



ANNUAL REPORT 2022



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1. INTRODUCTION

2022 has been a special year for **INTERSOS**, one that marked its 30th anniversary, an important milestone for our Organisation and provided an opportunity to both take stock of the objectives we have achieved so far and identify new ones. This anniversary has given us a chance to promote an open reflection on the present challenges, looking at the changes in the humanitarian system and the role of our Organisation within it. Following the celebrations of **INTERSOS**' 30 years anniversary and the organisation of the first Humanitarian Congress, we aim to make this a yearly event.

While we strive to be more relevant as humanitarians, we keep on focusing on the main reason for our existence: being people-centred and strengthening our ability to provide adequate and meaningful humanitarian responses, based on the real needs of affected communities.

In fact, 30 years since a handful of humanitarian workers from **INTERSOS** took our first steps in 1992 in providing humanitarian assistance, more than 3.500 staff members continued this work in 2022, delivering aid across 24 countries. To address the needs of people fleeing conflicts, violence, extreme poverty, and natural disasters, our teams continue to provide humanitarian assistance, including access to protection, health care, provision of food and non-food items, addressing child malnutrition, and providing shelter to displaced persons.

The global and humanitarian context in 2022 has been characterised by two major events: the war in Ukraine and the growing food security crisis. **INTERSOS** swiftly responded to the Ukraine conflict and started operations in Poland, Moldova, and Ukraine, while continuing to provide the same level of response to all other humanitarian crises where **INTERSOS** is active.

In the Sahel region, we see some of the poorest states on earth. Some statistics show an increase in 40% of violent attacks each year – clearly demonstrating a sharp and continual rise in insurgencies, that are resulting in increased humanitarian needs. While faced with difficulties in overcoming the ban on female workers in Afghanistan, we upheld the commitment to stay and deliver life-saving support to the most vulnerable and affected communities across the country while maintaining unity with the humanitarian community in Afghanistan regarding the full participation of the female workforce. Inclusion of women in our work is both a matter of principle and a basic precondition for delivering life-saving assistance to those who need it most.

At the end of 2022, 274 million people needed humanitarian assistance. That was already a 17% rise from 2021. Already in the first half of 2023, the number of people in need has steeply increased by almost further 24% - to 339 million. The number of people displaced globally continues its steady rise, reaching a record 108 million¹. We know the drivers very well: protracted conflicts, instability, and violence that go on for years in countries like Syria and Yemen, as well as new conflicts, such as the one in Ukraine and Sudan. The climate emergency is claiming the lives of the most vulnerable and is fast outpacing the world's frail attempts to stem it. And, of course, in 2022 the world still experienced the pandemic's effects. So, it is hardly surprising that the humanitarian response system is being tested to its limits, our organisation included.

That is why **INTERSOS** strives to be a professional, effective, transparent and reliable organisation whilst maintaining a spirit of volunteerism and commitment to people in need by deploying adaptable and flexible assistance in an ever-changing humanitarian environment.

¹ UNHCR

2022 has, also, been the first year of the implementation of our Strategic Plan 2022-24; with four strategic priorities set to help us build a stronger and more relevant organisation: Strengthen our Community-Based Approach; Reinforce our organisational and operational capacities to be fit for responding to evolving humanitarian challenges; Enhance our relevance as a humanitarian actor; and Consolidate our efforts to be an accountable and transparent Organisation.



2. 2022 FIGURES



Protection



Health and Nutrition



WASH



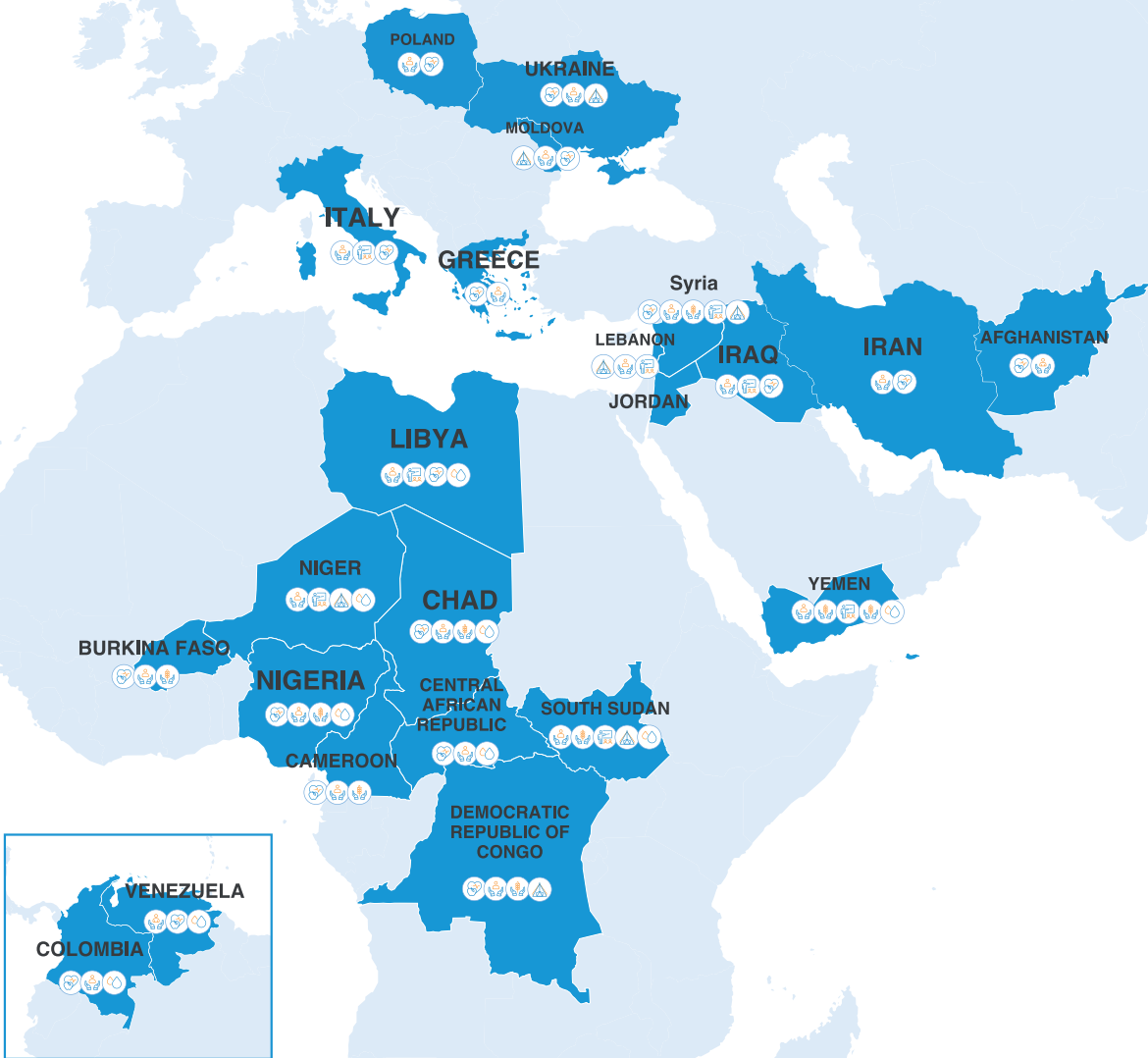
Food Security and Livelihoods



Emergency Shelter and NFIs



Education in Emergencies



109.123.011 €

BUDGET FOR IMPLEMENTED
ACTIVITIES

268

REALISED PROJECTS

6.043.000

PEOPLE REACHED

3.756

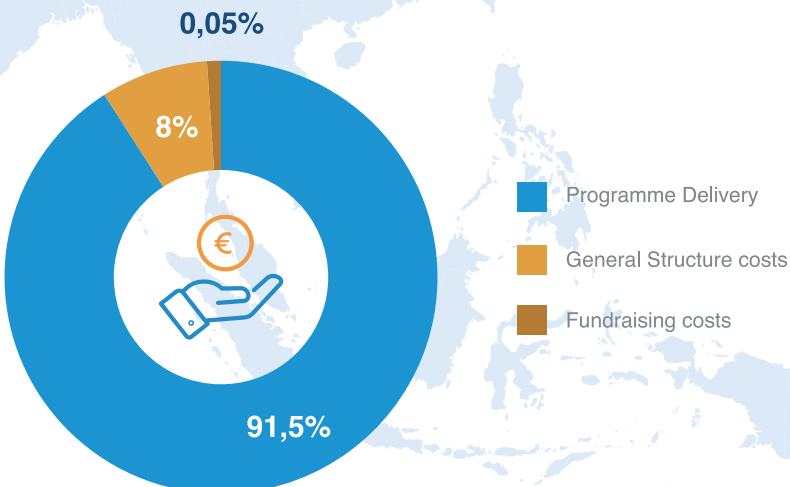
STAFF*

*AS AT 31.12.2022

Sustainable Development Goals



How funds are used



3. ABOUT US

INTERSOS is an International Humanitarian Organisation based in Italy, which intervenes in emergency and crisis situations to bring immediate aid to people whose lives are threatened by conflict, violence, extreme poverty, natural or man-made disasters. Since 1992, our aid workers have been bringing relief to populations affected by humanitarian crises, with a focus on protecting the most vulnerable, providing medical care, distributing basic necessities, and seeking and providing emergency shelter. By providing operational capacity and resources, we help to meet basic needs such as the right to food, water, health, shelter, and education.

