“The heart of Medair is not health services, water, or shelter—it is people.”
— David Verboom, Medair CEO

We believe every person is a unique individual created by God. Medair seeks to listen to people’s stories, spend time in their presence, and treat them with the compassion and dignity they deserve.
Being a humanitarian aid worker is one of the most rewarding jobs in the world. It’s not always easy; the best jobs never are. In recent years, relief agencies and aid workers have needed to adapt to a rapidly changing humanitarian context.

Close to 132 million people worldwide need assistance today. Natural disasters have become more frequent and more severe. Prolonged crises in some countries have stretched people's capacity to cope, and taxed the generosity of donors. The sheer scale of needs is staggering, while the resources available to respond to them are falling short of the demand.

Despite these challenges, I’m pleased to report that, with your support, Medair was able to reach more people with direct assistance in 2018 than ever before. We adopted several measures to become more cost-efficient and scaled up our innovation approach through excellent partnerships.

When I visited our teams in the Middle East, Asia, and Africa, I was moved by the humanity of the people I met, the stories shared with me by people in crisis, and the commitment of our staff to deliver the highest quality of aid possible.

People and their dignity are at the core of our work. As we carry out our mission, we want people to know we care about them, that their lives matter, that they have not been forgotten.

In a remote part of South Sudan, my colleague John said, “Some organisations might fear to go somewhere because of the danger, but it doesn’t stop Medair from reaching out to people in need. Because of Medair, a lot of people are still alive.” As I listened to John, I thought, ‘We can go to these difficult-to-reach places because of you, our committed, brave colleagues.’

Each life matters, and each contribution to saving lives matters. Medair is made up of people like John, just as it is made up of people like you: people who pray for us, who give us financial support, who work with us every day. You are lifting people up in their time of need. It’s not always easy, but what could be more worthwhile?

Thank you for joining us on the journey in 2018.
**MEDAIR in 2018**

**2,585,964 PEOPLE DIRECTLY ASSISTED**

### HEALTH & NUTRITION
- 1,217,838 consultations at Medair-supported clinics
- 554,165 people taught life-saving health and nutrition practices
- 105,233 malnourished patients treated

- Free primary health care
- Vaccinations
- Treatment of common diseases
- Malnutrition screening/treatment
- Infant and young children feeding support
- Disease outbreak detection/response
- Training local health workers
- Community-based teaching/support groups to prevent illness
- Care for pregnant and breastfeeding women
- Mental health/psychosocial support
- Support to survivors of sexual assault

### WATER, SANITATION, & HYGIENE
- 254,051 gained improved access to safe water
- 535,347 gained improved access to sanitation
- 262,910 people taught life-saving hygiene practices

- Safe drinking water
- Sanitation facilities
- Teaching communities about hygiene
- Hygiene items
- Training people to maintain WASH infrastructure

### SHELTER & INFRASTRUCTURE
- 295,113 received shelter assistance
- 444,741 people benefited from new or rehabilitated infrastructure
- 14,343 received training in disaster risk reduction

- Essential household supplies
- Emergency shelters
- Shelter supplies
- Transitional shelters constructed/rehabilitated
- Permanent houses constructed/rehabilitated
- Bridges
- Health facilities constructed/rehabilitated
- Schools constructed/rehabilitated
- Communal shelters
- Site improvements
- Mapping
- Training on safe reconstruction
- Livelihood support
- Disaster Risk Reduction (DRR) activities

### CASH ASSISTANCE
- 63,130 received cash or voucher assistance

- Cash-for-work projects
- Unconditional cash assistance
- Cash for health services

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**People Directly Assisted by Year**

- 2018: 2,585,964
- 2017: 2,548,812
- 2016: 3,115,640
- 2015: 3,152,062
- 2014: 3,115,787
- 2013: 2,988,705
- 2012: 2,709,456
- 2011: 2,382,205
- 2010: 2,076,874
- 2009: 1,913,922
- 2008: 1,809,163
- 2007: 2,433,457
- 2006: 2,478,073
- 2005: 2,001,000
- 2004: 1,900,000
- 2003: 1,700,000
- 2002: 1,600,000
- 2001: 1,500,000
- 2000: 1,400,000
- 1999: 1,300,000
2,585,964 people

- DR Congo: 647,942
- South Sudan: 362,298
- Somalia: 258,492
- Madagascar: 13,946
- Syria: 247,389
- Iraq: 203,188
- Lebanon: 127,519
- Jordan: 50,305
- Afghanistan: 346,517
- Bangladesh: 132,494
- Philippines: 2,230
- Nepal: 177,551
- Indonesia: 16,093

13 countries of operation (2018)
25 past countries of operation
1 international headquarters in Switzerland, 135 staff (119 full-time equivalents)
6 affiliate offices in Europe and North America
1,182 nationally recruited staff
196 internationally recruited staff in the field

647,942 people in DR Congo
362,298 people in South Sudan
258,492 people in Somalia
13,946 people in Madagascar
247,389 people in Syria
203,188 people in Iraq
127,519 people in Lebanon
50,305 people in Jordan
346,517 people in Afghanistan
132,494 people in Bangladesh
2,230 people in Philippines
177,551 people in Nepal
16,093 people in Indonesia
2,585,964 people in total
If we do not go, who will? Medair is the only organisation working in these faraway places. It is not the first time I’ve worked in dangerous areas; this is Afghanistan and security is always a problem. But if I say I will not go, then who does the responsibility get passed on to? When I see the children I am helping, I know it is the right thing to do.

