

Building safer and stronger communities together

British Red Cross and Aviva:

Celebrating five years of strategic partnership 2016-2021



Supporting



Picture: Community reserve volunteer (CRV) exercise in Cornwall, UK. The British Red Cross put on a simulation exercise for our CRVs in Portreath, Cornwall in March 2017. Activities involved filling sandbags and sorting through donations. © Howard Laws/British Red Cross.



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Picture: Aviva 'Ready When The Time Comes' volunteers supporting registration needs during the 2016 Alberta Fires outside the Canadian Red Cross office in Edmonton, AB. © Canadian Red Cross

Foreword



“The British Red Cross is proud to be part of the world’s largest humanitarian network. Central to our mission is helping people to prepare for crises, responding when emergencies strike, and helping communities to recover. However, we simply would not be able to do this without powerful partnerships like the one with Aviva. When I reflect over the past five years of our collaboration, I am amazed at the breadth and depth of what we have achieved together, helping communities around the world to become safer and stronger.

Our partnership has crossed borders, reaching over 6.6 million people across 27 countries through Aviva’s generous contribution of time, skills and funding. From supporting preparedness projects to donating to emergency appeals, together we have ensured that help is on hand for people impacted by crises, from floods and fires to, of course, the global pandemic.

In the UK, Aviva has been instrumental in how the British Red Cross has developed and adapted its response to crisis, from recruiting tens of thousands of community reserve volunteers to establishing our new Hardship Fund. Aviva’s trust and willingness to support new and innovative programmes has given us the freedom to evolve, ensuring that the help we offer continues to be relevant, responsive and impactful. And the achievements of our partnership don’t end here, as we continue our important work together supporting communities impacted by COVID-19.

Emergencies don’t have to become disasters. By helping people to become more resilient, our partnership’s legacy will continue to ensure we are ready for whatever the future may hold.”

Mike Adamson, Chief Executive, British Red Cross

“We have a clear purpose as a company to be ‘with you today for a better tomorrow’. Our strategic partnership with the British Red Cross has enabled us to live out this purpose, extending what we do for our customers to the wider communities in which we live and work.

For five years we have combined our expertise and resources to make a long-term impact on the lives of millions of vulnerable people, together making sure communities are better informed and prepared and therefore more resilient when disaster strikes.

When our communities need us, we rise to the challenge. Most recently, I am proud that our partnership has allowed us to help many of the individuals and families hit hardest by the COVID-19 pandemic, both in the UK and globally, through a £10 million donation from Aviva and the Aviva Foundation*. It again demonstrates our purpose in action.”

Kirstine Cooper, Group General Counsel and Company Secretary, Aviva

*The Aviva Foundation is administered by Charities Trust under charity registration number 327489



What we've **achieved together since 2016**



**£12.6m
donated**

to support at-risk communities
from building resilience
to responding in times
of emergency



**£423,925
fundraised**

by Aviva's employees
and customers



**6,682,000
people reached**

with skills and support to
build their own, and their
communities', resilience



**Over 4,100
volunteers**

from Aviva helping the
partnership across 12 markets



**17 resilience
programmes**

supported, harnessing
innovation



**15 response
programmes**

supported, helping communities
recover from emergencies



27 countries

supported through our
partnership, from investing
in flood preparedness plans
in Indonesia, to providing
emergency support in the
wake of Cyclone Idai



