

Hanoi Call for Action Implementation Guide – FINAL DRAFT

Content:

1. For each commitment, there are no more than two (2) indicators to ensure ease of implementation and tracking.
2. Each commitment has a definition to explain the key points and its meaning.
3. Each indicator has a definition to ensure a shared understanding of what is to be measured under the commitment.
4. After a baseline is conducted (facilitated by IFRC), each subregion will set the targets for each commitment based on its priorities and capacities.
5. There is a list of suggested activities for each commitment to guide NSs on how to achieve the target.

Commitments include:

- ✓ Volunteering
- ✓ Empowerment of Red Cross and Red Crescent Youth
- ✓ Becoming climate ready
- ✓ Becoming disaster ready
- ✓ Becoming sustainable National Societies
- ✓ Becoming trusted organizations
- ✓ Becoming well coordinated: Mutual aid between National Societies
- ✓ Becoming well coordinated: Seville 2.0
- ✓ Advancing women in Asia Pacific

Commitment: Volunteering				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
To ensure the protection, diversity and engagement of volunteers for relevant and effective local humanitarian action.	Protection of Volunteers: Implement measures to minimize risks and hazards associated with volunteer work. Diversity of Volunteers: Promote inclusivity and diversity among volunteers, recognizing and valuing differences in backgrounds and perspectives. Engagement of Volunteers: Provide meaningful opportunities for volunteers to participate in local humanitarian initiatives that are linked to the National Societies' strategies.	# NS with increased diversity (age, gender, disability) in their volunteer base	This indicator measures the percentage growth in the number of volunteers in the age, gender, or disability category within their volunteer base.	Baseline Survey Mid-line Survey End-line Survey
		# NS with increased volunteers being insured	This indicator measures the growth in the number of insured volunteers. Implementing strategies to attract and retain volunteers from various demographic backgrounds could be necessary to achieve this.	Baseline Survey Mid-line Survey End-line Survey
Output	<ul style="list-style-type: none"> National Societies develop and implement an enhanced volunteer management system. 			
Suggested activities	<ul style="list-style-type: none"> Develop and implement training programs for National Societies on volunteer management, protection, and diversity. Develop and implement policies that promote the protection of volunteers, ensuring their safety and well-being during humanitarian operations. Develop inclusive policies that encourage diversity among volunteers, considering factors such as age, gender, disability, and cultural background. Provide guidance on establishing legal and regulatory frameworks safeguarding volunteers' rights and responsibilities, including protection against discrimination and exploitation. Facilitate community engagement initiatives to raise awareness about the importance of volunteers in humanitarian action. Support National Societies in designing outreach programs to attract a diverse range of volunteers, reflecting the needs and demographics of local communities. Implement strategies to ensure gender balance among volunteers and address barriers that may hinder the participation of specific groups. Promote inclusivity by considering the needs of marginalized communities and individuals with disabilities when recruiting and engaging volunteers. 			