INTERSOS aims to strengthen its presence in affected territories, improving the quality of interventions to reach an increasing number of people in vulnerable and dangerous conditions. At the same time, it intends to lay the foundations for initiating development processes and mobilise society on humanitarian values, fundamental rights, and the dignity of every human being.

INTERSOS carries out its interventions to contribute to a world based on equality, justice, fair access to rights and resources, peace, and solidarity. Our staff is guided by our Charter of Values and the humanitarian principles of neutrality, impartiality, and independence.

The legal form of **INTERSOS** is that of a Recognised Association. **INTERSOS** has amended its Articles of Association in compliance with the regulations on Third Sector Entities (Legislative Decree No. 117 of 3 July 2017 – Italian Third Sector Code), but it has not yet been registered with RUNTS, Registro Unico del Terzo Settore. Therefore, it has retained its Non-profit Organisation status.

INTERSOS pursues, on a Non-Profit basis, its civic, solidarity, and socially useful purposes by carrying out and exercising exclusively or principally one or more activities of general interest, as referred to in Article 5 of the Italian Third Sector Code (Legislative Decree 117/2017) listed below, with specific reference to:

- **development cooperation;**
- **healthcare interventions and services;**
- **education, vocational education, and training, and cultural activities of social interest with an educational purpose;**
- **humanitarian support, reception and social integration of migrants;**
- **promotion of the culture of legality, peace among people, and non-violence;**
- **promotion and protection of human, civil, and social rights.**



INTERSOS is an independent Organisation, partnering with numerous local associations and organisations as well as with the main European and international institutions and agencies. It is a member of ICVA², VOICE³, LINK 2007⁴, has consultative status in the UN Economic and Social Council and observer status at the International Organisation for Migration.

² ICVA is a global network of non-governmental organisations whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice. This global network includes more than 100 NGOs members operating in 160 countries at global, regional, national and local level.

³ VOICE stands for "Voluntary Organisations in Cooperation in Emergencies" and it is an NGO network promoting effective humanitarian aid worldwide since 1992. VOICE is the main NGO interlocutor with the European Union on emergency aid and disaster risk reduction, and it promotes the values of its 86 member organisations.

⁴ LINK 2007 is a consortium of italian NGOs: AMREF, CESVI, CIAI, CISP, COOPI, COSV, ELIS, ICU, INTERSOS, LVIA, MEDICI CON L'AFRICA CUAMM, WEWORLD, WORLD FRIENDS. Its aim is to share values, knowledge and experiences and enhance the impact of cooperation, development and humanitarian assistance. The goal is an incremental qualitative increase in cooperation and development partnerships.



a. Our Values



*“Homo sum, humani nihil
a me alienum puto”*

*I am a human being, nothing human is alien to me
(Terence, 190-159 a.C.)*

This is **INTERSOS** first principle. The organisational values and interventions stem from it. It affirms the central role of human beings, and the principles of equality, justice, peace, solidarity, hence reaffirming the human duty to help all the people living in conditions of need and suffering, and to do so unconditionally, without any other consideration or belief.

INTERSOS is:

Whithout Barriers **INTERSOS** operates in full coherence with the principles of the Universal Declaration of Human Rights and the European Convention on Human rights. **INTERSOS** rejects any kind of distinction or discrimination based on race, gender, religion, nationality, ethnicity, or class of the people in need.

Human

Humanity is at the heart of **INTERSOS**' work. Our commitment is based on the centrality of the human being and the desire to prevent and alleviate suffering. Our workers are committed every day to protecting the most vulnerable people by listening, understanding and guaranteeing proximity to the populations in need.

Neutral

INTERSOS activities guarantee a neutral approach. In conflict contexts we do not take sides, and we do not take part in political or religious disputes. Our activities aim to provide services to communities and aim to build a relationship of trust with people, without supporting or favouring anyone.



Impartial

INTERSOS considers people in need of assistance regardless of any political, religious or social difference and affiliation. Its humanitarian activities are impartial and include any population or persons at risk or in significant need of assistance. At the same time **INTERSOS** will not refrain from identifying and adopting a political stance towards possible individual or institutional responsibilities in the light of specific catastrophic events, including natural or man-made disasters.

Independent

INTERSOS is not subject to political or ideological, national or international order. Its independence of thought and judgement legitimises **INTERSOS** to denounce any violation of human rights and any form of injustice and inequity without conditions. The same independence principle determines the criteria in choosing financial public and private partners.

Attentive to Local Cultures

INTERSOS carries out its activities through methods and behaviours that respect the cultural and religious contexts.

Attentive to Local Potential

INTERSOS puts at the centre of its activities the human value and dignity. This is why it immediately involves the local population when implementing actions, developing and strengthening the capabilities and expertise of individuals and of the community, thereby gradually eliminating dependence on external help. Its relationship with local populations is based on openness, dialogue, exchange and participation, in line with Accountability to Affected People (AAP).

Professional in Solidarity

INTERSOS considers solidarity and professionalism as two fundamental, indispensable and inextricable components of its humanitarian actions. It considers these core elements to respond with humanity, efficiency and quality to the needs of the populations.

Transparent

INTERSOS operates thanks to the financial support of public and private donors. The financial statements of every single project are verified by the public funding bodies and certified by firms of auditors.



b. Our History

1993

BOSNIA AND MOZAMBIQUE

INTERSOS intervened in Central and Northern Bosnia, responding to the needs of the war-affected population. It also launched operations in Mozambique to facilitate the return of refugees from Malawi.



1992

SOMALIA

INTERSOS launched its first project in Somalia where, shortly afterwards, it took over the regional hospital in Jowhar, the only medical centre in the entire Middle Shabelle region.

1994

BURUNDI AND RWANDA

INTERSOS opened missions in Burundi to help Rwandan refugees, and in Rwanda to support the National Health System and to facilitate the repatriation of refugees from Zaire (now Democratic Republic of Congo).



1995

CHECHNYA AND INGUSHETIA

INTERSOS intervened to help Chechen refugees fleeing to the Republic of Ingushetia by supplying, assembling, and equipping prefabricated houses. In Chechnya, in Grozny, **INTERSOS** supported the “Railway Hospital”.



1992-2022

1997

ALBANIA

INTERSOS began its intervention in Albania with distributions of food and basic necessities, rehabilitation and equipping of hospitals and health centres, rehabilitation of schools, rural roads, and public buildings.

1996

MINE ACTION UNIT

The Mine Action Unit was created, first in Bosnia, then in Angola, Afghanistan, and Iraq, for humanitarian demining activities.



b. Our History

1999

NICARAGUA

Following the devastation caused by Hurricane Mitch, **INTERSOS** intervened in the Chinandega area with food security and reconstruction support programmes.



1998

ANGOLA

INTERSOS' intervention in Angola began with food security projects, distribution of hygiene kits and basic necessities, programmes for the return of displaced persons, and demining activities.

2000

ERITREA

INTERSOS opened the mission in Eritrea to respond to drought emergencies.



1992-2022

2001**AFGHANISTAN**

INTERSOS started its mission in Afghanistan to assist the population with food security programmes, access to water, and treatment of malnutrition.

**2003****IRAQ**

INTERSOS began its intervention in Iraq with projects to assist the repatriation of Iraqi refugees from Iran and Saudi Arabia, the rehabilitation of medical facilities in Baghdad, mine clearance projects, and *protection monitoring*.

**2002****KOSOVO**

In Kosovo, **INTERSOS** started supporting a programme for the restoration and reconstruction of three mosques and the conservation of frescoes in several Orthodox churches.



b. Our History

2005

SRI LANKA

INTERSOS responded to the catastrophic earthquake and tsunami of December 2004 with a reconstruction project in Mutur (North-East of the country).