**233 pieces
of media
coverage**

reaching an audience
of over 36 million

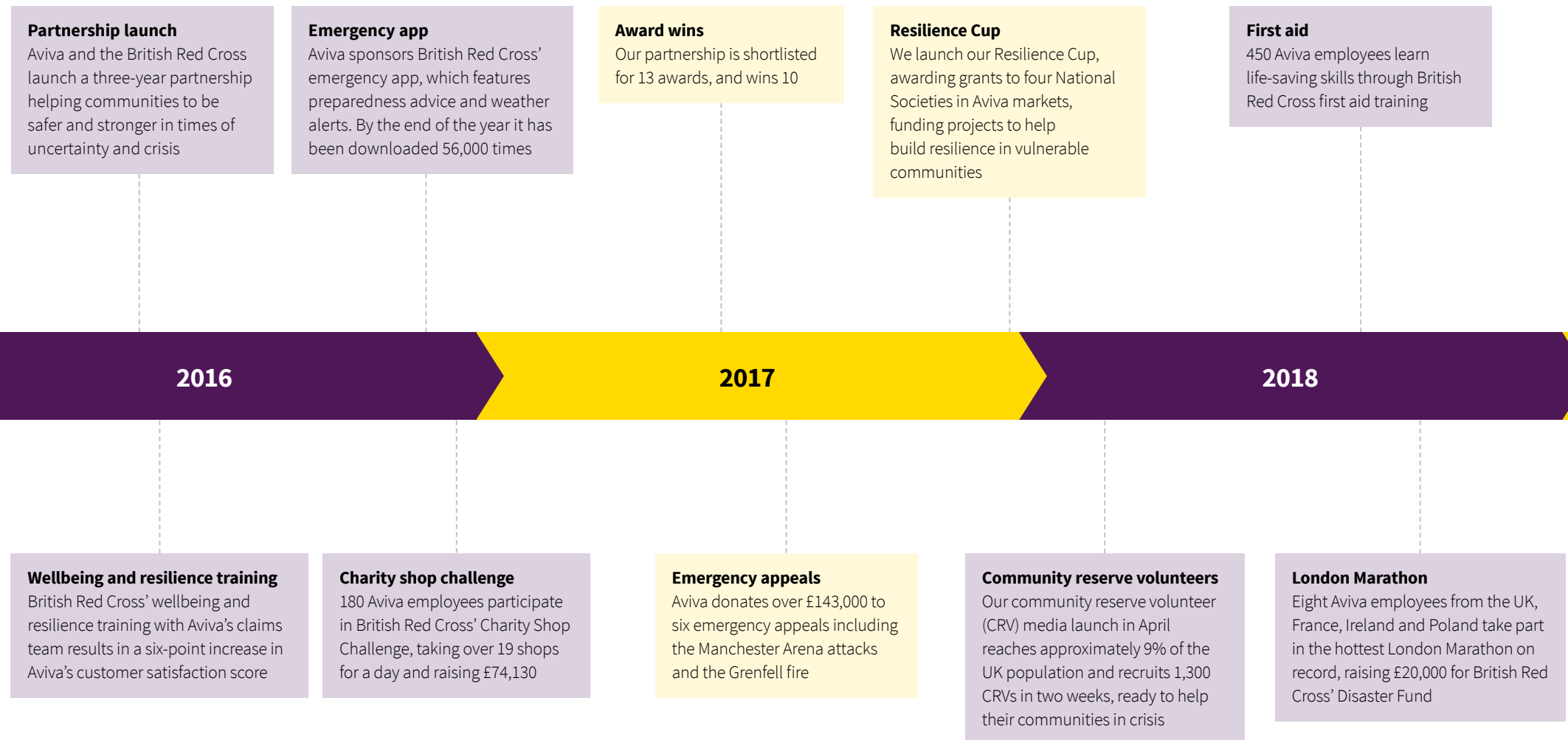


**11 awards
won**

including a Business Charity
Award and the Corporate
Communications Award for
Best Charity Partnership