	<ul style="list-style-type: none"> ○ Develop monitoring and evaluation mechanisms to assess the effectiveness of volunteer programs and identify areas for improvement. ○ Establish feedback mechanisms for volunteers to provide insights on their experiences, challenges faced, and recommendations for improvement. ○ Facilitate collaboration and partnerships between National Societies and other volunteer-involving organizations to share best practices in volunteer management. ○ Encourage networking opportunities to enhance the exchange of knowledge and resources related to volunteer engagement. ○ Integrate technology and innovation to streamline volunteer management processes, including recruitment, training, and communication. ○ Implement recognition and appreciation of volunteers at the national and local levels, emphasizing their crucial role in humanitarian response and community resilience. ○ Engage with governments and relevant stakeholders to create an enabling environment for volunteerism. ○ Conduct research or pilot innovative approaches in volunteer management to address emerging challenges and improve effectiveness. ○ Create a platform where NS can access tools, guidelines and case studies related to volunteers' management and diversity.
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Commitment: Empowerment of Red Cross and Red Crescent Youth				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Invest in youth development through increasing opportunities for the continuous knowledge and skill development of children, adolescents and young adults in disaster readiness, and ensure their involvement in decision-making at all levels.	For the IFRC, youth covers all people in the age range of 5 to 30 years. Involvement of youth in decision-making at all levels will mean that the NSs have an enabling and empowering environment for youth who are representing the voice of grass-roots young people through youth-led structure to be in any kind of decision-making place (ex. Governing Board etc) to harness the positive contributions of young people.	# of NSs with Youth Representation in governance at all levels.	The indicator measures the number of NS that has representation of youth at all levels of governance (including national, zonal/regional, chapter and branch).	Global Youth Engagement Survey (every 2 years - April 2024) Baseline Survey Mid-line Survey End-line Survey
		# of NSs have increased youth-led activities with an updated youth engagement plan/strategy.	The indicator measures whether there are increased youth-led activities, in which youth are engaged during the development and/or implementation process and supported under the youth engagement plan that is updated following YES 2.0.	NS Strategy Baseline Survey Mid-line Survey End-line Survey
Output	<ul style="list-style-type: none"> Appropriate youth policies and youth-led structures are in practice and NS youth leadership is strengthened. Youth has the opportunity to exchange ideas with senior leaders and National Society governance. Financial resources earmarked for youth engagement are secured. 			
Suggested activities	<ul style="list-style-type: none"> Knowledge and skills training organised targeting youth on the topic of climate change, health, mental health, disaster reduction, PGI, etc Educational programme in schools Intergenerational dialogues and collaboration to co-create solutions YES implementation and assessment Peer to peer exchange and support through the strengthening of regional/subregional youth networks Youth development and capacity strengthening pathways for transition into adult volunteers Personal and professional mentorship opportunities Youth leadership development trainings/radder Collaboration and coordination with internal/external partners Youth engagement plan in place and implemented 			

Commitment: Becoming Climate Ready				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Ensure the commitments from the Climate and Environmental Charter for Humanitarian Organisations are embedded within our strategies and action plans and set clear and ambitious targets that support greening communities most vulnerable to climate risks, working collaboratively with stakeholders as well as institutionally greening our operations towards a carbon neutral Asia Pacific region.	The Climate and Environment Charter for Humanitarian Organizations is a document developed by the IFRC and the ICRC with the support of an advisory committee and in consultation with the humanitarian sector. It is designed to guide humanitarian organizations in addressing the climate and environmental crises and reducing humanitarian needs.	# NS implementing their climate and environmental charter targets	This indicator measures the number of NSs that have set the targets under the Climate and Environment Charter and are able to report on the implementation.	Baseline Survey, Mid-line Survey, End-line Survey, Annual report/ Unified Plan
		# of NS has an increased number of people reached with activities to address rising climate risks	This indicator measures the number of people reached with any climate actions (such as preparedness, nature based solutions, excluding climate-induced emergencies)	FDRS
Output	<ul style="list-style-type: none"> Recognize the need for urgent and ambitious anticipatory, mitigation and adaptation actions to address climate-related hazards and their impact on communities in the Asia Pacific region. 			
Suggested activities	<ul style="list-style-type: none"> Scale up Locally Led Adaptation through the Global Climate Resilience Program, supporting cross-sectoral climate initiatives on Health, Migration/Displacement and livelihoods In Urban context, support capacity building and programmatic actions to prepare and respond to heatwaves, Floods and Coastal Hazards Scale up Nature-based Solutions, including Urban NbS. Provide technical assistance for the implementation of the Pillar 4 of the Early Warnings for All initiative. Provide technical assistance for the preparation of Early Action Protocols for disease outbreaks (AA and Health linkages) Provide technical assistance and build capacities of N.S. Governments and other partners on laws and policies for Climate Resilience; Laws, disasters, and emergencies Provide technical assistance to NS for the preparation of their Climate strategies/policies and plans Assist NS to increase their understanding of climate-related challenges and support them to mainstream PGI, Migrations and Health into Climate Change projects. 			

