

MEDAIR

each life matters

2019 Annual Report



South Sudan

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Our Mission

Medair is an impartial, independent, and neutral humanitarian organisation inspired by Christian faith to save lives and relieve human suffering in the world's most difficult-to-reach and devastated places.

We believe that the world's most vulnerable and difficult-to-reach people should be able to live in dignity, free from human suffering and with hope for a better life.

We believe every person is a unique individual created by God. We listen to people's stories, spend time in their presence, and treat them with the compassion and dignity they deserve.



Medair staff and community volunteers prepare cholera prevention kits for distribution in Haruma village, Mozambique.

Message from David Verboom

In 2019, Medair reached more than 3.5 million people with humanitarian assistance. We treated malnourished children, helped women give birth safely, responded to Ebola and other diseases, provided safe drinking water, built bridges, distributed cash support, and rekindled hope for crisis-affected families.

On a field visit to Bangladesh in September, I asked one of our doctors, Jasmine, why she had left her well-paying job in Dhaka to work with Rohingya refugees in Kutupa-long, the world's largest refugee camp. Her answer was the same one I've heard again and again: "By helping them, I get so much back," she said. "I feel so much more fulfilled in my job with Medair."

Our people-focused mission in 2019 was made possible thanks to an extraordinary team that included 1,700 staff, 8,500 volunteers, thousands of prayer partners, partnerships with like-minded organisations, and the unwavering support of our funding partners.

Today, we look ahead to a future full of new and uncertain challenges. Over 168 million people needed humanitarian assistance *before* the COVID-19 pandemic. Medair has taken strategic actions to respond to a future characterised by major crises caused by outbreaks, climate change, mass displacement, and natural disasters. We are decentralising some of our global support services and increasing the responsibility of local offices. We are investing in a culture of innovation and forging productive partnerships with universities,



Lebanon

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private sector, governments, NGOs, the UN, foundations, churches, and communities. We remain committed to providing high-quality services to people in need, attaining certification to the Core Humanitarian Standard in 2019.

Through it all, people are at the centre of our actions. Not beneficiaries, not cases, but people. People like Moira whom I met in Madagascar this year. She rejoiced as she told me she was able to get water in her village for the first time in her life, saving her hours of walking each

day. Remembering Moira brings home the life-changing impact we are able to make when we work together and place our trust in God.

Blessings,

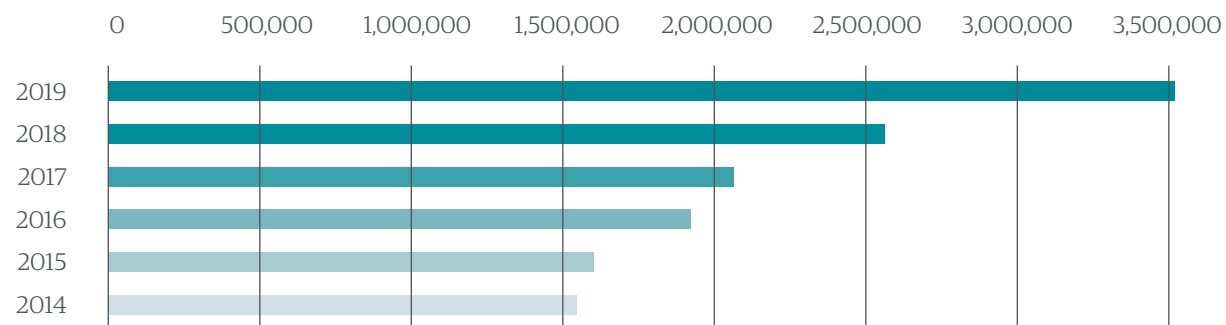
D. Verboom

David Verboom
Medair CEO

Medair in 2019

3,508,117

people directly assisted



HEALTH SERVICES

1,524,769

consultations at Medair-supported health clinics

509,073

people vaccinated

769,637

people taught life-saving health and nutrition practices



NUTRITION

88,576

malnourished people treated



CASH

76,343

people received cash or voucher assistance



WATER, SANITATION, & HYGIENE (WASH)

492,390

people gained improved access to safe drinking water

358,601

people gained improved access to sanitation

384,465

people taught life-saving hygiene practices



SHELTER & INFRASTRUCTURE

282,274

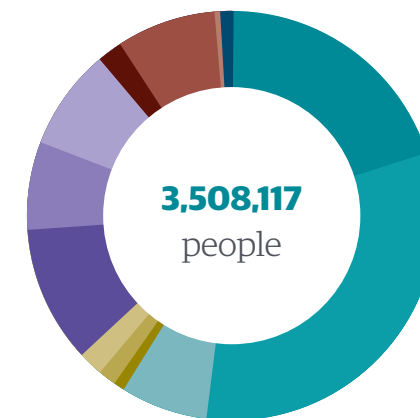
people received shelter assistance

403,862

people benefited from new or rehabilitated infrastructure

100,055

people trained in disaster risk reduction



3,508,117
people

PEOPLE HELPED PER COUNTRY

South Sudan	719,883	Iraq	241,899
DR Congo	1,125,284	Syria	288,393
Somalia	246,831	Bangladesh	82,677
Madagascar	17,432	Afghanistan	280,748
Mozambique	36,980	Nepal	905
Jordan	77,431	Indonesia	8,072
Lebanon	381,582		

**13**

Countries of
Operation
(2019)

**25**

Past
Countries
of Operation

M**1**

Global support
office in Switzerland,
123 staff (full-time
equivalent)