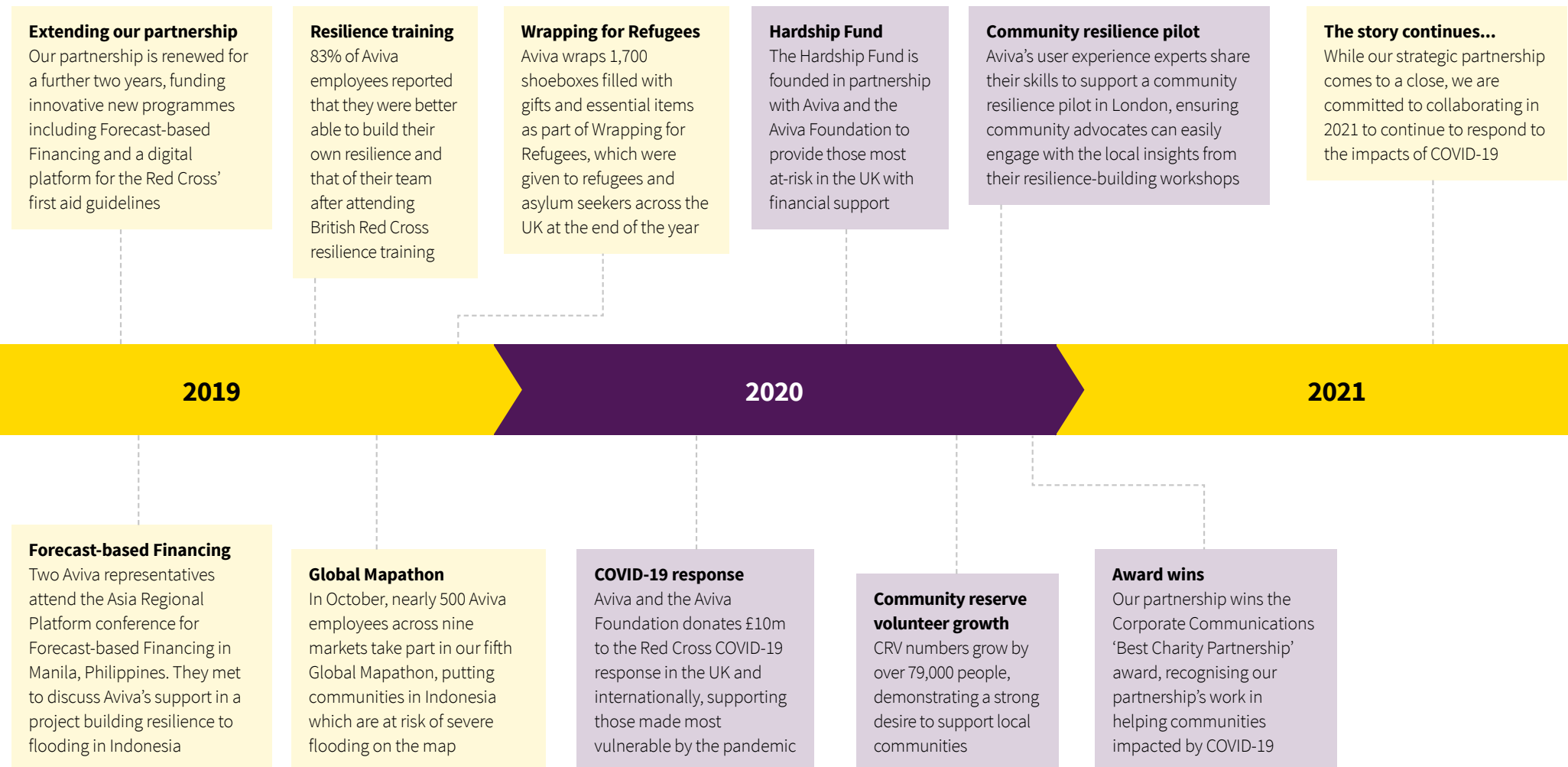
Our partnership story: 2016-2021

Our partnership journey demonstrates our shared commitment to creating safer and stronger communities.



Our partnership story: 2016-2021

Our partnership journey demonstrates our shared commitment to creating safer and stronger communities.





Our partnership vision

Since 2016, Aviva and the British Red Cross have been working together to help communities become **safer, stronger and more resilient** in times of uncertainty and crisis.

Our five-year partnership has been multi-award-winning and has created a lasting impact thanks to the close alignment of our objectives and values.

Over the years, our partnership has been guided by three main goals, to:

1. Be ready: ensuring people and communities are prepared, empowered and able to respond



2. Respond when the time comes: ensuring people and communities are supported when disaster strikes

3. Create a community: to engage and mobilise supporters

After a small-scale disaster anywhere in Canada, Canadian Red Cross teams respond immediately through the Ready When the Time Comes (RWTC) initiative. “Looking back on this past year (2016), the contribution Aviva Canada, its employees and brokers made is remarkable. When Red Cross teams were responding to the largest operation in our organisation’s history, Aviva Canada was there every step of the way. The Canadian Red Cross will not soon forget the swift, decisive and selfless actions of Aviva RWTC volunteers during the Alberta Fires operation; nor will the 80,000 Canadians who were impacted forget the help and comfort they received from Aviva RWTC volunteers.”

Jean-Philippe Tizi, Vice-President, Emergency Management (Canadian Red Cross)

Picture: ‘Ready When The Time Comes’ Aviva volunteers training in Quebec City.
© Canadian Red Cross



Be ready: ensuring people and communities are prepared, empowered and able to respond

Together, we have helped people get ready to respond to life's emergencies with confidence.

Both Aviva and the Red Cross have a long history of being there for people in times of need. By using our expertise we have been able to go further, not only helping to respond when emergencies strike, but to build people's resilience ahead of time, preparing communities to be stronger, together.

- Over **242,500 people** have been directly supported through **17 preparedness** programmes across the UK, Ireland, Canada and our international markets
- **Nearly 900 Aviva UK employees** have learnt first aid skills, giving them the confidence to act in a first aid emergency
- **264 Aviva UK employees** acquired mental wellbeing and resilience skills, helping them to better support themselves, their colleagues and their customers through difficult times
- **180,000 Red Cross first aid trainers** globally have immediate access to tools and resources to deliver life-saving skills to the 15 million members of the public that they train each year. Aviva supported the creation of a [digital platform](#), which hosts international first aid guidance to support large-scale preparedness and resilience
- **629,551 building edits** have been made by Aviva employees, creating digital maps of at-risk communities ready for emergency responders to use should disaster strike



"I'd been on a first aid course at Aviva, where I work, which was run by the British Red Cross. Only a couple of weeks after completing the course, I was at home when my two-year-old stopped breathing.

Having done the course, it really helped give me some confidence in what to do in that situation, empowering me to take control. I simply grabbed her and just started to do what I'd learnt. The first aid course was on the 'to do' list with 101 other things. And then Aviva offered it during the day, so it was absolutely ideal. The outcome is all really good news – she made a full recovery and she's back to herself."

Simon, Aviva employee



Helping communities to be ready in the UK: **community reserve volunteers**

In times of crisis there is often an outpouring of public support, with people wanting to offer their help locally. Our research showed that **nine in 10 of us would want to help when crisis strikes**, but many of us (66%) would not know what to do.*

That's why, in 2018, we launched a national campaign to inspire people across the country to sign up as community reserve volunteers (CRVs). The CRV network is a group of volunteers willing and ready to help the British Red Cross' crisis response teams should they be called upon when crisis hits their community. From filling sandbags in response to flooding to supporting foodbanks throughout the COVID-19 pandemic, they are on hand to provide practical support when it's needed.

Providing warmth and shelter in the wake of floods

Thousands of people were forced from their homes across Yorkshire and the East Midlands due to flooding in November 2019. Within hours, emergency response and community reserve volunteers were deployed to hard-hit communities, including the village of Fishlake. Here, they sorted and distributed donations, and provided emotional support to those affected.

