



26,000
volunteers in Sweden

97,381
monthly donors

643
local branches
in Sweden

SWEDEN

Narin Almohamad and Sara Ericsson in Nora are two of the thousands of people who registered as volunteers during the coronavirus crisis last year. Grocery shopping for risk groups became an important humanitarian task.

2020

 **Swedish Red Cross**

“2020 has tested our perseverance and ingenuity”



In 2020 we were all forced to take a huge step forward in learning and insight into our own vulnerability – in our country, one of the wealthiest in the world. We were not prepared for the pandemic; no one expected it to hit so hard, affecting the entire social infrastructure in every country around the world.

From long experience, we know that in all crises, regardless of what caused them, the people who are hit hardest are those who are already struggling. The pandemic has worsened life for people who are involuntarily alone, who live in uncertainty about whether they will be reunited with their families, or who had their lives turned upside down by unemployment, economic vulnerability, grief, lost contacts. Young people question their future and the answers have been few.

At the Red Cross, we have worked intensively to adapt our activities and to prevent shutting down. The year has tested our perseverance, energy and ingenuity in many ways. The goal has been and is to support those who need us and to break the silence and the isolation. A helping hand that delivers a bag of groceries, an open meeting place, or a phone call with someone who listens has made a big difference.

A VIRUS DOES not care about conflicts or climate change, which continue to impact human life and health. During the year we continued to provide our important support to places where social

distancing and hand hygiene are enormous challenges and the loss of a day’s wages can make a difference between life and death. And where wars and storms drive people from their homes.

Our organization consists of determined fellow human beings who are ready to step up and help out when they are needed. The entire society has to help out in difficult situations. Civil society in Sweden has played an important role during the past year by assisting in public efforts with coordination and dissemination of information. The Red Cross has actively promoted cooperation in joint efforts and will continue to do so.

MOVING INTO 2021 we are strengthened by the knowledge that we learned to work effectively, even under unknown circumstances. We will further develop our crisis preparedness and our work with fundamental human needs – in Sweden and around the world. Vaccination against COVID-19 raises hopes that the pandemic can be controlled. Our message is that the vaccine must be distributed fairly and efficiently around the world. Active solidarity is crucial.

We will continue to work globally with disaster relief efforts and with emergency aid to people who are forced to flee from their homes. Thanks to our millions of volunteers, we get where we need to go, even when it is difficult. This is our world. Let’s take care of it! ○

MARGARETA WAHLSTRÖM, **PRESIDENT**
MARTIN ÄRNLÖV, **SECRETARY GENERAL**

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Thank you!

Who we are

The Red Cross helps people who are affected by crises and disasters all over the world. Thanks to millions of volunteers, we get where we need to go, even when it is difficult. Welcome to our world.

Our mission

Our mission is to prevent and alleviate human suffering, protect life and health, and ensure respect for the dignity of each individual.

Our organization

The Swedish Red Cross is a non-profit organization that was founded in 1865. Today, we are the largest humanitarian volunteer organization in Sweden, with about 26,000 volunteers in 643 local branches, scattered across the entire country. The Red Cross is an important National Society in the International Red Cross and Red Crescent Movement and a major contributor to such societies in other countries.

Our strategic goals

- We reach people quickly in acute crisis.
- We meet and prevent the greatest humanitarian needs.
- We achieve clear results in our advocacy efforts.
- We strengthen the capacity and efficiency of the Red Cross and Red Crescent Movement.



643

local branches in Sweden

12

million volunteers are engaged in the Red Cross/Red Crescent Movement worldwide

192

national Red Cross/Crescent Societies globally



Survivors in Sudan are evacuated after severe flooding of the Nile in September 2020.

Our Fundamental Principles

Humanity

We work to prevent and alleviate human suffering, protect life and health, and ensure respect for the dignity of each individual.

Impartiality

We help people in need, regardless of nationality, ethnicity, religion, social standing or political opinion.

Neutrality

We do not take sides in terms of politics, ethnicity, religion or ideology.

Independence

The movement is independent. On a national level, we sometimes help the government in the humanitarian arena, but we maintain our autonomy, which allows us to act in accordance with our own core principles at all times.

Voluntary service

Our organization is based on voluntary service and is not prompted in any manner by desire for personal gain.

Unity

Only one Red Cross society is permitted in each country. It must be open to all, and must carry out its humanitarian work throughout its territory.

Universality

All National Societies have equal status and have equal responsibilities and duties in helping each other.

Our three areas of operation

Crisis and disaster

The Swedish Red Cross is part of the world's largest humanitarian network. With millions of local volunteers all over the world, we can quickly be on site when a crisis or disaster strikes to help the survivors.

Health and care

The right to quality and equity in health. We offer medical care and treatment, psycho-social support following stressful events, and activities that promote health and well-being.

International law and protection

Each human being has the right to seek protection and every child has the right to live with his or her family. All over the world, the Red Cross is fighting to reunite families that have been separated, supporting refugees and ensuring that human rights are respected in situations of conflict and captivity.

The International Red Cross and Red Crescent Movement

- 192 National Societies – one in almost every country on earth.
- The International Federation of the Red Cross and Red Crescent Societies (IFRC) has its headquarters in Switzerland and coordinates all international missions, such as when disasters occur.
- The International Committee of the Red Cross (ICRC), the public face of the Movement in wars and conflicts, is on the scene alongside the National Society. The ICRC is often the only international organization permitted in conflict affected areas.



The global goals

We strive to ensure that everything we do will contribute to sustainable social development.

The Red Cross works strategically with the global sustainable development goals to ensure that our organization and activities contribute to sustainable social development. Our activities are always defined based on humanitarian needs, so the global goals do not directly govern what we do. Nevertheless, our work contributes to the sustainable development goals – and we analyze how this occurs annually.

Analyzing our activities in relation to the global goals is part of our horizon scanning. The practice helps us to understand the Swedish Red Cross in a broader context and how we can best act as a sustainable organization.

Our entire annual report is structured based on the global sustainable development goals to which our activities contributes. ○

Agenda 2030

In 2015, the UN General Assembly adopted Agenda 2030 with its 17 goals and 169 targets. The goals are to be achieved by 2030. The goals and targets are a way of jointly categorizing and defining what we all must do to contribute to a more sustainable world.

Milestones in our sustainability journey

2020

→ Read about this year's sustainability work on pages 22–31.

2019

- We reduced carbon dioxide emissions by 25 percent for the entire organization.
- More environmentally friendly international operations, including testing cardboard instead of plastic packaging for food and other necessities, new technology for latrine waste and environmental consultations in crises.
- Climate and environmentally friendly General Assembly.

2018

- Collaboration with Climate and Economic Research in Organizations (CERO) to achieve our climate targets through more efficient travel.
- Formation of the GLOW Red network for female leaders within the Red Cross internationally.

2017

- First sustainability report.
- Analysis of our activities in relation to Agenda 2030.
- Ten sustainability ambassadors appointed to support the local branches.

2016

- Addition to our investment policy about fossil fuels.
- Smart Recycling, as well as green energy and organic fair trade products for our offices.
- Checklist for sustainability work in local branches.
- Updated travel guidelines and procurement manual.

The work of the Red Cross is analyzed in relation to the global goals on three levels:

- 1 What we do** → To which global goals do our operations directly contribute?
- 2 How we work** → To which goals do we contribute through our working methods?
- 3 Our support goals** → Which goals do we consider in our activities, so that they are not hindered?

1. What we do



Goal 3 involves ensuring healthy lives and promoting well-being for all at all ages.



Goal 6 involves ensuring access to affordable and sustainable management of water and sanitation for all.



Goal 10 involves reducing inequality within and between countries.



Goal 11 involves making cities and settlements inclusive, safe, resilient and sustainable.



Goal 16 involves promoting peaceful and inclusive societies for sustainable development and providing access to justice for all.

2. How we work



Goal 5 involves achieving gender equality and the empowerment of all women and girls.



Goal 12 involves ensuring sustainable consumption and production patterns.



Goal 13 involves taking urgent action to combat climate change and its impacts.

3. Our support goals



Goal 1 involves ending poverty. In addition to economic poverty, this goal also covers the lack of freedom, power, influence, health, education and physical safety.



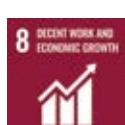
Goal 2 involves ending hunger, achieving food security and improved nutrition, as well as promoting sustainable agriculture.



Goal 4 involves ensuring inclusive and equitable quality education and promoting lifelong learning opportunities for all.



Goal 7 involves ensuring access to affordable, reliable, sustainable and modern energy for everyone.



Goal 8 involves promoting inclusive and sustainable economic growth, full employment and decent working conditions for all.



Goal 9 involves building resilient infrastructure, promoting inclusive and sustainable industrialization and fostering innovation.



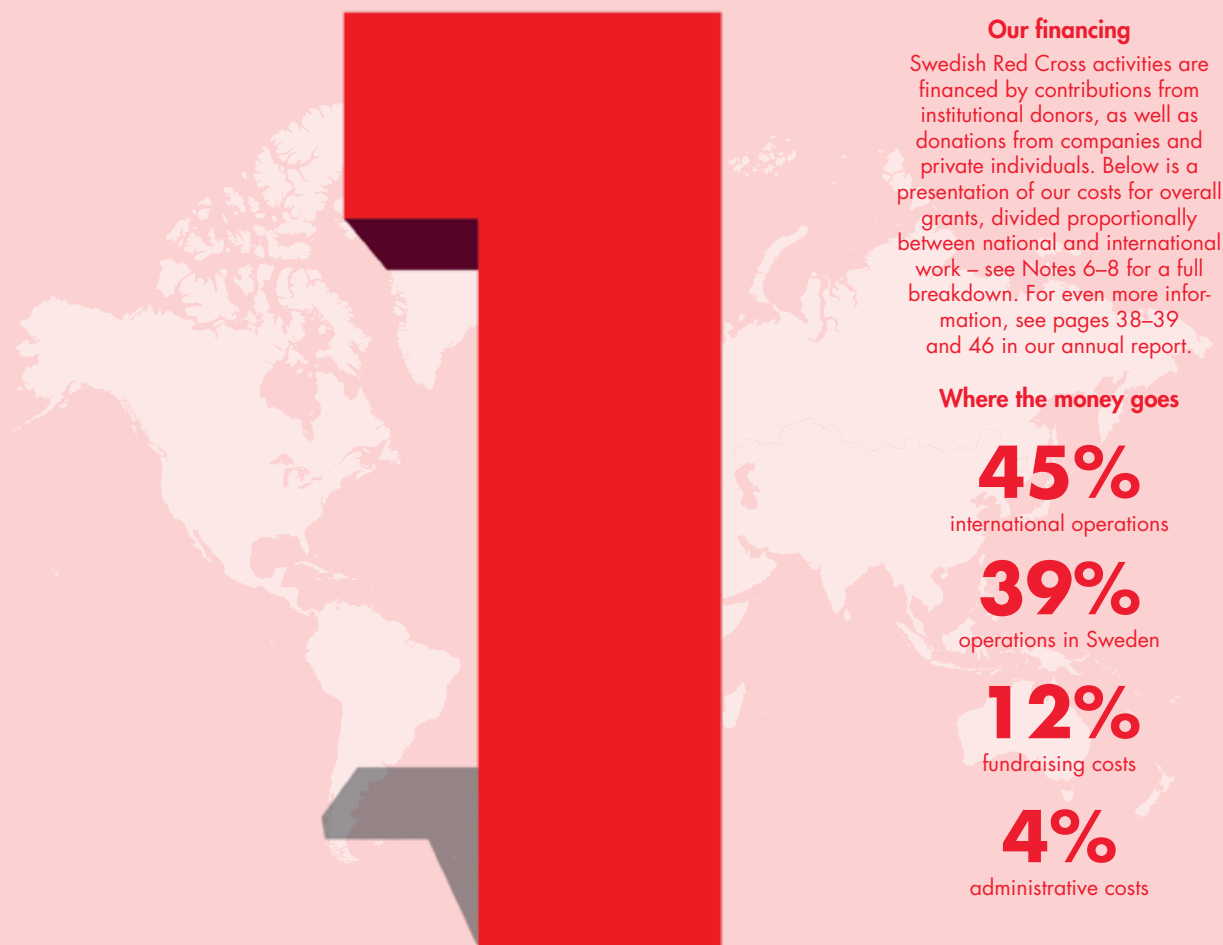
Goal 14 involves conserving and sustainably using the oceans and marine resources.



Goal 15 involves protecting, restoring and promoting sustainable use of terrestrial ecosystems and halting biodiversity loss.



Goal 17 involves strengthening the means of implementation and revitalizing the global partnership for sustainable development.



Activity report

2020 was the year when determined people in our organization around the world worked together to adapt and step up to meet the challenges brought on by the global pandemic.

2020 in brief



February

People flee from intense fighting in northwestern Syria. Our volunteers are on site handing out food, water and hygiene items, providing first aid and setting up mobile health clinics for the hundreds of thousands of people who are affected.

August

A massive explosion hits Beirut, the capital of Lebanon. More than SEK 9 million is quickly collected from Swedish donors, which helps to provide emergency medical care for 3,700 people.



October

In Central America, over seven million people are affected by hurricanes Eta and Iota. We evacuate and provide people with shelter and clean water.



March

The coronavirus pandemic turns the world upside down, but we don't cancel our activities – we modify them. Volunteers around the world spread information on how people can protect themselves against the virus, support healthcare and address people's concerns.



December

In the holiday campaign, we remind people how easy it is to save time and save lives by shopping for presents at rodakorset.se. Our video about the completely fictitious "Excuse Archive" is appreciated for its humorous appeal and our fundraising from both private individuals and businesses increases greatly compared with the previous year.

May

We support the publication of an opinion poll showing that a majority of Swedes want a humane refugee policy. In 2020 we release a report and two surveys to highlight the serious humanitarian consequences of the current migration policy.

July

To meet the increased need for support related to grief, worry and anxiety during the coronavirus crisis, we launched a digital communication initiative to reach out to people. A series of texts and videos posted at rodakorset.se provide advice and support that is spread in social media. At the end of the year the page had over 76,000 visits.





Gathering strength in the coronavirus crisis



Over 875,000 people needed help after enormous floods in Sudan. The Red Cross was on site and arranged coronavirus-safe distribution of items such as food and first aid kits.

The coronavirus pandemic left its mark on the entire world, and our activities were no exception. We adapted our contributions to reach people in need of help and continued to support those who were also affected by war and natural disasters.

Since the outbreak of the coronavirus pandemic, we have been fighting all over the world to reduce the spread of infection. The coronavirus knows no geographical borders and hits the most vulnerable people hardest – those who live in war zones or in poverty, or are on the run, and have few opportunities to protect themselves against the virus.

We have national societies in 192 countries, with over 12 million volunteers who provide assistance before, during and after disasters. Through our strong local presence, we play a critical role in reaching out with help. During the year we also focused on the situation of migrants during the pandemic and provided help through measures such as mobile health teams. We distributed



SEK 28 million

was our contribution to disaster efforts after hurricanes in hurricane-affected countries in Central America

61,000

people in Yemen gained access to clean drinking water thanks to support from us



PHOTO: MICHAEL CAMPANELLA/GETTY IMAGES

Valuable contribution from Greta Thunberg Foundation

In September, the Red Cross received a welcome contribution of EUR 50,000 from the Greta Thunberg Foundation. The contribution goes to our work in vulnerable areas in Africa that are affected disproportionately by the climate crisis.

“We are in a global emergency situation that affects all of us. Africa is a key in the fight for climate justice and now faces both great risks and opportunities to develop sustainable societies that put people and the planet first,” says Greta Thunberg.

Thank you, Greta!



“With us, patients do not have to pay”

Nur el-Hoda Zbenati is the clinic administrator at our hospital in Dweil'a, Syria, an area that has been hit hard by war, alongside of the challenges of the year during the coronavirus pandemic.

“Sometimes I have to ask patients to come back the next day because so many people are waiting in line. Many are extremely poor. We give them free health care, as well as medicines that have become so expensive that they can't afford to buy them. Sometimes the medicines don't even come into the country because of the war. But I love my job!”

7,300

new volunteers registered to help in Sweden during the coronavirus crisis

35,000

deliveries of food and medicine were carried out to risk groups across Sweden

→ food and medicine to people in quarantine, informed about the spread of infection and provided psychosocial support to people suffering from anxiety.

At the beginning of the coronavirus crisis there was a major need even here in Sweden to rapidly reach out with information about new guidelines and recommendations to reduce the spread of infection. We conducted information campaigns in social media, newspapers and magazines, on bulletin boards and squares. We also worked to call the attention of the authorities and decision-makers to the inequality regarding the spread of infection and mortality in Sweden and who it affects the most. Socioeconomically vulnerable groups are particularly affected by the pandemic.

ANOTHER IMPORTANT task involved coordinating food and medicine deliveries to risk groups all over the country. In collaboration with authorities such as the Swedish Civil Contingencies Agency (MSB) and the Swedish Association of Local Authorities and Regions (SALAR), almost 35,000 deliveries of food and medicine were carried out in 102 municipalities. We also coordinated donations from companies and organizations to healthcare, including personal protective equipment and hand sanitizer, on behalf of the National Board of Health and Welfare. We quickly developed digital opportunities for people to connect with our various care activities. During the year we carried out virtual care meetings with almost 300 patients. The initiative has been assessed to learn from the experience and promote continued development. Read more about our healthcare initiatives on page 15.