M**6**

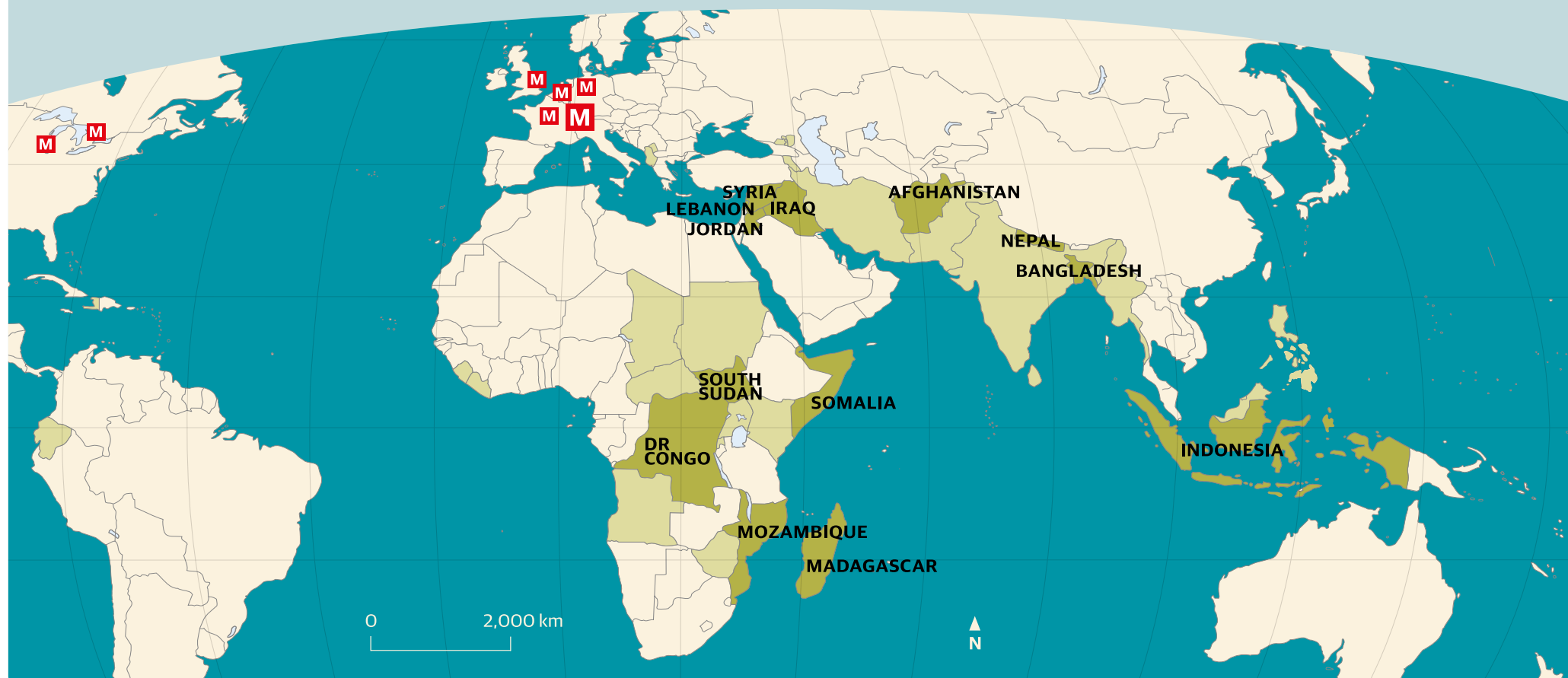
Affiliate offices
in Europe and
North America

**1,447**

Nationally
recruited
staff

**166**

Internationally
recruited
staff



Medair at 30

In 1988, a small group of Christian volunteers travelled to Soroti, Uganda to provide relief to displaced people who were returning to devastated communities. Within one year, Medair was officially registered as an NGO in Switzerland. Since then, we have worked in 38 countries and provided humanitarian aid to millions of the world's most vulnerable people.

Today, global humanitarian needs are rising—climate change, pandemics, and natural disasters are making crises more severe. In response, we are adopting organisational changes to prioritise localisation, investing in innovation, and forging partnerships to amplify the impact of our humanitarian assistance.

"I am proud of Medair because they have maintained their values and mission, even though they are now four times bigger than when we left at the end of 2003. Medair is recognised and appreciated as an NGO: by private donors, institutional donors, and the authorities in the countries where they work."

- Dr Josiane André, Medair co-founder, retired





South Sudan

719,883 people directly assisted

“There are very good services here. I would have nowhere to take my children if this clinic was not here.”

– Baheta

In 2019, Medair provided aid to over 700,000 people in South Sudan. Based in Juba, Medair ran life-saving projects in Renk, Leer, and Aweil and responded to multiple emergencies throughout the country.

Over half the population was acutely food insecure. The highest rate of malnutrition was in Renk, where we worked in five permanent locations and at eight sites that Medair teams visited weekly, screening for malnutrition and treating people with severe and moderate acute malnutrition.

We responded to South Sudan's complex crisis with integrated and multi-sectoral aid. In Longrukec village, for example, we provided nutrition treatment, antenatal care and postnatal follow-up, vaccinations, health and nutrition promotion, and drilled a borehole at great depth that gave families access to safe drinking water.

“We thank God because of Medair and all you have done here,” said Marco Deng, chief in Longrukec. “When we have things to discuss you always come to talk with us. Together we are doing things that we are not able to do by ourselves.”

In 2019, a deadly measles outbreak struck the country. Our emergency response team launched a massive vaccination campaign that reached over 280,000 people. We used four-wheel-drive vehicles to deliver vaccines and supplies, while hundreds of our staff walked for hours to reach isolated settlements.

“Medair's (measles) response is the best I have seen in 20 years,” said James Ngor, South Sudan Ministry of Health. “You have gone to the very remote villages where people are always suffering.”



HEALTH SERVICES

143,655 patient consultations at Medair-supported clinics; 2,422 health care workers trained
365,309 people vaccinated
31,855 people reached with health promotion; 3,018 community health workers trained
5,440 people received mental health and/or psychosocial support



NUTRITION

41,942 people treated for acute malnutrition; 120,152 screened
26,328 people reached with nutrition promotion



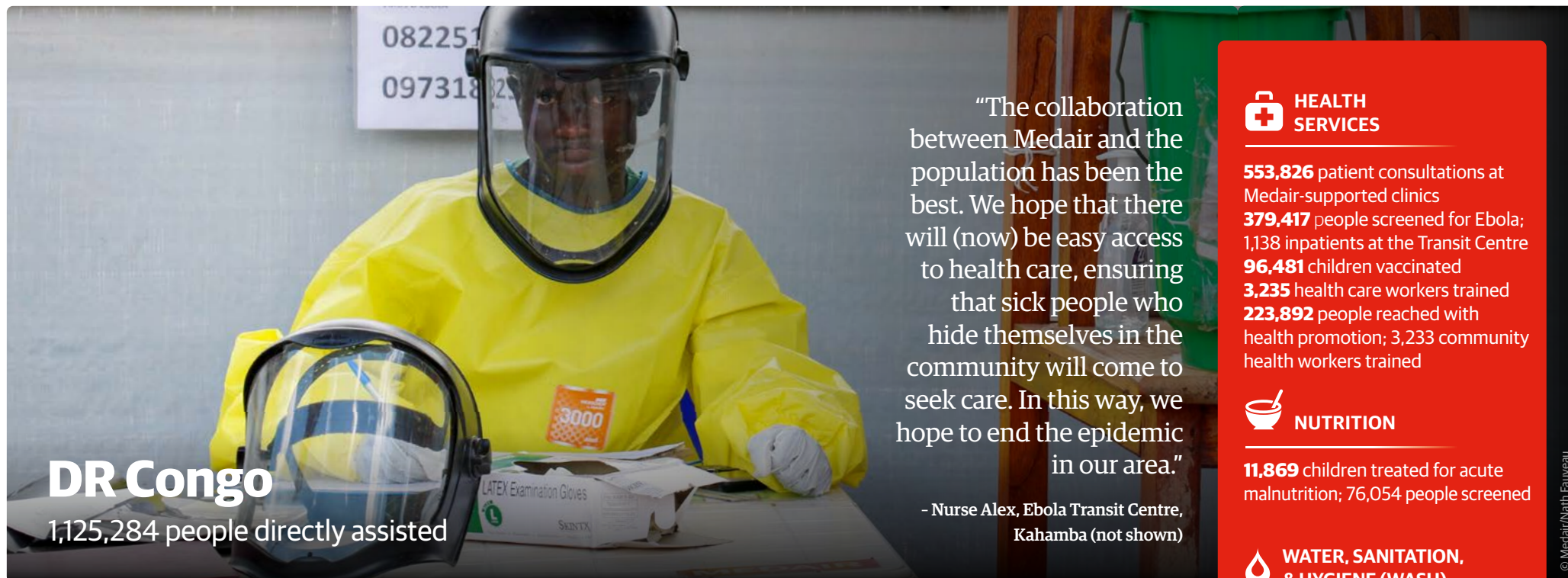
WATER, SANITATION, & HYGIENE (WASH)