2004

SUDAN AND CHAD

INTERSOS opened its missions in Sudan and Chad to support people fleeing Darfur.

2006

SOUTH SUDAN AND LEBANON

INTERSOS opened its first base in South Sudan, in Bor, to provide assistance and protection, and in Lebanon to help the population in the Southern areas during and after the conflict with Israel.



2007

PAKISTAN

INTERSOS

complemented the project to support Afghan refugees in Pakistan and host communities with food distribution and the rehabilitation of water and social infrastructure.



1992-2022

2009

MAURITANIA AND THE DEMOCRATIC REPUBLIC OF THE CONGO

INTERSOS opened a mission in Mauritania, in Boghé, to support the repatriation of Mauritanians who had fled in the late 1980s.

Intervention in the Democratic Republic of Congo also began.



2008

YEMEN

Operations began in Yemen to assist refugees in camps and to help victims of human trafficking.



b. Our History

2011

ITALY

INTERSOS launched its first intervention in Italy with the opening of the A28 Centre in Rome, a night centre for unaccompanied foreign minors in transit to Northern Europe.



2010

HAITI

INTERSOS began an emergency response to meet the needs of the victims of the violent earthquake in Haiti that destroyed the capital Port-au-Prince.



2012

JORDAN

INTERSOS opened a new mission in Jordan to provide humanitarian assistance to Syrian refugees in the country.



1992-2022

2013**MIDDLE EAST AND PHILIPPINES**

INTERSOS intensified its response to the Syrian conflict in the Middle East by supporting Syrian refugees and vulnerable Lebanese populations. It intervened in the Philippines after Typhoon Haiyan.

**2015****NEPAL AND THE BALKAN ROUTE**

INTERSOS intervened in Nepal, in Kathmandu, following the earthquake. In the same year it began working, with travelling teams, on the Balkan route to assist refugees in transit to Northern Europe.

**2014****CENTRAL AFRICAN REPUBLIC**

INTERSOS intervened for the first time in the country to assist the population affected by the violence caused by the internal conflict.



b. Our History

2017

ITALY

The **INTERSOS24**, centre was established in Rome to offer protection to vulnerable migrant women and minors, together with a medical clinic and social activities for the Italian and foreign resident population.



2016

GREECE AND NIGERIA

INTERSOS began its intervention in Greece, with itinerant teams in the reception camps set up between Thessaloniki and the border of North Macedonia, and also began operations in Nigeria, in the state of Borno, to provide emergency shelter and food security for displaced families.

2018

LIBYA

INTERSOS began its intervention in Libya with child protection projects. The **INTERSOS** centre in Tripoli is located in the Suq-al-Juma district, an area with a high concentration of migrants.

1992-2022

2019**SYRIA AND NIGER**

Mission opened in Syria to assist the population affected by the civil war. Starts intervention in Niger, in the field of child protection and Education in Emergencies for refugees and asylum seekers.

2021**COVAX**

INTERSOS launched its support for the COVAX initiative for the equitable distribution of Covid-19 vaccines worldwide.

**2020****COVID-19**

With the outbreak of the Covid-19 pandemic, **INTERSOS** readjusted its project activities in all missions and launched emergency health response programmes in the countries of intervention.



b. Our History

2022

UKRAINE CRISIS

INTERSOS immediately mobilised to respond to the Ukrainian crisis, first at the border, then with operators in Poland, Moldova, and Ukraine itself, to provide medical assistance, protection, and psychosocial support.





c. Focus: Thirty years on the front line

1992 - thirty years ago - saw the birth of **INTERSOS**, the first Italian humanitarian organisation specialising in emergencies. In these thirty years, **INTERSOS** has been present in the main humanitarian crises, in so many countries, in order to restore dignity, protect and support millions of women, children, young girls, men, the older people, people with disabilities: in Somalia, Angola, Rwanda, South Sudan, Chad, Afghanistan, Iraq, Yemen, Syria, Bosnia Herzegovina, Libya, Ukraine and many other countries on various continents. Thirty years certainly represent an important milestone for our organisation, but in this case it marks a new beginning.

The thirtieth anniversary of **INTERSOS** coincided with the drafting of a new three-year strategic plan, which provides a framework for the way forward for an organisation that wants to strengthen its organisational and operational capacities to be able to respond to humanitarian challenges, building on the experience gained over the last thirty years.

On this important occasion, we built a programme of activities focused on the present, but which valorised every day of our history as an essential part of a journey that leads us to be what we are and which has shaped our vision and mission. The objective we set ourselves was to strengthen, especially towards a selected target, the perception and awareness of **INTERSOS** as an Italian humanitarian actor and as a relevant organisation at international level, to reflect and propose analyses and points of view on today's humanitarian world and the complex context in which the organisation operates, showing its dilemmas, difficulties and perspectives.

Activities related to the 30th anniversary of **INTERSOS** focused mainly on a central event, the Humanitarian Congress, held on 3 and 4 November at MAXXI, the National Museum of Arts of the 21st Century in Rome. The event, organised in two days of debates, was characterised by an open reflection on the challenges of the present, the changes in the humanitarian system and the relevant role of our organisation, still focusing on the reason for our commitment: the people we assist and our ability to offer adequate and meaningful responses to their needs. The debates were attended by institutional and private stakeholders, UN representatives, workers from other NGOs, universities, research centres and journalists working in the humanitarian sector.

The Congress, divided into sessions, dealt with various topics related to the humanitarian world: from the non-material needs of assisted populations to the ever-increasing impact of conflicts on civilians; from the fundamental role of the media in driving attention to humanitarian crises, to the focus on the Sahel and Afghanistan. The two-day Congress ended with an institutional debate: *"Humanitarianism tomorrow: challenges and choices for the future of humanitarian action"*.

INTERSOS plans to make this event an annual event, with the aim of generating an ongoing, meaningful and high-level debate on the main humanitarian issues and dilemmas in the field. In 2023 the event will be held on 10 November.

Also at MAXXI, from 27 October to 6 November 2022, the photographic exhibition *"The Thin Line"* was presented, with photos recently taken by Alessio Romenzi and Christian Tasso in some of the main countries of **INTERSOS'** intervention and, at the same time, among the most serious crises of our time.



“*The Thin Line*” is the representation of the imaginary path in which the two photographers went through to collect the images then included in the exhibition. A journey between Afghanistan, Iraq, Lebanon, Nigeria, Ukraine and Yemen: different countries, thousands of kilometres apart, but united by emergency situations in which **INTERSOS** has long been involved.

The exhibition aims to promote the identity of **INTERSOS** and the reasons behind its field interventions, emphasising the essence of **INTERSOS** as a frontline humanitarian organisation which keeps people at the centre of its interventions. The exhibition was then replicated at the Dakar hub, along with a 30th anniversary celebration event with participation from other NGOs, donors and local institutions.

INTERSOS participated in Humanitarian Networks and Partnerships Week (HNPW) held in Geneva from the 9th to the 13th of May. Participation in the event was dedicated to the 30th anniversary of the organisation, with the presence of a stand and the presentation of the report “Protection Monitoring - Lessons Learned”. In New York, at the Italian Consulate, **INTERSOS** organised a replica of the exhibition “*The Thin Line*”, accompanied by a refreshment attended by the Director General and the Director of Communication and Fundraising and to which several donors were invited.

Finally, the social media campaign entitled “*Thirty years on the front line*” was published with the aim of recounting the history and most significant moments of the organisation. Structured in fixed appointments, it included short interviews with **INTERSOS** operators who work or have worked with the organisation.

We want to express our profound gratitude to staff and volunteers for their time, passion and energy dedicated to **INTERSOS** work in 53 countries over the past 30 years. They have contributed to the creation of **INTERSOS** identity: an international organisation, created by people who are committed every day to offering adequate and meaningful responses to the needs of the populations we assist.



THE thin LINE

Photographic exhibition

Photographers: Alessio Romenzi and Christian Tasso

d. Our Governance

General Assembly

The Assembly is the statutory body that deliberates on the general course of activities to achieve the Organisation's goals, approves the financial statements and the annual report, and elects and revokes the members of the Board of Directors, the Board of Arbitrators, and the Supervisory Body. The Assembly is convened, in ordinary session, at least once a year to approve the financial statements of the previous year, the possible renewal of officers, and the presentation of the budget for the current year.