LIKE SOCIETY AT LARGE, we experienced a major impact within our own organization. Many volunteers belong to risk groups and it became more difficult to carry out our usual activities. We had to adapt and start new activities to meet the growing and changing needs. For example, volunteer activities at Sweden's approximately sixty hospitals had to move from the hospital premises to the entrances. We also staffed tents where hospital visitors received information about the coronavirus in different languages.

The restructuring of our operations was also an important component of the effort to strengthen local crisis preparedness. Regional network meetings between our local branches provided valuable opportunities to exchange experiences and to expand collaboration within the organization with respect to crisis preparedness.

We saw great dedication among fellow human beings who wanted to contribute in different ways. More than 7,300 people registered interest in working as volunteers through our new recruitment tool, which was launched at the beginning of the year. Support from the business community was also extensive. In addition to financial support, many businesses contributed goods and services, such as rental cars to assist people in quarantine, important campaign space for our communication initiatives,

→



Volunteer Anita Norling tries on a face shield.

Face shield production in Lindsberg

"Can you help produce 300 protective face shields?" When the Red Cross in Lindsberg received this inquiry from the intensive care unit in Örebro, they did not hesitate.

"The dedication has been incredible," says Katarina Löwenbrink, chair of the local branch.

The work started quickly and by mid-March, the premises were transformed into a combined coronavirus information center and sewing workshop. With the strong support of volunteers, over 2,600 face shields were produced for health services, the municipality and the correctional system. New and younger volunteers joined and volunteers in risk groups could participate since tasks were carried out taking coronavirus safety into account, for example through telephone service and pricing of products from home. Others donated contributions or came up with ideas.

"There are many ways to participate without being physically present," says Katarina Löwenbrink.

18,200

people in Sudan received help with shelters after severe flooding

70,000

volunteers in Bangladesh helped people to safety before the cyclone Amphan hit

862,500

people in Idlib in northwestern Syria received food and disaster parcels



information tents at hospitals and hygiene products. Read more about our collaborative efforts with businesses on page 58.

In the dialogues we have pursued with the Government, authorities and other decision-makers in the public sector we have raised the issue of the important contributions of volunteers within Swedish crisis preparedness in general, and dealing with the coronavirus pandemic in particular. This work requires support and resources from public stakeholders.

IN THE SHADOW OF the pandemic, wars and disasters continued to affect people all over the world. The war in Syria entered its ninth year and in early 2020 almost one million refugees were forced to leave Idlib. The Syria crisis was our largest area for operation, where we contributed SEK 26.9 million which was used for purposes such as distribution of food parcels and emergency medical care. The emergency in Yemen also continued on a large scale. With 24 million people in need of emergency aid, Yemen remains the largest humanitarian crisis in the world. The operations we supported included supplying water, which resulted in clean drinking water for more than 61,000 people.

In August a huge explosion occurred in the heart of Beirut, the capital of Lebanon. It caused massive destruction and left more than 300,000 people homeless. Almost 200 people were killed and 6,000 were injured. The Red Cross and Red Crescent Movement helped to dig out survivors, and to transport the dead and wounded. Around 3,700 people received emergency medical care and 16,300 received psychosocial support. At the end of the year, more than 8,300 families had received financial aid for necessities and housing repairs.

NATURAL DISASTERS AROUND the world are becoming increasingly severe as a result of climate change. In early autumn, major floods hit several countries in central and southern Africa. In Sudan, the flooding of the Nile was the worst in 30 years and we helped 18,200 people with temporary shelter and household items, as well as food parcels for 70,000 people. At the same time, southern Africa was hit by extensive drought, leading to long periods of poor harvests and food shortages. In July 2020, 44.8 million people in 13 countries did not have enough food to eat. We supported operations in Eswatini (formerly Swaziland), Lesotho and Namibia through cash assistance, as well as gardening and agricultural support to strengthen the resilience of the communities with respect to future disasters.

In Asia, Bangladesh was hit by one of the strongest cyclones in decades. Thanks to an effective disaster preparedness system in which 70,000 volunteers participated, about 2.4 million people were able to reach safety before the storm hit. However, there was major damage to property and we helped 50,000 survivors with food, supplies and new housing.

Powerful hurricanes affected more than seven million people in Central America, as well as in parts of Colombia. The situation was particularly difficult because of the ongoing pandemic. The risk of infection was worsened by conditions such as crowded temporary housing. We contributed SEK 28 million to support disaster efforts in Nicaragua, Guatemala, Honduras, Belize, Colombia, Costa Rica and Panama, as well as a water purification module in Honduras.

A valuable contribution during the year was also given in the form of psychosocial and financial support to those affected by the extensive forest fires in Australia. ○



Water for the needy in Yemen

The need for emergency aid is enormous in Yemen's humanitarian crisis. The shortage of clean water is a huge challenge that we meet by distributing water to those who need it, as can be seen here in Sanaa.

"Clean water is a fundamental need. Drinking dirty water or not having clean water for personal hygiene can be dangerous – so these contributions save lives," says Sofia Andersson, who is responsible for the work of the Swedish Red Cross in Yemen.



Vital support in Guyana

One of our volunteers in Guyana shares information on how to stay healthy during the coronavirus pandemic. The Red Cross teams deliver hygiene parcels to communities located along the country's major rivers. In many rural areas it is difficult to access cleaning and hygiene items because of distances and restrictions.

Help and care to people who need it



92-year old Anna Stepanovna Smykalova in Kharkiv, Ukraine, receives food parcels from the Red Cross.

Our healthcare activities quickly adapted to meet new needs during the coronavirus crisis. Spreading information and increasing psychosocial support to vulnerable groups became important contributions, both in Sweden and internationally.

At the beginning of the pandemic, we saw a need to be available for people in Sweden who were anxious and needed support. A helpline was set up and many volunteers quickly switched over from their regular assignments to promote a sense of calm and security by phone. At first, the conversations dealt with anxiety, the spread of infection and finding the right path forward in a changing society. As time passed, the conversations focused more on loneliness, relationship problems, or anger and concerns about the future.

As the needs for support grew, we found new ways to meet





70%

more telephone cases were received by our treatment center, compared with 2019

150,000

people participated in our web-based course Dare to save lives, a first aid training program



them. Because of restrictions, personal meetings and activities were replaced with digital solutions. Volunteers who usually visited the elderly at home called them on the phone instead; homework assistance was provided virtually and our language cafes were replaced with language walks.

We also adapted our work in socioeconomically vulnerable areas. Over 14,000 meetings were held in 15 different areas and thousands of people were reached with contributions through mobile meeting places outdoors. At first, major emphasis was placed on reaching out with crucial information, but as time passed, the need for conversation, socializing and activities grew.

The care service for people who completely or partially lack access to healthcare services in Sweden remained open during the pandemic. Expanded telephone counselling made it possible to reach more people with information, support and advice. During the year the care service also encountered new patient groups, such as visitors from other countries who could not travel home since borders were closed. The physical visits declined in number, but the number of cases by phone increased by almost 70 percent during the year.

THE SIX RED CROSS treatment centers for war and torture victims remained open during the year. The operation was adapted to follow recommendations from the authorities and to ensure access to safe and secure care, including through virtual care encounters as a complement to physical visits. Since our patients already belong to a vulnerable group, we could see increased anxiety, stress and uncertainty because of the pandemic. During the year we had more than 1,500 patients under treatment.

In April a national competence center for rehabilitation of survivors of war and torture opened at the Red Cross University College of Nursing. The expertise center will work to strengthen education, facilitate research and contribute to development of rehabilitation methodology.

During the year we continued our work in relation to authorities and decision-makers to strengthen opportunities for people to access care, regardless of legal standing. We also pursued advocacy efforts for the right to rehabilitation for people subjected to torture. In relation to the pandemic, we also highlighted mental illness or mental health problems and the need for access to vaccine for people who fall outside the social safety net.

Contributions to fight homelessness among young adults with mental illness entered their third and final year. The project received government aid and focused on unaccompanied young people who are often in a highly vulnerable situation without food, clothing, or a roof overhead. Our contributions included foster homes and supportive housing, where more than 1,100 people had housing during the year, as well as social activities to offer a good environment with responsible adults. In addition, 19 local branches ensured that almost 1,200 individuals received food regularly. In the report “My life” we highlighted the situation of unaccompanied young people.

IN THE WAKE OF THE PANDEMIC, people all over the world lose their income, food prices rise and hunger increases. Major long-term contributions will be required to prevent the world from facing serious consequences such as financial crises, famine and increased spread of diseases such as measles, malaria and HIV. In addition to the extensive contributions to stop the spread of infection, we continued internationally with our crucial healthcare program in countries such as Afghanistan, Syria and Somalia. Our mobile clinics reach far beyond cities and are an important aid for people who live in rural areas. Medical care, health information, help for undernourished children and psychosocial support are just a few of our contributions. ○



Cargo bike encouraged play and conversations

The coronavirus crisis has called for great ingenuity to find ways to reach out to people with help. Our volunteer Jean in Tynnered, Gothenburg, used a cargo bike to spread information outdoors about the coronavirus and to provide counselling to people in need. She had stools to sit on and toys for children in the bike. We used the needs that people raised during the cargo bike sessions to influence decision-makers with respect to measures to alleviate vulnerability in the crisis.



Website alleviates anxiety

Psychosocial support is an important aspect of preparedness at the Red Cross in the event of a crisis. To meet the increased need for support related to grief, anxiety and loneliness during the coronavirus crisis, a digital communication initiative was launched during the summer. Articles and videos with advice and support were posted on our website and spread in social media. The various support pages received a total of 76,400 visits during the year.

Sara Marklund provides support and information on the coronavirus to residents in Lindängen on the south side of Malmö. Here she is engaged in conversation with Kobra Mirazee, who lives in the area.



Important presence at the beginning of the coronavirus crisis

Red hearts hung between the trees and notes with information in different languages were posted around a white tent in the Lindängen center in Malmö last spring. We were on site to inform people about how to avoid being infected with the coronavirus.

"There were many questions," says Sara Marklund, from the Red Cross. The quantity of information about the coronavirus could be overwhelming and we helped people to navigate and find the right information in Swedish as well as in other languages. We clarified ambiguities together and tried to help reduce people's concerns.



We trace and reunite



A Red Cross delegate helps Ethiopians in the refugee camp Um Rakuba, Sudan, to trace and contact family members from whom they were separated while fleeing from Ethiopia.

192

families regained contact thanks to help with tracing

4,801

missing persons whom we were tracing at year-end



The right to family reunification and the possibility of finding missing relatives are important issues for the Red Cross. We continued to fight for a humane asylum policy.

There are over 200 locations across Sweden with operations for asylum-seekers, refugees and other migrants. At a time when a growing number of countries closed their borders, we continued to stand for important values during the year. We continued to work with issues related to family reunification, the rights of detainees and the right to asylum. During the pandemic our migration advisory services were scaled up and working methods were adapted to become more digital. We received over 3,500 calls to the migration advisory services.

Our tracing operations, where people can receive help tracing relatives with whom they lost contact while on the run, had 1,311 active cases at year-end, corresponding to 4,801 missing persons. During the year we helped 192 families to regain contact with one another. The digitalization of our work has made it easier



Trace the Face helps families to reunite

It is not difficult to imagine the pain and worry of not knowing where a family member is. Trace the Face is an online photo gallery that helps people to be found by family members with whom they lost contact while fleeing to Europe. The tool is also available for people who lost contact with their family members when they migrated to South Africa.

Work is underway to make Trace the Face a global tool for everyone, regardless of the migration route that caused the separation.

Anyone can search among the 6,000 images at tracetheface.org and people who were separated from relatives due to war, conflict, migration, or natural disaster can turn to the Red Cross and Red Crescent Movement for help posting a photo of themselves.



“It was really important for us that the Red Cross listened”

Bookseller Ezat in Damascus had no plans to leave Syria until the day the house next door was bombed. He and his oldest daughter fled to Sweden. Ezat received help to be reunited with his wife and his other children in Sweden, but his middle daughter was denied asylum because she was too old.

The Red Cross was there to support the family both while they fled and once they arrived in Sweden. With the help of the Red Cross in Hedemora, the decision was appealed and the entire family was reunited.

“The Red Cross listened to us. It was really important to me and especially to my dad,” says Safa, the oldest daughter.



“I dare to assert myself more, now that I’m a volunteer!”

In many countries, it is common for people to experience discrimination because of their disability. In Liberia, we are working to increase diversity within the Red Cross, for example by actively inviting people with functional variations to activities arranged by local branches.

One of the volunteers is Sundayway, who views her involvement as an opportunity to let go of the shame and stigma she has long experienced because of her disability.

“In my job as a volunteer, I notice that people listen to me instead of looking at me as something embarrassing. As a result I’ve overcome my shame and dare to assert myself more in society.”

3,500

calls were received by our migration advisors

998

inmates in remand prisons and institutions received visits

→ for families to provide information and to obtain information about their cases. The long-term goal is to increase the number of families that can regain contact using new technology such as search algorithms and face recognition.

We continued to collaborate with our sister society in South Sudan to increase capacity in order to meet the needs of the many dispersed families in the country as a result of war, conflict and being on the run.

PROVIDING SUPPORT to detainees in detention centers, remand facilities and institutions is an important aspect of our visiting activities. Unfortunately, because visits were not permitted during the pandemic, we were forced to put the operation on hold during the majority of the year. Where it was possible, we offered video calls instead of physical visits. In all, a total of 175 conversations were held during visits to detention centers until March, after which 27 additional conversations were held, 18 of which were video calls.

IN THE SUMMER OF 2021 Sweden will have new migration legislation and in September a number of proposals were presented to the parliamentary migration committee. The Red Cross has been working hard for a long time to ensure that children have the right to be reunited with their parents, which has been much more difficult since 2016. We also work to ensure that children and young people who are seriously ill or who have a strong connection to Sweden – for example, if they grew up here – have the opportunity to stay. In our dialogue during the year with the committee, other decision-makers and in advocacy efforts, we continuously highlighted how legislation and practices affect the people we meet in our operations.

We also continued our work relating to gender and diversity to provide all people with the same right to help. We work continually to ensure that our operations reach those who are most vulnerable and that our work is based on dignity, accessibility, participation, security and safety. ○

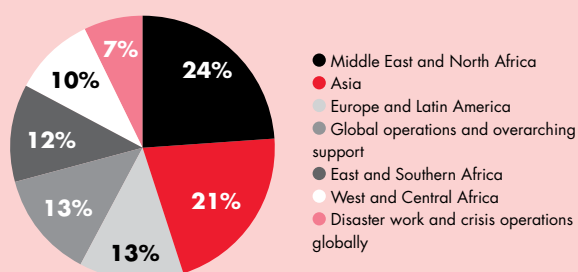
How the money was used in 2020

Below is a presentation of the revenue and expenses of the Swedish Red Cross, including local branches. The compilation is based on reporting from 584 local branches, which accounted for 81 percent of the total number in 2020. In all, there were 724 local branches at year-end, of which 594 were active, 49 were in the process of closing and 81 closed during the year.

Expenses*

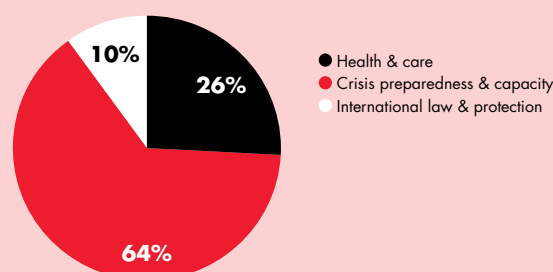
International work

SEK 361 million went to international work in 2020. Disaster operations in Asia and Central America, as well as in Syria and Lebanon (associated with the war in Syria) were the three largest areas of operation.



National work

SEK 535 million went to national work in 2020. The largest thematic areas were treatment of victims of war and torture, migration and exclusion, as well as operations to address the needs related to the coronavirus pandemic in Sweden.



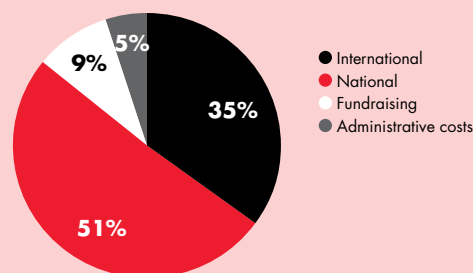
Fundraising costs

Fundraising costs totaled **SEK 98 million** and went to increased digitalization of fundraising methods, continued recruitment of monthly donors and fundraising campaigns.

Administrative costs

Administrative costs totaled **SEK 52 million** and mainly included costs for membership administration, management, the Governing Board, the General Assembly, auditing and quality assurance in compliance with guidelines and legal requirements.

