- More than 12,000 people took part in the Institutional Basic Training.
- More than 1,300 people took part in training related to the MAP.
- More than 2,390 people took part in the new training course on LOPIVI.

Volunteers by community



Staff: professional commitment



A professional team that drives the organisation's activities

In 2025, the Spanish Red Cross employed 15,228 people, who contribute to the day-to-day running of the organisation. The workforce includes a significant proportion of women, who account for 75 per cent, and is built on a solid foundation of stability: 88 per cent are on permanent contracts and 80 per cent work full-time. The team also includes 330 people with disabilities – 2.10 per cent of the total – and 74 representatives in 28 countries, who are involved in the Spanish Red Cross's international work.

Stability, a common framework and professional commitment

Employment relationships at the Spanish Red Cross are governed by a shared framework of responsibility and conduct. The Code of Conduct, revised in 2022 and applicable to volunteers, staff and governing bodies, sets out the expected standards of behaviour and governs relationships within the Red Cross and with society. The average working week is 38.5 hours, and normal working hours are from 8.00 am to 3.00 pm, with on-site work on alternate afternoons. There are also specialist services available 24 hours a day.

Measures tailored to the individual circumstances of the workforce

Work-life balance has always been an integral part of working life at the Spanish Red Cross. The organisation offers personal days, intensive working hours in the summer and during school holidays, and time off for medical appointments. It also provides for flexible working hours, extended maternity, paternity and marriage leave, as well as additional payments during temporary incapacity. These are measures that foster a working environment that is responsive to different personal and family needs.

Management that is values-driven and recognised externally

Personnel management is based on an ethical and transparent model that includes a Code of Conduct applicable throughout the organisation, quality certifications in 27 countries and the incorporation of environmental sustainability criteria into contracts. Good governance at the Red Cross is governed by a clear structure that ensures its actions are aligned with its core values and humanitarian mission, through democratic participation, transparency in operations, accountability and the use of strategic indicators to monitor objectives. This approach has been recognised externally: The Red Cross was ranked among the top 10 best companies to work for in Spain at the 2025 InfoJobs Awards, coming ninth, and received the ORP Special Recognition Award for excellence in business management for its commitment to protecting health and safety at work.

Equality and rights

Equal opportunities for men and women

In 2025, the fourth and final year of the Fourth Equality Plan, we reached 100% of measures either underway or completed. During the second half of the year, we negotiated the Fifth Equality Plan (2026–2029), which was signed by management and the majority of the workers' legal representatives.

The 5th Equality Plan includes 89 measures that consolidate the progress made and introduce new lines of action in the areas of work-life balance, protection for female workers who are victims of gender-based violence, and the prevention of harassment.

Equality training

- Protocol for the Prevention of and Response to Sexual Harassment.
- Information sessions on the 4th Equality Plan.
- Training in inclusive, non-sexist language.
- An introduction to the gender perspective.
- Work-life balance and shared responsibility.

Staff training

During 2025, there was a significant increase in staff training:

- 36,063 participants (compared with 9,592 in 2024).
- A total of 319,155 hours of training (compared with 113,421 in 2024).
- 2,144 courses (compared with 223 in 2024).
- An average of 8.85 hours per person.

Notable training courses:

- Institutional Basic Training: over 12,000 people.
- Volunteer management and development: more than 1,600 people.
- LOPIVI training (child protection): more than 2,390 people.
- Training linked to the MAP: more than 1,300 people.
- IMAP (Internal Implementation and Training Programme linked to the Framework for Care of Individuals): more than 5,700 people.
- ERP: over 4,300 people.
- Data analysis: more than 1,400 people.



Recruitment of members

During 2025, the Red Cross remained committed to upholding the trust placed in it by Spanish society, maintaining our membership base despite a highly competitive environment between organisations. Our presence across the region enables us to maintain close relationships with partners, donors and collaborators, thanks to the Local Assemblies working day in, day out in their respective regions. We have used communication campaigns to reinforce our message of gratitude and raise awareness of the work we do, thereby strengthening our bond with the public.