— Latifa, Medair nurse, southern Afghanistan

In 2018, Medair responded to 23 emergencies in some of the hardest-to-reach places in South Sudan. No matter who they are, no matter where they live. We go the extra mile because each life matters.
Halima gave birth to a healthy boy at a Medair-supported health facility.

“Alhamdulahi! My baby boy and I are in good health!” said Halima, hours after giving birth. She had good reason to be thrilled. Just 25 years old, she had already lost three children: “I prefer delivering in the health centres rather than at home because home deliveries are not safe.”

In 2018, Medair supported 12 health facilities in Somalia that provided 24/7 maternity services. Halima was one of 9,911 women who safely gave birth under our care.

“I have never seen such a kind midwife in my life,” said Halima. “I will never forget the way she supported me.”

Medair partnered with four local NGOs to provide health care, nutrition, and safe drinking water in four states and eight districts in 2018. One of those districts was so remote that no other INGOs worked there.

Our community-based approach focused on putting people first. A network of over 1,100 trained volunteers visited households to promote health, nutrition, and hygiene, and refer people to clinics. Outreach teams carried out biweekly visits to remote communities to deliver much-needed aid.

After a near-famine in 2017, Medair continued delivering aid at a heightened level in 2018, even as better rains improved conditions and access. As a result, we reached over 100,000 more people with aid than we did in 2017.

“There is much to admire about Medair’s work in Somalia,” said Matthew Maury, CEO of TEAR Australia. “The work is saving lives and helping build healthier communities in one of the more complex settings in the world. It is incredible how much they are able to accomplish amidst the many challenges.”
Our ERT delivered essential supplies and improved access to safe water for displaced people in Ulang.

Volunteers diagnosed and managed common illnesses and acute malnutrition.

Linda walked for three hours in the scorching sun to reach the Medair emergency nutrition site, carrying her listless 22-month-old daughter Bakita in her arms. Over six million people in South Sudan are suffering due to food insecurity, sometimes resorting to eating water lilies or leaves. To reach more children like Bakita, Medair added 12 new sites where more than 42,000 vulnerable people were treated and cured of malnutrition. Medair midwives also provided safe deliveries for more than 1,000 women.

Our emergency response team (ERT) provided aid during 23 different crises: mass displacements, disease outbreaks, and emergency levels of malnutrition. “We go to very remote places, beyond where all the emergency relief is clustered,” said Kim Heidekamp, Health Project Manager. “We just try to go further.”

In remote areas, an inspirational workforce of Medair-trained volunteers promoted good practices for health, hygiene, and nutrition, provided basic medical treatment, screened for malnutrition, and offered grass-roots level psychosocial support.

“We are just housewives and mothers here. We’ve never been to school because of the war,” said a Care Group volunteer. “When Medair gave me training, I realised that I had a real value to my household. I never knew before that I could make such a difference.”
Marie and her children fled from home to escape the conflict that had killed her husband.

Marie's daughter fell seriously ill, but she hesitated to bring her to a health centre, fearing exposure to Ebola. Sadly, the Ebola outbreak was just one of many threats people faced this past year. Thankfully, Marie did bring her daughter to a Medair-supported clinic, and she safely received free treatment.

Our teams responded with courage to the second largest Ebola outbreak in history, supporting infection prevention and control and reaching nearly 34,000 people with Ebola prevention messages. Trusted by communities, we were among the first NGOs to equip and train traditional practitioners.

In 2018, Medair provided nearly 648,000 people with emergency health, nutrition, and WASH services in Ituri, Nord Kivu, Sud Kivu, and Kasaï provinces.

To reach displaced people, our teams overcame insecurity and arduous journeys to reach remote villages. "Medair is the first NGO to support us. When we had the influx of displaced people last year, we didn't know how we would manage," said Catherine, Iga Barrière Health Centre. "But the Division Provinciale told us not to worry, because Medair was coming!"

Our main project provided long-term support to vulnerable health centres while also responding flexibly to new emergencies. That flexibility was crucial in 2018, as the number of people in need rose sharply.

"It's amazing to see the expansion of areas where we work, and the development of staff members," said Esther Mourick, Base Manager. "We find ways to be present despite the security situation and to show that someone cares."