Breakdown of operating costs

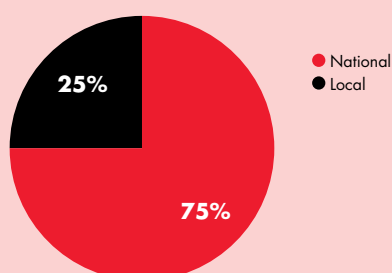


* The summary presents overall costs broken down by activity area. A complete breakdown of costs within the central organization can be found in Notes 6–8 on page 39.

Revenue

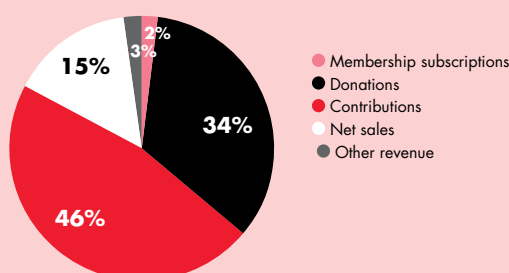
Where the money comes from

In all, 25 percent of revenue comes from Red Cross local branches and their fundraising work and second-hand sales.



Breakdown of revenue types

The largest sources of revenue involved contributions from public authorities such as the government, region and municipality, as well as organizations. About one third comprised donations from private donors and companies.





In this report we present our most important sustainability issues as follows:

- Why they are relevant
- Governance
- How we work with the issues
- How we follow up and measure results

The Governing Board and the Secretary General of the Swedish Red Cross Central Committee (referred to below as the Red Cross) with corporate identity number 802002-8711 and registered office in Stockholm herewith presents its sustainability report for 2020. ¹⁾



Sustainability report

The pandemic put us all to the test this year. Being a sustainable organization proved to be crucial for us to be able to continue to conduct humanitarian work.

¹⁾ This sustainability report includes the operations that are pursued through the Swedish Red Cross offices in Stockholm, Gothenburg, Malmö and Umeå, the Red Cross Folk High School and the Red Cross treatment centers for war and torture victims in Malmö, Skövde, Skellefteå, Uppsala, Stockholm and Gothenburg.

Toward sustainable development

Despite the many challenges of 2020, we successfully adapted our operations toward more digital activities and achieved several of our sustainable development goals. We always strive toward strengthening the sustainability of our organization. This means that we share knowledge and training, while finding new methods to work more sustainably.

In our advocacy work, the humanitarian consequences of the climate crisis are key and we highlight the importance of environmental sustainability in our disaster relief efforts. The World Disasters Report for the year, which is published every other year by the International Federation of the Red Cross and Red Crescent Societies (IFRC), showed that support in climate-related disasters is not fairly distributed. We contributed to this year's report with background material on how to strengthen people's resilience to disasters.

One advocacy initiative on the same theme was the high-level meeting Anticipate and Act, which was arranged by the Swedish Government, the United Nations Office for Disaster Risk Reduction (UNDRR) and the World Food Programme (WFP), in collaboration with the Swedish Red Cross and the Movement's international climate center. We also arranged a number of seminars during "Climate: Red Summit," the Red Cross and Red Crescent Movement's completely virtual global conference aimed at inspiring environmental and climate integration in the humanitarian sector. Around 10,000 people participated.

OUR POLICY FOR sustainable development, which was revised in 2019, states that we will not contribute to environmental problems, or to social and economic challenges.

- We will be a climate-aware organization that takes responsibility for our climate footprint and actively reduce our impact on the environment.
- We will actively contribute to sustainable consumption and production in our second-hand stores by making it possible to recover, recycle and reuse.
- We will contribute to reducing societal gaps through equality and inclusion at all stages of our work.
- We manage our financial resources responsibly by being trustworthy and transparent, while taking responsibility for our capital through ethical investments that do not conflict with human rights or international commitments for sustainable development.

OUR SUSTAINABILITY WORK is also governed by our anti-discrimination policy, investment policy, anti-corruption policy, our Code of Conduct and our 2019–2023 strategic focus, in which sustainability is a point of departure. Our overarching sustainability efforts are based on the sustainable development action plan adopted in 2019, with five specific target areas to be achieved by 2023.

- Climate awareness
- Sustainable resource use
- Increased social diversity
- Sustainable consumption and production at second-hand operations
- Being a participant in promoting the UN's global goals

THE TARGETS ARE INTEGRATED IN our activities and the work occurs in several areas within the organization. We follow up each contribution and its overarching goal through indicators and action plans. The Red

Cross has two organization-wide indicators, reduced climate impact and increased diversity, for which monthly reports are presented to the management team and Governing Board. We actively work to ensure that we live up to our sustainable development policy, in part by illuminating, developing and improving our working methods. ○

Materiality analysis

Our stakeholders are employees, volunteers, members, donors, government and authorities, partners, elected representatives, and the International Red Cross and Red Crescent Movement. They determine what issues are significant and should be prioritized in our sustainability work. Because of the emergency efforts during the pandemic, the materiality analysis from 2017 could not be updated as planned. This will be done in 2021 instead.

We identified these aspects as most important, grouped according to environmental, social and economic sustainability.

Environmental sustainability

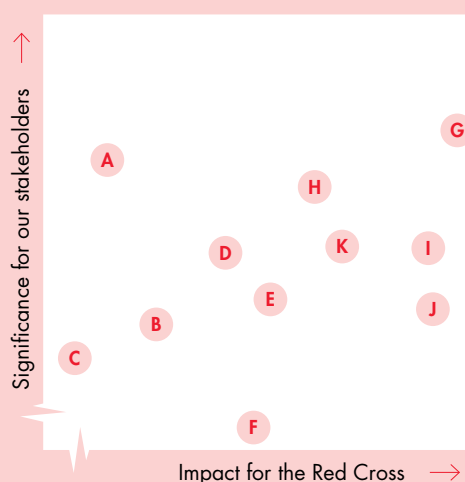
- A** Climate impact
- B** Recycling of textiles
- C** Environmental requirements for procurement and purchasing

Social sustainability

- D** Equality and diversity
- E** Health and safety
- F** Training and skills development

Economic sustainability

- G** Anti-corruption
- H** Responsible investments
- I** Ethical fundraising
- J** Cost efficiency
- K** Effectiveness of program activities



We reduce our climate impact



Our second-hand operation contributes to a circular economy. Volunteer Micko Orre ensures that donations quickly reach the shelves and displays in the Kungsbacka store.

Sustainability ambassadors make a difference

Volunteer sustainability ambassadors have worked regionally in Sweden since 2016. The ambassadors, who worked remotely in 2020, support the local branches in their sustainability work. Since the beginning, 79 local branches completed our internal sustainability training program and several second-hand stores cooperate with the ambassadors to highlight sustainability work in the community.

“The ambassadorship is my most constructive tool. Since the organization’s mission of preventing and alleviating human suffering is also in line with my aims in life, I feel at home in the Red Cross,” says Maja Vahlberg, sustainability ambassador in Dalarna.



We strive to ensure that everything we do – from purchasing and recycling to how we work in countries affected by emergencies – must conserve our earth's resources.

Reuse and recycling

Our approximately 250 second-hand stores contribute to sustainable social development in many ways. We contribute to a circular economy since we accept donations that can be sold second-hand. We engage in recycling and sewing activities that extend the life of the materials. Several of our stores support people by providing language and job training; we shape opinions, exert influence and cooperate with municipalities, the Government and the business community to promote more sustainable recycling of textiles.

Finding uses for textiles that cannot be resold is part of our work to reduce climate impact. In 2020 we collaborated with Wargön Innovation to test a fiber-sorting technology, through which textiles can be transformed into a new raw material within the textile industry. We send textiles that cannot be sold or recycled to our recycling partners Tex Aids and Soex Germany. Both companies can demonstrate transparency throughout the chain and meet the requirements of our Code of Conduct. Thanks to the dedication of our volunteers and our local employees, 969.7 (1,092) metric tons of material were collected through our second-hand operations.

Restructured operations

Since many volunteers in our second-hand operations belong to risk groups, many stores were forced to close after the coronavirus outbreak. Our stores are not only a place where people can find bargains; they also fill a social function and are an important part of our fundraising work. Many stores therefore gradually reopened, but with modifications to be safe for both staff and customers. About thirty local branches complemented their physical in-store sales with online sales through Tradera. As a result, more people have access to the products we offer in our stores. We believe in making second-hand products more available and attractive so that more people choose second-hand first.

Sustainable offices

According to Red Cross purchasing guidelines, our suppliers must have a diversity policy or similar that prevents discrimination, as well as ethical investment guidelines. In addition, preference should be given to fair and environmentally

friendly products. Our offices have green energy and we only buy organic or fair trade-certified fruit, tea and coffee. Our employees only use reconditioned computers and in 2020 we tested Fairphone as business phones, which in the future will be standard for all central employees. We have a contract with Smart Recycling, which collects waste by bicycle and compensates for the quantity of waste received through climate offsets.

Climate impact

We measure our climate impact by compiling data on our travel, as well as on our consumption of energy and paper. The majority of our emissions in recent years have come from air travel. In 2017 we initiated a process to reduce flying, which in 2019 resulted in a reduction of total carbon dioxide emissions by 25 percent. Our target is to reduce our carbon dioxide emissions by 10 percent per employee and year, using 2016 as the base year. In 2020, emissions declined by 72 percent to 0.78 (2.7) metric tons per employee, mainly because of reduced travel during the pandemic.

Climate compensation

As a supplementary measure to our reductions in emissions, we negotiated a climate compensation agreement. Through climate compensation, the person who causes emissions can pay for the reduction of an equivalent amount of emissions elsewhere. We have chosen two projects based on our fundamental principles of neutrality and impartiality: The Vi-skogen project with agroforestry in Kenya, which complies with the Verified Carbon Standard, and Zero Mission as supplier of the Fair Climate Fund project in India with climate-friendly ovens, certified by Gold Standard and Fairtrade Carbon Standard. We climate compensate our entire climate report.

Sustainable disaster relief efforts

We lead a global working group within the Red Cross and Red Crescent Movement where the goal is to reduce the climate and environmental impact of our contributions and thereby contribute to increasing people and communities' resilience to future disasters. Our five-year strategy from 2019 is governed by the following goals:

- The environment, climate and sustainability will be taken into account in all international Red Cross and Red Crescent Movement procedures, systems and working methods.
- Adverse effects on the environment resulting from disasters and humanitarian work will be identified, avoided as far as possible, reduced and mitigated.
- The International Red Cross and Red Crescent Movement will conduct effective advocacy

969.7

metric tons of textiles collected for recycling

0.78

metric tons of carbon dioxide emissions per employee were released



We distribute clean water to people all over the world when disaster strikes. During the year, we conducted a study of the environmental impact of one of our water purification modules.

activities to improve environmental and sustainability aspects related to its humanitarian work, both within and outside the Movement.

During the year we conducted an environmental impact study with respect to one of our water purification modules, which provides clean drinking water when disasters occur. We also interviewed Red Cross and Red Crescent societies and a number of key external stakeholders regarding what obstacles and requirements they identified in their work with green working methods. The results are compiled in the report Red goes Green. One result of the study was a checklist that we formulated to help people both within and outside the Red Cross to initiate environmentally sustainable working methods, or to strengthen prior humanitarian work.

The humanitarian sector, like other sectors, has quality standards and codes of conduct to which all involved players must adhere. Together with the IFRC and the International Committee of the Red Cross (ICRC), we formulated a proposal during the year to codify the integration of environmental and climate aspects in humanitarian work. The purpose is for humanitarian organizations to commit to supporting adaptations and restrictions on climate change and to strengthening environmental sustainability to protect the most vulnerable. ○

Socially sustainable organization



Increased knowledge about health and hygiene

At the Cox's Bazar refugee camp in Bangladesh, the Red Cross held separate training programs for women, men, teenage boys, girls and children on the topic of good hygiene to enable participants to speak freely and securely about issues that specifically concern them. Many male volunteers were trained during the year to discuss reproduction and menstruation with men to provide increased knowledge and understanding of subjects that were otherwise considered to be the domain of women. This initiative is part of an effort to break taboos and to increase gender equality.



66%

of our managers are women (66% in 2019)

16%

of our employees have one or two parents who were born abroad

24%

of our employees were born abroad

243

women are members of the global network for female leadership

We actively work with issues concerning gender and diversity – and with the health and safety of our employees.

Training and skills development

Strong leadership is needed if we are to be a vigorous organization, ready to respond to emergencies. The leadership development program for managers, Drive and courage, continued and since it began in 2018, 66 managers have participated, both from the salaried staff organization and the local branches. During the year, all managers completed a course in diversity and inclusion. All regional elected representatives as well as the Central Committee completed a course in inclusion.

Health and safety

We are committed to being a sustainable workplace that promotes health and harnesses the dedication of our employees. When the pandemic hit, everyone was asked to work from home. Most employees felt that the work situation was meaningful, educational and productive, but many also felt isolated and divided. Our managers held continual employee feedback sessions in an effort to provide psychosocial support. By lending office chairs and computer equipment to employees, we provided a more ergonomic workplace at home. A temporary wellness hour per week was implemented.

Diversity and inclusion

We work to be an organization characterized by diversity among volunteers, employees and elected representatives. To achieve this aim we will:

- Increase knowledge about the importance of diversity work.
- Address direct and indirect discriminatory behavior.
- Address and follow up on all forms of discrimination.
- Collect and follow up diversity statistics for the entire organization.
- Include people with different background at the start and during implementation of our activities; identify and remedy any obstacles to this aim.

In 2020, we analyzed measures from previous years and brought in external expertise to identify future priorities regarding diversity. We will continue to increase knowledge about diversity



To provide more women with access to healthcare, mixed mobile health teams have been introduced in Afghanistan, which is characterized by strong patriarchal cultural norms. Previously, only men were on the team, since women could not move freely, but as a result, many women could not be examined. Now that both men and women are on the team, women have better access to healthcare and can be examined by female healthcare workers.

for everyone in our organization, while also developing better measurement and follow-up methods. We view this as a long-term effort in which we strive to achieve a changed culture and compliance with our anti-discrimination policy.

Gender and inclusion

We annually review all program support for long-term international partners, as well as support for disaster relief operations within the Movement from the perspective of protection, gender and inclusion. Consequently, the needs of the target group are evaluated in terms of sex, age and functional variations and the activities are adapted to the needs.

In 2020, 60 percent of long-term contributions met our protection, gender and inclusion criteria. The corresponding figure for 2019 was 42 percent. We also contributed to the efforts of the Red Cross and Red Crescent Movement to improve disaster relief efforts from these perspectives.

In 2020, we continued our efforts to promote GLOW Red, a global network for female leaders within the Red Cross and Red Crescent Movement, initiated by the Swedish Red Cross. The network aims to increase the proportion of female leaders by providing support, while strengthening and creating development opportunities.

GLOW Red has initiated many decisions for increased diversity within the Movement, and in 2020 we engaged in advocacy efforts by arranging various webinars, we started a research project on leadership in the Red Cross and Red Crescent Movement and we offered online leadership and self-development training programs. At year-end the network had 243 (212) members from 108 countries. ○

People working at the Swedish Red Cross

	Full-time	Part-time	Total
Women	296	37	333
Men	96	17	113
Total	392	54	446

	Perma-nent	Fixed term	Total
Women	291	42	333
Men	95	18	113
Total	386	60	446

Sustainable fundraising and investing

Our mission includes demonstrating and evaluating the effect of our crisis operations.



Cost efficiency and transparency are important cornerstones in our activities.

Effective program activities

In order to evaluate the effect of our efforts, we launched an annual impact report. The purpose is to evaluate the efficiency of our activities and to communicate the findings in order to clearly present our contributions. It is important for us to measure and demonstrate the quality and effectiveness of our operations. The impact report is posted at rodakorset.se.

Cost efficiency

Cost efficiency can be measured using the monitoring organization Swedish Fundraising Control's key indicator, which states that at least 75 percent of total revenue must be used for the purpose of the organization. In other words, fundraising, membership and administrative costs may not exceed 25 percent of revenue. In 2020, these costs amounted to 16 percent, which is unchanged from 2019.

Ethical fundraising

The funds we raise come from store sales, private donations, collaborative efforts with businesses, contributions from authorities and other sources. We have guidelines for fundraising and collaborative efforts with businesses which state that we may not jeopardize the independent status of the Red Cross, that we must provide clear information about how the funds that were raised will be used and that we can refuse to participate in collaborative efforts that are not in line with our core values or for ethical reasons.

Asset management

All asset management complies with our investment policy, which is approved by the Governing Board. The policy includes ethical investment rules and restrictions based on environmental concerns, social and economic responsibility with good ethics in the investment process. In addition to legislation, businesses must comply with international standards on human rights, labor conditions, anti-corruption and the environment, as well as the ILO's eight fundamental conventions on forced labor, child labor, discrimination, collective bargaining, minimum age and equal remuneration, as well as freedom of association and the right to organize. The investment policy clearly specifies the exclusion of fossil fuels, coal, tobacco, gaming, weapons and pornography. All management products must be tested in relation to the ethical guidelines before



Our ethical guidelines govern fundraising of grants, some of which come from private donors.

they can be used in asset management and fund holdings undergo ethical screening twice a year to ensure compliance with the ethical guidelines for management.