	<ul style="list-style-type: none"> ○ Support NS in planning and implementing environmental campaigns, increasing their understanding of environmental problems, and supporting their efforts to green their operations; Integrate climate risk management across NSs' programmes. ○ Provide technical inputs to NS resource mobilization efforts on climate related topics.
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Commitment: Becoming Disaster Ready				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Ensure we understand evolving risks our communities face based on multiple hazard analysis, climate forecasts and data, and that we regularly enhance National Societies systems, capacities, staff and volunteers to anticipate, prepare and respond effectively and efficiently to humanitarian needs in line with our auxiliary role in the humanitarian field and in accordance with Fundamental Principles.	Understanding evolving risks: Evolving risks, as described within the Sendai Framework, are dynamic and interconnected threats that gradually intensify over time, often driven by underlying trends like climate change and urbanization.	# of NSs with an updated preparedness /response plan	This indicator tracks the number of NSs with an updated disaster preparedness plan to build the capacities to deliver effective and timely responses. A response plan focuses on identifying, strengthening and organizing resources and capacities for effective response to a potential disaster.	Baseline, Endline, Focus Group Discussion (FGD), FDRS
	Enhancing National Societies' systems, capacities, staff and volunteers: This refers to the ongoing efforts to strengthen local capacities for multi-hazard and multi-sectoral preparedness and response. This includes building skills of staff and volunteers through training, developing better systems and tools, and improving communication channels.	# of NSs with adequate resources to implement the preparedness/response plans	This indicator measures the NSs allocation/ mobilization of adequate resources (HR/ finance) to support the rollout of the plans.	Baseline, Endline, Focus Group Discussion (FGD)
Output				
Suggested activities	Technical Support: <ul style="list-style-type: none"> ○ Provide support and guidance to NSs on developing preparedness plans and implementing effective preparedness measures and activities in the areas of intervention which will have the greatest impact on the effectiveness and quality of their response. ○ Connecting NSs with regional expertise from the AP PER facilitator roster with relevant experience to guide them through the abovementioned PER workshops/preparedness planning processes. ○ Offer regional expertise from the AP PER roster or through peer exchanges, to assist NSs in implementing activities outlined in their PER workplans/preparedness plans. ○ Provide support and guidance to NS in preparing to respond to health crises, crises in urban areas, and to respond in a more climate and environmentally sustainable way (Green Response), using the PER approach. 			

	<ul style="list-style-type: none"> ○ Provide targeted support towards strengthening specific areas of need within the NS preparedness and response system. ○ Promote common understanding and effective utilization of existing IFRC tools and initiatives related to risk analysis and forecasting, early warning, forecast-based action, connecting these efforts to investments in institutional preparedness for long term sustainability. <p>Coordination and Partnerships:</p> <ul style="list-style-type: none"> ○ Provide support to NSs through close partnerships (the Secretariat, PNS, and ICRC) to mobilize resources, including technical expertise, peer exchange and financial support to bolster their capacity building efforts. ○ Provide support to NSs through close partnerships to identify, integrate, and implement prioritized preparedness activities, ensuring alignment with national and regional goals. ○ Ensure ongoing support to NSs are well coordinated, following common standards around NS preparedness, anticipatory action, and response capacity. ○ Ensure all efforts to strengthen NS preparedness and response capacities are done in a way that promotes localization and enables more effective, locally-driven responses. <p>Knowledge Sharing and Quality Assurance:</p> <ul style="list-style-type: none"> ○ Lead/Facilitate the creation of regional NS Preparedness hub, hosted by the NS, to foster knowledge sharing, best practice, and resource exchange within the NS network. ○ Provide support to NSs in implementing monitoring and evaluation mechanisms to ensure the quality and effectiveness of preparedness interventions, build trust with stakeholders and optimize resource allocation.
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Commitment: Becoming Sustainable National Societies				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
<p>To regularly self-monitor and strengthen financial sustainability, have effective resource mobilization strategies, ensure greater strategic investment, professionalization and diversification of funding sources, as well as peer to peer support to scale up our services ensuring accountability, transparency and continuity.</p>	<p>Regularly self-monitor and strengthen financial sustainability: Ensure access to accurate financial data for informed decision-making, covering service budget, maintenance and development expenses, core costs, unrestricted funds, income source stability, and other key indicators crucial for maintaining financial stability.</p> <p>Effective Resource Mobilization strategies: Up to date, market informed, realistic, Resource Mobilization strategies based on priorities identified during financial sustainability analysis</p> <p>Greater strategic investment, Professionalisation: Ensuring more financial resources are allocated towards RM investments (skilled RM teams, fundraising and marketing tools, etc.) in order to get financial returns.</p> <p>Diversification of funding sources: Investing in diversifying income sources in order to lower the risk of financial dependency on few donors.</p>	<p># of NSs with increased income contributing a higher percentage of their core costs.</p>	<p>This indicator measures whether the NS has an increased income from different income streams i.e. asset management, corporate fundraising, event fundraising, individual fundraising, commercial/service income generation, membership, etc, contributing to the core costs (operating costs) of the NS</p> <p>Income allocated specifically for emergency response operations will be excluded, as it does not constitute general funding for routine work, i.e. core costs.</p> <p>Core cost is the cost to sustain National society's core structure and operations to deliver on its mandate as defined by key governing articles e.g. statutes, constitution and auxiliary role to government. Some examples of core cost</p>	<p>Annual financial statement or report</p>