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Béatrice, Medair Health Supervisor, trained hospital staff to work with Ebola patients.

In 2018, Medair provided nearly 648,000 people with emergency health, nutrition, and WASH services in Ituri, Nord Kivu, Sud Kivu, and Kasaï provinces.

- 485,209 patient consultations at Medair-supported clinics; 34,787 people vaccinated
- 178,248 people reached with health or nutrition promotion
- 15,111 people treated for acute malnutrition
- 320 people received psychosocial support
- 33,926 people reached with Ebola prevention messaging
- 1,924 local health workers trained; 1,300 trained for Ebola response

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Severe drought has devastated southern Madagascar, leaving the region in a state of emergency. After 12 years of life-saving work in the northeast, Medair opened a field base in Beloha town, one of the south’s most vulnerable and remote areas. Reaching Beloha requires an eight-hour car ride from Fort Dauphin over badly damaged roads with deep potholes. “Dedicating yourself to saving lives means being ready to go where no one wants to go,” said Klaas Overlade, Country Director.

In September, Medair launched the Rano Velo project in Beloha to improve access to safe drinking water for 10,000 people and build community resilience. We trained nearly 600 volunteers and 200 community leaders to encourage behaviour-changing health and hygiene practices. “We are thankful for the health education as well as for giving us access to clean water,” said Nirina, a woman in Marolinta town.

To prepare for severe weather events, we assembled a national emergency response team in partnership with the government and local community. The emergency responders received training in first aid and the use of drones in post-disaster evaluations, and they are now ready to take action when needed.

**WATER, SANITATION, & HYGIENE**
- **45** water points rehabilitated after cyclone Enawo, benefiting 8,100 people
- **597** village volunteers and 211 local leaders trained on good hygiene practices
- **4,752** people reached with hygiene promotion messaging via 5 street theatre performances
- **33** people trained in first-aid interventions for emergency responses
- **286** people received training on project accountability

Street theatre is a great way to teach people about health and hygiene practices. Our entertaining performances attracted large crowds, with some children climbing trees to watch the public health presentations.
In 2018, Medair’s **Middle East Regional Programme** effectively oversaw humanitarian relief activities for over **625,000 people** whose lives had been touched by conflict and displacement in Jordan, Iraq, Lebanon, and Syria.

*Thanks to Medair’s cash support, we were able to pay the hospital bill and give the money back to our neighbour. Without that support, we would have been in trouble now.*

— Azeez, father of premature twins, Jordan

*It feels like they are celebrating my baby with me. It is a very nice surprise.*

— Hannah (left) received a free baby kit with her postnatal check-up in Iraq

*When I see families trying to find safety, I feel motivated to help them, because refugees are just like me and you.*

— Ali, Medair relief worker, Lebanon

*Medair is the only organisation that has reached this area and provided life-saving assistance to us.*

— Displaced person from Afrin, Syria
Less than a week into his life, Khaled was dangerously ill. He had an intestinal obstruction and needed surgery right away, a surgery his parents could not afford. “I sat in front of the hospital and cried,” said his mother Nasra. “It was the worst day of my life.”

In 2018, Medair provided 4,400 people like Nasra with cash to pay for urgent health procedures and support pregnant women with deliveries. Our community teams also visited families to deliver vital health messages about exclusive breastfeeding, nutrition, and vaccinations.

Nasra and her husband borrowed money for the surgery to save Khaled’s life, but they couldn’t pay the debt until Medair came to their door. “This was the first time we’ve been helped. Thank you!”

In 2018, we began providing cash for 300 vulnerable families to pay for urgent expenses like rent and food. We adopted a new “case management” approach to help families access different services and improve their overall well-being.

Our psychosocial sessions gathered people to share their experiences, address their traumas, and learn strategies to cope with life as refugees. “I had no idea there were programmes to help traumatised people like me,” said Haleema. “I was able to open my heart in front of a lot of women, and I felt safe. Medair has given me a chance to be a different woman.”

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“it’s important to spend time with the people we serve. Some of them are here alone, they don’t have anybody, and they have suffered through horrible situations. Lifting the burden of a hospital debt is a huge benefit. Taking the time to listen to people can be even more important.”

— Elsa (left), Medair Health Project Manager
The Syrian crisis experienced dramatic shifts in 2018, with the government regaining control over much of the country. Through turbulent times, Medair used creative solutions to reach and respond to people in need. In October, we were one of the few INGOs granted access to Dar’a, where emergency needs were high with winter approaching. We responded in a remote area where others had avoided travelling because extreme caution was needed to reach it safely. Our team went from house to house to assess needs, then distributed blankets, stoves, and related items that helped 7,883 people stay warm and survive the winter.

Medair is registered in Syria and provided health, nutrition, WASH, and shelter for over 247,000 people in Rural Damascus, Homs, Aleppo, and Dar’a. Some of our work involved repairing services that had suffered extensive damage such as health care facilities, water networks, and shelters. We also provided help to seniors and people with disabilities by making health clinics, services, and homes more accessible.