In recent years we have actively sought investment opportunities in funds with an even more clearly stated sustainability strategy, where managers actively include companies that demonstrate an active sustainability strategy regarding, for example, water supply, waste management and reduced carbon dioxide emissions, as well as funds that demonstrate increased social welfare in the world, such as our investments in microfinancing funds. One third of our total fund holdings are invested in such funds.

During the year, we selected an additional asset manager through a procurement process as part of our strategy to distribute risk among several players and fund strategies. Our financial investments are therefore managed by two external managers through discretionary management; for additional information please see Note 15 Investments held as fixed assets in the annual report.

Anti-corruption

In many of the countries in which we work the risk of corruption is high, a situation that we must always address. In all cases of corruption, we take appropriate steps in consultation with the IFRC, the relevant national Red Cross or Red Crescent society, and other affected parties and funding bodies. If we become aware of corruption, this does not have to lead to the end of a collaborative effort, though such incidents must

always be reported and addressed. Our preferred approach is to provide support through corruption-prevention measures. In 2020 we investigated measures that can be improved remotely. For example, it is desirable, but more difficult, to engage local auditors instead of monitoring documentation remotely. We also appointed a working group to monitor the legislative consequences of anti-terrorism measures in funding. We also had a new corruption case, where suspicions are still being investigated.

All of our international programs and partners are subject to a risk assessment that also addresses corruption. Because of the generally high risks associated with multilateral collaborative efforts, the IFRC always assumes the highest risk of corruption with associated control measures until the opposite is proven. It is the responsibility of each partner to ask that we relax such measures and thereby request an assessment. When entering into bilateral collaboration, we also evaluate the internal control functions of our partners and what additional control measures may be needed. At the national level, we work to prevent corruption through internal control systems and procedures to prevent and identify suspected cases of impropriety among local branches and the salaried staff organization. In 2020 no new cases were received through our whistleblowing function.

In 2020, a new complaint guideline was approved for submission of complaints regarding the organization, our operations, or how individuals act. ○

Several tropical storms hit the Philippines in November 2020. The Red Cross helped to evacuate the population and provided first aid, food, clean water and face masks.



Climate crisis: theme for global meeting

The humanitarian consequences of climate change are already great, and will only become worse, according to the Red Cross report *The Cost of Doing Nothing 2019*. The Swedish Government, the United Nations Office for Disaster Risk Reduction (UNDRR) and the World Food Programme (WFP), in collaboration with the Swedish Red Cross and the Movement's international climate center arranged the high-level meeting *Anticipate and Act*. Recommendations from the meeting will be included in the global climate conference COP26, which will be held in 2021.



Auditor's statement regarding the statutory sustainability report

To the General Assembly of the Central Board of Directors of the Swedish Red Cross,
corporate ID number 802002-8711.

Mandate and allocation of responsibility

The Governing Board is responsible for the 2020 Sustainability Report on pages 22–30, and for ensuring that it is prepared in accordance with the Swedish Annual Accounts Act.

Scope and focus of the audit

Our examination has been conducted in accordance with FAR's auditing standard RevR 12 – The auditor's opinion regarding the statutory sustainability report. This means that our examination of the statutory sustainability report is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A sustainability report has been prepared.
Stockholm on the day indicated by our electronic signature
Ernst & Young AB

Rebecca Ersryd
Authorized Public Accountant



The Governing Board and the Secretary General of the Swedish Red Cross Central Committee (referred to below as the Red Cross) with corporate identity number 802002-8711 and registered office in Stockholm herewith presents its Annual Report for 2020.¹⁾

Annual Report

¹⁾ This report includes the operations that are pursued through the Swedish Red Cross offices in Stockholm, Gothenburg, Malmö and Umeå, the Red Cross Folk High School and the Red Cross treatment centers for war and torture victims in Malmö, Skövde, Skellefteå, Uppsala, Stockholm and Gothenburg. However, it does not include the separate legal entities represented by the Red Cross local branches, the Red Cross Youth Federation, the associated Red Cross Home Foundation and other associated foundations, all of which present their own separate annual reports or annual financial statements.

Report of the Governing Board

Our vision

We reach out, even when it is difficult.

Our mission

- Prevent and alleviate human suffering wherever it may occur.
- Protect life and health, and ensure respect for the dignity of each individual, especially during times of armed conflict and other emergencies.
- Work to prevent disease and promote health and social welfare.
- Encourage volunteering, constant preparedness to provide aid and a universal sense of solidarity in relation to everyone who needs the protection and support of the Movement.

Our Fundamental Principles

- Humanity
- Impartiality
- Neutrality
- Independence
- Voluntary service
- Unity
- Universality

Our goals 2020–2023

- We reach people quickly in emergencies.
- We meet and prevent the greatest humanitarian needs.
- We achieve clear results in our advocacy work.
- We strengthen the capacity and effectiveness of the Red Cross and Red Crescent Movement.

Sustainability

The Red Cross has mapped out how its activities contribute to fulfilment of the global goals for sustainable development. We prioritize our activities based on humanitarian needs, but we also always endeavor to contribute to the sustainability goals. The statutory sustainability report is on pages 22–30. The GRI Index can be found on pages 54–55.

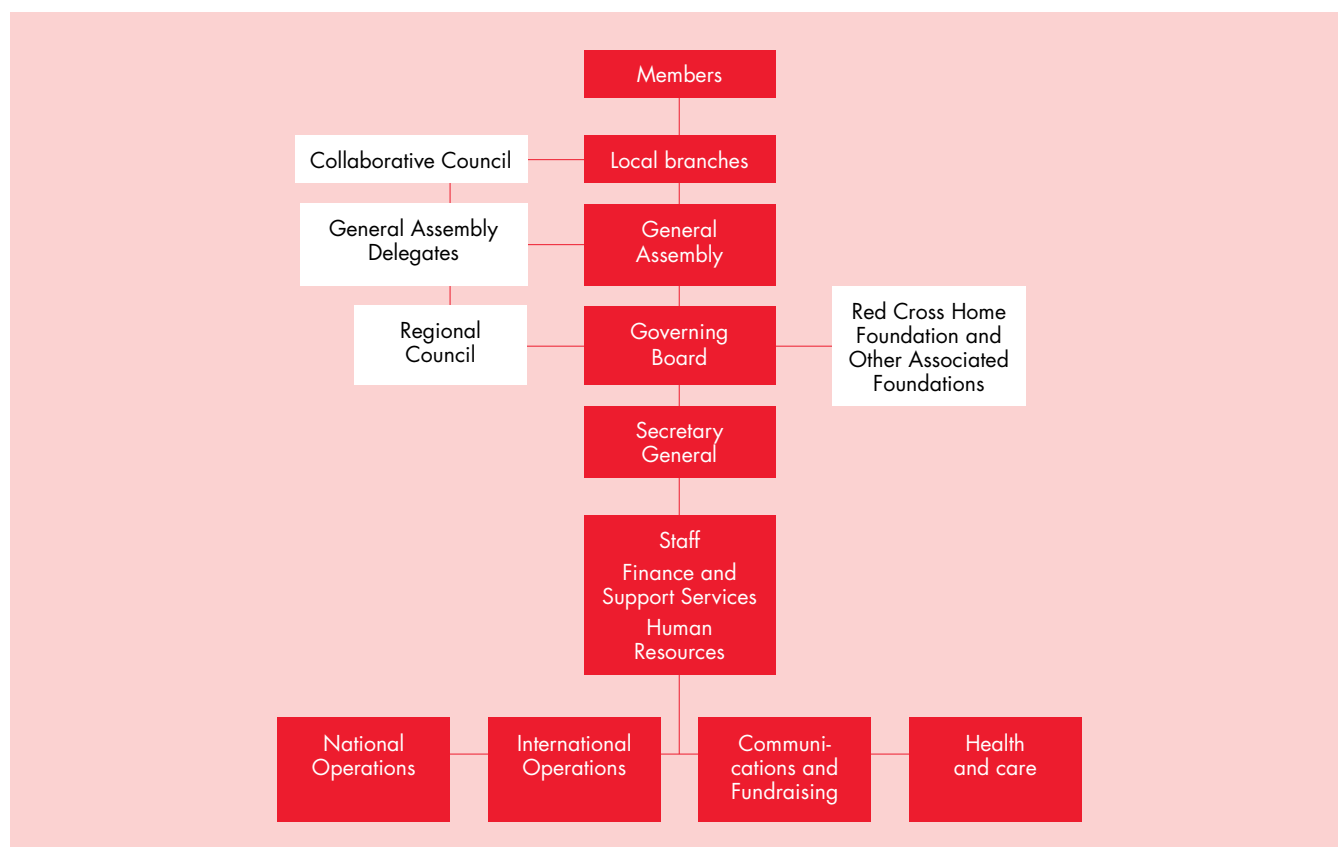
Significant events during the year

- The coronavirus pandemic that developed in the first quarter severely impacted all activities. A major effort to adapt was carried out during the first and second quarters, where contributions were launched to mitigate the effects of the pandemic in the community both nationally and internationally.
- An agreement was signed in the spring between the Swedish Civil Contingencies Agency (MSB) and the Swedish National Board of Health and Welfare and five volunteer organizations regarding support for the elderly, as well as coordination of donated personal protective equipment.
- Several large contributions and donations were received from authorities and businesses to fund contributions.
- Travel restrictions were imposed that reduced the ability to implement and follow up on our contributions internationally.

The organization of the Red Cross

The Swedish Red Cross is a non-profit organization that is governed by its members. At the end of 2020 the Swedish Red Cross had 102,500 (109,700) members. Governance of the society by the members is mainly exercised through the General Assembly, the Red Cross Governing Board (referred to below as the Governing Board) and the Secretary General and the management team. The illustration below shows the overall structure of the bodies and governance of the Red Cross.

The guiding regulations primarily comprise the seven Fundamental Principles of the Red Cross, the governing documents of the International Red Cross and Red Crescent Movement (including statutes, resolutions and policies), statutes, Code of Conduct, financial regulations and other internal governing documents, as well as the Swedish Annual Accounts Act, the general guidelines of the Swedish Accounting Standards Board, and the quality code for the governance of Swedish fundraising organizations issued by Giva Sverige (the Swedish Fundraising Association).



Local branches

The Red Cross is organized into local branches that work within a defined geographical area with either general or specifically oriented activities. Each local branch is a legal entity and is formally subordinate to the Red Cross Governing Board. At the end of 2020 the Swedish Red Cross had 643 (722) local branches. In recent years, a growing number of local branches have been merged into larger entities, resulting in more efficient administration while creating space for more Red Cross volunteers to personally participate in the actual activities. The most recent General Assembly took a decision to set an objective of one Red Cross local branch per municipality (with certain exceptions) by the end of 2023.

In each municipality with several local branches, they cooperate in a collaborative council that coordinates the work of the local branches within the municipality and appoints representatives for the Red Cross on the municipal level for contacts with the municipality, authorities, companies and other organizations. The collaborative councils also elect General Assembly delegates. In each of the ten geographic regions of the Red Cross, a regional council is appointed with seven to nine members. The primary duties of the regional councils are to engage in the exchange of information and discussions between the local branches and the Red Cross Governing Board, support the collaborative councils in their duties and carry out the duties delegated to the councils by the Governing Board.

General Assembly

The General Assembly is the highest decision-making body of the Red Cross and the forum in which the members, through their delegates, exercise their right to take decisions regarding the affairs of the Red Cross. The most recent General Assembly was held May 24–26, 2019 in Visby, where a decision was made to reduce the time between General Assemblies to two years instead of four.

The mandatory tasks of the General Assembly are to discuss the annual reports of the Red Cross, to adopt the balance sheets and income statements of the years since the last General Assembly and to decide to discharge the Board from liability. The General Assembly also determines the membership subscription for the next two-year period and decides on how the subscriptions are to be divided between national and local levels. The assembly elects the President, Governing Board members, auditors and nominating committee. The assembly also determines the President's remuneration and principles of remuneration for the other members of the Governing Board and other elected representatives.

The next General Assembly will take place May 23–30, 2021 and will be a virtual event because of the coronavirus pandemic.

Governing Board

The Governing Board is the highest decision-making body of the Red Cross between general assemblies and has ultimate responsibility for ensuring that the Red Cross assignment and decisions of the assembly are implemented. The Governing Board consists of a president and eleven members. The mandate period is one general assembly period, two years. The longest permitted consecutive period of office for the President or the other members of the Governing Board is four general assembly periods. If the President should resign during the course of a term of office, the Governing Board elects a new President for the remainder of the term of office. The Governing Board may also convene an Extraordinary General Assembly for by-elections to the position of President. The Governing Board decides on the overall organization of salaried staff, as well as on instructions and remuneration for the Secretary General. The Governing Board meets at least six times a year. The Secretary General is the main rapporteur at Governing Board meetings but is not a member of the Governing Board. Margareta Wahlström has served as President of the Governing Board since May 2017.

The General Assembly has decided that the position of President should be regarded as a full-time employment and receive index-linked remuneration equivalent to that paid to Riksdag members (Swedish Parliament). The remuneration paid to the President at the end of 2020 was SEK 66,900 per month. The other members of the Governing Board and the society auditors, nominating committee members and members of the regional councils receive compensation for loss of earnings, if they so request, up to a maximum of SEK 4,000 per day.

Nominating Committee

The Nominating Committee is elected by the General Assembly. The Nominating Committee's task is to nominate the President and members of the Red Cross Governing Board, as well as auditors. The Nominating Committee continually monitors the work of the Red Cross Governing Board and the local work as part of recruiting new candidates. The Red Cross 2019–2021 Nominating Committee includes representatives from all ten regions as well as a chairperson.

Associated foundations

The associated Red Cross Home Foundation runs the Red Cross University College of Nursing, located in Flemingsberg. Other associated foundations receive their income from the return on invested assets and award grants to individuals with financial needs. The associated foundations are currently undergoing review with the aim of merging or closing smaller foundations to improve the efficiency of foundation work.

Research and development

Research in the field of health promotion is conducted at the Red Cross University College of Nursing. In 2020 the Red Cross and the Red Cross University College of Nursing jointly established a national knowledge and expertise center for rehabilitation of war and torture victims. The purpose is to strengthen the Red Cross treatment center, as well as to spread knowledge within the community and among other healthcare workers. Read more on page 16. The Red Cross also publishes several reports annually to elucidate various areas with the aim of increasing awareness and shaping opinion among key beneficiaries. Read more about our reports in the activity report, which begins on page 8.

Secretary General

The Governing Board is assisted by an organization of salaried staff under the leadership of a Secretary General. Martin Arnlöv has held this position since March 2018. The Governing Board determines the remuneration to the Secretary General, which was SEK 96,350 per month at the end of 2020.

Salaried staff organization

Employed staff are mainly based in the four offices in Stockholm, Gothenburg, Malmö and Umeå, as well as the Red Cross Folk High School and the six treatment centers for war and torture victims in Sweden. There are also delegates from the Red Cross who serve internationally in crisis and conflict areas. The management team is directed by the Secretary General and includes directors for the Secretary General's staff, International Operations, National Operations, Finance and Support Services, Communications and Fundraising, Health and Care, as well as Human Resources.

Employees

At the end of 2020 the Swedish Red Cross had 446 (450) employees¹⁾. We work proactively to ensure diversity in our activities.

Red Cross employees are covered by the collective agreement between the Employers' Federation for Non-profit Organisations (IDEA), Unionen and Akademikerförbunden. This agreement regulates pension benefits, working hours and conditions relating to notice periods. The Red Cross does not apply variable remuneration.

Auditors

The General Assembly elects three auditors for the Red Cross' Governing Board. One of the auditors, as well as a deputy for this person, must be an authorized public accountant. The other two are elected society auditors. The General Assembly also appoints two deputies for them. Auditors are appointed for the two calendar years that follow the general assembly that appointed them and take up their duties from January 1 following the general assembly.

The authorized public accountant focuses on reporting and the application of rules with regard to the activities and administration of the Governing Board, and for reasons of confidence should be strictly independent of the society. The society auditors, on the other hand, should have solid experience of and a grounding in the Red Cross, as well as competence mainly in administration auditing, society activities, Board work and organizational methodology auditing. Their focus must be rooted in a

¹⁾The average number of employees was calculated based on scheduled working hours for a full-time position, 1,810 hours for 2020.

democratic approach to the society, concentrating on the appropriateness and effectiveness of the activities. The review by the society auditors relates to the Red Cross Governing Board but can, where they deem it appropriate – and after consultation with the Governing Board – also relate to the local level.

The 2019 General Assembly re-elected Ernst & Young as the audit firm for the Red Cross for the period 2020–2021. Rebecca Ersryd, authorized public accountant, has been the auditor in charge since September 2020.