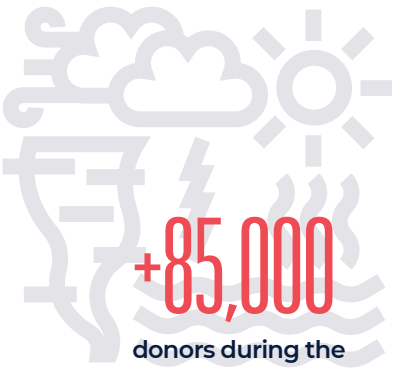
1,226,566
individual and corporate
members in 2025

91,526
new
individual
members

€327.9 M
income from private
funds

Donors and response in emergencies

The impact of the DANA in 2024 spurred society into action, resulting in one of the largest and most supportive responses of the year. This wave of solidarity continued throughout 2025, becoming the largest humanitarian response in our history. Our ability to act swiftly, transparently and effectively significantly strengthened our donor base, both individual and corporate. This operation clearly demonstrated the trust that society places in the Red Cross at the European level.



€36 M
raised through
donations linked to
emergencies

+85,000
donors during the
year

+2,500
corporate donors

Lottery campaigns

In 2025, the Red Cross raised more than **57 million Euros through its charity lotteries**, a source of funding that contributes to the development of projects focusing on social inclusion, employment, health, children, older people, emergencies and support for people in vulnerable situations.

The **Sorteo de Oro** (Golden Lottery) has once again established itself as one of the country's best known charitable initiatives, thanks to the commitment of **the public and the support of individual members, volunteers, the regional network and partner organisations**.

Furthermore, on 5 April, **Loterías y Apuestas del Estado** (National Lotteries and Gambling Agency) held the **National Lottery Special Draw in aid of the Red Cross**, reaffirming its commitment to society through the organisation's humanitarian and social work.

As is traditional, the Red Cross also sold tickets for the **Special Christmas Lottery**, offering the public a further opportunity to contribute to and support its humanitarian work.



Partnerships with companies

Partnerships with the business sector are a key driver for expanding the Red Cross's social impact. Thanks to project funding from companies and foundations, the organisation is able to run programmes that improve people's lives, strengthen social cohesion and respond to situations of vulnerability and emergencies. In 2025, these partnerships raised more than 39 million Euros.

Additionally, 16,368 companies took part in employment initiatives, resulting in 38,936 partnerships aimed at helping people in vulnerable situations to enter the labour market.



Humanitarian diplomacy, IHL and human rights

In 2025, the Spanish Red Cross strengthened its role in humanitarian diplomacy as a key player in the defence of international humanitarian law (IHL), human rights and the protection of people in crisis situations.

We have continued to play an active role in the Spanish Commission on International Humanitarian Law (CEDIH), helping to define strategies and promote commitments aimed at strengthening respect for international humanitarian law at an institutional level.

International action and commitment from Spain

- In May 2025, we took part in the preparatory meeting in Geneva, reaffirming the need to protect victims of armed conflict and to strengthen international frameworks for humanitarian action.
- We also worked with the Ministry of Foreign Affairs on the development of the 2025–2026 Action Plan for the Spanish Humanitarian Action Strategy, incorporating international humanitarian law as a key pillar for crisis prevention and response.

Promoting International Humanitarian Law

- Throughout 2025, we continued to promote compliance with international humanitarian law within the framework of the International Red Cross and Red Crescent Movement.
- Measures have been stepped up to promote restrictions on the use of weapons, the protection of civilians in conflicts — particularly in urban settings — and the adaptation of international humanitarian law to new risks, such as the use of technology in the context of war.

International commitments undertaken

- As part of the 34th International Conference, the Spanish Red Cross has made 14 commitments aimed at strengthening humanitarian action worldwide.

- These commitments include promoting a universal culture of respect for international humanitarian law, protecting people in conflicts, strengthening disaster risk governance, and promoting proactive measures to tackle climate change.

Local action with a global impact

- In 2025, we further developed an approach linking humanitarian diplomacy with action on the ground, strengthening the role of communities in responding to crises and building resilience.
- We encourage the participation of local stakeholders, institutions and social organisations, strengthening partnerships that enable us to respond more effectively to humanitarian challenges and ensure that our work is more community-focused, inclusive and sustainable.

Awareness-raising and education on rights

- Education on human rights and international humanitarian law is key to preventing violations and promoting fairer societies.
- In 2025, we intensified our awareness-raising activities aimed at children, young people and the general public, promoting values such as solidarity, respect and harmonious coexistence, and involving schools, institutions and communities in this process.

Networking within the International Movement

- Humanitarian action is built on a network. The Spanish Red Cross has played an active role in international working groups in Geneva, coordinating its work with other National Societies, the International Federation and the International Committee.
- This joint effort enables a more coherent and effective response, in line with humanitarian principles, thereby strengthening the protection of people affected by conflicts and crises around the world.