“What is great about Medair, which I admire, is that they look at the beneficiaries as human beings, not numbers as others do,” said Bassel, Medair Finance Manager.

Ali, 4, is examined by a doctor in a Medair-supported clinic in Rural Damascus.

Medair supported 12 clinics in 2018, providing consultations to over 160,000 people, repairing and upgrading damaged clinics, and training and supporting clinic staff.
In 2018, Medair continued bringing aid to Syrian refugees in the Bekaa Valley and expanded activities into Mount Lebanon and Saida. We helped refugees and vulnerable Lebanese cope with the ongoing crisis with dignity, providing health services, shelter, sanitation, access to safe water, and mapping of informal settlements.

In December 2018, a fire devastated an informal settlement. Our emergency response team helped families rebuild the settlement in one week, including shelters, latrines, water tanks, and fire extinguishers. “We lost everything, but not our hope,” said Karima. “Your presence motivated us to move on. Despite the pouring rain, you were here every day beside us to help us recover.”

Medair was the lead agency for shelter assistance in the Bekaa Valley, providing shelter kits and assistance to over 90,000 people. Our team mapped over 8,000 refugee settlements in Lebanon, and shared our data with the UN and aid agencies to ensure that no one would be forgotten.

Medair supported seven health clinics that offered families affordable medical care, free vaccinations, health promotion, psychosocial support, and reproductive health care for women. “If it weren’t for the support I am getting from the clinic and the doctors here, I wouldn’t know what to do,” said Fatima, mother of 10.

In 2018, Medair improved accessibility and mobility for over 1,200 people with disabilities like Majed, using custom solutions like ramps, grab bars, and widened doors.

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Iraqi families began returning home in 2018, but they found extensive damage and the loss of essential services. In Riyadh, Medair rehabilitated a once-robust health clinic, including its water and sanitation facilities. We worked to strengthen Iraq’s health care system, repairing damaged clinics and providing high-quality training for local health workers. “Since I have been working with Medair, my skill as a doctor has improved,” said Dr Ali.

Medair adapted rapidly to a changing environment in Iraq. We worked in Hawiga, Sinjar, Telkaif, Telefar, and Mosul and provided health and WASH services, psychosocial support, household items, cash assistance, and emergency shelter. “We were in need of everything,” said Khalil. “You listened to our concerns and you came to help. There was no one else here to help.”

We restored vital services like safe water and school latrines, and we gave cash assistance to over 4,600 vulnerable people. “My house was burned but we must live in it anyway,” said Yusra, a widowed mother of nine. “I will spend some of the money on fixing our house. I want my children to be safe most of all.”

To help people deal with the mental trauma of conflict and displacement, we provided over 700 people with psychosocial support. “This is so good for us to get together and talk about what is in our hearts,” said Raqqan. “We talk about our losses and share our feelings together. It helps us come together as a community.”

Medair provided nearly 95,000 people with essential household supplies. “We lost everything and very much need the things you are giving us,” said Jassim. “We stay hopeful that things will get better and we can rebuild our lives.”

### HEALTH AND NUTRITION
- 94,780 patients treated at Medair-supported clinics
- 36,014 people reached with health/nutrition messages; 138 community promoters trained
- 67 children treated for acute malnutrition
- 726 people reached with psychosocial support

### WATER, SANITATION, & HYGIENE
- 10,759 people gained access to safe water
- 39,743 people gained improved access to sanitation
- 42,969 people reached with hygiene promotion

### SHELTER AND INFRASTRUCTURE
- 94,910 received essential household items
- 10,666 people received emergency shelter kits
- 11,954 people benefited from rehabilitation of 4 health clinics
- 4,621 people benefited from cash assistance

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Scaling Up Innovation

In 2018, Medair partnered with the newly created Airbus Humanity Lab to develop a precise infant-weighing scale for nutrition projects. It is currently very difficult to precisely weigh young children, making it harder to treat them for malnutrition in remote field locations. The Airbus engineers rose to the challenge and designed a prototype for an improved infant-weighing scale which we are field-testing in 2019. “From the technical side, it could be just a measurement of one or two grams,” said Enrique Maldonado, Airbus Humanity Lab Engineer. “In real life, it is an impact without measure.”

Innovative Collaboration

In 2018, Medair Lebanon continued partnering with Qlik, an industry leader in business intelligence and analytics. Their software enabled us to scale resources and make a much wider impact with Syrian refugees in Lebanon.

“With the data and analytics we have now, we have managed to meet the needs of refugees much more quickly,” said Reine Hannah, IM Manager. “What used to take around three weeks now takes one week, and sometimes even less time than that.”

The Qlik-Medair project won the Most Innovative Collaboration at the Corporate Engagement Awards in 2018 and it continues to inspire a new way of working in the aid sector.