Ann, a resident of Fishlake, reflected on the value of the British Red Cross' support throughout the response. "Some people were (in) shock and numb, and for somebody to say... 'would you like a drink', or 'I can point you in the direction of that kind of help you need' is a huge thing and invaluable."

Picture: British Red Cross chief executive Mike Adamson discussing the work of CRVs in Fishlake, Doncaster. © David Severn/British Red Cross

Together we have:

- Reached approximately **4.7 million people** as part of our launch campaign in April 2018, inspiring over 1,300 people to sign up in the first two weeks
- Expanded our CRV network to over **88,000 volunteers**
- Enabled CRVs to respond **3,845** times to **244 incidents**, supporting over **103,000 people**. CRV roles have included setting up rest centres for people whose homes have been flooded, and responding to COVID-19 by leafleting to raise awareness of pandemic prevention

*['When Crisis Hits: mobilising kindness in our communities' report, 2018, British Red Cross and Aviva.](#)



Helping communities to be ready around the world: **Resilience Cup**

Nine innovative pilot projects have been funded by Aviva via the Resilience Cup – a grant scheme awarding funding to projects that **build community resilience** and **encourage collaboration** between key Aviva markets and National Societies around the world.

Collectively, these projects have reached over six million people with practical support and guidance, helping them to better prepare for and respond to disasters. For example:

- The French Red Cross developed a **virtual reality simulation to teach people how to prepare** for flooding. Aviva France helped to develop and test this new educational approach
- The Polish Red Cross' 'Be Red Cross Ready' **education campaign reached five million people**, raising awareness of how people can prepare for climate-related emergencies, such as extreme weather. The Polish Red Cross and Aviva Poland co-created some of the campaign materials, including a disaster insurance leaflet, 'In Case of Emergency'
- In Lithuania, Aviva's support has ensured that the Lithuanian Red Cross has been able to continue and adapt the in-person support available to vulnerable older people during the pandemic. In addition, ideas and guidance around COVID-19 **safety advice and support services were shared with over 500,000 people** online and in PR and advertising activity



Aviva has helped the Lithuanian Red Cross to respond to the emerging vulnerabilities and loneliness among elderly people caused by the pandemic. This ensured they could stay at home safely and receive the emotional and practical support they needed, building their resilience, without increasing the risk of infection for either side. Through the Lithuanian Red Cross' Visiting Service, 877 vulnerable people were supported across 13 towns through the support of 350 Lithuanian Red Cross volunteers, ensuring their safety both during the COVID-19 crisis and beyond.

Picture: A photograph of a socially distanced home visit, organised by Lithuanian Red Cross to build resilience during COVID-19. © Lithuanian Red Cross

Picture: Aviva volunteers Melanie (left) and Chelsey (right) volunteering at a reception centre during the Manitoba Floods. © Canadian Red Cross



Helping communities to be ready around the world: **local relationships**

The collaboration between Aviva and local National Societies doesn't stop with the Resilience Cup. Several impactful relationships have developed over the years, deepening the connection between our organisations worldwide.

The Canadian Red Cross and Aviva Canada

Aviva Canada joined as a 'Ready When the Time Comes' Partner in 2015 and its employees supported several large and small scale Red Cross emergency response operations including the Fort McMurray Fires in 2016. In 2017, Aviva Canada and Canadian Red Cross embarked on a multi-year community health and wellness partnership that's focused on making connections between isolated and vulnerable Canadians and their health care teams.

The Singapore Red Cross and Aviva Singapore

In Singapore, Aviva employees have a long history of donating their time, skills and funding to the Singapore Red Cross. Since 2017, Aviva Singapore has been supporting the Singapore Red Cross in community resilience programmes, and in 2019 donated S\$190,000 to launch the 'Meals with Love' programme. Their ongoing commitment was recognised in 2019 with a 'Distinguished friend of Singapore Red Cross' award.