Institutional sustainability: evolving to respond more effectively

In 2025, we continued to make progress towards becoming a more **robust, innovative and efficient** organisation, capable of responding to social challenges with a community-focused approach, expertise and continuous improvement. Our institutional sustainability model is based on five pillars: regional network, governance, digital transformation, knowledge management and quality.

An ever-present regional network

Our regional network is at the heart of our work. We operate in **1,241 municipalities**, through **657 Assemblies and Delegations**, **584 local offices** and **1,168 operational centres**.

Over the course of the year, we were involved in **2,661 municipalities affected by depopulation**, carrying out **243,617 interventions** and assisting **23,369 people**, with the involvement of **3,417 volunteers** and **technical teams in these areas**.

This deployment not only enables us to meet needs, but also to strengthen community networks, create spaces for people to come together and encourage active participation in finding solutions.

A more community-based approach

We have developed an approach that goes beyond individual care and focuses on strengthening communities. From this perspective, our centres become spaces for meeting, listening and participation.

We work to reduce isolation, build social networks and facilitate access to resources, promoting an approach based on shared responsibility, social bonds and community participation.

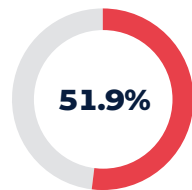
Participatory governance and voluntary leadership

Institutional sustainability is underpinned by participatory governance. In 2025, **4,664 people** served on the organisation's governing bodies.

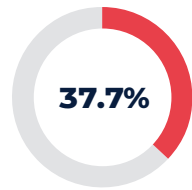
We continue to make progress towards greater diversity:

- 51.9% of the positions are **held by women**.
- 37.7% of **regional presidencies** are held by women.

Over the course of the year, we organised training initiatives and created opportunities for participation that strengthen volunteer leadership and a culture of continuous improvement.



Positions held by women



regional presidencies held by women

Digital transformation for the benefit of people

Technological modernisation has been key to improving the efficiency and quality of care. Technological modernisation has been key to improving the efficiency and quality of care. We have strengthened our digital infrastructure, migrated services to the cloud and implemented data analytics tools and artificial intelligence-based solutions.

These advances make it possible to:

- improve internal coordination.
- streamline processes.
- bring services closer to the public.

The IT infrastructure has achieved 99.99% availability, ensuring the continuity of services.

Decisions based on data and knowledge

We have established an evidence-based management model, integrating data on activity, context and outcomes to improve decision-making.

The development of analytical tools makes it possible to:

- anticipate requirements.
- identify territorial gaps.
- assess the impact of interventions.

This approach helps us to plan better, optimise resources and respond more effectively to social needs.

Research and social innovation

The generation of knowledge is essential to improving our approach. Through studies and research, we analyse the causes of vulnerability, the barriers to accessing rights and the changing social contexts.

In 2025, we also encouraged knowledge transfer through the Best Practice project, which has enabled us to identify, share and replicate effective initiatives across different regions, thereby strengthening collective learning.

Organisational efficiency and internal transformation

We have made progress in improving our internal processes to achieve a more coordinated and efficient organisation. Of particular note is the analysis and documentation of more than 80 key processes and the gradual roll-out of a new management system.

This process combines technology and cultural change, promoting a more agile, transparent and results-oriented approach to management.

Quality and continuous improvement

Quality is a key element of our sustainability. We work to recognised standards and subject our systems to internal and external audits.

In 2025, we renewed our certifications and secured new accreditations, thereby strengthening a management model based on continuous improvement, evaluation and a focus on social impact.

Transparency and accountability

Transparency is part of our commitment to society. We publish relevant information about our activities and maintain channels through which we listen to feedback, enabling us to gather suggestions and improve our services.

This approach builds trust and ensures responsible management that is in line with our mission.

Looking to the future

We are continuing to build an organisation that is more accessible, more innovative and better prepared for the future.

An organisation that continually evolves, learns and improves in order to support people and contribute to a fairer and more resilient society.