82,717 people gained improved access to safe drinking water
69,107 people gained improved sanitation
70,869 people reached with hygiene promotion



SHELTER & INFRASTRUCTURE

54,635 people received shelter assistance
1,042 people benefited from rehabilitation of health clinics



DR Congo
1,125,284 people directly assisted

“The collaboration between Medair and the population has been the best. We hope that there will (now) be easy access to health care, ensuring that sick people who hide themselves in the community will come to seek care. In this way, we hope to end the epidemic in our area.”

- Nurse Alex, Ebola Transit Centre, Kahamba (not shown)

DR Congo suffers from a complex humanitarian crisis whose size and severity is vastly underreported. People are affected by multiple crises, exacerbated by a lack of transport infrastructure. Frequent displacement, catastrophic flooding, severe conflict, disease outbreaks, and poor access to health care make it difficult for people to move beyond crisis or find stability.

In 2019, Medair provided life-saving emergency health, nutrition, WASH, and shelter to over 1.1 million people. We supported over 100 health facilities in a variety of ways, including Ebola response, health care, treatment of acute malnutrition, and improving sanitation and hygiene. During a country-wide measles outbreak, we supported the vaccination of over 75,000 children for measles.

Medair was a major partner in the Ebola response, conducting work in areas where others struggled to access. Our strong acceptance in communities was the

result of years of working in DR Congo. Medair has earned a reputation for acting with integrity, listening, and having a people-centered approach to humanitarian assistance.

Operating was difficult in 2019: we had significant staff turnover and at times we were unable to access vulnerable communities because of severe insecurity.

“Our work has been challenging, but at the same time, very rewarding and fulfilling,” said Dr. Olivier, Medair Health Advisor.

HEALTH SERVICES

553,826 patient consultations at Medair-supported clinics
379,417 people screened for Ebola;
 1,138 inpatients at the Transit Centre
96,481 children vaccinated
3,235 health care workers trained
223,892 people reached with health promotion; 3,233 community health workers trained

NUTRITION

11,869 children treated for acute malnutrition; 76,054 people screened

WATER, SANITATION, & HYGIENE (WASH)

208,391 people gained improved access to safe drinking water
134,642 people gained improved access to sanitation
58,293 people reached with hygiene promotion; 1,555 promoters trained

SHELTER & INFRASTRUCTURE

6,278 people received shelter assistance
5 bridges rehabilitated, 11 health facilities constructed, and 30 km of roads repaired
855 people received cash for work

Somalia

246,831 people directly assisted

"I want to thank Medair, especially the nutrition staff at the health facility who supported me and saved my child's life."

- Amina

Medair and our local partners in Somalia provided life-saving emergency health, nutrition, and WASH services to nearly 247,000 people in 2019. We focused primarily on maternal, neonatal, and child health, including training of midwives and community health workers.

In nine health facilities, Medair trained staff and supplied quality medicines. We operated mobile outreach teams for villages far from health clinics, and our network of over 1,000 local volunteers taught health and nutrition messages in hard-to-reach, vulnerable communities.

In 2019, we treated more than 14,500 malnourished people and gave them therapeutic food, while their families were supported with a special food ration. "I thank God my child is well again, and the food ration helped us a lot," said Amina.

"For the first time since we fled our home, my children had three meals per day. I stopped borrowing food from neighbours which was making me ashamed to walk on the street."

In November, more than a half million people fled severe flooding in Somalia. Medair and our partners courageously used boats, donkey carts, and trekked on foot through dangerous waters to bring emergency shelter, health, nutrition, and hygiene kits to people affected by the floods.



HEALTH SERVICES

245,276 patient consultations at Medair-supported health clinics;
236 health workers trained
6,399 people vaccinated
143,840 people received health education



NUTRITION

14,504 people treated for acute malnutrition; 50,967 people screened
131,075 people received nutrition education



WATER, SANITATION, & HYGIENE (WASH)

19,650 people gained improved access to safe drinking water
11,412 people gained improved sanitation at 2 health facilities
19,785 households received hygiene promotion; 1,319 promoters trained
131,538 people benefited from hygiene kits



SHELTER & INFRASTRUCTURE

6,600 flood-affected people received shelter assistance
130,303 people benefited from rehabilitation of 4 health facilities
14,428 people trained in flood mitigation



Madagascar

17,432 people directly assisted

"At community meetings, people learn the importance of drinking safe water and washing their hands before meals."

- Andriamahefa, Medair relief worker (not shown)

Madagascar is highly exposed to natural disasters (cyclones, floods, drought, epidemics) but the country has a low response capacity correlated with severe poverty. Two years ago, Medair established a new project in the district of Beloha, one of the most isolated and arid districts in the great south.

Our mission was to provide sustainable supplies of safe drinking water to villages that had never had it before. Finding water, however, proved to be a constant, strenuous challenge. "Sometimes we have to dig 30 metres deep to find water," said Alfred, Medair relief worker. Sometimes we ended up with salty water or no water at all.

Yet in 2019, thanks to the team's perseverance, we succeeded in building 13 water points that now provide safe drinking water access to over 12,800 people in 13 villages. Our team also provided widespread hygiene training

to improve community health. "We now have drinking water just a few minutes from our house," said Rosine, 63. "Thanks to Medair, we no longer have to wait for rain to fall to collect muddy water along the roads."

Medair also launched Project 930, an innovative way to provide real-time early warnings about disasters via mobile phone. "This could make a big difference by using mobile technology to provide information on preventive measures to be taken before, during, and after a natural disaster," said Rasolo, Medair relief worker.