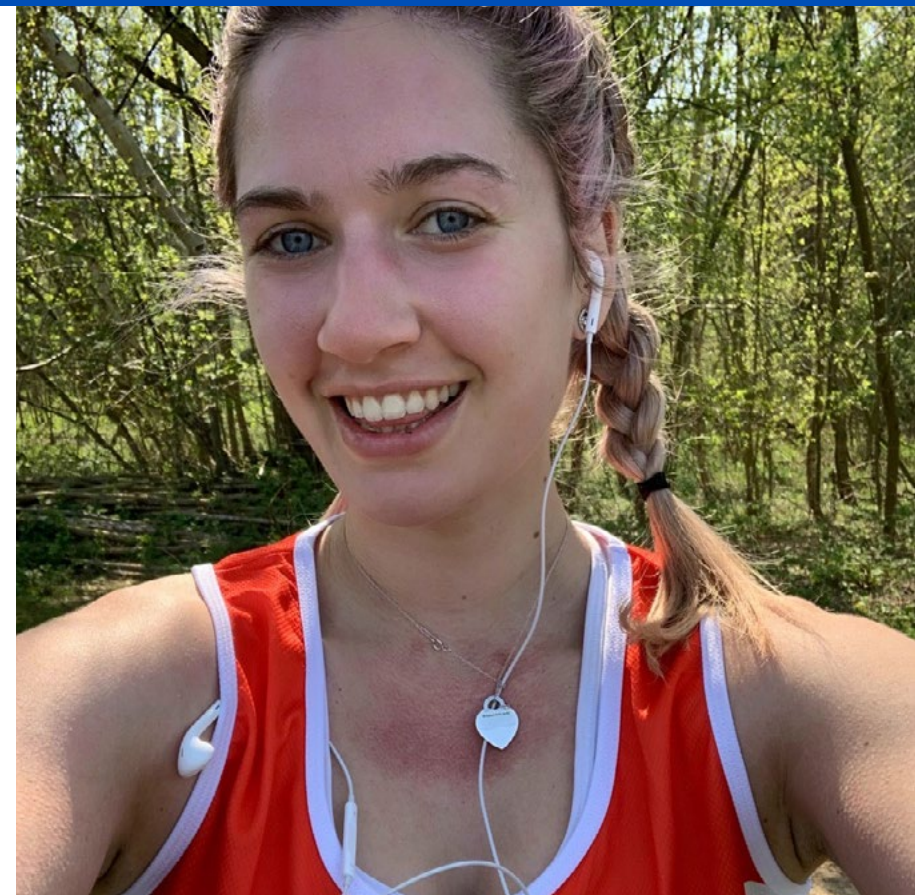
Respond when the time comes: ensuring people and communities are supported when disaster strikes

Together, we have been there for people and communities during their darkest hour.

Aviva and the Red Cross are committed to being there for people in their time of greatest need, providing **on-the-ground support** in the immediate aftermath of a crisis. Our partnership has enabled us to deepen our impact: through a combination of Aviva's fundraising efforts and investments, **we have been able to reach more people around the world** with support when they need it most.

Together we have:

- **Supported 15 programmes**, enabling the Red Cross to be there in the aftermath of a crisis
- **Raised £423,925** by Aviva's employees and customers, which has supported crisis response efforts around the world
- **Donated £263,125 to 12 emergency appeals**, ensuring communities impacted by crisis received the help they needed
- **Donated £10 million** to the Red Cross **COVID-19 response** worldwide
- **Raised £75,000 via the MyAviva customer login campaign**. In 2018, Aviva made a donation to the British Red Cross for every customer who reactivated their online customer portal, MyAviva. An incredible **22,000 customers** responded
- **Raised £74,130 through the Charity Shop Challenge**. This saw 180 Aviva employees take over British Red Cross charity shops, combining innovative sales techniques with other fundraising challenges to raise this impressive total
- **Raised over £43,000 via challenge events**, including 15 employees taking part in the London Marathon



"I signed up for the London Marathon because I wanted a challenge ... The Red Cross was the charity my grandmother had always supported and were there when she needed them. They helped her get home from hospital when we lived over nine hours away and couldn't. They help those struggling and in need of a little help in communities all over the UK and abroad. And with my grandmother being one of them, it seemed like a perfect fit to run as part of (#TeamRedCross)."

Lucy, Aviva employee

Picture: Lucy, an Aviva employee who ran the London Marathon for the British Red Cross in 2019.



Responding to crises: our impact

Investing ahead of time

Aviva, its staff and customers have given an incredible **£418,786** to the Disaster Fund. Aviva's support ensured that the Red Cross was ready to help people as quickly as possible in the immediate aftermath of devastating crises around the world. Over the course of our partnership, the British Red Cross has distributed money from the Disaster Fund to support **76 emergencies**.

Responding to emergency appeals

Aviva has been quick to show solidarity to communities affected by crisis, supporting 12 emergency appeals to provide vital support when people needed it most.

- **Responding to extreme weather disasters:** From Hurricane Matthew in 2016 to Cyclone Idai in 2019, Aviva's support has helped provide a vital lifeline to those who have lost loved ones, homes and livelihoods
- **Responding in the UK:** In 2017, the terror attacks in Manchester and London, as well as the Grenfell Tower fire, caused enormous loss of life and injury, devastating local communities. Aviva provided tremendous support during this difficult year, donating over £143,000 to help ensure that those impacted received the practical and emotional support they needed

Picture: A Red Cross aid distribution in Njalane fishing village, 25km from Beira, Mozambique. The village was badly damaged by Cyclone Idai on 14th March 2019; three weeks on, this was the first delivery of basic supplies, including a tarpaulin, mosquito nets, a blanket, a bucket and soap. Many of the people helping (and wearing Red Cross vests) are local Red Cross volunteers whose own homes and lives suffered during the cyclone. © Caroline Irby/British Red Cross



Picture: © IFRC

Hurricane Dorian

In September 2019, Hurricane Dorian struck the Bahamas, devastating parts of the islands of Grand Bahama and Abaco. The British Red Cross released a generous donation from the Disaster Fund to help with recovery efforts. This spanned from initial emergency and life-saving relief efforts to longer-term recovery such as financial assistance, healthcare and emotional support. Bianca Taylor and her family were among those impacted, fleeing the rising water on Grand Bahama when the hurricane struck.