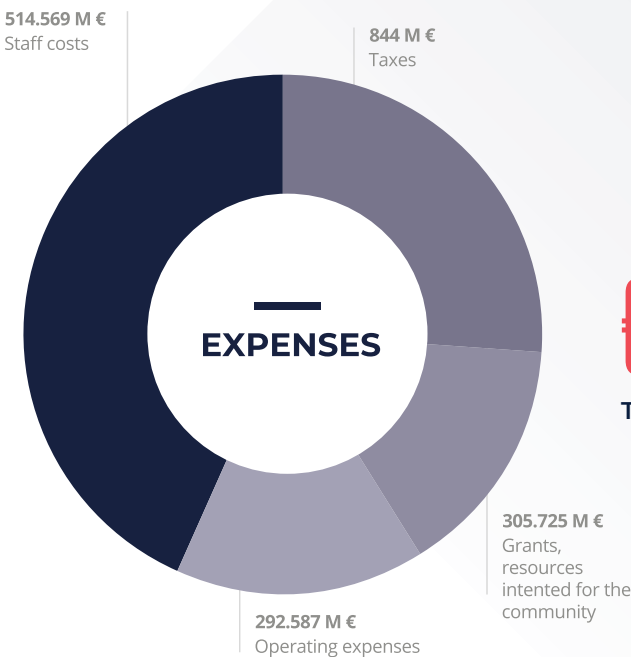
Financial sustainability

The Spanish Red Cross maintains its financial sustainability thanks to the diversification of its funding sources: membership fees, donations from individuals and businesses, agreements with public authorities, lottery proceeds and grants. In 2025, the organisation generated revenue of **1,165.6 million Euros**, reinforcing its ability to sustain its operations and meet social needs.

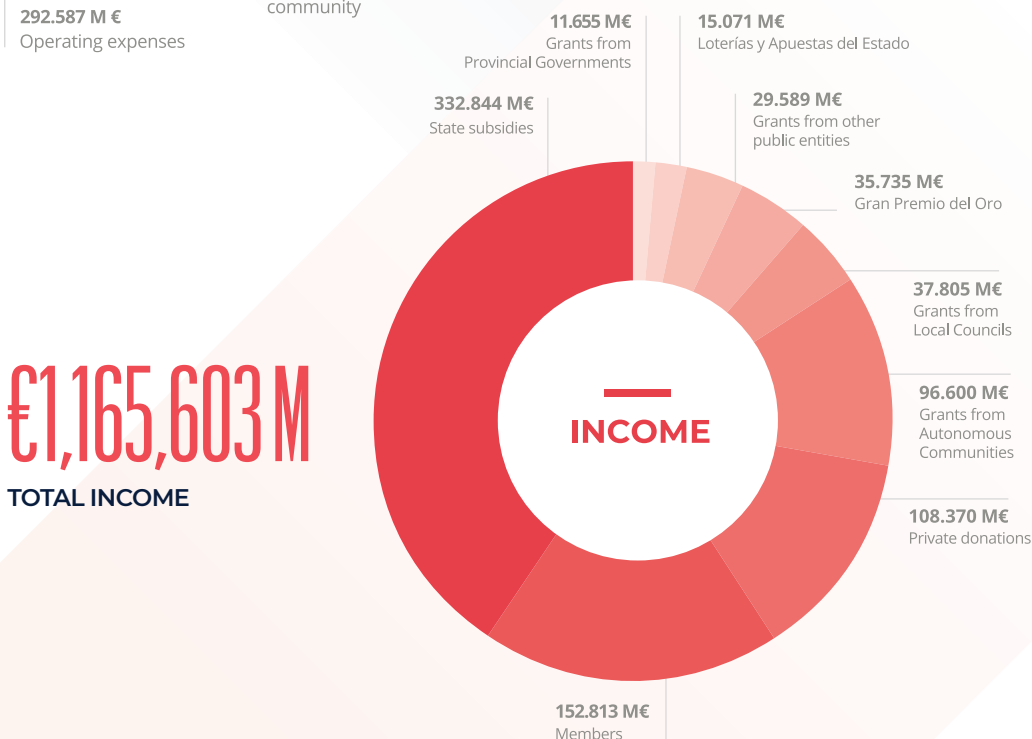
The distributed economic value totalled **1,113.7 million Euros**, allocated mainly to staff costs, operating costs, taxes and resources directed towards the com-

munity. Retained earnings of 51.9 million Euros and equity of 745.7 million Euros underpin the organisation's solvency and its ability to meet future commitments, respond to unforeseen circumstances and continue to fulfil its mission in the long term.

The accumulation of these resources enables us to continue investing in infrastructure, operational equipment, vehicles, ambulances, rescue teams, tele-care and technological solutions that ensure an effective response to people's needs.