			include legal statutory cost, governance cost, general administration and cost staff salary.	
Output	<ul style="list-style-type: none"> • NS have an up to date resource mobilization strategy • NS reports periodically its financial health to leadership for decision making • NS have carried out investments in its financial sustainability and RM systems (staff, tools, business plans, partnerships, etc) • NS actively participate in peer exchange mechanisms (receiving and providing) such as APFN • NS have greater transparency and accountability measures in place 			
Suggested activities	<ul style="list-style-type: none"> ○ NS creates a system/tool to periodically report to leadership its financial health ○ A Financial sustainability committee is created with the responsibility to continuously monitor the NS financial health and financial forecast ○ NS leadership engages Fundraising director into any decision making meetings, including EOCs ○ NS recruits fundraising/marketing/sales/business professionals, following the agreed principle of "having the right people in the right place" ○ NS updates its RM policies with clear cost distribution clauses on HQ-Branch ○ NS carried out core cost analysis to understand the costs of maintaining its core structure ○ NS carried out market studies -when needed- to understand the fundraising potential and make investment decisions based on data ○ NS updates its RM strategy aligns to its overall operational plan ○ NS carry out systematic asset analysis for effective use of its properties to generate unrestricted income ○ NS reviews its allocation of financial reserves ○ NS reviews its cost recovery policy ○ NS involves youth and volunteers into fundraising initiatives ○ NS puts the right digital fundraising systems in place (donation platform, website, donor management system, etc) ○ NS RM team works collaboratively with finance and communications units putting the right budgets and coordinating/supporting communication strategies ○ NS exchanges its success and failure through existent peer platforms - like documentation of good practice magazine, willing to present in peer platforms, etc. ○ NS participates in the bi-monthly APFN webinars and the skill share ○ NS sends continuous communication to its donors updating on its operations and their funding expenditure ○ NS publishes in its website the generic income distribution as a transparency measure i.e. 7% spent in indirect costs - 93% in service delivery ○ NS publishes in its website the generic income distribution 			

Commitment: Becoming trusted organizations				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Build trust through communicating and applying our Fundamental Principles, and credibly represent people in crisis in our humanitarian diplomacy, through adherence to good financial management: including building internal audit and investigation capacity, annual submission of financial statements; and ensuring safeguarding and people-centred approaches.	It emphasizes the importance of trust and credibility in effectively representing and advocating for people in crisis, which is foundational to the organization's humanitarian mission while ensuring robust systems for transparency, compliance, and safeguarding	# of NS with an annual audited financial report	An annual external audit of consolidated financial statements (combined with the headquarters, branches and all other entities) is one of a National Society's duties, as defined in the IFRC constitution. The statement is a strong evidence to provide an independent assessment, enhancing transparency and credibility for stakeholders.	Baseline Survey Mid-line Survey End-line Survey Focus Group Discussion FGD FDRS
		# of NSs with increasing donor contributions for their programmes and services	This indicator measures the outcomes following actions that aim to positively influence stakeholders' perceptions, leading to increased donor contribution or partnership to support NS's work.	Focus Group Discussion FDG Key Informant Interview (KII) Annual Report
Output	•			
Suggested activities	<ul style="list-style-type: none"> ○ Support NSs in strengthening their financial management systems based on their FD plans (reference will be Unified Plans) ○ Support NSs in developing a whistle blower policy ○ Map NSs capacity in internal audit and investigation ○ Extend necessary technical and advisory inputs to secure adequate internal audit and investigation capacity ○ Support/encourage NSs to conduct external audits and publish the audited results ○ Regular follow up and support on t ○ Timely submission of financial reports ○ Support NSs in identifying HD agenda along with developing their advocacy and engagement skills on identified issues ○ Coordinate (within APRO) and support NSs in developing and consistently implementing safeguarding policies (PGI and Child Protection) 			