“It was so scary, we just ran,” she said. Bianca and her daughters (pictured) received financial assistance at a Red Cross distribution in Freeport. “Thank you so much, we didn’t expect this. I don’t think words can express it,” she said. “It will go towards securing our own space and getting back to some kind of normalcy.”

Picture: © IFRC

South Asia flood appeal

In 2017, Aviva supported the South Asia Flood Appeal, raising vital funds to support the hundreds of thousands of flood-affected people struggling to survive in the aftermath of the worst flooding to hit the region in decades.

Picture: Here, Indian Red Cross volunteers use makeshift rafts to reach communities and villages affected by the severe floods. © Indian Red Cross Society.



Responding to crises:

COVID-19

COVID-19 has had devastating impacts on communities around the world. Recognising the vast scale of need, Aviva was there for its people, customers and wider society by **donating £10m to the Red Cross' international emergency response efforts.**

Aviva's contribution helped to accelerate the response, reaching more people – and quickly – to ensure those made most vulnerable by the outbreak could get the right support at the right time. This significant gift is one of the largest single corporate donations ever received by the British Red Cross and has had a huge impact.

In the UK, Aviva's support has helped the British Red Cross to make over **109,000 deliveries** of food and medicine to people self-isolating; support almost **35,000 people** safely home from hospital; and provide over **9,300 people** with grants from the Hardship Fund, helping them to support themselves and their families during the pandemic. In total, over **203,000 people** were reached by the end of December 2020.

Aviva also supported an emergency plan of action in Africa and funded National Societies' emergency response efforts across 10 of its international markets. From delivering food and hygiene packs in Poland, to recruiting new community reserve volunteers to visit isolated older people in Lithuania, Aviva's support is reaching those in crisis around the world.

"When you see someone who's already challenged with mobility issues...and whose partner is suffering with their health, you realise it's not just about the shopping. A small kindness like picking up shopping can be such a relief when they're already going through so much."

Vipul, a British Red Cross support at home volunteer

*The Aviva Foundation is administered by Charities Trust under charity registration number 327489

**Name has been changed to protect identity.



The Hardship Fund

Founded in partnership with Aviva and the Aviva Foundation*, the Hardship Fund forms a key part of British Red Cross' support for those most at risk in the UK. The fund was set up to provide short-term cash grants to people in urgent need. This money could be used to buy food for a family who could not otherwise afford their next meal, or to pay for heating so that an elderly person could keep safe and warm at home.

For Biad**, a father of four in his thirties, the Hardship Fund helped him to support his family during the height of the first lockdown, when he was unable to work and was facing mounting bills. When the UK went into lockdown to contain the COVID-19 outbreak, his only source of income as a taxi driver vanished.

"I was going out and there was no one to take, no customers, nothing coming on the system, no jobs... We had nothing to live on. I was in debt (with) bills – gas, electricity. My rent was building up.

I received the money from the Red Cross, so we minimised our costs, and we were buying what we needed. It means my problem now is getting resolved slowly. We really appreciate (the grant). It means a lot, because when you don't have anything and you get some support, you feel happy and (full of) joy."

Picture: Emergency Response volunteer Emmanuel was helping to make sure that vulnerable communities were fed during the coronavirus outbreak.

© Amara Eno/British Red Cross





Creating a community of engaged supporters

Together, we have used inspiring collaborations and communications to extend the reach and impact of our partnership.

From digital volunteering to technical skill shares, **over 4,100 Aviva employees** across 12 markets have shared their time, energy and talent to drive our partnership mission forward and help build the resilience of communities around the world.

Steve, an Aviva employee, is also a British Red Cross emergency response and ambulance support volunteer. When the pandemic struck, Steve made the difficult decision to separate himself from his children for several months so he could volunteer without putting them at risk. “Aviva allowed me, for around two months, to take three days off a week for volunteering,” he explained. “For about 10 weeks, I volunteered for five days a week.” During this time, Steve delivered food to vulnerable people self-isolating across Yorkshire, acting as a lifeline to many individuals and families who had no other support network to rely on.

He recalled one pregnant lady whom he supported with food parcels throughout lockdown, and said it demonstrated how vital the support was. “She was a lovely lady, really nice and genuine. I went through from when she was pregnant to after she gave birth. It was nice to catch up with her and see her making a good recovery after the birth. She was grateful for all that Red Cross were doing to help.”