€1,113,725 M
TOTAL EXPENDITURE



€1,165,603 M
TOTAL INCOME



Good Governance and transparency

In the area of Good Governance, the Spanish Red Cross is strengthening its principles and codes of conduct to ensure the trust of its stakeholders, particularly those who form part of its governing bodies and senior management.

We understand good governance to mean the existence of open systems of participation at all levels in the planning and evaluation of our objectives: in access to governing, management and supervisory bodies; and in the design and implementation of instruments, procedures and controls that promote fair, effective and efficient management, carried out with moderation, reliability and transparency, ensuring that people are treated with respect.

In the area of regulatory compliance and the fight against corruption

We have had a Code of Conduct in place since 2006, revised in 2022, setting out the values that must guide our institutional conduct. This document applies to all persons holding positions of responsibility within the organisation. In 2025, the Red Cross dealt with some 36,200 reports received through various channels.

The legal advisory team has produced more than 449 reports aimed at improving practices and preventing corruption and regulatory non-compliance, producing essential regulations and documents on transparency across all our areas of activity. Of particular note are 1,716 legal enquiries, primarily addressing

labour matters, statutory issues and stakeholder engagement, along with the design and management of 66 administrative procedures with the informal arbitration panel and various regulatory statements.

With regard to governance, participatory mechanisms and consensus-based control systems have been developed.

The transparency system is built around the satisfaction of the people we serve. The Red Cross received 912 complaints via the public complaints and suggestions channel in 2025 — which was set up internally — and these were handled and analysed by the relevant teams in accordance with established internal procedures.

The overall satisfaction rating among those we served was 4.71 – out of a maximum of 5 – with 32,666 people taking part in our survey.

Finally, the satisfaction of those taking part in our training programmes reflects the high overall rating of the service, particularly in terms of the personalised attention they receive.

With regard to compliance, we would like to highlight that we detected no cases of corruption during the 2025 financial year, confirming our culture of legality and our ethical framework, which is in line with the fundamental principles of the Red Cross.

Climate action by the Red Cross

Climate change is having a severe impact on the most vulnerable people we support at the Red Cross. We are therefore committed to developing projects to mitigate its impact, responding to climate emergencies, engaging with vulnerable communities, helping communities to prepare for such events, and transforming our institutional processes towards a low-carbon management model.

Key environmental impact figures for 2025. Emission reduction and energy efficiency

Climate action is part of our commitment to the most vulnerable people and communities. During 2025, we continued to make progress in reducing our environmental footprint through energy efficiency measures, decarbonisation, sustainable mobility and the transition to cleaner energy sources.

- **Carbon footprint:** 21.444 tCO₂e, 2,72% less than in 2024.
- **Renewable electricity:** 87% of electricity consumption came from certified renewable sources.
- **More efficient infrastructure:** we are continuing to replace air-conditioning systems with alternatives that have a lower environmental impact.
- **Renewable self-consumption:** we are expanding the installation of solar panels at our centres.
- **Environmental awareness:** we are stepping up training on sustainability, responsible consumption and adaptation to climate change.

Sustainable mobility

We are continuing to move towards more sustainable transport through the gradual renewal of our fleet and the introduction of low-emission vehicles. In 2025, **24.53 % of the fleet had an ECO or ZERO emissions label**, and **100 % of the passenger cars purchased** fell into these environmental categories. Furthermore, the number of vehicles without an environmental badge fell to **5.15 % of the fleet**, reinforcing our commitment to decarbonisation and reducing the environmental impact of our journeys.

Communication on the climate emergency

The Red Cross raised awareness amongst more than 70,000 people through the #COLCIMABREUSOCIO and #ENVERDECERLA campaigns, sharing calls to action on the climate crisis alongside practical advice and climate-friendly behaviours, as well as organising exhibitions and activities in partnership with MITECO, and planning agro-ecology and sustainable transformation initiatives for institutions.

Key developments in 2025

- **44 training initiatives and wider national coverage:** strengthening technical capabilities alongside a commitment to ethical, climate and environmental issues.
- **Improving fleet efficiency and replacing vehicles with low-emission models:** we adapt our processes and modes of transport to comply with environmental regulations.
- Consolidation of the **+COMPROMISOEDIFERIORES** initiative: promoting the rationalisation of the infrastructure portfolio.
- We have reforested **245.95 hectares** — equivalent to **234,776 trees planted** — an area roughly the size of **344 football pitches**.