Monitoring Committee

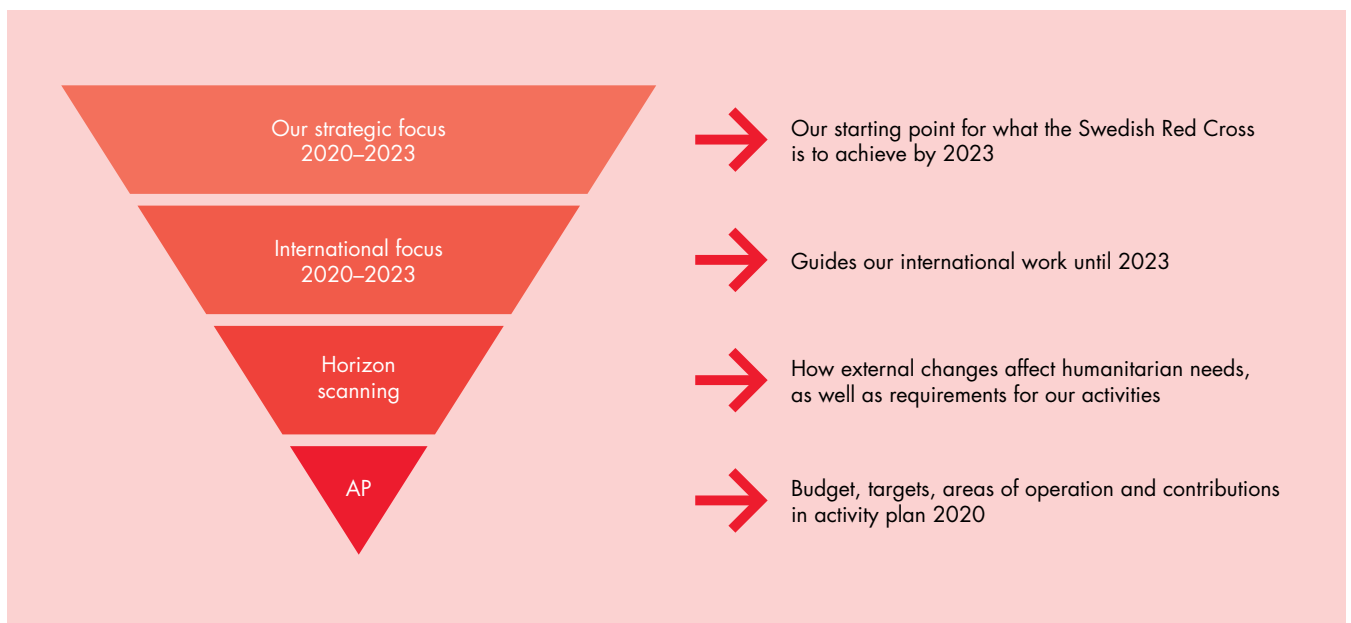
The Red Cross Governing Board has overarching responsibility for compliance by the entire organization regarding statutes, policies, guidelines, and decisions taken by the General Assembly and the Governing Board. The Monitoring Committee responds and takes decisions regarding local and regional nonconformities that cannot be managed within other parts of the organization.

Finance Council

The Finance Council consists of the Secretary General and CFO, as well as external members with expertise in financial investments. The Finance Council is responsible for the organization’s asset management and for ensuring that the long-term objectives of asset management are achieved.

Investment policy

The financial investments of the Red Cross are managed by two external managers, SEB and Carnegie Fonder, under “discretionary management” agreements. The Red Cross aims for good long-term return on capital, with balanced risk-taking. Returns must also be generated in a way that does not conflict with the basic principles of the organization; instead, priority is given to sustainable investments, where environmental considerations and social and financial responsibility are in line with Red Cross values and activities. Asset management complies with the Swedish Red Cross’ investment policy, which was adopted by the Governing Board. Its purpose is to provide rules and guidelines for complete management, including investment strategy, organization and allocation of responsibility, risk monitoring and control, as well as reporting and monitoring of results. The investment policy is continuously reviewed and includes ethical investment rules with restrictions regarding companies engaged in areas such as weapons, commerial gaming, production and sale of pornography, tobacco and cannabis for non-medical use, as well as companies with a primary focus on extracting fossil fuels. All management products must be tested in relation to the ethical guidelines before they can be used in asset management. It is of great importance to the Red Cross to achieve an even and predictable distribution of funds from financial investments. Long-term distribution of funds must be at a level that keeps the real value of the capital intact over time.



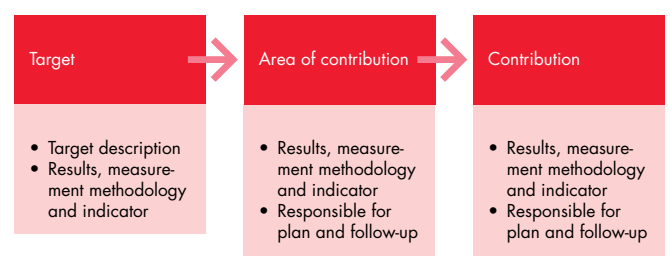
Management of the work of the salaried staff organization

The strategic focus for the period 2020–2023 guides all parts of the Red Cross. It contains seven specific areas for development. Four of them focus primarily on activities in Sweden, and three relate to our activities around the world.

In order to provide in-depth guidance to our international commitment within the Red Cross and Red Crescent Movement, while supporting implementation of the IFRC strategy 2030, the international focus for 2020–2023 translates the terms of reference from Strategic focus 2023 into practical action.

The work of the salaried staff organization of the Red Cross is directed on the basis of the overarching objectives of the whole organization and toward the expected results and indicators set for all prioritized contributions in connection with the annual activity planning process.

One important component of this management is to promote a horizontal approach where several divisions and units have a joint responsibility for ensuring that the common overarching objectives are achieved. The overarching objectives and priorities for the financial year are determined by the Governing Board in a decision about the activity plan and budget.



In 2020 the organization had four overarching objectives. Both the overarching objectives and the expected results for contributions and areas of operation are reviewed four times per year. This review provides a basis for decisions on reprioritization and measures to ensure that the results are achieved. Each such review is summarized in a quarterly report to the Governing Board.

Internal control

Good internal control is crucial to the activities of the Red Cross. Its purpose is to provide material information about the organization and is intended to serve as a methodology that will inspire confidence in the financial reporting of the organization. It is particularly important to shed light on aspects related to the fitness for purpose of the activities.

Internal control is a process that is driven by the Red Cross' Governing Board, management team and the organization's employees. It has been designed to provide reasonable assurance that established targets are met and that operational activity is fit for purpose and effective. Reliable financial reporting and compliance with external laws and regulations, as well as internal rules, must always be monitored. Internal control is based on the five components of the Committee of Sponsoring Organizations of the Treadway Commission (COSO) model:

- Control environment – the culture and values on the basis of which the Governing Board and management team work and communicate.
- Risk assessment – the organization's process for identifying and managing risks.
- Control activities – activities aimed at detecting and preventing faults.
- Information and communication – intended for the management team to report back to the organization and the organization to report back to the management team, but also for reporting externally to the authorities and the general public.
- Monitoring and follow-up – to ensure the quality of the process by means of various kinds of activities, such as following up on budgets, reporting to the management team and the Governing Board and reporting from auditors.

Control environment

According to the quality code issued by the Giva Sverige (the Swedish Fundraising Association), the Governing Board is responsible for ensuring that internal control is adequate and that activities are conducted efficiently. The responsibility and working methods of the Governing Board and the management team are therefore an important element in a good control environment. The established rules of procedure clarify the work and responsibilities of the Red Cross Governing Board. The Governing Board has appointed a Secretary General, who is responsible for the salaried staff organization and for ongoing administration. Tasks and areas of responsibility are defined in the rules of procedure for the Secretary General. Defined governing documents, such as policies, guidelines and procedures, represent an important part of the control environment.

Important governing documents include the investment policy for financial management, the Code of Conduct and guidelines for authority to sign on behalf of the society.

The Finance and Support Services Department is responsible for internal control regarding financial reporting. The aim is to ensure an appropriate control environment and effective internal control. This is done through proactive initiatives and active risk identification, as well as through ongoing control and follow-up. Preventive measures focus on training, information to managers and employees, and continuously improving processes and procedures. Control and follow-up activities are based on relevant risk analyses and established minimum requirements. The department's work is reported to the Chief Financial Officer, the Secretary General and the Governing Board. The department is also responsible for monitoring that planned activities follow the strategic focus and objectives, as well as for financial reporting and control of policies and guidelines.

Financial outcomes, risk assessment and goal fulfilment are followed up on a quarterly basis. The Red Cross management team follows up on any deviations between outcome and budget when closing the quarterly accounts. A summarized assessment of the year is prepared in connection with the year-end financial statements.

Risk assessment

Risk management entails managing risk associated with matters such as trust, unethical behavior and irregularities. Risk management also affects compliance with the responsibilities and fitness for purpose specified by the framework (statutes, policies, etc.). External risks, such as changes in tax regulations, are also taken into consideration. In connection with the annual activity planning process, a risk analysis is performed for each

area of operation, as well as on an overarching level, which is then updated and monitored during the following year.

The work is based on the COSO model and follows the risk categories determined by the International Federation of the Red Cross and Red Crescent Societies (IFRC).

The model includes the following risk categories:

- Risk of damage to confidence
- Strategic risks
- Financial risks
- Operational risks
- External risks
- Personnel-related risks
- Legal and institutional risks

The various components of risk management include an assessment of probability (P) and consequence (C), as well as a calculation of risk value (P x C). The risk assessment process must be designed so that potential incidents that might represent a risk of failure to achieve the goals of the Red Cross are identified. The model is based on a risk analysis that is built in to ordinary processes such as activity planning and follow-up. Integrated risk management is a continuous process and part of day-to-day work. The external auditors meet the society auditors as needed, both together with management and separately, to go through their respective risk analyses and ensure a relevant risk analysis that represents the basis for the auditors' investigations.

Control activities

The control activities are linked to the risk assessment and are intended to ensure good internal control in the organization's processes. Control activities are based on risk management, risk elimination, follow-up and evaluation. These components are in line with the IFRC's risk management model. Their purpose is to ensure that controls are built into the processes of the various sub-components. One important control activity is the reporting by the Red Cross according to the Giva Sverige (Swedish Fundraising Association) quality code. The Red Cross thereby reviews the stipulated internal control requirements and then summarizes compliance with them in a separate report.

Information and communication

In recent years, the Red Cross has substantially strengthened both its internal communication to volunteers within the organization and external communication to the general public. Digital communication is becoming increasingly important, with rodakorset.se at the center. In 2020, new websites were launched for local branches around the country as part of an important effort to reach out to beneficiaries on site. The intranet, rednet.rodakorset.se, which is aimed at employees, elected representatives and volunteers, is open and does not require users to log in, as part of an effort to increase transparency and accessibility. Volunteers, elected representatives and the general public can access personal contact and support through Infoservice.

Our social media channels reach hundreds of thousands of people and are important for involvement and for spreading information. Communication from the Red Cross can be reached by many people through the media and the Red Cross press desk is open 24 hours a day.

Monitoring and follow-up

Both internal and external parties monitor the Red Cross to ensure that it achieves good internal control and complies with internal governing documents. These parties comprise the management team, the Governing Board, the Finance Council, Finance and Support Services, the Swedish Foundation for Donation Control and the external auditors and society auditors of the Red Cross. The Swedish Foundation for Donation Control performs annual checks to ensure that organizations that have what are known as 90 accounts comply with the requirements the Foundation has stipulated for these accounts. The external auditors report their findings to management at least twice a year, and the society auditors report their findings at least once per year. Both external and society auditors also report the results of their audits and their findings at least once per year to the Governing Board.

Anti-corruption

The Red Cross is active in many countries where the risk of corruption is high, which we must always address and work to prevent. This work is described in greater detail in our sustainability report on page 29.

Risk management

Risk management is carried out based on the COSO model described in the Internal Control section. Risks are identified in conjunction with the planning process and updated at the time of each follow-up. A risk report is presented to the management team and the Governing Board at each quarterly follow-up.

Type of risk	Risk identification	Measure
Personnel and security risks	In the context in which Red Cross personnel work internationally, there is a constant risk of threats, violence, political turbulence and infectious diseases.	Safety and security systems in the field are being formulated within HR through dialog between safety officers and the International department.
Activity-related risks	Risk that Red Cross contributions internationally will not be carried out because of corruption.	This risk is managed by requiring partners to be proactive and work preventively through training and development of relevant financial control policies.
	The targets for the Red Cross is largely based on contributions from volunteers and recruitment of these volunteers. There is a risk of a shortage of volunteers with the right skills or insufficient capacity to implement improvements in crisis preparedness or healthcare.	Continued focus on recruitment and training of volunteers, increased and improved support to local branches, in part through a new support function within the National department.
External risks	Stagnation of the fundraising market and generally lower preference in relation to other organizations increases the risk of lower fundraising contributions.	Increase transparency and show the effects of our work. Renewed communication methods, new brand platform, target group focus.
Financial risks	Market saturation and behavioral changes linked to monthly donations as the main revenue channel create great vulnerability.	Develop alternative methods to ensure recurrent support, adapt to new-generation banking, purchasing and donor behaviors.
	Low inflow of new donors as a result of reduced media coverage of disasters.	Launch more methods to reduce dependence on spontaneous donors.
Confidence-related risks	Risk that corruption cases among international partners with whom we work and associate may damage trust in the the organization.	Continual risk management in collaborative efforts with our partners through anti-corruption training; monitor ongoing activities and audit completed projects.
	Risk that disclosure of financial difficulties, irregularities, or integrity problems within the Red Cross or local branches could damage trust in the Red Cross.	Increase skills at local branches regarding seeking money. Analyze local branches in the danger zone. Consider "reconstruction" of local branches. Audit initiatives for suspected cases within the Red Cross or local branches.

The work of the Governing Board during the year

Early in the year, the coronavirus outbreak radically changed the circumstances for annual planning by the Governing Board. The focus has primarily been on the development of the pandemic, impact on activities and especially the ability of the local branches to adjust and develop their work. In addition to regular Board meetings, the Governing Board held regular feedback meetings and meetings with the Secretary General regarding activities and the financial situation.

Besides the consequences of the pandemic for the Red Cross and the community at large, the focus has been on the Red Cross brand and how we can strengthen volunteering in the organization.

In 2020 the Governing Board held seven Board meetings, five of which were conducted virtually. The President and eight members participated at all Board meetings. During the year, four dialogue meetings, regional forums and regional council meetings were also held virtually. Half of the Governing Board members participated at one of the regional council meetings and nine of the members work on the Board's committees, associated foundations, or other projects.

Key Indicators 2016–2020

Conventional key indicators	2020	2019	2018	2017	2016
Net profit/loss (SEK 000)	10,174	10,673	30,392	-3,743	-37,462
Total revenue, SEK 000 (operating revenue)	792,023	730,726	696,337	686,798	651,543
Equity (SEK 000)	1,073,417	1,042,153	1,031,480	1,001,088	1,004,831
Balance sheet total (SEK 000)	1,209,735	1,174,083	1,165,933	1,158,498	1,140,385
Equity ratio (%)	89	88	88	86	88
Average number of employees ¹⁾	446	450	430	413	365

Operations-related key indicators	2020	2019	2018	2017	2016
Members	102,490	109,678	115,441	119,203	121,049
Monthly donors	97,381	96,945	94,453	89,260	80,841

Sector-specific key indicators	2020	2019	2018	2017	2016
Funds raised/operating revenue (%) ²⁾	48	53	50	53	49
Contributions from Sida/operating revenue (%) ³⁾	26	23	27	28	30
Fundraising, administrative and membership costs/total operating revenue (%) ⁴⁾	16	16	19	18	17
Equity/total operating costs (%) ⁵⁾	1.3	1.4	1.3	1.4	1.4
Funds for specific purposes/total equity (%) ⁶⁾	32	31	31	32	32

¹⁾ The average number of employees for each year has been calculated based on the annual number of working hours for the year.

²⁾ Shows the proportion of operating revenue attributable to donors (public, local branches, legacies, companies, etc.).

³⁾ Shows the proportion of operating revenue attributable to Sida.

⁴⁾ Shows the proportion of total operating revenue – in percent – that the Red Cross used to cover fundraising, administrative and membership costs. (Fundraising costs minus sales costs plus administrative costs and membership costs) divided by the total of (total operating revenue minus cost of sales plus interest income and share dividends minus interest expenses).

⁵⁾ Payment contingencies: shows how many years equity can finance our operating costs.

⁶⁾ Shows the proportion of equity that is earmarked, i.e. where the donor or the Governing Board has specified the purpose for which the money is to be used.

Key Indicators

The Red Cross regularly tracks a number of key indicators. Those that are official and others that are of particular importance are highlighted in the table for key indicators. The monitoring organization Swedish Fundraising Control's key indicator of the proportion of total revenue – as a percentage – used to cover fundraising and administrative costs was 16% (16) in 2020. The outcome is essentially unchanged from the previous year.

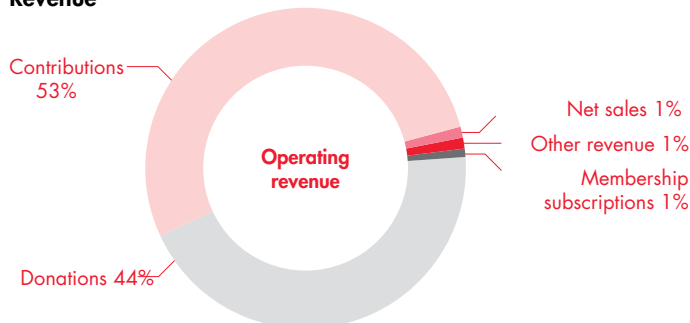
Total equity divided by operating costs is a measurement of our capacity to maintain our activities in the event of reductions in the revenue stream or a temporary increase in needs in society. This key indicator was 1.3 (1.4) in 2020 and thus above the level we judge to be necessary to ensure adequate emergency response capacity and room to maneuver. The number of regular monthly donors is an important key indicator of our revenue and at the end of 2020 totaled 97,381 (96,945). This means that growth flattened additionally in 2020, mainly because of lower incoming through the pandemic, which complicated recruitment via Face to Face. The initiative within direct recruitment on our own behalf continues to be the single largest source of the large number of regular donors.