WATER, SANITATION, & HYGIENE (WASH)

12,884 people gained improved access to safe drinking water via 13 water points

152 people trained in management of WASH infrastructure

5,886 people received instruction on healthy hygiene practices

8,976 people viewed a public hygiene promotion event (theatre, film, World Hygiene Day)

SHELTER & INFRASTRUCTURE

2,418 people received training on disaster risk reduction/early warning system tools



Mozambique

36,980 people directly assisted

"People ran out of their huts trying to escape, but the water was everywhere. I saw my people climbing trees to escape the floods, and mothers stringing mosquito nets up in the branches to hold their children and keep them safe."

- Thomas, chief of Chiboma village

On 14 March 2019, Cyclone Idai made landfall on the central coast of Mozambique causing widespread flooding and devastation. Medair sent an emergency response team to Beira City and worked with Food for the Hungry (FH) and Medical Teams International (MTI) to assess needs in hard-to-access locations like Chiboma. Some communities could only be reached by boat or by air, and two villages were 17 km on foot.

We partnered with FH to provide emergency shelter kits, essential non-food items, hygiene kits, female dignity kits, water filters, and hygiene training to 21,800 people in Sofala and Nhamatanda

provinces. "What you are teaching us here today remains," said Mama Christina during a hygiene training. "Knowledge is the only thing that remains, that can change life and broaden thought. Things like this will stay once Medair leaves."

Less than six weeks after Idai, Cyclone Kenneth struck the northern coast of the country. Medair rapidly deployed to Pemba and provided nearly 2,900 households in Macomia Sede with emergency shelter and hygiene support. On 23 July, Medair exited Mozambique after assisting nearly 37,000 people in the two emergency responses.

"The water washed away everything. I am shivering at night. When I opened your bag and saw the blankets, I immediately hugged my wife, saying: we can finally have a warm sleep tonight."

- Antonio, 75



WATER, SANITATION, & HYGIENE (WASH)

36,980 people gained improved access to safe drinking water and benefited from WASH kits

35,410 people reached with hygiene promotion

40 hygiene promoters trained

16,165 people received female dignity kits



SHELTER & INFRASTRUCTURE

36,980 people benefited from emergency shelter and NFI kits



"I had a three-story house, three cars, and my beloved family by my side, I couldn't ask for more. How can I not be sad after all we have been through? How can I go on after having had so much and losing it all in a blink of an eye?"

- Fawaz, Syrian refugee

Jordan

77,431 people directly assisted

Medair Jordan works in Mafrq, Zarqa, Amman, and Irbid providing health, psychosocial support, and cash programmes for Syrian refugees and vulnerable Jordanians.

In 2019, we provided people with cash for emergency surgeries and medication, and paid the childbirth delivery costs for over 4,200 women. Our teams provided practical information to help keep people and families in good health, reaching nearly 74,000 people.

"Hope, appreciation, and love are emotions that I see in the eyes of each and every person who comes to these distributions," said Razan, Medair relief worker.

Our team grew more efficient and effective in our areas of expertise and we became more engaged in higher level

humanitarian coordination. Our Cash and Case Management approach provided tailored case plans for over 300 vulnerable families. Together, we helped people solve issues related to health, education, psychosocial needs, legal documentation, and shelter.

Participants in our psychosocial support sessions developed strategies for handling stress, depression, and daily challenges. "They taught me how to be patient, and how to overcome my day-to-day life that is filled with anxiety, problems, and concerns," said Suzan, a Syrian refugee.

HEALTH SERVICES

73,841 people reached with health promotion

1,926 people received mental health and/or psychosocial support (MHPSS); 10 people trained in MHPSS

14,481 people received cash assistance:

- **4,268** women for childbirth delivery costs
- **845** people for emergency surgeries
- **807** people for non-communicable-disease assistance
- **1,654** people (303 households) received cash and case management
- **6,907** people (1,439 households) received emergency cash



Lebanon
381,582 people directly assisted

"I know hundreds of families who are apart because of the crisis in Syria. That is why I always talk, to let go. And I always listen, too. Sometimes this is what most of us need, someone to talk to—a good listener."
- Om Saeed, group participant

HEALTH SERVICES

- 41,906** patient consultations at Medair-supported health clinics
- 18,995** children vaccinated
- 29,708** people reached with health promotion; 16 promoters trained
- 1,683** people received mental health and/or psychosocial support; 60 people trained in MHPSS
- 7,465** family planning sessions held by Medair midwives, including ante- and post-natal care

NUTRITION

- 42,053** people reached with nutrition promotion; 80 promoters trained
- 24,333** people screened for malnutrition

SHELTER & INFRASTRUCTURE

- 130,902** people received shelter assistance; 22,294 people benefited from cash for weatherproofing
- 53,107** people benefited from repairs to community buildings, health facilities, schools
- 79,466** people trained in fire prevention and response
- 327,514** people visited, GIS-mapped, and given an address

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Lebanon hosts the largest refugee population per capita with 1 in 5 people a Syrian refugee. Medair operates primarily in the Bekaa Valley, where over 300,000 refugees live in informal tented settlements, substandard structures, or residential buildings.

In 2019, Medair supported six social development centres in collaboration with the Lebanese Ministry of Social Affairs. We provided free medicine and vaccinations, and we subsidised patient fees for all primary health services.

Medair community volunteers taught people about reproductive health, newborn/child health, mental health, and gender norms. Our psychosocial team helped groups of women to cope with the challenges of life as a refugee.

Medair improved shelter conditions for over 130,000 people in 2019. We provided people with shelter materials or cash for supplies to keep their tents warm, dry, and safe. We improved settlement sites, creating storm drains and trenches, fencing off dangerous areas, and levelling and graveling sites.

As the lead partner for the Inter-Agency Mapping Platform, Medair GIS-mapped and provided an address for over 327,000 refugees. We shared our data with other agencies, helping to keep the most vulnerable people from slipping through the cracks. This innovative project drew international media interest in 2019, with features in Wired and Forbes magazines.

"I see three lessons for the business world in Medair Lebanon's story," said David Michels, in Forbes. "The power of tapping into front-line innovation, the impact of sophisticated data analytics, and the critical role of people-to-people connections."



Iraq

241,899 people directly assisted

“Everyday I feed my children with the yoghurt and milk. When I received the cash, I was able to provide for them.”

- Matra received cash assistance to purchase a cow, home repair supplies, and clothes for her four children (including her son, shown here).

Throughout 2019, Medair met over 240,000 people during moments of need, providing them with water and sanitation, health consultations, shelter repairs, psychosocial support, and cash assistance.

We continued strengthening the health care system by training medical providers and promoting health and hygiene.

“The people in the community have been talking about how Medair cares for all of us and we are satisfied with the quality of their care,” said Sabah, at a Medair clinic in Mosul district. “People take better care of themselves since Medair began providing services.”