As of 31 December 2022, the **INTERSOS** Assembly consisted of 32 members. The Members of **INTERSOS** are classified into Founding Members, who participated in the establishment of **INTERSOS** by signing the relevant deed, Honorary Members, who have contributed through relevant acts to the development of **INTERSOS** and its activities and to the dissemination and defence of its humanitarian principles, and Ordinary Members. In 2022, the General Assembly met in June to approve the financial statements.

The Board of Directors

The Board of Directors takes the necessary and appropriate measures to achieve the Association's goals, according to the directives of the Assembly. It is composed of a minimum of seven and a maximum of nine members, including the Director General, and meet at least 3 times a year.

The Founding Members participate by right in the meetings of the Board of Directors with advisory and proactive powers. The Board of Directors may avail itself of the support of other individuals, also non-members, distinguished for their professionalism, experience, and affirmation of humanitarian principles, to be involved on a permanent basis for the entire duration of the Board itself, or from time to time with the role of experts and the function of providing opinions and suggestions, without the right to vote. There shall be no more than 2 permanent experts.

As of 31 December 2022, the **INTERSOS** Board of Directors consisted of 7 voting members and met 6 times during the year.



Composition of the **INTERSOS** Board of Directors as at 13.06.2022

1. **Mamadou Ndiaye** - President
2. **Konstantinos Moschochoritis** - Director General
3. **Antonio Donini**
4. **Roberta Canulla**
5. **Lilla Florà**
6. **Alberto Angelici**
7. **Davide Gallotti**
8. **Nino Sergi** - President Emeritus, Founding Member having advisory power
9. **Amedeo Piva** - Founding Member having advisory power
10. **Tineke Ceelen** - Permanent Expert
11. **Apostolos Veizis** - Permanent Expert



The Supervisory Body

The Supervisory Body has the task of monitoring compliance with the law and the articles of association and respect for the adequacy of the organisational, administrative and accounting structure and its concrete functioning. It is also monitoring compliance with civic, solidarity and social utility purposes; certifies that the annual report is prepared in accordance with the guidelines; highlights to the Board of Directors the situations of conflict of interest in which the Director General may find himself and transmits to the Board of Directors recommendations and indications considered appropriate for the correctness and transparency of the association's work and for the consistency of the activities with the statutory purposes. The Supervisory Body remains in office for three years and its members may be reconfirmed for a maximum of three consecutive terms.

INTERSOS' Board of Statutory Auditors was appointed by the General Assembly on 17 July 2020 and is made up of three standing members and two alternates, with requirements of honour, professionalism and independence, appointed by the Assembly.

Composition of **INTERSOS'** Board of Statutory Auditors as of 13.06.2022

1. **De Simone Giampaolo** – Standing member
2. **Del Vecchio Raffaele** - Standing member
3. **Proietti Regina** - Standing member
4. **De Angelis Maria** – Alternate member
5. **Tysserand Elisa** – Alternate member

The Board of Arbitrators

The Board of Arbitrators is entrusted with the task of working for the settlement and resolution of any dispute arising between the bodies of the association and within the framework of relations between the association and the operational structure. The Board of Arbitrators is composed of three members appointed by the Assembly, who designate the President of the Board from among themselves. The Board of Arbitrators is provided for in the association's Bylaws but has not yet been appointed.



Surveillance Body

The Surveillance Body is a body provided for by Legislative Decree 231/2001 on the 'administrative liability of companies and bodies'. This body is appointed 'autonomously' by the Board of Directors. The Surveillance Body has the task, with regard to the Organisational Model issued by the Entity, of constantly monitoring:

- on its observance by all addressees;
- on its actual effectiveness in preventing the commission of the Offences;
- on the implementation of the prescriptions contained therein;
- on its updating, in the event the need arises to adapt the Model due to changes in the corporate structure and organisation or in the reference regulatory framework.

The Surveillance Body was elected by the Board of Directors on the 13th of June 2022 and is composed of:

- Giampaolo de Simone
- Gabriele Zito
- Paolo Tartaglia

Advisory Board

The **INTERSOS** Advisory Board is composed of people who share our values and humanitarian commitment, and voluntarily put their skills and professionalism at the service of **INTERSOS**. In 2022 the **INTERSOS** Advisory Board was composed of:

- | | |
|-------------------------------|-----------------------------|
| 1. Enrica Costantini | 6. Laura Maywald |
| 2. Raffaele Costantino | 7. Marco Momigliano |
| 3. Nerina di Nunzio | 8. Paolo Petrocelli |
| 4. Nancy Earle | 9. Giulia Pigliucci |
| 5. Andrea Lanzone | 10. Andrea Schiavoni |



e. People

Our staff is composed of competent and passionate people, moved by the desire to do their part to help those in distress. They are professionals with experience in humanitarian crisis contexts, capable of managing complex projects and human resources. They are committed every day to responding to the needs of the people we help, according to international procedures and protocols.



**Konstantinos
Moschochoritis**

Director General

Born in Patras, Greece, in 1963, he is Director General of **INTERSOS**, after serving as Secretary General from 2016. Graduate in Electrical Engineering, since 1995 he has been working in the humanitarian field. He has worked as Logistics Manager and Head of Mission in many countries in Africa, Asia and South America. From 2007 to 2013, he was General Manager of Doctors Without Borders (MSF) Italy.



**Mamadou
Ndiaye**

President

Mamadou Ndiaye has more than 20 years of experience in the humanitarian sector, is currently **INTERSOS** Dakar Representative and acting President. He served in the Senegalese NGO OFADEC as Executive Director. He was a Board Member for ICVA, SPHERE and HAP (Humanitarian Accountability Partnership).



**Nino
Sergi**

President Emeritus

In 1992, he was among the founders of **INTERSOS**, serving as Secretary General, then President until 2015. Graduate in Philosophy, at 23 he completed his first mission in Chad. In 1974, he joined the trade union movement with Cisl, and after a factory experience, he became involved in immigration and cooperation policies at ISCOS, the Trade Union Institute for Development Cooperation.



Alda Cappelletti – Director of Programmes

Sergio Vecchiarelli – Director of Finance

Magda Bellù – Director of Human Resources

Giovanni Visone – Director of Communication and Fundraising

Filipe Louraço Costa – Director of Logistics and Supply

Martin Rosselot – Regional Director Middle East

Andrea Dominici – Regional Director West Africa

Jeroen Stol – Regional Director East and Central Africa

Cesare Fermi – Regional Director Europe

Marcelo Garcia Dalla Costa – Regional Director Regional Office for Emergencies

Letizia Becca – Head of Medical Unit

Christina Nisha - Head of Protection Unit

Ilaria Moriconi – Fundraising Coordinator

Luciano Costantini – Head of Grants Control & Compliance Unit

Paolo Tartaglia – Internal Auditor

Andrea Martinotti – Global Security Advisor

Miro Modrusan – Geneva Representative and Policy Advisor

(data as at 13.06.2023)



4. HUMAN RESOURCES

2022 figures⁵



The total number of headquarters and missions staff is 3,756, divided into:

Total Headquarters staff: 82 of which **29** staff belonging to Regional Offices⁶

Total Staff Mission Italy: 98

Total Fundraising Support Staff: 14

Total Consultants/Support Staff: 7

Total International Mission Staff: 188

Total National Mission Staff: 3.367

Details of contracts applied:

Number of employees with permanent contracts (Men and Women): **40**



15
MEN



25
WOMEN

Number of employees with fixed-term contracts (Men and Women): **6**



2
MEN



4
WOMEN

Number of employees with project/casual work contracts (Men and Women): **315**



172
MEN



143
WOMEN

Number of consultants with VAT (Men and Women): **16**



2
MEN



14
WOMEN

Number of consultants/ Support staff (Men and Women): **7**



3
MEN



4
WOMEN

Number of employees with local contracts (Men and Women): **3.367**



1.971
MEN



1.396
WOMEN

⁵ Data as at 31.12.2022 in Full Time Equivalent

⁶ Regional staff refers to the staff that make up the Regional Offices of INTERSOS: West Africa, East and Central Africa, Middle East, Regional Office for Emergencies. The four regional offices are based in Amman, Dakar, Nairobi and Rome.

Average age: 38

Number of active volunteers (friendship): 8

a. Training Activities

2022 saw the intensification of staff training activities, both international and national. The induction has become increasingly important over the years, with the involvement of more than twenty colleagues involved in the presentation of policies and the various operational procedures: from project management to personnel management, from logistics to child protection, but also on the History of the Organisation and its Values. This allows all new staff to immediately get in tune with the humanitarian approach of the Organisation as well as getting to know all its practical and administrative aspects. In 2022, the induction saw more than 200 participants, including 28 national staff. In all **INTERSOS** Missions, an initial standard training took place both in the central offices of the capital cities and in the bases, closer to the operational areas, to allow all national staff (i.e. recruited directly in the countries of intervention) to feel supported during the first phase of their work in the field. In particular, the Human Resources Department organised two orientation courses on the occasion of the opening of our offices in Vinnytsia and Odessa, with the participation of about 50 new staff members.