Medair is uniquely positioned to drive innovations forward because we target the most remote and vulnerable communities, where creative solutions are often the only way to bring life-saving aid to the people who need it most.
On 28 September 2018, a 7.5-magnitude earthquake triggered a deadly tsunami that struck Sulawesi island at a speed of 800 kph with six-metre waves. Over 4,300 people were killed and more than 100,000 homes were severely damaged or destroyed.

"Almost every family has been affected and most of the houses are uninhabitable now," said Irman, Soulowe village. "Even if some houses seem to be standing, they are cracked inside and people don’t feel safe living there anymore."

Medair deployed a team of experienced staff and was one of the first international organisations to reach the affected area. We partnered with World Renew and local NGOs to initiate a rapid emergency response that reached over 16,000 people with aid. Families in remote, underserved communities received emergency shelter, hygiene kits, and household supplies to help them survive and get back on their feet.

"What we appreciate the most is Medair’s approach," said Fondi, 36. "You don’t just come and drop emergency items. You ask what we need and make sure we know how to use it. You follow up days after the distribution, and you always listen to us and to our concerns. I think this is the most important form of help you give us: you make us feel like we are active actors in our own reconstruction."

"It all happened so fast. I saw the water coming towards us, washing people away and dragging them into the sea. In a second, everyone was gone, just gone. We lost our houses, we lost everything we had. Will we ever be able to rebuild our lives?"

— Kiki, 20, Silae district

**INDONESIA**

16,093 PEOPLE DIRECTLY ASSISTED

Earthquake | Tsunami | Loss of homes

WATER, SANITATION, & HYGIENE

- **14,242** people received hygiene items

SHELTER AND INFRASTRUCTURE

- **1,851** people received emergency shelter kits (tarpaulin, tools, rope, wire, pegs) and essential household items (blanket, mosquito net, sleeping mat, cooking set)

Our team assessed the extensive damage.
Amina lives in Kutupalong, the world’s largest refugee camp, home to over 700,000 Rohingya who fled Myanmar. In 2018, Medair and World Concern expanded relief assistance for displaced Rohingya families. Fears were high that the monsoon season would devastate the camp. Medair supported 5,000 households with upgraded shelter kits and tie-downs to help strengthen their shelters before the monsoons. We also improved schools, clinics, nutrition sites, pathways, and drainage. Lives were spared thanks to many NGOs uniting to improve the camp, and a mild monsoon season.

Medair opened three health posts in a remote part of the camp, providing free health care, maternal and newborn care, and psychosocial support.

“Our team travelled for hours each day through muddy conditions, by car and on foot, to reach the health posts. “The people have been through a lot and there are so many stories that they tell us,” said Jesmin, a midwife. “I am happy they can share their often difficult experiences with us.”

In June, we opened our first of three nutrition sites, providing food, malnutrition screening, and treatment. We recruited Rohingya people to provide outreach services, registration, and counselling, which built local relationships and provided people with much-needed income.

“I love this job,” said Amina. “I’ve seen mothers and children getting stronger and this makes me happy and makes me feel useful. I am proud to help my family and bring in some money.”

“Mass displacement”

“Living in limbo”

“Severe weather”

“HEALTH AND NUTRITION”

- 20,283 patient consultations at Medair-supported clinics; 34,094 people reached with health and nutrition promotion
- 2,777 children and pregnant/breastfeeding women treated for acute malnutrition
- 229 infants under 6 months screened for malnutrition (C-MAMI)
- 20,735 received blanket supplementary food
- 134 people reached with psychosocial support

“SHELTER AND INFRASTRUCTURE”

- 22,373 people received shelter assistance
- 11,228 people received cash for work
- 82,134 people benefited from construction/repairs to infrastructure
- 5,016 people trained in disaster-risk-reduction (DRR) construction methods

“This is addressing a huge gap for families,” said Astrid, Nutrition Manager C-MAMI. In 2018, we launched innovative nutrition programming for vulnerable mother-infant pairs. Mothers and infants received weekly support via breastfeeding counselling and health check-ups.
We distributed fruit trees and seeds to families in the remote Central Highlands.

I see my future much brighter, now that I have learned so much. We learned how to get a good harvest from our kitchen garden.

— Zahra, Central Highlands

Drought gripped the country in 2018. Our dedicated team responded by reaching twice as many people as the year before. While widespread insecurity remained a major challenge, our work took us to southern Afghanistan, three provinces in the remote Central Highlands, and Kabul city.

Nadia and Musa are parents to seven children who don't have enough to eat. Like most families in the Central Highlands, they lost their harvest and have been struggling to survive.

Medair travelled on steep mountain roads to reach remote communities and provide families with cash to buy food. We also promoted healthy nutrition and hygiene practices. “We were so happy to receive the help from Medair and we now pray for you daily,” said Nadia.