We provided water and sanitation services to over 52,000 people, particularly latrines and hygiene kits. “Water, sanitation, and hygiene services prevent disease and

enable dignity,” said Amalan, Medair relief worker. “Hygiene kits contain simple items, but they can make a big difference.”

In October, over 17,000 people from northeast Syria fled across the border into Iraq. Medair deployed a mobile medical team to serve vulnerable refugees who had walked long distances to find safety. Our presence helped them to know that even in the midst of adversity, people cared enough to show up, listen to them, and help respond to their needs.



HEALTH SERVICES

194,115 people treated at Medair-supported clinics; 681 health care workers trained
27,384 people reached with health promotion
2,384 people received mental health and/or psychosocial support; 133 people trained in MHPSS



NUTRITION

938 people reached with nutrition promotion
22,402 children screened for malnutrition



WATER, SANITATION, & HYGIENE (WASH)

1,770 people gained improved access to safe drinking water
25,951 people gained improved access to sanitation
10,580 people reached with hygiene promotion; 27,510 people received WASH/hygiene kits



SHELTER & INFRASTRUCTURE

4,872 people received shelter assistance via essential household items
4,650 people benefited from cash assistance



Syria

288,393 people directly assisted

"The water tank I received from Medair helped me and my family get our required amount of water every day. Before, we had to fill a lot of plastic jars to store water."

- Alfina (not shown)

In 2019, Medair provided aid in Rural Damascus, Homs, Aleppo, Dar'a, Deir-ez-Zor, and Idlib governorates. We prioritised newly accessible or hard-to-reach communities and households which were underserved, vulnerable, and where access had been granted.

Medair provided over 150,000 people in need with access to quality primary health care. We also rehabilitated urban water systems and installed water storage solutions, providing safe water to over 110,000 people.

We were able to gain access to parts of Idlib with the support of SARC (Syrian Arab Red Crescent) and other national stakeholders. We completed a critical winterisation response, assisting nearly 2,000 people across seven communities in Abul Thohur with blankets, mattresses, stoves, and female hygiene products.

Medair also worked in Dar'a (South Syria), where ongoing security incidents continued to impact the ability of actors to address the high level of needs. We provided assistive devices to people living with mobility impairments.

Mariam, 56, had been unable to move since being hit by explosive fragments three years ago. Our team provided her with a wheelchair and toilet seat. "Now I can go out again without the demand of someone to carry me out," said Mariam. "I no longer feel that I am confined to my mattress anymore."



HEALTH SERVICES

154,514 patient consultations at Medair-supported clinics
20,082 children vaccinated
79,417 people reached with health promotion; 247 community health workers trained
527 people received assistive devices; 391 health care workers trained



NUTRITION

683 people treated for acute malnutrition; 17,538 screened
2,820 people reached with nutrition promotion; 247 promoters trained



WATER, SANITATION, & HYGIENE (WASH)

111,175 people gained improved access to safe drinking water
7 water supply networks rehabilitated
59 latrines constructed; 115,426 people gained improved access to sanitation
16,913 people received female dignity kits



SHELTER & INFRASTRUCTURE

21,323 people received shelter assistance
8 health clinics rehabilitated, benefiting 89,540 people

Bangladesh

82,677 people directly assisted

"I miss my home. I was born there. At the moment, we cannot go back to Myanmar. If we receive an official identity, if my national ID card has Rohingya written on it, I'll go back. My entire family will go back."

- Sarah, 60

In 2019, Medair continued partnering with World Concern to provide humanitarian aid in Kutupalong, the world's largest refugee camp. Our team provided nutrition in three clinics, delivered health services at the Medair Health Post, and gave shelter support to Rohingya families.

Medair's work in Bangladesh would not be possible without our Rohingya volunteers, who develop strong relationships and build trust with communities. They get to know every family, provide training on health, nutrition, and hygiene, and learn about individual needs.

"I have volunteered for a year now, so I know a lot of people," said Nurul. "When I was sick, I received treatment at Medair's Health Post, so I know first-hand that the services are good and I can tell people that."

We offered health-related training to volunteers to help provide them with new skills that will outlast our presence on the ground. "I like to receive trainings and I want to keep learning about health," said Nurul. "My dream is to go back to school and get a certificate--I really hope that can happen!"

In July, heavy and sustained rains led to multiple landslides and flooding in the camp, damaging hundreds of shelters. Medair led an emergency shelter response, distributing emergency kits to families and helping repair the homes of the most vulnerable people.



HEALTH SERVICES

47,300 patient consultations at Medair-supported clinics
1,807 children vaccinated
102 people received mental health and/or psychosocial support (MHPSS)
17,256 people reached with health promotion; 91 community health workers trained



NUTRITION

4,175 people treated for acute malnutrition; 41,393 people screened
24,465 people received monthly food supplements
44,238 people reached with nutrition promotion



SHELTER & INFRASTRUCTURE

10,262 people received shelter assistance
6 health and nutrition clinics rehabilitated, benefiting 65,319 people
2,363 people received training to make their shelters more disaster-resilient

Afghanistan

280,748 people directly assisted

As many as 6.3 million Afghans required humanitarian and protection assistance in 2019—almost double the number from 2018. People are facing multiple crises at once, including severe drought, displacement, and insecurity.

In 2019, Medair provided integrated life-saving humanitarian assistance to over 280,000 people in underserved areas of southern Afghanistan and the Central Highlands.

Our nutrition teams travelled to isolated villages to screen and treat children and mothers for acute malnutrition. We trained volunteers to promote health and nutrition in their communities. "Before, no one knew about malnutrition," said Farim, a nutrition volunteer in the Central Highlands. "Now, I can tell them. I can help. We don't want to see any more children malnourished."

Families affected by drought received cash support, supplies for agriculture and kitchen gardening, and/or fodder for livestock. Our teams constructed safe water points and latrines, and we distributed cash assistance for heating or winter necessities. Communities were trained in methods of reducing impacts of flooding, and people received cash support while building catch dams to prevent future floods.

"We are seeing progress in our children's health. This makes me happy. I hope you will keep coming here," said Ahmad, community leader in the Central Highlands.

"If the nutrition team had not come to my village, we would have had to walk three hours to reach the nearest clinic."

— Amina (not shown)



HEALTH SERVICES

5,486 patient consultations at mobile clinics
25,963 people reached with health promotion



NUTRITION

15,403 people treated for acute malnutrition; 159,052 screened
82,442 people reached with nutrition promotion; 3,116 promoters trained



WATER, SANITATION, & HYGIENE (WASH)

18,823 people gained improved access to safe drinking water via 177 water points
92 household latrines built, benefiting 1,158 people
33,306 people reached with hygiene promotion; 900 promoters trained



SHELTER & INFRASTRUCTURE

23,248 people received cash assistance
1,380 people received training in disaster risk reduction
120,571 people received food security support



Nepal

905 people directly assisted

"After the earthquake, the whole country was mourning. But, if you listen to people now, they all agree on one thing: life is better now than before the earthquake."