Steve, Aviva employee

Picture: Ambulance support and emergency response volunteer Steve stands in front of an ambulance on shift. © British Red Cross

- Externally, we have used our collective voice to encourage communities to **‘be ready’**, through PR, social media, policy and advocacy, and digital campaigns. Our media coverage alone has reached over **36 million people**
- **12 Aviva markets** have got involved in our partnership
- **Over 4,100 Aviva employees have volunteered** their time, lending more than 8,740 volunteering hours
- We’ve **collaborated on 11 skill-share projects**, sharing our skills and experience to strengthen our organisations
- **Over 40 Members of Parliament** attended our 2018 joint parliamentary drop-in, focusing on community reserve volunteers and their value to emergency response
- **233 pieces of media coverage** has achieved a reach of over **36 million people**
- **69% of all our partnership coverage featured in regional titles** that helped communicate the local need for programmes, such as community reserve volunteers
- British Red Cross’ Facebook, Twitter, Instagram and LinkedIn profiles saw the **partnership reach nearly 327,000 people** and generate nearly **6,300 unique engagements** (likes/reactions/shares and comments)



Creating a community of engaged supporters: sharing skills in the UK

Aviva and the British Red Cross hold a wealth of experience in helping communities prepare for, and respond to, emergencies. This has opened the door to many opportunities to share skills with each other, enabling both organisations to enrich their support for the people they serve.

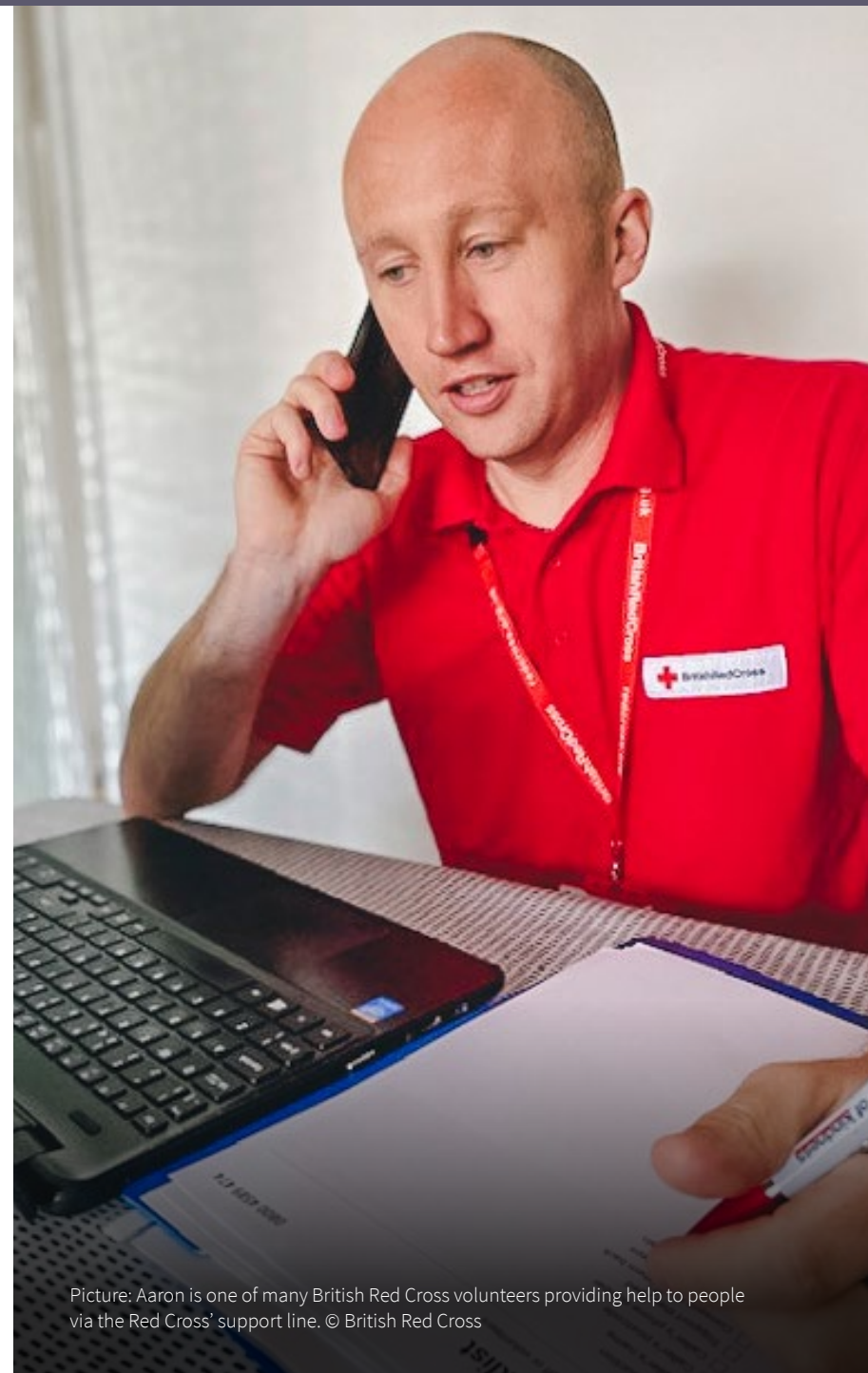
Investing in the mental wellbeing of our staff and volunteers

Both our organisations support people when a crisis hits, speaking with people at what can be some of their most difficult moments. Despite the passion and care from both our teams, this can take an emotional toll. To address this impact, the British Red Cross created training to support the wellbeing and resilience of its staff and volunteers. In 2016 Aviva worked with the British Red Cross to develop this into an external offering, helping to make this important training more accessible. Aviva has also since embedded it within its organisation, making the support available to all its employees.