In the Central Highlands and southern Afghanistan, Medair treated malnourished children while addressing the underlying causes. We encouraged thousands of people to adopt life-changing nutrition and hygiene practices, and our WASH team built or restored sources of safe water for over 13,000 people.

When a Medair mobile nutrition team arrived in Anoosha’s village, her baby Fatima’s life was in jeopardy. We treated Fatima for severe malnutrition and helped Anoosha with her breastfeeding. “My family is impressed at how quickly Fatima has recovered. It is as though a miracle is happening to my child!”

Medair provided 2,700 women with seeds and training to grow vegetable gardens and improve dietary diversity.

**AFGHANISTAN**

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<tr>
<th>Severe drought</th>
<th>Decades of conflict</th>
<th>Acute malnutrition</th>
<th>Remote communities</th>
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<td>346,517 PEOPLE DIRECTLY ASSISTED</td>
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**HEALTH AND NUTRITION**

- 7,066 patient consultations
- 137,937 people reached with health and nutrition promotion
- 209,875 children and pregnant/breastfeeding women screened for acute malnutrition; 28,113 treated

**WATER, SANITATION, & HYGIENE**

- 13,595 people gained improved access to safe water
- 53,766 people reached with hygiene promotion

**SHELTER AND INFRASTRUCTURE**

- 35,216 people benefited from cash assistance
- 2,700 women grew kitchen gardens and received relevant training, benefiting 21,600 people
Rasmita was only six when the earthquake destroyed her house. “For more than two years, we slept outside under the shelter we use for the animals,” said her mother, Lok. They dreamed of building a new place to call home.

Medair and our local partner CDS helped support people like Lok and Rasmita to rebuild safer, stronger homes in the remote mountain locality of Bijulikot in Ramechhap district. Using an owner-driven approach, we encouraged groups of eight to 10 families to work together in clusters and help build each other’s homes.

To build back better, we trained hundreds of masons in earthquake-resilient construction methods and supervised their work. “There is a great sense of ownership,” said Carl Adams, Country Director. “Seeing the sense of achievement that homeowners have when they finish rebuilding makes it all worth it.”

In 2018, 780 homes were completed and over 950 household latrines were built. We trained people in safe sanitation and hygiene, and the entire community was declared “Open-Defecation Free.” Challenges included scarce building materials, rising market prices, and a long monsoon season, but so many families saw their hopes fulfilled with a safe new home. “I am happy because my house is ramro,” said Rasmita, which means both beautiful and good/right.

“Medair is the Usain Bolt of housing reconstruction in Nepal, and a model for other agencies to follow,” said Parikshit Kadariya, DLPIU Building Chief, Ramechhap. “The houses being constructed are better than in other areas I have visited, in terms of quality.”

<table>
<thead>
<tr>
<th>NEPAL</th>
<th>177,551 PEOPLE DIRECTLY ASSISTED</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015 earthquakes</td>
<td>Loss of homes</td>
</tr>
<tr>
<td>780 permanent earthquake-resilient homes constructed, providing safe shelter to 3,900 people</td>
<td>967 earthquake-resilient latrines constructed, benefiting 4,835 people</td>
</tr>
<tr>
<td>1,545 people benefited from cash assistance to rebuild their homes</td>
<td>2,110 people received training on earthquake-resilient reconstruction and/or earthquake safety</td>
</tr>
<tr>
<td>177,551 people reached with safe shelter promotion via radio broadcasts</td>
<td></td>
</tr>
</tbody>
</table>

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Nepali families rebuilt safer, stronger homes.

Lok and her daughter Rasmita love their new home.

© Medair/Tamara Berger
On 15 September 2018, a category-5 “super typhoon” devastated the east coast of Luzon in northern Philippines. Over 500,000 people were affected; houses, crops, and fishing boats were destroyed. A Medair team arrived within 24 hours to begin an emergency response.

“Nothing really prepares you for that moment when you meet families who are standing by their flattened homes and no longer have a way of feeding their children or earning an income,” said Medair’s Jonathan Genet.

Using a helicopter, Medair identified some of the hardest-hit and hardest-to-access communities in Luzon. Over the next few weeks, Medair reached six isolated communities accessible only by air, boat, or on foot. We provided over 2,200 people with emergency shelter support and provisions of rice. “Thank you so much for coming here,” said Sorina, in Bolos Point. “We have lost our trees, our rice crops, and the closest market is five hours by boat.”

We repaired and strengthened the roofs of three schools that served as storm shelters, and trained people in disaster-resilient building techniques. “My favourite part was learning about the foundations and the braces,” said Manni. “We will use them to make our buildings and our school stronger.”

“When we found out that Medair was going to rebuild the school, after having distributed rice and shelter kits to all homes, most of us school teachers cried,” said Elpido, a teacher in Valley Cove. “This was an answer to our prayers. We don’t know what we would have done without Medair’s help.”