- Kripa, Medair engineer (not shown)

© Medair/Jonathan Kyle

In 2015, two major earthquakes devastated Nepal, destroying thousands of homes. Medair responded within 48 hours, and over the next four years, we worked alongside communities, government, and NGO partners to help families recover from the disaster.

Medair partnered with CDS, an established local NGO, and together we helped families in remote Ramechhap district to construct 1,300 new, earthquake-resilient homes. We also trained over 600 local masons in earthquake-resilient building techniques, knowledge that will benefit the community for years to come. "We think of Medair as a real partner who works hand-in-hand with us, which has resulted in clearly visible progress in our areas," said Milan Kumar Ghising, Executive Director, CDS.

Assisting people in countries that have been affected by natural disasters is not only a matter of helping people to get back on their

feet. We need to help people to "build back better." In Nepal, this meant building safer and healthier houses, while also training people on disaster risk reduction and earthquake safety.

In 2019, Medair successfully completed construction on our final 125 homes with latrines, and we exited the country in April. "Before, I had a small house, with a small shop," said Kumari. "They were both severely damaged by the earthquake. Medair and CDS helped me to demolish my old house and reconstruct a new, earthquake-resilient one. Life is much better now: my new shop is bigger and my monthly income has increased."



WATER, SANITATION, & HYGIENE (WASH)

905 people gained improved access to sanitation, via 125 household latrines and 14 communal latrines



SHELTER & INFRASTRUCTURE

625 people benefited from the reconstruction of 125 houses



"I've talked to so many men and women who survived the disaster. Even the strongest people sometimes need help."

- Frilly, 21, Medair translator (not shown)

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In September 2018, the region of Central Sulawesi was hit by three simultaneous natural disasters. A 7.4-magnitude earthquake triggered a devastating tsunami with waves up to six metres in height and soil "liquefaction" that engulfed and buried whole communities underground.

By the time the water receded and the dust settled, over 4,300 people had died, and over 200,000 people needed humanitarian assistance. Medair was one of the first international NGOs to reach the affected area. We partnered with World Renew and local NGOs to initiate a rapid emergency response for the final three months of 2018.

At the start of 2019, we moved to early recovery and provided cash assistance to the most vulnerable families in six villages in Sigi district, based on the level of shelter damage they had suffered. Before departing the country, a post-distribution

monitoring survey found that the cash response was successful in addressing the needs of the disaster-affected population. Families had used the cash to make their own decisions on what they most needed to help their recovery, such as shelter, food, education, or clothing.

"People are thinking about how to move on with their lives, how not to be so dependent on external aid," said Frilly, 21, Medair translator. "I think it is important to make the survivors feel that they are part of the recovery and reconstruction process, to make them feel that there is hope for their lives to get back to normal."



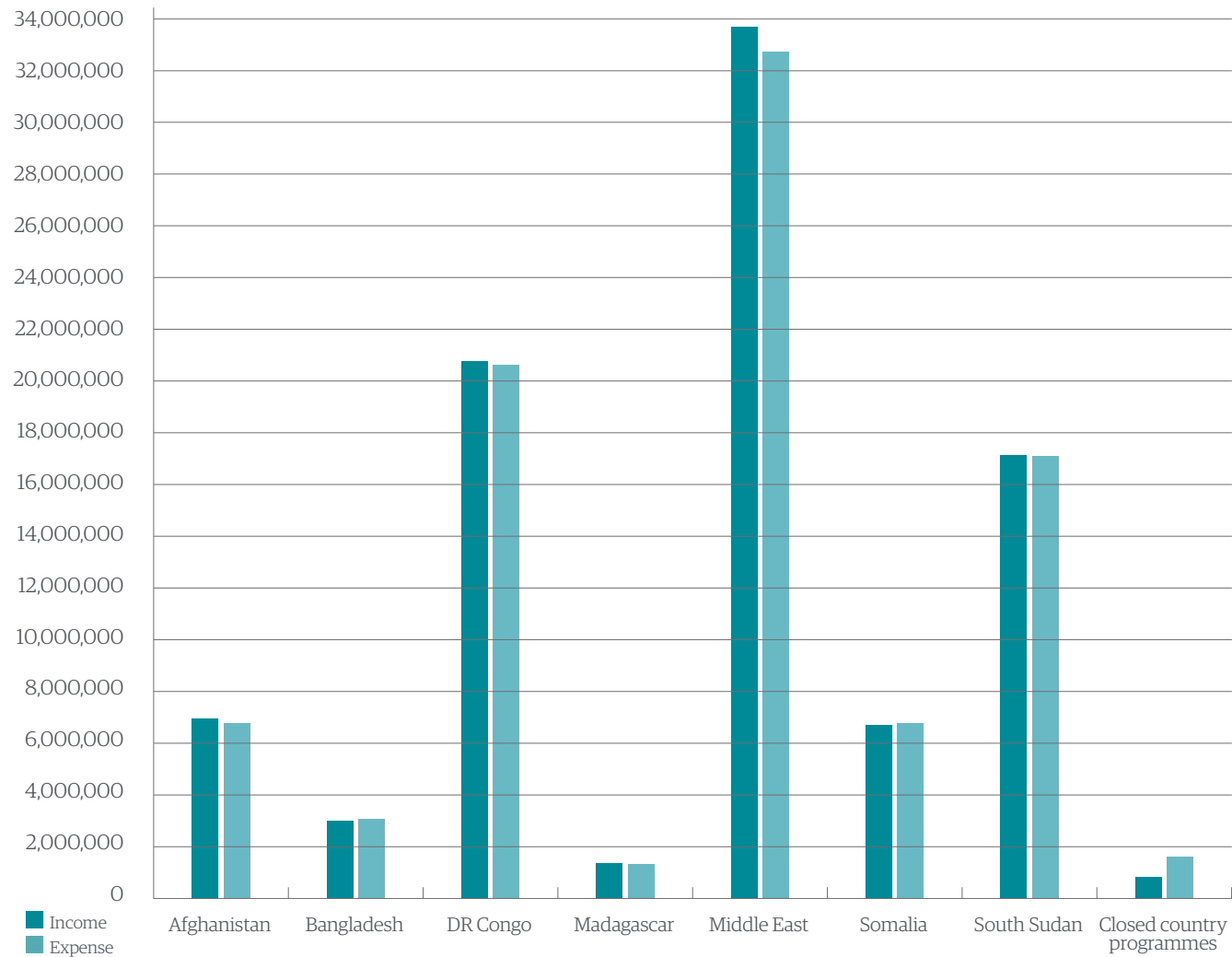
SHELTER & INFRASTRUCTURE

7,395 people benefited from unconditional cash assistance

677 people benefited from light NFI kits

Financial Review

PROGRAMME INCOME AND EXPENSE 2019 (USD)