Financial results and position

Net profit for the year

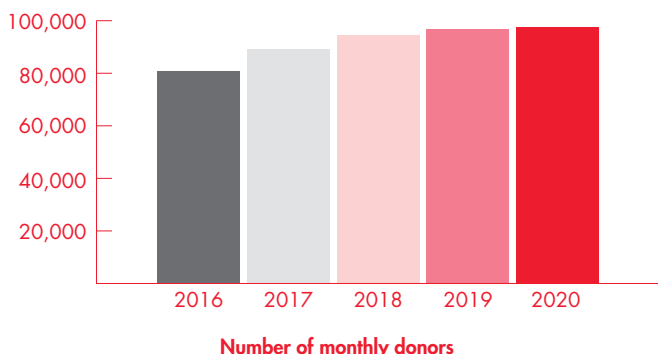
The operating result for the year is SEK -20 (-30) million. This improvement over 2019 is largely attributable to pandemic-related revenue. The Red Cross shows a positive financial result for the year of SEK +31 (+11) million. Net profit for the year is therefore substantially better than expected and also affects the key indicators relating to fundraising and administrative costs.

Revenue



Red Cross operating revenue increased by 8% to SEK 792 (731) million, while total revenue including financial returns increased by 9% to SEK 843 (771) million as a result of higher returns from financial investments, which were SEK 51 (41) million, in part through capital gains in conjunction with reallocation of capital to a new asset manager. During the year, the coronavirus pandemic had a negative impact on revenue through lower revenue from local branches, while revenue from businesses increased. The latter is non-recurring in nature, as is the outcome from other emergency fundraising measures during the year.

The Red Cross receives the vast majority of its operating revenue from donations and contributions. In addition, the organization receives membership revenue, sales revenue from donated goods and other revenue. If we look at the underlying trend, over the past five years the Red Cross has seen stable growth in fundraising revenue, with an aggregate growth rate of 16% since 2016.

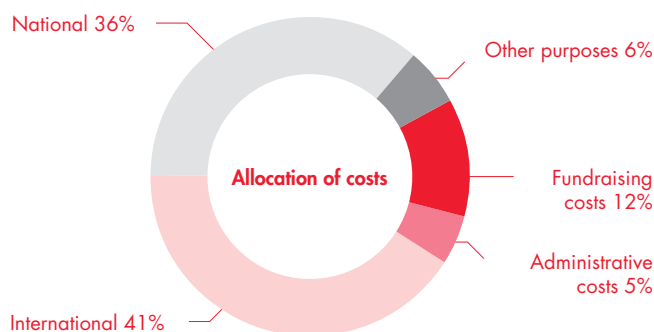


Donations come mainly from private individuals, for example through monthly donations, emergency fundraising, legacies, local Red Cross branches and funding from the Postcode Lottery. Fundraising revenue can vary greatly from year to year, mainly as a result of acute disasters attracting heavy media attention. Growth in fundraising is partly attributable to stable growth in regular donations, which total SEK 149 (142) million. At the end of the year, the Red Cross had 97,381 (96,945) monthly donors.

Contributions from Sida and other institutional donors account for the other half of revenue and during the year the Red Cross received increased revenue from Sida and several other partners, such as the Ministry of Culture, the Ministry of Social Affairs, the National Board of Health and Welfare, and MSB.

See note 2 for a detailed summary of the donors and contributors for the year

Costs



Total costs for the year are SEK 812 (761) million, of which SEK 679 (635) million represents costs related to a specific purpose and SEK 133 (125) million went to fundraising, membership and administration. The activities of the Red Cross have been divided into areas of operation since 2016. A complete list showing the breakdown of costs related to a specific purpose, fundraising and administrative costs broken down by area or region can be found in Notes 6, 7 and 8 to the income statement.

Costs relating to a specific purpose

Costs relating to a specific purpose of SEK 679 (635) million are distributed over a total of 90 different areas of operation. International operations account for SEK 334 (290) million, where the disaster operations in Asia and Central America, as well as Syria and Lebanon (linked to the war in Syria) are the three largest areas of operation. Preventive operations to create resilience have focused on countries such as Bangladesh, South Sudan, Iraq, the Democratic Republic of the Congo and Myanmar, as well as a few other countries.

National activities account for around SEK 294 (291) million of the costs relating to a specific purpose, broken down into about 20 different areas of operation. The largest thematic areas are Treatment of victims of war and torture, Migration and exclusion, as well as operations to address the needs related to the coronavirus pandemic in Sweden.

Other costs relating to a specific purpose of SEK 51 (55) million relate to overarching operations primarily in communication, coordination and resource development, as well as information and advocacy efforts. These costs relate to both national and international work.

Fundraising and administration

Fundraising costs for the year totaled SEK 97 (87) million. The change compared with the previous year is mainly attributable to somewhat higher costs for fundraising campaigns and communication operations.

Administrative costs and membership administration total SEK 36 (38) million, which is somewhat lower than 2019. The change can be attributed in part to reduced costs for internal support functions.

Asset management during the year

In 2020 the Red Cross engaged an additional asset manager and the capital is now managed by SEB and Carnegie Fonder

At the end of 2020, the market value of total Red Cross assets under management was SEK 1,202 (1,196) million. In 2020, financial investments produced a total realized return of SEK 51 (41) million. For more information, see notes 9 and 15.

Appropriation of earnings for the year

Earnings for the year and the financial position of the Red Cross are stated in the Report of the Governing Board and the following income statement and balance sheet with accompanying notes to the accounts and accounting policies.

The Red Cross does not aim to report a surplus; instead, we endeavor to make the best use of income for appropriate operations based on the focus of activities and statutes. The aim is for the donors' funds to be used for activities as quickly as possible. In some years, a surplus is nevertheless reported, which means that the funds have not been used for operations in the current year.

The organization must have a minimum sum at its disposal in order to be able to credibly safeguard its long-term commitments, stability and survival. According to the Swedish industry organization for secure fundraising (GIVA Sverige), equity (excluding permanent donation funds) must be equivalent to at least one year's operating costs. The equity of the Red Cross, excluding permanent donation funds for 2020, is equivalent to the operating costs of approximately one year.

Appropriation of earnings for the year

(SEK 000)	2020
Net profit/loss for the year according to the income statement	31,264
Reservation of funds raised for specific purposes which have been received during the year but have not been used during the year	-21,359
Utilization of funds raised for specific purposes from previous years and non-restricted provisions in accordance with decisions of the Governing Board	269
Sum remaining for the year	SEK 10,174

Expected future development, risks and uncertainties

In 2021 the Red Cross is focusing on:

- Strong municipal branches that meet local needs.
- Being a relevant disaster responder with increased preparedness nationally.
- Focusing on increased presence in the field in international activities.
- Meeting the needs for support for people with mental illness.
- Strengthening brand awareness and increasing donation revenue.
- One Red Cross – support the whole organization and increase collaboration.

Risks and uncertainties

- The effects of the pandemic and the spread of infection may continue, increasing the need for help while also impacting the ability to carry out operations.
- It may not be possible to recruit a sufficient number of volunteers in order to continue to increase our preparedness nationally.
- External political and economic events might lead to fewer resources to meet national and international needs.

Income statement

(SEK 000)	Note	2020	2019
Operating revenue			
Membership subscriptions		SEK 11,795	SEK 12,057
Donations	2	349,276	344,291
Contributions	2	416,004	357,385
Net sales		6,429	5,038
Other revenue	3	8,519	11,955
Total operating revenue		792,023	730,726
Operating costs			
Costs relating to a specific purpose	4, 5		
	6	-678,828	-635,378
Fundraising costs	7	-97,257	-87,070
Membership and administrative costs	8	-35,784	-38,370
Total operating costs		-811,869	-760,818
Operating profit/loss		-19,846	-30,092
Profit/loss from financial investments			
Profit/loss from securities and liabilities held as noncurrent assets	9	51,298	40,836
Other financial income and expenses	10	-188	-71
Total profit/loss from financial investments		51,110	40,765
Net profit for the year	11	31,264	10,673
Appropriation of earnings for the year			
Net profit/loss for the year according to the income statement		31,264	10,673
Reservation of funds raised for specific purposes, which were received during the year, but were not used during the year		-21,359	-91
Utilization of funds raised for specific purposes from previous years and non-restricted provisions in accordance with decisions of the Governing Board		269	577
Sum remaining for the year		10,174	11,159

Balance sheet

(SEK 000)	Note	Dec. 31, 2020	Dec. 31, 2019
ASSETS			
Noncurrent assets			
<i>Intangible assets</i>			
Capitalized expenses, business system	12	0	0
		0	0
<i>Property, plant and equipment</i>			
Buildings and land	13	1,766	1,816
Equipment	14	1,795	3,064
		3,561	4,880
<i>Financial assets</i>			
Investments held as fixed assets	15	1,083,478	1,084,154
Shares in group companies	16	100	100
Other participations	17	541	541
Noncurrent receivables	18	500	733
		1,084,619	1,085,528
Total noncurrent assets		1,088,180	1,090,408
Current assets			
Goods for resale		1,160	1,075
Trade receivables		3,685	3,828
Receivables from authorities	19	2,319	7,365
Other receivables		SEK 9,723	SEK 21,897
Prepaid expenses and accrued income	20	24,318	18,498
		41,205	52,663
Cash and cash equivalents	21	80,350	31,012
Total current assets		121,555	83,675
TOTAL ASSETS		1,209,735	1,174,083
EQUITY AND LIABILITIES			
Equity			
Basic capital		305,066	305,066
Permanent donation funds		266,804	266,803
Funds reserved by donors for specific purpose, national		10,983	7,794
Funds reserved by donors for specific purpose, international		6,981	16,277
Funds reserved by donors for specific purpose, disaster		59,441	32,245
Capital brought forward		424,142	413,968
		1,073,417	1,042,153
Current liabilities			
Trade payables		27,499	32,708
Liabilities regarding received, unused contributions	22	46,332	40,717
Liabilities regarding decided, unpaid contribution		0	1,170
Other liabilities		6,294	5,689
Accrued expenses and deferred income	23	56,193	51,646
		136,318	131,930
TOTAL EQUITY AND LIABILITIES		1,209,735	1,174,083

Change in equity

(SEK 000)	Basic capital	Permanent donation funds ¹⁾	Funds reserved for specific purpose ²⁾			Capital brought forward	Total equity
			Nationally	Internationally	Disaster		
Opening balance 2020	305,066	266,803	7,795	17,509	31,012	413,968	1,042,153
Reclassifications	-	-	-1	-10,528	10,529	-	0
Funds reserved by donors for specific purpose	-	1	3,458	-	17,900	-	21,359
Use	-	-	-269	-	-	-	-269
Net profit for the year	-	-	-	-	-	10,174	10,174
Closing balance 2020	305,066	266,804	10,983	6,981	59,441	424,142	1,073,417

¹⁾ Returns from the permanent funds are calculated using the repo rate and allocated to the respective purposes in accordance with the donor's terms of reference.

²⁾ Funds reserved for specific purposes – "international," "national" and "disaster" – include funds donated with various terms of reference for use covering a broad range of purposes. These purposes are included in the activities of the Swedish Red Cross but it has not been possible to use the funds to finance activities during the year in which the donation was received. Funds reserved for international purposes are funding for the general international work of the Red Cross in various parts of the world, but also for specific initiatives such as the Syria crisis and EU migrants. Funds reserved for national purposes comprise mainly regional funds for operations in the areas of health and social participation. Funds reserved for disaster purposes are funding for aid in the event of disasters and for efforts related to disaster preparedness.

Cash flow statement

(SEK 000)	Note	2020	2019
Operating activities			
Operating profit/loss		-19,846	-30,092
Depreciation/amortization (adjustment for non-cash flow items)		1,477	4,423
Interest received		8,283	6,570
Dividends received		15,706	18,471
Interest paid		-188	-71
Impairment (adjustment for non-cash flow items)		-	458
Cash flow from operating activities before changes in working capital		5,432	-241
Cash flow from changes in working capital			
Change in inventories		-85	344
Change in trade receivables		143	3,025
Change in receivables		11,399	-10,313
Change in trade payables		-5,209	-9,939
Change in current liabilities		9,597	7,416
Cash flow from operating activities		21,277	-9,708
Investing activities			
Acquisition of property, plant and equipment		-158	-332
Sale of property, plant and equipment		-	-
Investments in financial assets		-530,146	-289,514
Sale of financial assets		558,132	311,696
Increase/decrease current financial investments		233	
Cash flow from investing activities		28,061	21,850
Cash flow for the year		49,338	12,142
Change in cash and cash equivalents			
Cash and cash equivalents at the beginning of the year		31,012	18,870
Cash flow for the year		49,338	12,142
Cash and cash equivalents at year-end		80,350	31,012

Cash flow shows those transactions leading to incoming or outgoing payments. Cash flow for the year shows a positive cash flow of SEK 49 million.

Notes

SEK 000 = thousand Swedish kronor

Note 1 Recognition and measurement policies

The accounting and valuation policies of the Swedish Red Cross comply with the Swedish Annual Accounts Act, the Swedish Accounting Standards Board's general guidance 2012:1 (K3) and the governing guidelines for annual reporting of GIVA (industry organization for secure fundraising), unless otherwise stated. The accounting policies are unchanged from the previous year.

Income statement

Operating revenue

Revenue is recognized at fair value. Only the inflow of economic benefits that the organization has received or will receive for its own account are recognized as revenue.

Membership subscriptions

Membership subscriptions are paid in their entirety to the Swedish Red Cross. Half of the membership payment is recognized as revenue in the income statement and the other half as a liability due to the Swedish Red Cross local branches. Membership subscriptions are recognized as revenue in the accounting period to which they relate.

Donations

A transaction whereby the organization receives an asset or a service, which has a value, without providing equivalent value in return is a donation or a received contribution. If the asset or service is received because the organization has met or will meet certain conditions, and the organization has an obligation to repay the counterparty if the conditions are not met, this is a received contribution. If it is not a contribution, it is a donation.

Revenue in the form of donations is recognized as a general rule when the donation is legally made. Donations are mainly funds raised from private individuals, companies and organizations. Donations are normally recognized on a cash basis but if a donation refers to a specific period of time, the donation is accrued over this period through provisions for funds reserved for specific purposes in equity. To the extent there are donations from companies and organizations that have been agreed but not received on the balance sheet date, these are recognized as revenue following an individual assessment.

Donations received are recognized net, i.e. after deduction of the direct costs incurred on the sale of an asset. Donations in the form of assets donated to the Swedish Red Cross, particularly real estate and other securities, are measured at the fair value at the time of the donation. The asset is reported as a current asset if the intention is for the asset to be sold as soon as possible and as a noncurrent asset if the intention is to keep the asset for at least one year. Donations in the form of collected clothing and similar that are to be sold are recognized in net sales at the time of sale. Goods of negligible value compared to what is paid are recognized as a donation. Donations in the form of pro bono services are not recognized as revenue, further disclosures are made in Note 2.

Contributions

Contributions are recognized as revenue when the conditions for receiving the contribution have been met. Contributions received are recognized as a liability until the conditions for receiving the contribution have been met. This means that revenue recognition only takes place when it is probable that the contribution will not be reclaimed. Contributions that are forwarded to partner societies are also recognized as revenue where the Red Cross is responsible to the contributor. Contributions are mostly cash from public bodies and include contributors such as Sida, the EU, the Swedish Inheritance Fund, other government authorities and institutions, as well as municipalities and regions, and also includes contributions from organizations such as Radiohjälpen and foundations.

Net sales

Net sales refers to sales revenue in shops from the sale of clothes, furniture, household items and similar, and are recognized when paid in cash or when invoiced. Net sales also include revenue for recycled textiles and revenue from the Red Cross central society shop.

Other revenue

Revenue that has no link to the primary activities of the Swedish Red Cross is recognized as other income.

Operating costs

Operating costs include costs relating to a specific purpose, fundraising costs, membership costs and administrative costs. Costs are defined based on the GIVA guidelines for annual accounts. The model is based on an estimate and assessment of each area of operation, based on the type of costs that the area of operation represents. Common expenses, such as costs for human resources support, IT, accounting, operations management, premises, office services, procurement and info service, are allocated between administrative costs, costs relating to a specific purpose and fundraising costs. Costs that support activities are allocated according to a principle adopted by the Governing Board that fairly reflects the actual use of resources within the operation.