	<ul style="list-style-type: none">○ Regular follow up and support on statutory duties of NSs○ Conduct MIC and demand led board orientations emphasizing the trusted organisation elements
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Commitment: Becoming well coordinated: Mutual aid between National Societies				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Provide international assistance in coordination with and aligned to the needs of the National Society; so that those affected receive timely, demand-driven and dignified assistance, and collaborate on joint preparedness initiatives to ensure that National Societies are well-positioned to respond to crises.	Aim is to reinforce a culture of working together in a mutual manner, as an IFRC network, to be more efficient and to achieve greater impact in the face of challenges anticipated in 2024 and beyond.	# of NSs that indicate receiving/ providing well coordinated international assistance from/to IFRC network.	International assistance (including sending relief supplies or deploying teams) by and between National Societies is provided in alignment with the knowledge, rules, policies, frameworks, guidelines, and tools in place to foster mutual aid among various facets of the IFRC network.	Focus Group Discussion (FGD) Key Informant Interview (KII)
Output	<ul style="list-style-type: none"> • 			
Suggested activities	<ul style="list-style-type: none"> ○ Facilitate annual refreshers on the Principles and Rules for Red Cross and Red Crescent Humanitarian Assistance. ○ Consolidate semi-annual snapshots on whether international assistance provided to, and between, National Societies is mutually agreed or coordinated. ○ Consolidate a report against this commitment for presentation to the next Asia Pacific Regional Conference. ○ Update regional surge roster so that personnel of regional National Societies who are often deployed for bilateral relief support are included in the IFRC Rapid Response Mechanism. ○ Convene and moderate Red Cross Red Crescent partners' calls to enhance shared understanding of needs, gaps, and support sought by National Societies of affected countries. ○ Provide a template/format for National Societies to report progress against this commitment. ○ Develop Mobilization Tables in closer consultation with National Societies of affected countries and disseminate to other National Societies to enhance coordinated channelling of international relief. ○ Engage with regional National Societies that often provide international assistance to have their deployable staff included in the regional surge roster and deployed as part of the IFRC Rapid Response Mechanism. 			

Commitment: Becoming well coordinated: Seville 2.0				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Commit to promote and operationalise efficient, collaborative, inclusive and mutually supportive Movement coordination in Asia-Pacific, that recognises and respects the key role of National Societies as well as leverages the complementary strengths of Movement components to achieve the best possible humanitarian outcomes for communities.	Seville Agreement 2.0 was adopted at the 2022 Council of Delegates and sets out the coordination responsibilities for the components of the RCRC Movement. National Societies are recognised as strong coordinators of the Movement response in their national context; Movement components contribute their capacity and assets for collective Movement humanitarian impact.	# of NS, which demonstrates an increased understanding of Seville Agreement 2.0.	This indicator measures whether NS (esp Leadership) shows an improved awareness and understanding of the Seville Agreement 2.0, including objective, principle, and implications outlined which could pertain to various areas such as disaster management, humanitarian aid, or international cooperation.	Sub-regional leadership meeting Survey
		# of NS activating and convening humanitarian assistance in accordance with Seville 2.0	This indicator measures whether MCA is established by Movement components present and operating in a given context, inform about the coordination mechanism. This indicator measures whether the collective response mechanisms established by Seville 2.0, such as mini-summit, joint statements and convening/ co-convening systems, have been triggered.	MCA KII and/or case studies
Output	<ul style="list-style-type: none"> Request that IFRC and ICRC with support from relevant National Societies, promote a stronger understanding of and learning from, effective implementation of the Seville Agreement 2.0; strengthening the convening, operation and coordination capacities of National Societies. 			
Suggested activities	NS <ul style="list-style-type: none"> Participate in or organize a dissemination session in their national contexts with support from ICRC and IFRC Alternative agreement between IFRC, ICRC, Partnership NSs and Host NS, such as Pre-Disaster Agreement NS ensures that its leadership, management and operational staff understand are able to apply relevant aspects of Seville 2.0 Agreement, where necessary also identifying additional human resources or capacity that may be needed Where no MCA exists, or MCA needs to be updated, NS initiates discussions with IFRC and ICRC to update or draft a contextualized MCA 			