This intensification of training activities was also characterised by external staff training (training courses organised by other organisations). This sector saw the participation of 40 people for a total of more than 1,200 hours of training, in different areas, from Security to Humanitarian Protection, from transversal skills to financial planning.

In the area of Internal Staff Training (training organised directly by the organisation for its own staff, with both internal and external trainers) **INTERSOS** had a collaboration with Umanaforma training organisation, which, through Fondimpresa funding, organised and carried out training courses on Remote Staff Management, soft skills, English and French. In the same context, in November, a major training event on 'Disability and Inclusion' took place in Beirut, with the participation of national staff from Lebanon, Syria, Iraq and Iran.

The "Pool" continues to be a point of reference for the senior staff of **INTERSOS**. These are staff within the organisation who, due to their competence, availability and professional goals, have decided to share a structured development plan with the organisation. This "*Personal Development Plan*" includes both individual and group training sessions. In 2022, the training experience that the Organisation offered to the members of the Pool was a coaching course, with a certified external coach, on 'time management' skills. The course, structured in two classes of eight people each, was attended by both international and national staff.

In 2022, four Lebanese colleagues, who have distinguished themselves in the past for both professionalism and leadership, joined the pool as new members. Out of these new members, one has already chosen an international career by deploying to our mission in Moldova, another has taken on a more prominent role in personnel management in the Middle East.



Personnel development and capacity building courses are managed by the Human Resources Department, through the Personnel Development Coordinator, but in close cooperation with the other departments. The Learning & Development team, in fact, is made up of a representatives for each operational function (Protection Activities, Health Activities, Finance, Logistics, Human Resources, etc.) in order to guarantee support in any area of learning to staff who request it or who access training activities following performance evaluation. Through this coordinated and integrated system, fourteen 'ad personam' training activities have been activated, including four peer-to-peer mentoring courses, i.e. professional growth paths through the exchange of knowledge, good practices and lessons learned, between colleagues of the same seniority but belonging to different countries and operations.





35

INTERSOS

5. TRANSPARENCY AND INTERNAL CONTROL

INTERSOS has an internal control system aimed at guaranteeing transparency and accountability towards all people assisted, donors, all international and national staff, and all other stakeholders.

This internal control is ensured by three independent bodies:

1. The Supervisory Board, consisting of three professionals from outside the organisation, registered with the rolls of Auditors, Chartered Accountants and Lawyers
2. The Board of Arbitrators, also consisting of three members and chaired by a professional registered with the Register of Auditors and an expert on Law 231
3. Internal Auditor, whose independence is reinforced as he reports directly to the Board of Directors

The humanitarian activities in the countries of intervention are subject to external audits carried out by external auditors commissioned directly by **INTERSOS** donors. In 2022 alone, **INTERSOS** received 83 project audits in 20 countries.

In addition, **INTERSOS** has adopted the following documents for several years now:

- Organisation, Management and Control Model
- Code of Ethics
- Human Resources Manual

In addition to these documents, there are four Policies aimed at preventing and, where necessary, managing cases of conduct that violate internal rules and the Code of Ethics:

1. SoP 26 - Fraud and Corruption Risk Prevention (adopted in June 2014)
2. Policy on Whistleblowing and Investigation (adopted in December 2017)
3. Policy on Prevention of Sexual Exploitation and Abuse (adopted in September 2017)
4. Policy on Child Protection (adopted in September 2017)
5. Policy on Conflict of Interest (adopted June 2021)



INTERSOS has joined a pilot project involving 130 INGOs (International Non-Governmental Organisations) worldwide, called the Inter-Agency Misconduct Disclosure Scheme, which consists of exchanging information during the recruitment stages of expatriate staff, to determine possible involvement of prospective candidates in events of sexual abuse, exploitation or harassment. This pilot project is aimed at preventing people who have committed such acts from being hired in other organisations.

Between 2019 and 2022, more than 86,000 checks were carried out by all signatory NGOs, and 230 recruitments were blocked due to issues with ongoing or concluded investigations related to sexual harassment or exploitation.



6. FINANCIAL RESOURCES AND FUNDRAISING

2022 figures

109.436.392 €

FINANCIAL STATEMENTS TOTAL INCOME

109.123.011 €

FINANCIAL STATEMENTS TOTAL EXPENDITURES

91,5%

EXPENDITURES FOR MISSION

8%

EXPENDITURES FOR STRUCTURE

0,05%

EXPENDITURES FOR FUNDRAISING

95.279.602 €

FUNDS RAISED FROM INSTITUTIONAL DONORS

11.318.093 €

FUNDS RAISED FROM PRIVATE DONORS

2.515

NUMBER OF DONORS (INDIVIDUALS)

1.483.978 €

FUNDS RAISED FROM COMPANIES

12.849.002 €

FUNDS RAISED FROM FOUNDATIONS

929.177 €

FUNDS COLLECTED BY CHURCHES

27.672 €

5X1000 FUNDS

526

NUMBER OF 5X1000 SIGNATURES

To download the 2022 Financial Statements, Mission Report, Notes to the Financial Statements and Report of the Supervisory Body, **USE THE QR CODE**



Our Donors



- UNHCR **29%**
- UNICEF **6%**
- OCHA Country-Based Pool Funds **8%**
- Other UN agencies **7%**
- ECHO/EC (European Union) **16%**
- AICS (Italian Agency for Development Cooperation) **4%**
- BHA (Bureau of Humanitarian Assistance) **14%**
- Other International Donors **3%**
- Private Donors **13%**

7. SECTORS OF INTERVENTION



Protection

We provide physical and psychological protection of the most vulnerable people affected by humanitarian emergencies and in the protection of their rights, with specific attention to children and women survivors of violence.



Health and Nutrition

We provide access to vital, primary and secondary medical services in emergency situations. We support the local healthcare systems and treat malnutrition.



Food Security and Livelihoods

We help cover primary food security needs through the distribution of food, seeds, agricultural tools and cattle for food production and subsistence.



Emergency Shelter and NFIs

In the event of natural disasters or acute phases of conflict, we intervene as soon as possible by providing emergency shelter and essential non-food items.



Education in Emergencies

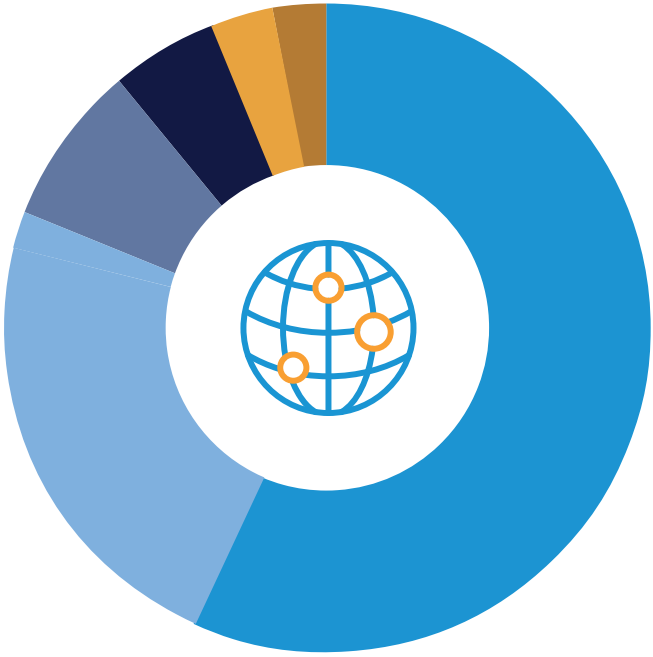
We promote the right to education by building or rebuilding schools, training teachers and promoting educational activities in humanitarian crises.



Water, Sanitation and Hygiene (WASH)

We intervene to ensure clean water and build latrines in order to improve the living conditions of vulnerable people. We train in their correct use through hygiene promotion campaigns.





- Protection **64%**
- Health and Nutrition **21%**
- Food Security and Livelihoods **6%**
- Emergency Shelter and NFIs **4%**
- Education in Emergencies **3%**
- WASH **2%**

8. OUR MISSIONS





AFGHANISTAN

Sectors of intervention



2001

First intervention
in the country



582.500

People reached



10

Projects



7.064.470 €

Activities budget

After more than 40 years of war and political unrest, despite a substantial improvement in the security conditions in the country after the Taliban seized power in August 2021, the deepening economic crisis, exacerbated by international sanctions, and the abrupt stop of international development assistance, have led to a humanitarian catastrophe, with more than 24 million people in need of urgent humanitarian assistance.