- To date, this interactive wellbeing and resilience training has helped **264 of Aviva's employees look after their own wellbeing** and that of their team, giving them the tools to navigate emotionally challenging situations
- This in turn has helped them better support their customers, contributing to a **six-point increase in Aviva's Net Promoter Score** in 2016, the year the training was introduced within Aviva
- In 2019, **85% of Aviva** participants reported that they felt better able to support themselves and others through and after a difficult time

"After attending the course, I will be more mindful of how I interact with people when it comes to a crisis. I feel better placed to understand how and why people respond the way they do."

Aviva employee



Picture: Aaron is one of many British Red Cross volunteers providing help to people via the Red Cross' support line. © British Red Cross

Picture: Aviva volunteers in Canada taking part in the annual global mapathon.



Creating a community of engaged supporters: around the world

Virtual volunteering

Extreme weather catastrophes and humanitarian crises affect millions of individuals across the globe. Yet in many of these areas where disasters occur, whole communities are quite literally ‘missing’ from the map. This makes it difficult for first responders, including the Red Cross, to reach everyone who needs help. That is where the [Missing Maps](#) project comes in. The British Red Cross and several humanitarian organisations such as the Humanitarian OpenStreetMap Team are mobilising volunteers to map these locations. Over the past five years Aviva’s employees have joined the global mapping community, helping create digital maps of the world’s most at-risk communities, tracing over satellite imagery to capture key features such as buildings and roads. These digital maps are enriched by local volunteers on the ground who fill in information such as road names and evacuation centres, which can then be used by humanitarian organisations to help communities prepare for and respond to disasters.

- **2,632 employees across 12 markets** have volunteered their time to map
- **629,551 building edits and 13,920km road edits** have been made, mapping areas home to **2.4 million people**, including:
 - Key areas in Haiti, helping the Red Cross teams on the ground get to families who needed help following Hurricane Matthew in 2016
 - Communities in Indonesia which are at risk of flooding. These maps will help the Red Cross to identify where people live, so that they can be included in preventative plans to help them protect their livelihoods and loved ones, reducing the impact of such crises
 - Communities in Niger at risk of drought. Despite the global pandemic, almost 400 of Aviva’s employees donated their time in 2020 to map over 79,000 buildings – equivalent to roughly 562,400 residents*

*Based on [UN household estimates](#)



Our partnership's legacy and learnings

The end of our strategic partnership does not mark the end of our relationship, nor the impact of our work. The initiatives we have invested in together will continue to make a difference, through our commitment to supporting at-risk communities to better prepare for and respond to crises.

Our partnership's legacy is wide-reaching, but here are a few of our proudest moments:

- Aviva's investment has supported the creation of **digital spaces where resilience resources will be hosted** for years to come
- The Resilience Cup has **strengthened National Societies' capacity, capability and confidence in supporting communities' resilience**, enabling new projects to be established that will have a lasting impact on their services – helping people to prepare for the emergencies of the future
- **Community reserve volunteers will continue to be a crucial part of the British Red Cross' crisis response work** in the UK, including in rolling out vaccinations to COVID-19
- **Aviva employees will continue to benefit from our collaboration:** first aid and resilience training will continue to be offered, and opportunities to support communities in crisis will continue to be shared, from donating to emergency appeals to volunteering their time by digitally mapping at-risk communities

As we reflect over the past five years, there are a number of lessons that we have learnt along the way about what makes a good partnership

- **Invest in innovation.** Aviva has been willing to invest time and money to support new and innovative projects, enabling the British Red Cross, and its sister National Societies across Aviva's markets, to pilot new ways of supporting communities to prepare for, and respond to, crises. In the UK this includes embedding community reserve volunteers into the British Red Cross' crisis response work. Thanks to Aviva's support, the British Red Cross has been able to strengthen its capacity to respond to people in times of need
- **Be willing to try new approaches.** During our partnership we have tried new communications campaigns, reaching different audiences with varied calls to action. This has helped us to test and learn what the most effective messaging and channels are
- **Be open about the challenges we face.** Delivering a multi-year strategic partnership on an international scale has not been without its challenges, and we have learnt a lot along the way. When sharing insights on community resilience and risk, for example, we learnt that we define these concepts quite differently. Yet through regular and honest dialogue we have fostered a culture of trust and transparency, helping us to overcome hurdles and identify new and exciting opportunities for our partnership



We're incredibly proud of the lasting legacy our partnership will have. But we're not finished yet. Building on the lessons we've learned and the strong working relationships we've established, we're committed to continue working together to help communities around the world to become safer and stronger. Over the coming months we'll carry on supporting communities through our COVID-19 partnership, shifting our focus from response to recovery.

We've achieved many great things over the past five years together, sharing our time, skills and resources to strengthen community resilience around the world. We look forward to exploring future opportunities together to face the challenges of tomorrow with confidence.

Picture: Exercise Pontus, a low risk exercise to test the Emergency Response and community reserve volunteer deployment process and response to an emergency scenario. © Mile 91/Matt Dunkinson/British Red Cross



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