Costs relating to a specific purpose

Costs relating to a specific purpose are costs that can be attributed directly to the mission of the Red Cross in accordance with its statutes. This includes costs of staff employed to enable the performance of activities, both within and outside Sweden, as determined by the Governing Board, as well as costs of an administrative nature that are a direct result of the commitments undertaken by the organization in order to fulfill the purposes. The costs relating to a specific purpose also include costs for shaping opinion and information activities relating to the work of the Red Cross. Monitoring, reporting and auditing projects also constitute costs relating to a specific purpose. Costs relating to a specific purpose also include allocated costs for common support functions, which are distributed over the respective area of operation based on the share of the organization's full-time employees (FTEs).

Fundraising costs

Fundraising costs are costs whose purpose is to generate external revenue in the form of donations and contributions from all donors, i.e. private individuals, companies and organizations. This includes both existing donors and work to acquire new donors through campaigns, mailings and the maintenance of donor records. This includes costs of TV and radio commercials, printed matter, postage, advertising, information materials, fundraising materials, brand building, profiling and costs of staff who work on planning and implementing fundraising activities. Fundraising costs also include allocated costs for common support functions, which are distributed over the respective area of operation based on the share of the organization's total FTEs.

Administrative costs

Administrative costs also include costs for membership administration. Membership costs relate to costs for current and potential members of the Red Cross. These costs include member retention, a magazine for members, member notifications, recruitment of new members and costs of membership systems. Membership costs also include distributed shared support costs. Other administrative costs include costs associated with statutes and legal requirements, such as the Governing Board, General Assembly and auditing, as well as central management and planning.

If a cost does not relate to specific purposes, member retention/recruitment or fundraising, it is allocated to administrative costs. Administrative costs also include the portion of the shared support costs not allocated to costs for a specific purpose or fundraising costs.

Leases

All leases are recognized as operating leases and lease payments are recognized on a straight-line basis over the term of the lease.

Employee benefits

Employee benefits in the form of salaries, social security contributions and similar are expensed as the employees render their services. Pension obligations are recognized as defined contribution and are expensed in the year in which the pension is earned.

Tax

The Swedish Red Cross is a non-profit organization and has limited tax liability.

Estimates and assessments

Estimates and assessments are dealt with under several separate headings in this note. One material assessment is the allocation of operating costs described under the heading Operating costs.

Balance sheet

Assets, liabilities and provisions are measured at cost unless otherwise specified below. Receivables and liabilities denominated in a foreign currency are measured at the rate on the balance sheet date.

Intangible assets

Intangible assets are measured at cost less scheduled amortization and any impairment. Intangible assets are amortized on a straight-line basis over their estimated useful lives.

The following depreciation periods are applied to intangible assets:
Capitalized expenses for business systems 5 years

Property, plant and equipment

Property, plant and equipment are measured at cost and are subject to scheduled depreciation over their estimated useful lives. If the useful life is less than three years and the cost is less than SEK 20,000, the asset is expensed directly. Under K3 rules, property, plant and equipment must be divided into components that are depreciated separately. No material component groups have been identified among the noncurrent assets of the Swedish Red Cross.

The following depreciation periods are applied to property plant and equipment, as well as intangible assets:

Buildings	50 years
Computers and computer equipment	3 years
Other equipment	3–5 years

Financial assets

The securities portfolio of the Red Cross is classified as a noncurrent asset, as it is intended to be held for the long term. Financial assets are measured at cost plus direct transaction costs at the time of acquisition. Impairment testing takes place continuously at lower of cost or market. Impairment takes place if the market value falls below the cost and the reduction is considered to be permanent.

All assets held for risk management are considered part of a securities portfolio and are therefore treated as an item in valuation at lower of cost or market. Unlisted holdings are not included in this portfolio valuation, but are valued item by item.

Current and noncurrent receivables

Current and noncurrent receivables are valued individually and recognized at the amount that is expected to be received.

Stocks of goods for resale

Goods for resale are valued on the basis of the first-in first-out principle, at the lower of cost and net realizable value on the balance sheet date. Goods intended for aid activities, such as equipment for water purification,

are measured at the lower of cost and fair value on the balance sheet date. Donated goods in the form of clothing, etc. intended for sale are recognized at a stock value corresponding to a maximum of SEK 25 per kilogram.

Trade receivables

Trade receivables are measured individually at the amount that is expected to be received.

Liabilities for decided, unpaid contributions

In those cases where the Swedish Red Cross has made decisions on payment of contributions/support and has informed the recipient but has not implemented the payment, this sum is recognized as a current liability.

Provisions

A provision is recognized when the Red Cross has a legal or constructive obligation as a result of past events and where we expect that a payment will be required to settle the obligations and the amount can be reliably estimated. Provisions are measured at the best estimate of the amount that will need to be paid.

Equity

The Swedish Red Cross is a non-profit organization, without any profit-making purpose and without external owners, for which reason terms such as profit or loss and equity have a different meaning than in other forms of legal entity, such as limited liability companies. Equity consists of the funds provided to the organization for the fulfilment of its purposes, such as donations, which have not been disbursed on the balance sheet date, where there is no legally binding obligation that is classified as a liability or provision.

Given the restrictions on the use of different funds, the following breakdown is made:

- Permanent donation funds: Capital that is restricted by the donor such that only the returns can be used.
- Funds reserved for specific purposes: The capital can be used but only for purposes specified by the donor or the Governing Board. These funds are normally used in the subsequent financial year. They include donations from fundraising for a specific purpose which have not yet been used. This also includes funds where the Swedish Red Cross Governing Board has decided on the purpose.
- Capital brought forward: Capital consists mainly of capital gains and unused funds that have been provided to the organization without any restrictions, as well as the organization's surplus. Capital gains on sale of securities and properties are intended to act as a buffer for changes in value of investment assets/securities portfolio. If the capital is deemed to be higher than is necessary as conservation of capital, the Governing Board may make a decision on a provision for a specific purpose. Unused funds that have been provided to the organization without restrictions can be appropriated by the Board, to be used in accordance with the statutes of the organization and for the fulfilment of the organization's purposes. Profit for the year, according to the income statement (before appropriation), is the difference between costs and funds received during the year. As stated in the definition of equity, there are also planned withdrawals from, and allocations to, various items within equity. The budget adopted by the Governing Board for each financial year always includes such a planned appropriation of equity.

Cash flow statement

The cash flow statement is prepared according to the indirect method, which means that it is based on operating profit or loss. The reported cash flow covers only transactions leading to incoming or outgoing payments.

Consolidated accounting

Consolidated accounts have not been prepared because of the low significance of the subsidiary with respect to the requirement of a true and fair view, in accordance with Chapter 7 Section 3a of the Annual Accounts Act.

Note 2 Funds raised

Total funds raised:	2020	2019
Donations recognized in the income statement	349,276	344,291
	SEK	
Donations not recognized in the income statement	16,345	4,315
Contributions recognized as revenue	30,594	43,693
	396,215	392,299

Donations recognized in the income statement (SEK 000)	2020	2019
Funds raised		
General public, incl. Postcode Lottery ¹⁾	224,952	204,060
Red Cross local branches	29,250	52,885
Legacies	24,524	61,684
Companies	40,425	19,813
Other external funds, foundations and other organizations	30,125	5,849
Total funds raised	349,276	344,291

¹⁾ The item includes SEK 26.4 million from the Postcode Lottery and SEK 22 million for 2019.

Donations not recognized in the income statement	2020	2019
Pro bono		
IT services	6,842	
Media space	5,500	3,171
Equipment	2,768	
Transportation	905	522
Other	330	623
Overall total	16,345	4,316

Contributions recognized as revenue (SEK 000)	2020	2019
Funds raised		
Radiohjälpen incl. Children of the World	15,491	21,570
Companies and organizations ¹⁾	3,423	13,296
Other external funds, foundations	11,680	8,827
Total funds raised	30,594	43,693

¹⁾ The item includes SEK 1.25 million for 2020 from the Postcode Lottery and SEK 9 million for 2019.

Public contributions	2020	2019
Sida	208,536	167,145
Ministry of Social Affairs	31,418	24,225
Ministry of Culture	30,000	30,000
Regions	28,835	28,406
Swedish Civil Contingencies Agency	27,683	14,348
Other government authorities	16,294	8,837
Swedish Folkbildning	11,418	10,278
EU	8,537	10,257
National Board of Health and Welfare	8,021	4,065
MUCF	5,530	
Municipalities	5,083	4,387
Other contributions	4,055	11,744
Total external contributions	385,410	313,692
Total contributions received	416,004	357,385

Total amount of operating grants to other organizations (SEK 000)	2020	2019
International Federation of the Red Cross and Red Crescent Societies	158,473	123,781
Other national Red Cross and Red Crescent societies	80,272	63,886
Local Red Cross branches	37,350	17,076
Swedish Red Cross Youth Federation and Swedish Red Cross University College of Nursing	17,850	15,970
Other associations in Sweden	7,552	4,265
International Committee of the Red Cross	5,534	8,754
Overall total	307,031	233,732

Note 3 Other revenue

(SEK 000)	2020	2019
Other operating revenue	3,375	4,529
Sale of services in Health Care	3,112	4,269
Property-related revenue	1,642	1,706
Exchange rate gains	390	1,451
Overall total	8,519	11,955

Note 4 Leases

The Swedish Red Cross primarily leases office space, as well as computers and other office equipment. Expensed lease payments in 2020 totalled SEK 35,366,000 (32,455,000).

Future lease payments are due as follows:

(SEK 000)	2020	2019
Within 1 year	26,892	23,781
1–5 years	58,246	58,937
Later than 5 years	-	-
Overall total	85,138	82,718

The Swedish Red Cross also leases out premises. Lease income recognized as revenue in 2020 totalled SEK 1,642,000 (1,706,000).

Future lease income is due as follows:

(SEK 000)	2020	2019
Within 1 year	470	461
1–5 years	-	-
Later than 5 years	-	-
Overall total	470	461

Note 5 Number of employees, personnel costs and remuneration

(SEK 000)	2020	2019
Salaries and other remuneration		
Governing Board	803	803
Secretary General	1,211	1,164
Other employees	217,250	225,952
Total salaries and remuneration	219,264	227,919
Social security expenses (incl. pension costs) ¹⁾	89,163	89,640
(of which pension costs)	26,612	25,450

Pension costs for other employees are in accordance with a collective agreement between IDEA (Employers' Federation for Non-profit Organisations), Unionen and Akademikerförbunden. Of the pension costs, SEK 510,000 (438,000) relate to the Secretary General. The Secretary General receives remuneration totaling SEK 96,350 per month. Pension benefits are payable under applicable collective agreements. The Secretary General is entitled to compensation in the form of severance pay for a period of 12 months if the employment is terminated by the Red Cross. No remuneration is payable during the notice period after the Secretary General has reached regular retirement age. Income earned in another employment or activity during the notice period is to be deducted. The Red Cross has the right to place the Secretary General on leave from work, but the Secretary General must still be available to the Red Cross for such duties as the Governing Board deems appropriate.

Number	2020	2019
Governing Board members on the balance sheet date	12	12
Women	9	9
Men	3	3
Average number of employees ²⁾	446	450
Women	316	313
Men	130	137
Managers	50	50
Women	34	33
Men	16	17

¹⁾ Pension provisions are not paid for the President or board members.

²⁾ The number of employees includes paid Red Cross teachers, but does not include other paid contractors. The average number of employees has been calculated on the basis of scheduled working hours for full-time work of 1,810 (1,790) hours

Note 6 Costs relating to a specific purpose ¹⁾

(SEK 000)	2020	2019
International		
Middle East and North Africa	81,310	72,221
Asia	69,440	63,931
Europe and Latin America	44,324	23,027
Global operations and overarching support	42,098	21,787
East and Southern Africa	38,894	51,060
West and Central Africa	33,093	33,807
Disaster work and crisis operations Globally	24,738	23,878
International total	333,897	289,711
National		
Health & Care	90,334	110,778
Treatment of victims of war and torture	80,460	95,414
Basic humanitarian needs	9,382	11,324
Health-promoting contributions	492	4,040
Crisis preparedness & Capacity	144,921	118,061
Coronavirus contributions	42,917	
Coordination and resource development	21,105	21,147
Red Cross Folk High School	19,648	20,593
Dissemination of information, training and advocacy activities	17,516	16,635
Branch and Second Hand	12,373	11,045
National emergency response	12,234	19,436
Local development Nationally	8,941	
Strengthened and available volunteering	6,564	21,522
Information, membership and donor service	3,623	7,683
International Law & Protection	58,729	62,107
Migration and reduced social exclusion	52,135	49,617
Support for refugees	6,594	12,490
National total	293,984	290,946
Overall		
Communication (several areas of operation)	30,384	27,611
Coordination and resource development	20,563	27,110
Overall Total	50,947	54,721
Overall total	678,828	635,378
Of which depreciation/amortization/impairment	1,122	3,402

¹⁾ Costs for national activities in 2020 were structured according to the overarching strategy for the period 2020–2023 and the structure of the annual report with three activity areas. To enable comparability between the years, 2019 costs were translated to the current presentation, which entailed reclassification of certain items within the Note. For international activities, some changes were made to better reflect global disaster relief efforts and here too, some costs for 2019 were reclassified to achieve comparability between the years. The presentation for the 2019 outcome is thus changed compared with what was presented in last year's annual report.

Note 7 Fundraising costs

(SEK 000)	2020	2019
Individual donations and commitment	55,709	57,782
Campaign & Content	16,038	7,499
Fundraising companies, lotteries, foundations, etc.	8,324	8,608
Overarching fundraising communication and digital development	8,683	4,310
Branch and Second Hand	6,193	6,770
Information, membership and donor service	1,828	1,903
Emergency fundraising	482	198
Overall total	97,257	87,070
Of which depreciation/amortization/impairment	138	446

Note 8 Membership and administrative costs

(SEK 000)	2020	2019
IT, financial, controlling and HR ¹⁾	15,054	17,748
Coordination and resource development	12,877	11,705
Facilities management, internal service and purchasing	3,455	3,960
Individual donations and commitment	2,307	1,921
President and Governing Board	1,941	1,975
Communication (several areas of operation)	150	1,063
Overall total	35,784	38,370
Of which depreciation/amortization/impairment	214	1,032

¹⁾ Support functions such as IT, financial, facilities management, etc. represent costs for specific purposes, fundraising costs and administrative costs. Only the part of these costs that is deemed an administrative cost is reported here.

Note 9 Profit/loss from securities and receivables held as noncurrent assets

(SEK 000)	2020	2019
Capital gains on sales	36,777	25,959
Capital losses on sales	-9,468	-5,888
Dividends	15,706	14,739
Interest	8,283	5,109
Reversal of impairment of receivable	-	917
Total profit/loss from securities and receivables held as noncurrent assets	51,298	40,836

Note 10 Other financial income and expenses

(SEK 000)	2020	2019
Interest and similar income	0	0
Interest and similar expenses	-53	-52
Administrative costs	-135	-19
Total other financial income and expenses	-188	-71

Note 11 Appropriation of earnings for the year

(SEK 000)	2020	2019
Net profit/loss for the year according to the income statement	31,264	10,673
Reservation of funds raised for specific purposes which have been received during the year but have not been used during the year	-21,359	-91
Utilization of funds raised for specific purposes from previous years and non-restricted provisions in accordance with decisions of the Governing Board	269	577
Sum remaining for the year	10,174	11,159

Note 12 Capitalized expenses, business system

(SEK 000)	2020	2019
Opening cost	37,909	SEK 37,909
Capitalized expenses for the year ¹⁾	-	-
Closing cost	37,909	37,909
Opening depreciation	-37,451	-34,566
Depreciation for the year	-	-2,885
Closing depreciation	-37,451	-37,451
Opening impairment	-458	-
Impairment for the year	-	-458
Closing impairment	-458	-458
Closing carrying amount	0	0

¹⁾ Relates to investments and development of the REDY membership, donor and business system

Note 13 Buildings and land

(SEK 000)	2020	2019
Opening cost	3,052	3,052
Sales and disposals	-	-
Closing cost	3,052	3,052
Opening depreciation	-684	-634
Depreciation for the year	-50	-50
Closing depreciation	-734	-684
Opening impairment	-552	-552
Closing impairment	-552	-552
Closing carrying amount	1,766	1,816

Note 14 Equipment

(SEK 000)	2020	2019
Opening cost	9,151	8,819
Purchases	158	332
Closing cost	9,309	9,151
Opening depreciation	-6,087	-4,599
Depreciation for the year	-1,427	-1,488
Closing depreciation	-7,514	-6,087
Closing carrying amount	1,795	3,064

Note 15 Investments held as fixed assets

(SEK 000)	2020	2019
Opening cost	1,095,242	1,101,629
Acquisition	530,146	289,514
Sales	-530,822	-295,901
Closing cost	1,094,566	1,095,242
Opening impairment	-11,088	-11,088
Impairment for the year	-	-
Reversal of impairment	-	-
Closing impairment	-11,088	-11,088
Closing carrying amount	1,083,478	1,084,154

Carrying amount and market value, broken down by category

The composition of investments held as fixed assets of the Red Cross is determined by the Governing Board based on a portfolio allocation model which aims for good long-term return on capital with balanced risk-taking and rules regarding ethics and sustainability. According to the Governing Board, these investments constitute a unit based on which the portfolio value is calculated for the holdings. Unlisted holdings are not included in this portfolio valuation, but are valued item by item.