Extreme weather events, in particular the persistent drought in many areas of the country, and climate-related disasters to which Afghanistan is particularly exposed, have further aggravated an already dramatic and unprecedented food crisis, with 19 million people who experience food insecurity and 6 million at risk of famine.





Results highlights



84.422

maternal and child health consultations



60.000

women received pre- and post-natal care



3.217

assisted deliveries



6.160

malnourished children received therapeutic feeding

INTERSOS continued to offer primary health care to the Afghan population, to guarantee the right to health in a country where decades of conflict have destroyed half of the health facilities. We supported access to primary health care and delivered medicines to 12 health facilities in the provinces of Kabul and Zabol. With 18 mobile clinics, which provided general consultations and nutritional assistance, we reached thousands of people living in rural areas more than two hours away from the nearest health facility. At two Trauma Points, we offered emergency specialist care to people injured in the fighting or by landmines.

In response to malnutrition, **INTERSOS** intervention in the country has included nutritional programmes for children under five and pregnant and lactating women, screening activities, treatment of acute malnutrition, and staff training.

The greatest attention has been devoted to the most vulnerable people. For women and girls, the situation is particularly bleak: they face increasing restrictions on their freedom of movement and their ability to participate in society. Gender-based violence is on the rise and women's and girls' access to healthcare is becoming increasingly difficult. During 2022, we supported survivors of gender-based violence through psychological support, ran child-friendly safe spaces, offered economic assistance and entrepreneurial support, and ensured legal aid and commodity distributions.

At the end of 2022, a ban on women working in NGOs was announced by the Taliban, which together with the freezing of international funds had a major impact on our work and access to the population.

Activity highlights

Afghanistan is one of the most dangerous countries in the world in which to give birth. Here, every two hours a woman dies in childbirth. In the provinces of Zabol, Kabul and Kandahar, we have helped over 84.400 women by providing maternal and child health care and services. Our staff provided emergency obstetric care, distributed baby kits and over 60.000 women received pre- and post-natal care. We also distributed birth kits to women living in rural and remote areas so that they could give birth more safely.

BURKINA FASO

Sectors of intervention



2019

First intervention
in the country



294.200

People reached



11

Projects



4.487.441 €

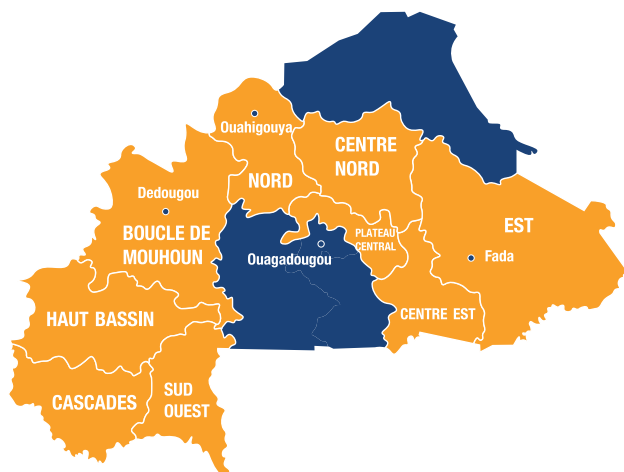
Activities budget

The humanitarian situation in Burkina Faso worsened considerably during 2022, a year that began with the military coup and violent protests that confirmed Burkina Faso as the epicentre of action by several armed groups in the central Sahel region.

Violence and insecurity caused the displacement of more than 668.000 people in 2022 alone, reaching a total of almost two million displaced persons in the country. Numerous security incidents caused difficulties in accessing several locations, increasingly limiting humanitarian assistance to the 3.6 million people in need.

Health facilities and water access points have become deliberate targets of attacks by armed groups. These attacks have made access to health care difficult and aggravated the already severe food crisis, which affected more than two million people and 300.000 children in 2022. The insecurity has also caused the closure of more than 6.200 schools, affecting more than one million male and female students across the country.









We carried out several emergency interventions in response to outbreaks of violence and displacements during 2022. Medical tools have been distributed to health facilities along with drugs, including life-saving drugs for the treatment of acute malnutrition. **INTERSOS** is not only involved in primary health care, but also in training hospital staff in maternal and child care.

INTERSOS' child protection work includes awareness-raising sessions on the importance of education to prevent girls from dropping out of school, to which 400 menstrual hygiene kits were distributed to combat the social stigma that leads to exclusion from education. Our staff facilitate the obtaining of civil documents and access to the school system for displaced persons. To facilitate students living in remote areas where schools are closed, classes are also held via radio. Where schools are open but severely damaged, we have continued to rehabilitate buildings, distributed

Results highlights

- 
82.505
 people received basic medical consultations
- 
6.666
 male and female students in Tougan received school kits
- 
584
 community leaders received awareness sessions on the importance of education in emergencies
- 
103.000
 displaced people were assisted

teaching materials and offered training to teaching staff.

Gender-based violence is a further problem in the country. **INTERSOS'** humanitarian response includes both prevention, with community awareness-raising activities, and response to this serious human rights violation. Our staff reach out to survivors of gender-based violence with mobile clinics, offering them psychological support and distributing dignity kits.

During 2022, we continued to support the population in the fight against malnutrition with nutritional screening for children under five and pregnant women. To reach more people, we involved communities in awareness-raising and training courses on proper nutrition and how to balance the nutritional value of foods in the local cuisine.

Activity highlights

In the provinces of Bam, Sanmatenga and Namentenga, which have become less and less accessible for humanitarian staff, **INTERSOS** involved local civil society organisations to continue awareness-raising and *advocacy* actions. These local partners received training on conflict prevention and management at the community level. In addition, our staff members run various socio-cultural activities to promote social cohesion, such as awareness-raising radio programmes.

CAMEROON

Sectors of intervention



2015

First intervention
in the country



387.900

People reached



14

Projects



2.131.873 €

Activities budget

In the North-West and South-West of Cameroon, political tensions between Anglophone separatists and government armed forces turned into clashes. 4.7 million people, including more than two million minors, were in need of humanitarian assistance in 2022. The conflict drove more than 366.000 people from their homes and almost 80.000 sought refuge in neighbouring Nigeria.

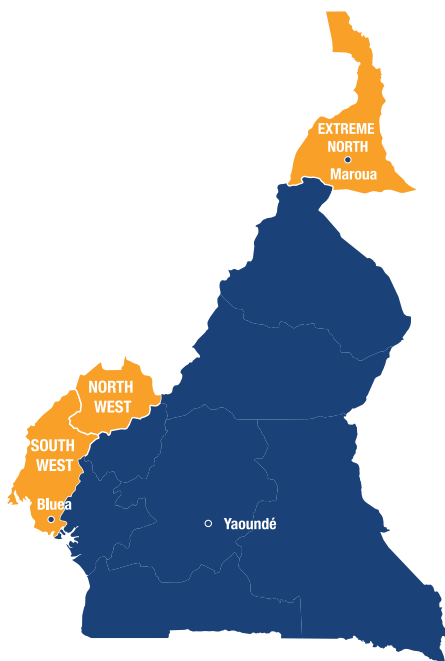
Attacks on civilians, including male and female students, and on basic services such as schools and hospitals, expose the population to serious protection risks, and human rights violations, such

as early and forced marriages, sexual exploitation and abuse, trafficking and gender-based violence.

Instability and extreme weather events have contributed to the deterioration of food security, affecting 2.4 million people in 2022.

The Far North region, involved in the armed conflict that has spread to neighbouring countries in the Lake Chad region, is subject to climate-related events such as droughts, floods and epidemics of cholera, measles and smallpox.





Results highlights

- 📍
425
families extended their food self-sufficiency from 7 to 12 months
- 📍
189
people suffering from mental disorders received individual assistance
- 📍
1 km
of embankment built to enable the people of Kossa to cope with the devastating floods
- 📍
17.950
people received food assistance

INTERSOS intervention focused on protection monitoring activities, with the aim of mapping and responding to the risks and protection needs of the population. Our staff continued to support survivors of gender-based violence and children at risk of abuse and family separation. With this in mind, we support vulnerable people in acquiring civil documents, conduct awareness-raising sessions and distribute dignity kits for women and girls.