	<ul style="list-style-type: none"> ○ NS leads functioning Movement coordination mechanisms in their countries on a regular basis and records this appropriately for their own internal reporting ○ Where a crisis situation requires a collective Movement impact, the NS operationalises the coordination mechanisms including calling for a mini-summit, preparing a joint Movement statement and leading discussions on co-convenor role <p>Actions to be supported by IFRC and ICRC</p> <ul style="list-style-type: none"> ○ Actively contribute to country and regional level discussions with National Societies to ensure aligned understanding of Seville 2.0, including around the drafting and finalisation of a Movement Coordination Agreement ○ Development of case studies and features on good examples of implementation of Seville 2.0 - within the AP region ○ Coordinating with counterparts in other regions to gather good examples from those other regions ○ Ensuring inclusion of a module or refresher on Seville 2.0 in relevant regional trainings or fora, such as in the Movement Induction Course ○ Convene six-monthly Movement call to take stock of progress across the region and provide a forum for exchange of good practices and identification of gaps ○ Support the implementation of appropriate monitoring and reporting on the operationalisation of Seville 2.0 ○ Defining the respective roles of IFRC and ICRC in situations where their mandates overlap eg they are not co-conveners with special attention to concurrent situations when a disaster occurs in a country with protracted crisis;
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Commitment: Advancing women in Asia Pacific				
Commitment	Commitment Definition	Indicators	Indicators Definition	Means of Verification
Re-commit to ensuring Asia Pacific National Societies are diverse and inclusive organisations at all levels, with specific emphasis on achieving gender parity for women in leadership positions and in participation at all regional events of the Movement.	National Society leadership roles are defined to include: Governing Board members and Presidents and Secretary General positions in headquarters and branches. Diverse women bring the necessary skills and experience to introduce fresh ideas, lead with impact, and achieve the goals of the Red Cross Red Crescent Movement. Activities which support the commitment and targets should consider diverse women's advancement at all levels of the organisation, as well as addressing the barriers which currently prevent women from advancing to and thriving in leadership positions.	50% of women in National Society governance/ management at all levels.	Women elected or appointed as members of both national and branch boards. As this can vary throughout terms, it should be measured every 2 years. Management refers to SG and the position reports directly to the SG.	FDRS, NS/ Governing board organigram/ structure, Annual report, Survey
		50% of the participants in regional events are women.	This indicator measures the number of women participants in any workshops, meetings, or training organized for the Asia Pacific NSs.	Meeting participation lists
Output	<ul style="list-style-type: none"> Agree to hold the first Women's Conference for Red Cross and Red Crescent Societies in Asia Pacific prior to 2026, with support from the IFRC Secretariat, to review tangible processes and report progress to the next Asia Pacific Conference. 			
Suggested activities	<ul style="list-style-type: none"> National Society statutes revised to include provisions to achieve gender balance within the society, including leadership IFRC Secretariat Offices and National Society Leadership demonstrates accountability by endorsing a formal plan and setting targets and timeline. IFRC secretariat includes women from national society governance as part of a working group to guide the direction of advancing women's leadership in Asia Pacific IFRC secretariat maintain an ongoing mentoring program for women in the Asia Pacific IFRC Country Delegations and National Societies review Human Resource policies and guidelines for existing gender barriers and update them according to Secretariat guidance, where applicable National Societies and IFRC Secretariat Offices commit funding to advancing Women as Humanitarian Leaders Organize a conference for Women's Leadership in the Red Cross and Red Crescent Movement for Asia Pacific National Societies to review tangible processes and report progress to the next Asia Pacific Conference by 2026. 			

■ END