<table>
<thead>
<tr>
<th>SHELTER AND INFRASTRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 505 families and 27 teachers in 6 communities received emergency shelter kits, benefiting 2,230 people</td>
</tr>
<tr>
<td>• 3 schools/storm shelters rehabilitated in Bolos Point, Linawan, and Valley Cove</td>
</tr>
<tr>
<td>• 1,657 people received disaster-risk-reduction training on how to build back better after a disaster</td>
</tr>
<tr>
<td>• 505 families received rice and rice sacks for harvesting salvageable crops</td>
</tr>
</tbody>
</table>

Isolated families received emergency shelter and rice provisions.
United Nations, Intergovernmental, and Governmental Partners

German Federal Foreign Office (AA)
Afghanistan Humanitarian Fund
Australian Department of Foreign Affairs and Trade
Democratic Republic of Congo Humanitarian Fund
Dutch Ministry of Foreign Affairs
EU Civil Protection and Humanitarian Aid
EU Regional Trust Fund in Response to the Syrian Crisis
Global Affairs Canada
International Organization for Migration
Iraq Humanitarian Fund
Jordan Humanitarian Fund
Lebanon Humanitarian Fund
Principality of Liechtenstein
Slovak Agency for International Development Cooperation
South Sudan Humanitarian Fund
Swiss Agency for Development and Cooperation
Syria Humanitarian Fund
UK Government
UN Children’s Fund
UN Development Programme
UN High Commissioner for Refugees
UN Office for the Coordination of Humanitarian Affairs
US Agency for International Development

Other Institutional and Public Partners

Agence de l’eau Rhône Méditerranée Corse (FR)
Canton of Aargau (CH)
Canton of Basel-Stadt (CH)
Canton of Zürich (CH)
Elrhia’s Research for Health in Humanitarian Crisis Programme (UK)
Johns Hopkins University (US)
Republic and State of Geneva (CH)
Swiss Solidarity
Ville de Carouge (CH)
Ville de Lausanne (CH)
Ville de Meyrin (CH)

Non-Governmental and Network Partners

All We Can (UK)
EO Metterdaad (NL)
Fonds StopPauvreté d’Interaction (CH)
Integra (SK)
Lakarmissionen (SE)
Mennonite Central Committee (CA)
Mercy Corps (US)
Mission Aviation Fellowship (SE)
Red een Kind (NL)

Corporate, Foundation, and Private Organisational Partners

Alfred und Anneliese Sutter-Stöttner Foundation (CH)
Aligro (CH)
Basel gegen Hunger campaign (CH)
Campus for Christ (CH)
Caritas Foundation (LI)
CGK Christian Reformed Churches (NL)
Evangelische Landeskirche in Württemberg (DE)
Ferster Foundation (CH)
Fondation de bienfaisance du groupe Pictet (CH)
Fondation Demaurex Frères (CH)
Fondation du Protestantisme (FR)
Fondation Ernest Matthey (CH)
Fondation Pierre Demaurex (CH)
Fresh Leaf Charitable Foundation (UK)
Gebauer Foundation (CH)
Globus Foundation (DE)
Humanitas Foundation (CH)
Lancaster Foundation (UK)
Maiores Foundation (LI)
Medair Invest in Aid Foundation (CH)
Medicor Foundation (LI)
Migros (CH)
Morgan Hill Bible Church (US)
Qlik
Fondation Philanthropique Famille Sandoz (CH)
Souter Charitable Trust (UK)
Stanley Thomas Johnson Foundation (CH)
Teamco Foundation (CH)
Wellcome Trust (UK)

Gift-in-Kind Partners

ADRA (US)
Bain and Company (CH)
Lebanon Ministry of Public Health
Mondial de l’Auto - Paris (FR)
Qlik
South Sudan Ministry of Health
UN Children’s Fund
UN High Commissioner for Refugees
World Food Programme
World Health Organization
“Medair is on the front lines in tough places delivering life-saving assistance with empathy, commitment to principles, and high levels of professionalism. Highly admired by all humanitarians.”

— Kate Farnsworth, South Sudan Office, US Agency for International Development

“We decided to work with you because you are really focused on the people in need, and you deliver quality. We see it when we go with you to the field. You know people... you know the local people, and you know your local staff.”

— Rudolf Gsell, Swiss Agency for Development and Cooperation, on a field visit to Medair Jordan

“I have huge regard and respect for the way Medair does its work, serving people impartially and based only on assisting those most in need.”