In addition to internal instability, which has displaced hundreds of thousands of people, regional shocks related to the Lake Chad crisis and the humanitarian crisis in the Central African Republic have made protection needs a priority in the country. In 2022 alone, 325.000 Central Africans sought protection in Cameroon. **INTERSOS** provides legal assistance and actions to facilitate integration between asylum seekers, refugees, internally displaced persons and the Cameroonian population.

INTERSOS focused on consolidating activities to support agricultural production and livestock breeding through the distribution of seeds and agricultural tools, essential for the population to strengthen their autonomy and resilience in the face of growing food insecurity. In the Far North as well as in the South and North-West of the country, we distributed food and offered economic assistance for the purchase of food, where possible.

In the South West region, through a mental health project, we provided psychological and psychosocial support to vulnerable populations affected by the crisis. Activities include raising awareness and reporting mental health cases, ensuring their medical care and support for living conditions through economic assistance programmes.

Activity highlights

Due to limited access to drinking water and inadequate facilities, Cameroon is one of the countries in West and Central Africa with recurring cholera epidemics. In three Far North departments (Mayo Sava, Mayo Tsanaga and Logone et Chari), activities to improve food security through the distribution of seeds and agricultural tools were complemented by the fight against the spread of water-borne diseases, through the construction and rehabilitation of wells.

CENTRAL AFRICAN REPUBLIC

Sectors of intervention



2014

First intervention
in the country



323.100

People reached



17

Projects



3.475.325 €

Activities budget

The Central African Republic is perhaps one of the clearest examples of a 'neglected crisis'. Here, more than half of the population is in need of humanitarian assistance and protection.

Attacks on civilians and insecurity, especially in urban areas, force one in five Central Africans to be displaced. This severely limits access to health care and education, damages crops and exacerbates food insecurity.

2.6 million Central Africans experience the effects of the food crisis and more than 200.000 children under the age of five are malnourished.

The violence of armed groups makes the movements of humanitarian organisations costly, time-consuming and often dangerous.





In a country that has been in conflict for more than 20 years, **INTERSOS'** main area of intervention is Protection.

During the year, protection monitoring proved to be a key activity in identifying the needs of populations and violations of their rights. This has enabled our staff to obtain a complete overview of protection risks and violations in order to provide more accurate and effective humanitarian assistance. **INTERSOS** has focused its assistance in addressing two main human rights violations - gender-based violence and child protection.

We run Safe Spaces and Listening Centres for women and girls survivors of gender-based violence, where they can receive counselling, psychological support and financial assistance. The latter takes the form of an emergency response to support those assisted with the costs of healthcare and food.

Results highlights



4.104

children previously involved in armed groups received a birth certificate



1.366

severely malnourished children received health care



4.500

people received access to drinking water in Bozoum



180

family reunifications of children previously involved in armed groups

Through our child protection activities, we have identified and supported former armed children and unaccompanied minors - two categories that often overlap - in regaining their civil documents and being reunited with their families. We provided them with training in personal and interpersonal skills.

INTERSOS' health intervention focused on preventing malnutrition and identifying people in need of assistance. In cases of moderate malnutrition, the intervention focused on prevention, while severely malnourished people received intensive care. We supported health facilities with medical supplies and the transfer of technical skills, as well as by upgrading sanitation facilities to ensure access to clean water and hygiene.

Activity highlights

Children formerly part of armed groups face extreme stigmatisation as they attempt to reconnect with their families and communities. In the initial phase of family reunification projects, **INTERSOS** offers them psychological support and, if necessary, healthcare. Subsequently, they are provided with vocational training, for example in tailoring or carpentry, to promote their social and economic rehabilitation.

The aim is for them to regain their dignity in front of the community and themselves, to have a better future. In 2022, 180 children were reunited with their families.

CHAD

Sectors of intervention



2004

First intervention
in the country



534.400

People reached



19

Projects



4.272.285 €

Activities budget

In 2022, Chad was characterised by the prolonged armed conflict that has affected Lake Chad Province and N'Djamena since 2015 and has been the main cause of a highly volatile security environment. As a result of the armed conflict, more than 300.000 people have been internally displaced within the country, which also hosts more than 500.000 refugees from neighbouring countries Sudan, Nigeria, Cameroon and the Central African Republic.

Throughout the year, the country was hit by extraordinary rainfall. More than 1.3 million people were affected by floods during the rainy season.

This only worsened the already high levels of malnutrition, with over one million children severely malnourished.

An estimated 6.1 million people were in need of humanitarian assistance, representing about 36% of the country's population.

During 2022, **INTERSOS** continued to provide multi-sector emergency responses and assistance to vulnerable people in the provinces of Lake Chad, N'Djamena and Chari Baguirmi.





Results highlights

- 📍 **28.506**
 people received food assistance
- 📍 **64.523**
 people participated in hygiene awareness activities
- 📍 **1.570**
 farmers received seeds and equipment for self-reliance
- 📍 **5.500**
 birth certificates issued

In the health sector, our staff guaranteed basic medical assistance. In particular, as part of the treatment of malnutrition, which is one of the most serious health risks in the country, **INTERSOS** implemented a comprehensive response by monitoring cases of acute malnutrition, including 8.267 children under five and 1.631 pregnant women, conducting awareness campaigns and providing therapeutic food to malnourished children.

The spread of diseases is a further danger for the Chadian population. This is why we built emergency latrines, waste pits and collective hand-washing facilities, and distributed 750 drinking water treatment kits.

We also offered food assistance to tens of thousands of people. Farmers and people working in the fishing sector were helped to strengthen their self-sufficiency capacities to cope with food insecurity.

Floods during the rainy season forced thousands of people to flee their homes. They were the focus of **INTERSOS'** integrated response in the areas of Water and Sanitation and Protection. The latter, together with health and nutrition, is the main sector on which **INTERSOS** has focused its humanitarian response in the country. Through protection monitoring, our staff were able to respond to the growing protection needs of the population; we identified and offered assistance to survivors of gender-based violence, who were referred to specialised health services where necessary and received psychosocial support from our staff.

Lastly, during 2022, a specific child protection response was activated, including recreational activities, family reunification and support in obtaining birth certificates.

Activity highlights

Following the devastating effects of the floods in the rainy season, **INTERSOS** has been active since the first weeks of the weather alert. In particular, we supported reception centres for displaced people around the city of N'Djamena, in Toukra 1, Toukra 2 and Milezi.

Wells, latrines and 320 emergency shelters were built and a school was rehabilitated to accommodate dozens of displaced families. In addition, we distributed blankets and hygiene kits, carried out medical examinations and distributed essential medicines and therapeutic food to fight malnutrition.

COLOMBIA

Sectors of intervention



2019

First intervention
in the country



18.500

People reached



4

Projects



685.213 €

Activities budget

Despite significant efforts over the past decade to consolidate development and support the internal peace process, including the peace agreement with the country's largest armed group in 2016, humanitarian needs are increasing and many areas of the country experience extreme poverty.

The humanitarian situation remains serious due to the presence of non-state armed groups, which have caused over 50 mass displacements during 2022 and restricted access to education,

healthcare and livelihoods through mobility restrictions imposed on communities.

It is increasingly difficult for the population to meet basic needs due to growing socio-economic vulnerability, in a country severely affected by climate change and with 1.8 million refugees from Venezuela. Due to these combined factors, more than 7 million Colombians were in need of humanitarian assistance in 2022.





Results highlights

 **14.262**
people received psychosocial support

 **10.817**
people received primary health care

INTERSOS worked in states at the border with Venezuela to provide a humanitarian response to the mass displacement of migrants and refugees, and to displaced or vulnerable Colombians.

The intervention focused on the medical care and protection of vulnerable migrant populations and people caught up in armed conflict at the border. Our staff carried out medical screenings for the prevention of communicable and non-communicable diseases that are spreading due to poor hygiene conditions and poor health care. We also carried out malnutrition screenings and provided nutritional assistance, supporting pregnant women, older people and children, who are more exposed to poor sanitary conditions.

These activities were complemented with direct economic assistance measures that covered clinical examinations, medical treatments, counselling and legal procedures for migrants. Our mobile staff offers legal assistance to refugees from Venezuela in the asylum application and regularisation process within the country. We also deal with child protection and survivors of gender-based violence, and offer psychosocial support through awareness-raising activities.

To ensure access to clean water, we distributed water tanks and filters, rehabilitated schools, hospitals and community centres. In addition, we installed emergency health facilities at border points to assist migrants and returnees.