Moving towards more sustainable energy

- We are continuing to transform our facilities by implementing more efficient energy solutions, promoting renewable self-consumption and gradually replacing systems and technologies with alternatives that have a lower environmental impact. At the same time, we remain committed to reducing our reliance on fossil fuels in transport and moving towards an increasingly sustainable and resilient operating model.

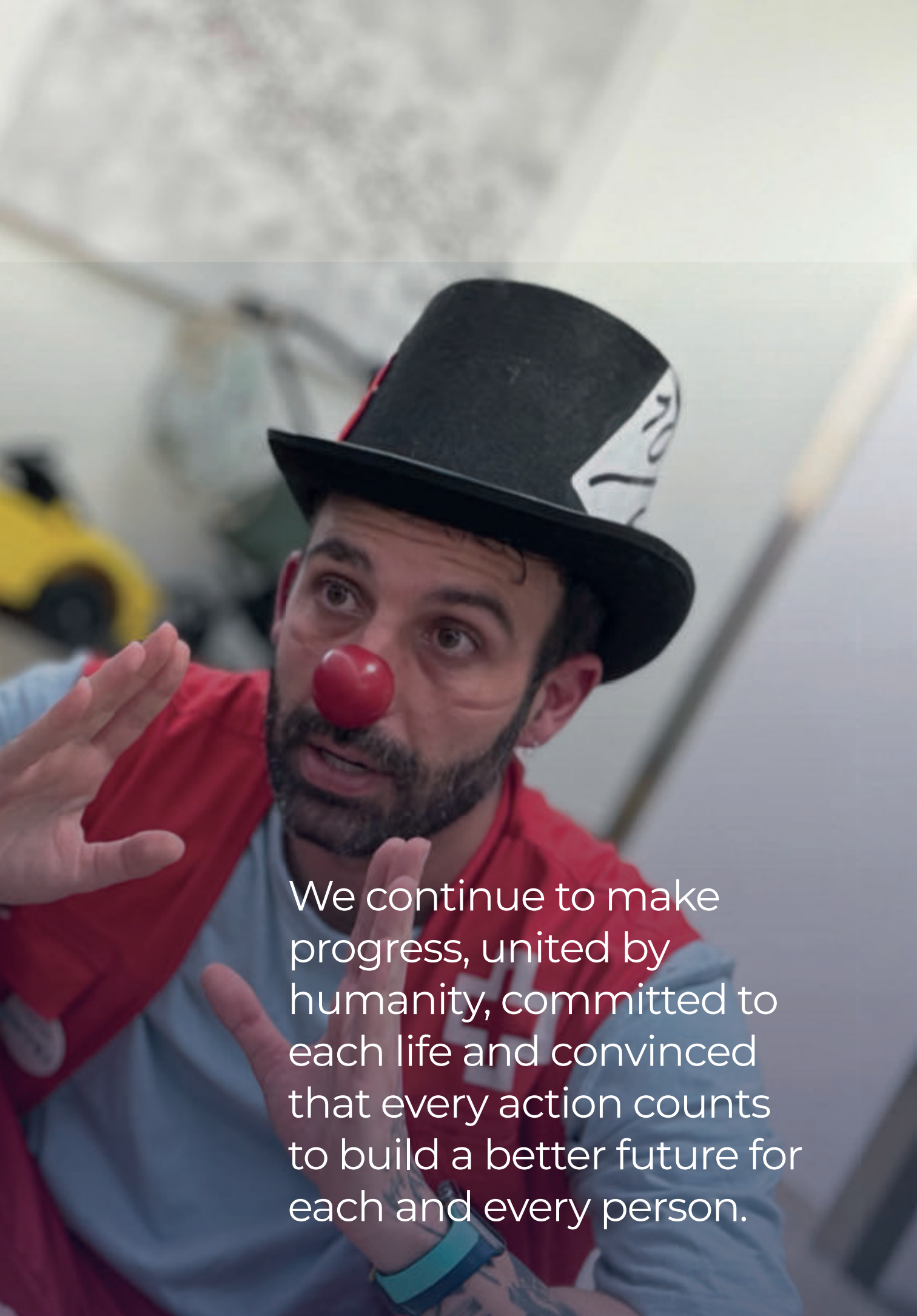
21,444

Carbon footprint in tCO₂e in 2025, **2,7% lower than in 2024.**

87%

of the electricity consumed came from **certified renewable sources.**





We continue to make progress, united by humanity, committed to each life and convinced that every action counts to build a better future for each and every person.