	Income	Expense
Afghanistan	6,780,575	6,529,849
Bangladesh	2,956,759	2,993,111
DR Congo	20,444,099	20,201,263
Madagascar	1,761,245	1,738,792
Middle East	33,496,877	32,228,804
Somalia	6,540,205	6,609,503
South Sudan	17,390,833	17,327,290
Closed country programmes*	812,847	1,714,028

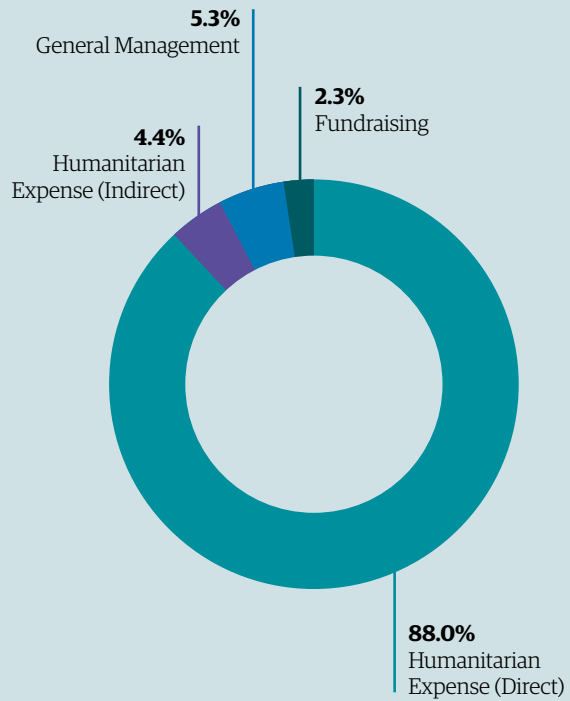
*Indonesia, Mozambique, Myanmar, Nepal, and Philippines

Medair prepares to distribute transitional shelter kits, in anticipation of the monsoon season in Kutupalong Refugee Camp, Bangladesh.

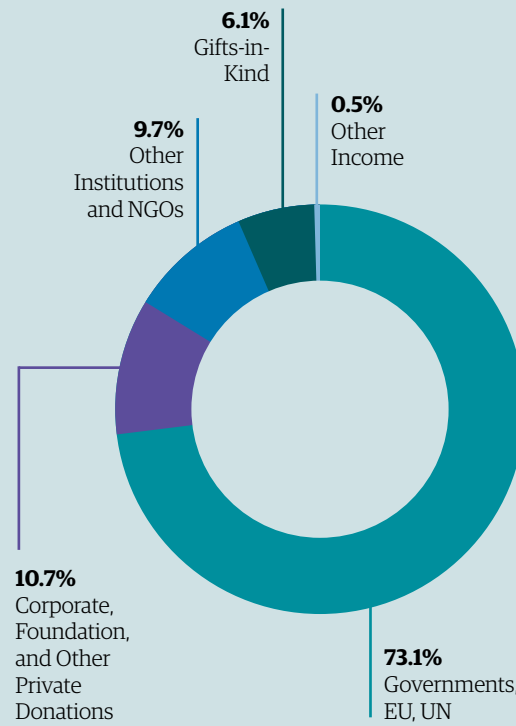


© Medair/Jonathan Kyle

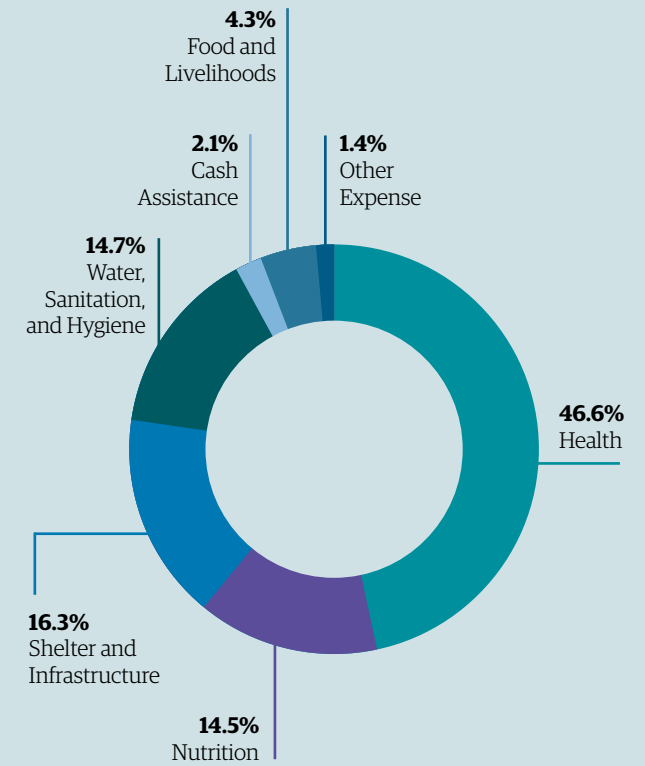
OPERATING EXPENSE 2019



OPERATING INCOME 2019



BENEFICIARY EXPENSE BY SECTOR 2019



CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2019 (ALL FIGURES SHOWN ARE IN USD)

	31-12-2019	31-12-2018
ASSETS		
CURRENT ASSETS		
Cash and bank accounts	9,924,914	13,829,813
Donor receivables	13,359,226	10,350,344
Other receivables	672,114	514,364
Inventory	64,158	66,814
Prepayments	1,091,830	1,061,711
	25,112,242	25,823,046
LONG-TERM ASSETS		
Financial assets	191,323	170,595
Capital assets	797,209	908,813
	988,532	1,079,408
TOTAL ASSETS	26,100,774	26,902,454

	31-12-2019	31-12-2018
LIABILITIES, FUNDS, AND CAPITAL		
CURRENT LIABILITIES		
Accounts payable	2,310,907	1,396,245
Donor payables	262,919	116,776
Short-term debt	-	1,994,695
Accrued liabilities	2,810,651	2,044,793
Deferred revenue	6,151,182	10,074,256
Provisions	1,008,890	931,000
End-of-contract benefits	216,685	188,090
	12,761,234	16,745,855
LONG-TERM LIABILITIES		
Long-term debt	3,052,921	-
End-of-contract benefits	505,599	438,877
	3,558,520	438,877
TOTAL LIABILITIES	16,319,754	17,184,732
RESTRICTED FUNDS		
Restricted income funds	737,620	662,183
Restricted programme funds	1,216,418	384,927
	1,954,038	1,047,110
CAPITAL/UNRESTRICTED FUNDS		
Unrestricted capital	-	-
Allocated capital	7,826,982	8,670,612
	7,826,982	8,670,612
TOTAL FUNDS AND CAPITAL	9,781,020	9,717,722
TOTAL LIABILITIES, FUNDS, AND CAPITAL	26,100,774	26,902,454