— Andrew Robinson, Bangladesh Programme, Tearfund New Zealand

Visit www.medair.org/2018_info to download a list of Medair’s accreditations and affiliations in 2018.
FINANCIAL REVIEW

PROGRAMME INCOME AND EXPENSE 2018 (USD)

INCOME
- Afghanistan: 7,220,131
- Bangladesh: 2,522,828
- DR Congo: 12,843,195
- Indonesia: 761,780
- Madagascar: 935,975
- Middle East: 32,264,762
- Myanmar: 91,858
- Nepal: 1,304,890
- Philippines: 247,801
- Somalia: 4,602,072
- South Sudan: 16,503,465
- Closed country programmes: 4,551

EXPENSE
- Afghanistan: 7,234,987
- Bangladesh: 2,486,477
- DR Congo: 12,795,669
- Indonesia: 305,245
- Madagascar: 958,429
- Middle East: 32,656,891
- Myanmar: 91,866
- Nepal: 1,313,684
- Philippines: 107,914
- Somalia: 4,686,601
- South Sudan: 16,912,256
- Closed country programmes: 10,135
Medair sets up an Ebola-screening station at a health clinic in DR Congo.
## ASSETS

### CURRENT ASSETS
- Cash and bank accounts: 13,829,813
- Donor receivables: 10,350,344
- Other receivables: 514,364
- Inventory: 66,814
- Prepayments: 1,061,711

### LONG-TERM ASSETS
- Financial assets: 170,595
- Capital assets: 908,813

### TOTAL ASSETS
- 26,902,454

## LIABILITIES, FUNDS, AND CAPITAL

### CURRENT LIABILITIES
- Accounts payable: 1,396,245
- Donor payables: 116,776
- Short-term debt: 1,994,695
- Accrued liabilities: 2,044,793
- Deferred revenue: 10,074,256
- Provisions: 931,000
- End-of-contract benefits: 188,090

### LONG-TERM LIABILITIES
- End-of-contract benefits: 438,877

### TOTAL LIABILITIES
- 17,184,732

### RESTRICTED FUNDS
- Restricted income funds: 662,183
- Restricted programme funds: 384,927

### CAPITAL/UNRESTRICTED FUNDS
- Allocated capital: 8,670,612

### TOTAL FUNDS AND CAPITAL
- 26,902,454

### TOTAL LIABILITIES, FUNDS, AND CAPITAL
- 26,902,454
<table>
<thead>
<tr>
<th></th>
<th>2018</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING INCOME</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grants (restricted)</td>
<td>66,650,558</td>
<td>57,301,831</td>
</tr>
<tr>
<td>Private Donations</td>
<td>9,378,829</td>
<td>10,569,041</td>
</tr>
<tr>
<td><strong>Unrestricted</strong></td>
<td>4,720,393</td>
<td>5,353,268</td>
</tr>
<tr>
<td><strong>Restricted</strong></td>
<td>4,658,436</td>
<td>5,215,773</td>
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<tr>
<td>Gifts-in-kind</td>
<td>4,352,205</td>
<td>4,321,316</td>
</tr>
<tr>
<td>Other income</td>
<td>281,713</td>
<td>330,426</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>80,663,305</td>
<td>72,522,614</td>
</tr>
<tr>
<td><strong>OPERATING EXPENSE</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Humanitarian expense</td>
<td>-73,914,162</td>
<td>-65,509,044</td>
</tr>
<tr>
<td>Administrative expense</td>
<td>-6,899,339</td>
<td>-6,262,131</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>-80,813,501</td>
<td>-71,771,175</td>
</tr>
<tr>
<td><strong>OPERATING RESULT</strong></td>
<td>-150,196</td>
<td>751,439</td>
</tr>
<tr>
<td><strong>FINANCIAL RESULT</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Financial income</td>
<td>9</td>
<td>338</td>
</tr>
<tr>
<td>Financial expense</td>
<td>-46,687</td>
<td>-10,499</td>
</tr>
<tr>
<td>Realised gain/(loss) on exchange</td>
<td>-65,738</td>
<td>433,730</td>
</tr>
<tr>
<td>Unrealised gain/(loss) on exchange</td>
<td>678,971</td>
<td>-419,008</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>566,554</td>
<td>4,561</td>
</tr>
<tr>
<td><strong>RESULT BEFORE EXTRAORDINARY INCOME</strong></td>
<td>416,358</td>
<td>756,000</td>
</tr>
<tr>
<td>Extraordinary income</td>
<td>2,298,083</td>
<td></td>
</tr>
<tr>
<td><strong>RESULT BEFORE CHANGE IN FUNDS</strong></td>
<td>2,714,441</td>
<td>756,000</td>
</tr>
<tr>
<td><strong>FUND ALLOCATIONS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Withdrawal from/(allocated to) restricted funds</td>
<td>89,399</td>
<td>-931,558</td>
</tr>
<tr>
<td><strong>ANNUAL RESULT BEFORE ALLOCATION TO CAPITAL</strong></td>
<td>2,803,840</td>
<td>-175,558</td>
</tr>
<tr>
<td>Allocated to/(withdrawal from) unrestricted funds</td>
<td>-2,803,840</td>
<td>175,558</td>
</tr>
<tr>
<td><strong>RESULT AFTER ALLOCATION</strong></td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>