(SEK 000)	2020		2019	
	Carrying amount	Market value	Carrying amount	Market value
Equity investments				
Share investments	304	592	347	541
Carnegie Asia A	10,000	9,888		
Carnegie fastighetsfond Norden A	3,800	4,117		
Carnegie Micro Cap	5,950	7,183		
Carnegie Spin-off B	3,950	4,227		
Carnegie Sverigefond A	15,600	16,363		
C Worldwide – Global Equities Ethical 5A	20,000	20,358		
OPM Global Quality Companies A	39,650	40,821		
SEB Sustainability Sweden index	32,201	50,025	57,675	81,463
SEB Foundation Fund Balanced	145	196	166	210
SEB Sweden Fund Small Companies Chance/Risk	25,971	34,491	10,053	12,320
SEB Sustainability Fund Sweden	71,447	96,544	74,008	88,667
SEB Sustainability Fund Global D SEK	16,347	20,302	87,856	119,720
SEB Sustainability Global Ind Fund USD			193,014	242,060
SEB Sustainable Global Exposure Fund Class D USD	220,120	277,304		
SPP Global Plus-A	56,000	60,242	50,000	51,656
	521,485	642,653	473,119	596,637

(SEK 000)	2020		2019	
	Carrying amount	Market value	Carrying amount	Market value
Alternative investments				
SEB Private Equity Opportunity III B	57,235	70,909	59,292	60,120
Bodenholm One Hedge Fund			15,000	14,910
Nordic Cross Small Cap Edge R	4,100	4,502		
Nordic Cross Stable Return R	14,250	14,763		
Nordic Cross Total Return Bond R	12,100	12,264		
Nordkinn Fixed Income Macro Fund	17,000	18,470	17,000	17,353
Scor ILS FUND Atropos B	9,873	10,546	9,873	10,002
SEB Microfinance Fund V Class B/D NH SEK	25,000	24,185	25,000	27,730
SEB Microfinance Fund VI B/D NH SEK	25,000	23,910	25,000	25,995
SEB Microfinance Fund VII B/C NH SEK	25,000	23,665	25,000	24,895
	189,558	203,214	176,165	181,005

(SEK 000)	2020		2019	
	Carrying amount	Market value	Carrying amount	Market value
Fixed income investments				
Carnegie Likviditetsfond A	39,400	39,446		
Carnegie Obligationsfond SEK	10,100	10,101		
Carnegie Investment Grade SEK	20,200	20,276		
SEB Bond Fund Flexible-Lux Dividend	198,619	187,515	290,979	277,684
SEB Corporate Bond Fund Flexible Dividend	104,116	98,934	143,891	140,217
	372,435	356,272	434,870	417,901
Total securities holdings	1,083,478	1,202,139	1,084,154	1,195,543
Surplus/deficit value (market value - carrying amount)		118,661		111,389

Share portfolio December 31, 2020

	Holding	Carrying amount	Market value
Securities			
Biosensor Appl Sweden AB	16	0	0
Theeducation AB	60	0	0
Sangart Inc	125,000	0	0
Sangart Inc Pref C	15,000	0	0
Volvo AB class A	1,722	166	336
Lindab International AB	700	37	119
Getinge AB class B	536	84	103
Arjo AB	536	17	34
		304	592
Equity investments		521,485	642,653
Alternative investments		189,558	203,214
Fixed income investments		372,435	356,272
Total securities holdings		1,083,478	1,202,139

Note 16 Shares in group companies

(SEK 000)	2020	2019
Röda Korsets Hotell och Konferens AB ¹⁾ , 556060-7524, Stockholm. Share of equity 100% (100%)	100	100

¹⁾ Röda Korsets Hotell och Konferens AB has been dormant since 2001. Its activities were taken over by the Red Cross with effect from December 31, 2001. Equity in the company is SEK 156,000.

Note 17 Other participations

(SEK 000)	2020	2019
Participations in housing cooperatives through legacies		
Opening carrying amount	541	541
Sale of housing cooperative	-	-
Closing carrying amount	541	541

Note 18 Noncurrent receivables

(SEK 000)	2020	2019
Receivables, local branches	500	733
Overall total	500	733

Note 19 Receivables, authorities

(SEK 000)	2020	2019
Receivable EU/ECHO ¹⁾	2,319	7,365
Closing carrying amount	2,319	7,365

¹⁾ The receivable arises because the EU only pays certain subsidies for multiyear projects after annual audits have been carried out and the audit reports approved by the EU.

Note 20 Prepaid expenses and accrued income

(SEK 000)	2020	2019
Accrued donations and contributions	SEK 7,338	SEK 5,116
Prepaid rent and lease payments	SEK 9,034	4,095
Other prepaid expenses	SEK 4,728	SEK 6,361
Other accrued income	3,218	2,926
Overall total	24,318	18,498

Note 21 Cash and cash equivalents

The Red Cross has an unused overdraft facility of SEK 30 (30) million. Cash and cash equivalents primarily consist of bank balances, with the exception of SEK 22,000 (25,000), which relates to cash on hand.

Note 22 Liabilities regarding received, unused contributions

(SEK 000)	2020	2019
Liability to Sida unused contributions	20,998	12,398
Liability unused private contributions	17,194	25,091
Liability unused other public contributions	8,140	3,228
Overall total	46,332	40,717

The liability to Sida consists of funds intended for use in 2021 mainly in the following countries: Congo, Liberia, Myanmar, Honduras, Cameroon and Niger.

Liability pertaining to other public contributions relates principally to EU funds for operations in Africa because of COVID-19, as well as contributions from the Swedish state, municipalities and regions.

The post Other items mainly relates to contributions from Radiohjälpen and project contributions from the Swedish Postcode Foundation which will be used in countries such as Bangladesh, Uganda, Niger, South Sudan and Côte d'Ivoire.

Note 23 Accrued expenses and deferred income

(SEK 000)	2020	2019
Holiday pay and accrued salaries incl. social security expenses	21,373	20,011
Accrued international expenses	16,293	10,188
Other accrued expenses	7,421	5,378
Deferred income	6,017	10,760
Other accrued social security expenses	5,089	5,310
Overall total	56,193	51,647

Note 24 Contingent liabilities and pledged assets

(SEK 000)	2020	2019
Guarantee – rental agreement Red Cross Home Foundation	118,482	126,126
Overall total	118,482	126,126

The Red Cross has undertaken a guarantee commitment for the Red Cross Home Foundation one for both and both for one, as well as on their own behalves. The guarantee commitment includes leases and obligations under the Law of Tenancy, as well as obligations regarding collection costs, court-ordered costs, tenant eviction costs, interest according to the Interest Act on all the unpaid amounts referred to above, and to compensate the landlord for settlement of costs incurred as a result of cases handled by the Swedish Enforcement Authority pursuant to the law on summary proceedings. This guarantee commitment remains valid upon extension of the lease.

Rent according to the lease is SEK 7,644,000 annually and the lease expires on June 1, 2036.

The rent is indexed annually, corresponding to the difference between the base figure for October 2013 and the index for each subsequent October month. There are no other pledged assets.

Note 25 Significant events after the end of the financial year

No significant events occurred after the end of the financial year.

Governing Board and Secretary General signatures

The Governing Board proposes that the General Assembly adopt the income statement and balance sheet, as well as the sustainability report in accordance with GRI Standards, which also covers the statutory sustainability report.

Stockholm April 12, 2021

Margareta Wahlström
President

Johan Norell Bergendahl
Vice President

Kristina Ljungros
Vice President

Martin Ärnlov
Secretary General

Ingegerd Palmér

Vera Carlbaum Wrennmark

Katarina Struwe Orleifson

Gabriel Rappe

Martina Bruzelius

Birgit Hansson

Angelica Rage

Johan Sohlberg

Emma Knaggård Wendt

Our auditor's report was submitted on the day
indicated by our electronic signature.
Ernst & Young

Rebecca Ersryd
Authorized Public Accountant

Auditor's report

To the general assembly of the Central Board of Directors of the Swedish Red Cross, corporate ID number 802002-8711.

Report on the annual accounts

Statement of opinion

We have carried out an audit of the annual accounts for the Central Governing Board of the Swedish Red Cross for 2020. The annual accounts of the society are included on pages 32–51 of this document.

In our opinion, the annual accounts have been prepared in accordance with the Swedish Annual Accounts Act and present fairly, in all material respects, the financial position of the Swedish Red Cross as of December 31, 2020 and of its financial performance and its cash flows for the year then ended in accordance with the Swedish Annual Accounts Act. The Report of the Central Governing Board is consistent with the other parts of the annual accounts.

Basis of statement of opinion

We have performed the audit in accordance with the International Standards on Auditing (ISA) and generally accepted auditing standards in Sweden. Our responsibility under these standards is described in more detail under the heading Responsibility of the Auditor. We are independent in relation to the Red Cross, in accordance with generally accepted auditing standards in Sweden and have otherwise fulfilled our professional ethics responsibility according to these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Information other than the annual accounts

The Governing Board is responsible for the other information. The other information consists of pages 1–30 and 54–60 (but does not include the annual accounts and our audit report thereon).

Our statement of opinion concerning the annual accounts does not relate to this information, and we do not make any statement of confirmation regarding this information.

In connection with our audit of the annual accounts, we have a duty to read the information identified above and to consider whether the information is materially inconsistent with the annual accounts. In this procedure, we also take into account our knowledge otherwise obtained in the audit and assess whether the other information appears to be materially misstated.

If, based on the work performed concerning this information, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the Governing Board

The Governing Board is responsible for the preparation of the annual accounts and for them giving a fair presentation in accordance with the Swedish Annual Accounts Act. The Governing Board is also responsible for such internal control as it deems to be necessary to enable the preparation of annual accounts that are free from material misstatement, whether due to fraud or error.

In preparing the annual accounts, the Governing Board is responsible for the assessment of the society's ability to continue as a going concern. They disclose, as applicable, matters related to going concern and using the going-concern basis of accounting. The going concern basis is not, however, applied if the Governing Board intends to liquidate the society, cease operations or has no realistic alternative but to do so.

Responsibility of the Auditor

Our objectives are to obtain reasonable assurance about whether the annual accounts as a whole are free from material misstatements, whether due to fraud or error, and to issue an auditor's report that includes our opinions. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit performed in accordance with ISA and generally accepted auditing standards in Sweden will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered to be material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users

taken on the basis of these annual accounts.

As part of an ISA audit, we exercise professional judgment and maintain professional scepticism throughout the audit.

We also:

- identify and assess the risks of material misstatements in the annual report, whether due to fraud or errors, design and perform audit measures, partly based on these risks, and obtain audit evidence that is sufficient and appropriate to form the basis for our statements. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- obtain an understanding of the association's internal control relevant to our audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of internal control.
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Governing Board.
- conclude on the appropriateness of the Governing Board's use of the going concern basis of accounting in preparing the annual accounts. We also draw a conclusion, based on the obtained audit evidence, as to whether any material uncertainty exists related to events or conditions that may cast significant doubts on the association's ability to continue as a going concern. If we conclude that material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the annual accounts, or, if such disclosures are inadequate, to modify our opinion about the annual accounts. Our conclusions are based on the audit evidence obtained up to the date of our audit report. However, future events or circumstances may cause the association to cease to continue as a going concern.
- evaluate the overall presentation, structure and content of the annual accounts, including the disclosures, and whether the annual accounts represents the underlying transactions and events in a manner that achieves fair presentation. We must inform the Governing Board of, among other matters, the planned scope and timing of the audit. We must also inform of significant audit findings during the audit, including significant deficiencies in internal control that we identified.

Report on other requirements under laws and other regulations

Opinion

In addition to our audit of the annual report, we have also audited the administration of the Central Governing Board of the Swedish Red Cross for the year 2020.

We recommend to the general assembly that the members of the Governing Board be discharged from liability for the financial year.

Basis of opinion

We conducted our audit in accordance with generally accepted auditing standards in Sweden. Our responsibility under these standards is described in more detail under the heading Responsibility of the Auditor. We are independent in relation to the Red Cross, in accordance with generally accepted auditing standards in Sweden and have otherwise fulfilled our professional ethics responsibility according to these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Governing Board

The Governing Board is responsible for administration.

Responsibility of the Auditor

Our objective concerning the audit of the administration, and thereby our opinion about discharge from liability, is to obtain audit evidence to assess with a reasonable degree of assurance whether any member of the Governing Board in any material respect has undertaken any action or been guilty of any omission which can give rise to liability to the society.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit performed in accordance with generally accepted auditing standards in Sweden will always detect any actions or omissions that can give rise to liability to the society.

As part of an audit in accordance with generally accepted auditing standards in Sweden, we exercise professional judgment and maintain professional scepticism throughout the audit. The examination of the administration is mainly based on the audit of the accounts. Additional audit procedures performed are based on our professional judgment guided by risk and materiality. This means that we focus the examination on such actions, areas and relationships that are material for the operations, and where deviations and violations would have particular importance for the association's situation. We examine and test decisions undertaken, support for decisions, actions taken and other circumstances that are relevant to our opinion concerning discharge from liability.

Stockholm on the day indicated
by our electronic signature
Ernst & Young AB

Rebecca Ersryd
Authorized Public Accountant

GRI index

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Governing Board



Margareta Wahlström
President since 2017



Kristina Ljungros
Vice President since 2017
Officer since 2015



Johan Norell Bergendahl
Vice President since 2019
Officer since 2019



Martina Bruzelius
Officer since 2019



Vera Carlbaum-Wrennmark
Officer since 2018



Birgit Hansson
Officer since 2019



Emma Knaggård Wendt
Officer since 2019



Ingegerd Palmér
Officer since 2019



Angelica Rage
Officer since 2015



Gabriel Rappe
Officer since 2019



Johan Sohlberg
Officer since 2015



Katarina Struwe Orleifson
Vice President 2016–2019
Officer since 2015

Management team



Martin Ärnlov
Secretary General



Åsa Alexandrow
Director of HR



Sofia Calltorp
Director of International Operations



Johann Knigge
Director of National Operations



Cecilia Tengroth
Director of SG staff and acting Director of General Assembly Organization



Martin Tägtström
Acting Director of Finance and Support Services



Per Westberg
Director of Communications and Fundraising



Ulrika Wickman
Director of Health and Care

Thank you!

Many companies have contributed during the coronavirus crisis – support that has helped us help people affected all over the world.

During the year we received important support from the business community for our work. Support from our national preparedness partners helped us so that we could quickly respond when the coronavirus pandemic broke out, including by distributing protective equipment to hospitals. Several businesses chose to become involved in the crisis by giving financial support and offering products and services. In addition, many volunteers from businesses helped across the country.

Together, the Red Cross and the business community partnered to efficiently help people in need of support.

All over the world, the contributions helped those affected by both the pandemic and other disasters.

Thank you for your invaluable support! It makes it possible for us to be on site before, during and after emergencies and disasters.



ICA gave support for daily life and emergencies

In ICA's holiday campaign, almost 100 products were sold where part of the price went to our activities in Sweden. The campaign raised and donated SEK 7 million to efforts to promote socially sustainable cities, meeting places for increased unity, health promoting contributions and much more. Besides the holiday campaign, we received additional valuable support through ICA's customers, who recycled cans and bottles for about SEK 7.5 million. Support of SEK 12 million dedicated to our coronavirus contributions enabled us to expand our efforts to support people during the pandemic.



Emergency aid was provided by distributing food when severe flooding affected Vietnam.

The H&M Foundation helped people affected by disasters around the world

A contribution of SEK 3.5 million from the H&M Foundation went to emergency aid such as food, clean water, hygiene items, shelter and emergency health care after disasters in countries such as Lebanon, the Philippines and Vietnam.



Thank you for your invaluable support in 2020!





One of our volunteers in Guatemala shows children how to avoid infection in the temporary emergency shelter where they've been evacuated after the autumn hurricanes.

Support in storms and flooding

Thanks to important support from the Electrolux Food Foundation, Wallenius and Ericsson, families affected by tropical storms in South-east Asia and Central America, as well as flooding in Sudan received emergency aid, including food, water and shelter.



“We truly appreciate the fact that the business community entrusted us to assist with emergency aid during the coronavirus crisis. We are in this crisis together and together we make a difference.”

Martin Ärnlov, Secretary General, Swedish Red Cross

Bring – ready for emergencies

As a national preparedness partner to the Red Cross, Bring provides warehousing for our emergency preparedness materials across the country and takes care of transports to and from ongoing crisis operations. During the coronavirus pandemic, Bring coordinated and delivered donations from businesses in the form of personal protective equipment to Swedish health services.



During the pandemic, Anna-Greta Tiefensee in Håbo received library books delivered to her home by our volunteer, Linnea Kjellén.

Lottery tickets bring joy to many

The Postcode Lottery and all lottery ticket buyers provide important support for us and our activities, both in Sweden and around the world. In 2020 we received SEK 24 million in basic support for our operations, which went to purposes such as crisis preparedness and first aid, our treatment centers for war and torture victims, work for socially sustainable cities and international operations. In addition, we received extra support of SEK 2.4 million that enabled us to adapt our activities during the coronavirus pandemic.

**Become
part of our
world. Your
contribution
makes a
difference.**