CONSOLIDATED INCOME STATEMENT AS AT 31 DECEMBER 2019 (ALL FIGURES SHOWN ARE IN USD)

	31-12-2019	31-12-2018
OPERATING INCOME		
Grants (Restricted)	75,141,964	66,650,558
<i>Institutional Grants</i>	66,222,469	54,288,577
<i>Other Grants</i>	8,919,495	12,361,981
Private Donations	9,497,226	9,378,829
<i>Unrestricted</i>	4,875,850	4,720,393
<i>Restricted</i>	4,621,376	4,658,436
Gifts-in-kind	5,519,896	4,352,205
Other income	432,240	281,713
	90,591,326	80,663,305
OPERATING EXPENSES		
Humanitarian expense	-82,799,974	-73,914,162
Administrative expense	-6,855,710	-6,899,339
	-89,655,684	-80,813,501
OPERATING RESULTS	935,642	-150,196
FINANCIAL RESULT		
Financial income	9	9
Financial expense	-79,661	-46,687
Realised gain/(loss) on exchange	-758,868	-65,738
Unrealised gain/(loss) on exchange	-33,824	678,971
	-872,344	566,554
RESULT BEFORE EXTRAORDINARY INCOME	63,298	416,358
Extraordinary income	-	2,298,083
RESULT BEFORE CHANGE IN FUNDS	63,298	2,714,441
FUND ALLOCATIONS		
Withdrawal from/(allocated to) restricted funds	-906,928	89,399
ANNUAL RESULT BEFORE ALLOCATION TO CAPITAL	-843,630	2,803,840
Allocated to/(withdrawal from) unrestricted funds	843,630	-2,803,840
RESULT AFTER ALLOCATION	-	-

Visit www.medair.org/2019_finances for the 2019 Audited Consolidated Financial Statements.



In Iraq, Medair assisted Syrian families who fled across the border in October 2019.

Funding Partners

Organisational partners listed alphabetically ≥ USD 20,000

United Nations, Intergovernmental, and Governmental Partners

Afghanistan Humanitarian Fund
 Australian Department of Foreign Affairs and Trade
 Dutch Ministry of Foreign Affairs
 EU Civil Protection and Humanitarian Aid
 EU Regional Trust Fund in Response to the Syrian Crisis
 Food and Agriculture Organization
 German Federal Foreign Office (AA)
 Global Affairs Canada
 International Organization for Migration
 Iraq Humanitarian Fund
 Jordan Humanitarian Fund
 Lebanon Humanitarian Fund
 New Zealand Ministry of Foreign Affairs and Trade
 Principality of Liechtenstein
 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
 World Food Programme

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)
 City of Dübendorf (CH)
 Conseil Régional Auvergne-Rhône-Alpes (FR)
 Elrha's Research for Health in Humanitarian Crisis Programme (UK)
 Johns Hopkins University (US)
 Republic and State of Geneva (CH)

Swiss Solidarity
 Syndicat des Eaux du Sud Valentin (FR)
 Ville de Carouge (CH)
 Ville de Genève (CH)
 Ville de Meyrin (CH)

Non-Governmental and Network Partners

All We Can (UK)
 CORE Group (US)
 Dorcas Aid International (NL)
 EO Metterdaad (NL)
 Fonds Igive2Help d'Interaction (CH)
 Food for the Hungry (US)
 Läkarmissionen (SE)
 Mennonite Central Committee (CA)
 Mercy Corps (US)
 Mission Aviation Fellowship (SE)
 Red een Kind (NL)
 TEAR Australia
 Tearfund Canada
 Tearfund Deutschland
 Tearfund (NZ)
 Tearfund (UK)
 Transform Aid (AU)
 Woord en Daad (NL)
 ZOA (NL)

Corporate, Foundation, and Private Organisational Partners

Aligro (CH)
 Dr. Heinz-Horst Deichmann Stiftung (DE)
 Evangelische Landeskirche in Württemberg (DE)
 Fagus lucida Stiftung (CH)
 Fondation de bienfaisance du groupe Pictet (CH)
 Fondation Demaurex Frères (CH)
 Fondation du Protestantisme (FR)
 Fondation Ernest Matthey (CH)

Fondation Fédération protestante de France
 Fondation Gertrude Hirzel (CH)
 Fondation Philanthropique Famille Sandoz (CH)
 Fondation Pierre Demaurex (CH)
 Fondation SUEZ (FR)
 Fresh Leaf Charitable Foundation (UK)
 Gebauer Foundation (CH)
 Genossenschaft HILFE (CH)
 KUMA Solution GmbH (CH)
 Lancaster Foundation (UK)
 Medair Invest in Aid Foundation (CH)
 Medicor Foundation (LI)
 Migros (CH)
 MPM Charitable Trust (UK)
 Souter Charitable Trust (UK)
 Stanley Thomas Johnson Foundation (CH)
 Trade Aid UK

Gift-in-Kind Partners

Atlas Logistique / HI (FR)
 Autodesk Foundation (US)
 Bain and Company (CH)
 Food and Agriculture Organization
 International Organization for Migration
 Joint Aid Management (ZA)
 MANA Nutrition (US)
 Mercy Corps (US)
 Microsoft Tech for Social Impact (US)
 Population Services International (US)
 Qlik
 Somalia WASH Cluster
 South Sudan WASH Cluster
 UN Children's Fund
 UN High Commissioner for Refugees
 UN Population Fund
 World Food Programme
 World Health Organization

"I want to give a special encouragement to Medair. One could say that you wear two hats, because firstly you are always ready to conduct rapid responses in very remote places where others do not want to go.

And secondly, when you start these responses, you stay on the ground to see complete your activities, [the impact of which] is very visible on the ground. You accept great risks [in order to do this]."

- Dr. Akilimali Bamwisho Descartes, Commissioner-General
for Humanitarian Affairs, Nord Kivu, DR Congo

Medair's International Leadership

(as of 31 December 2019)

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Anne Reitsema, International Programme Director

This document was produced with resources gathered by Medair field and global support office staff. Names of people and places were sometimes changed when deemed necessary to protect the identity of beneficiaries or staff. The views expressed herein are those solely of Medair and should not be taken in any way to reflect the official opinion of any other organisation.



Mbusa, 14, washes his hands at a hand-washing station that Medair set up to aid Ebola prevention in Nord Kivu, DR Congo.

MEDAIR

each life matters

Iraq



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