Activity highlights

In 2022, INTERSOS launched health activities in Colombia through two mobile health and protection units. We carried out consultations on sexual and reproductive health, to which 4.647 pregnant and lactating women had access. The health activities reached a very high number of women and girls, representing 70% of the total number of people assisted. This is also due to the integration with the protection activities that most affect this segment of the population.

DEMOCRATIC REPUBLIC OF CONGO

Sectors of intervention



2009

First intervention
in the country



1.300.000

People reached



15

Projects



6.161.113 €

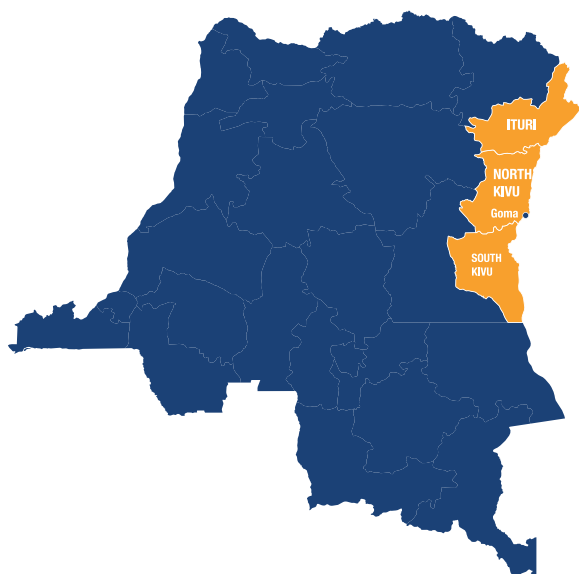
Activities budget

The Democratic Republic of Congo has experienced 30 years of persistent armed conflict and inter-communal violence that has resulted in widespread human rights violations and forced displacement of entire generations.

2022 saw an escalation of armed violence involving

the armed group M23 in the provinces of North Kivu and Ituri, forcing tens of thousands to flee to Goma in search of safety. The number of internally displaced people, the highest on the African continent, reached 5.7 million, a third of whom found refuge in the province of Ituri, currently home to 1.7 million people.





Results highlights



142.000

people received cash assistance in Ituri Province



72.000

malnourished children treated and discharged in South Kivu province



59.481

documented rights violations

The humanitarian crisis in the Democratic Republic of Congo is complex and multi-layered, with 26 million people food insecure. Malnutrition affects 856.000 children under five and 468.000 pregnant or lactating women. In a context characterised by a lack of health facilities, outbreaks of epidemics are frequent.

In such a complex crisis, **INTERSOS** has guaranteed a wide range of services for the population. The frequent and intense armed clashes involving civilians have made protection activities a priority, in areas where the risk of gender-based violence and forced recruitment of minors is very high.

Thanks to more than 80 workers specialised in *protection monitoring*, who collected data on the ground, **INTERSOS** was able to map the needs

and risks of the population and offer accurate and comprehensive assistance.

Survivors of rights violations, including gender-based violence, were supported in their socio-economic reintegration through legal, economic and psychological support. Awareness-raising activities to prevent gender-based violence were carried out in all provinces where **INTERSOS** is present.

During 2022, our staff continued to carry out prevention and awareness-raising activities on malnutrition, distribute therapeutic food to children under five years old suffering from severe acute malnutrition and support specialised health facilities.

Activity highlights

In 2022, intense armed clashes forced hundreds of thousands of people to flee their homes and seek safety in North Kivu. Here, 88% found shelter in collective shelters, contexts with a high risk of gender-based violence for women and girls, who make up half of the displaced population.

In this area, **INTERSOS** staff offered psychological support and distributed dignity kits, which contain feminine hygiene items such as soap, toothpaste, toothbrush and tampons. Two listening centres and two legal offices were set up to assist survivors of gender-based violence; 665 people received financial assistance and 100 received legal aid.

GREECE

Sectors of intervention



2016

First intervention
in the country



8.000

People reached



6

Projects



600.552 €

Activities budget

Greece is a country at the crossroads of contemporary migration, with over 1.2 million people arriving by land or sea since 2014. Since then, **INTERSOS** has set itself the goal of offering immediate support and lasting solutions to those in need. The EU-Turkey agreements, signed in 2016, and the Covid-19 pandemic have contributed significantly to the decrease in arrivals over the years. Despite this, 18.780 people reached Greece in 2022, twice as many as in the previous year.

The migrant population in the country counts 86.600 refugees and asylum seekers, 25% of whom come from Ukraine. Reception centres are overcrowded and the living conditions of refugees and asylum seekers are particularly complex, with difficulties in accessing food and health services and gaps in water, sanitation and hygiene services.





Results highlights

- 📍
4.268
 people benefited from meal distributions in Athens
- 📍
1.584
 food vouchers distributed in Athens
- 📍
453
 unaccompanied minors received support and protection
- 📍
940
 psychological sessions in Lesbos

During 2022, **INTERSOS** continued to provide various support activities and protection services to improve the living conditions of people on the move, refugees, asylum seekers and undocumented people in the country. **INTERSOS Hellas'** strong sense of solidarity is explicit in the name of its projects: *Food for all*, *Vaccines for all*, *Protection for all minors*.

In 2022, efforts continued to ensure access to Covid-19 vaccination for migrants who do not have access to the health system.

It was also the first full year of the Food for all project in Athens, where 1.246 bags of food were distributed to meet the needs of 4.268 people, 40% of whom were minors.

With the aim of promoting the integration of refugees into Greek society and increasing the prospects for self-sufficiency and self-determination, through the

HELIOS project, our staff identified more than 50 flats in the regions of Epirus and Thessaly, offering information and support sessions on the processes to be followed to obtain accommodation and documents to be submitted, interpretation services and other support services to 836 people.

Since 2021 in Lesbos, **INTERSOS Hellas** continues to provide psychological support to asylum seekers and highly vulnerable refugee persons (survivors of gender-based violence, members of the LGBTQIA+ community and those with mental and physical health problems).

The difficult context of the island makes mental health a priority. In the context of a holistic approach to mental health, we conducted 940 sessions of psychological support and long-term and short-term psychiatric care in 2022.

Activity highlights

Protection for all Minors is a pioneering project offering comprehensive support to unaccompanied minors living in precarious or homeless conditions.

We inform, support and empower unaccompanied minors to move away from their precarious and insecure living conditions. The aim is to support them in improving their living conditions, in juvenile shelters or semi-independent flats, where they can enjoy a greater sense of stability and security.

IRAN

Sectors of intervention



As a neighbouring country of Afghanistan, Iran is home to one of the highest numbers of refugees in the world. Most of these are Afghans, 780.000 registered and an estimated 2.1 million more undocumented.

Since the change of government in Afghanistan in mid-August 2021, economic and political instability, insecurity and the limited availability of legal migration routes have pushed 300.000 Afghans to Iran.

Much of the refugee population is dependent on humanitarian aid due to limited access to primary healthcare and education, as well as extreme restrictions on livelihood opportunities.

In 2022, **INTERSOS** opened its mission in Iran. Primary healthcare activities began in August with the rehabilitation of three health facilities in Shahryar County, Tehran Province, with the aim of improving the infrastructure, ensuring hygiene standards and limiting the spread of infections. **INTERSOS** also provided these health facilities with essential equipment, including pharmaceuticals and medical supplies. We ensured the provision of quality health services to both the Afghan and Iranian refugee population in vulnerable conditions, including through the training of health personnel and financial assistance.



INTERSOS focused on the health sector, which was found to be particularly lacking in adequate health facilities and medical equipment. The limited availability of specialised healthcare services and the high cost of healthcare aggravate the health problems of Afghan refugees.

Although **INTERSOS** primarily targets the Afghan population in the country, the vulnerability criterion of our humanitarian response is applied unconditionally and regardless of people's nationality. This means that the Iranian host community also received our support.





IRAQ

Sectors of intervention



2003

First intervention
in the country



206.300

People reached



11

Projects



10.458.801 €

Activities budget

After decades of multiple crises, Iraq continues to face severe economic instability and a volatile political situation. Prolonged violence over the years has forced millions to flee. Many have returned to their home areas and found destroyed infrastructures and extremely limited access to the labour market. Four million Iraqis have returned to their homes as of 2022, but there are more than one million internally displaced persons in need of humanitarian assistance.

The country hosts 250.000 Syrian refugees, mainly in the Iraqi Kurdistan Region, with about a third living in refugee camps.

In recent years, IDP camps in Federal Iraq have been progressively closed by the authorities, further exposing displaced persons to multiple vulnerabilities.





Results highlights

- 📍 **7.351**
 people supported in obtaining civil documentation
- 📍 **25.519**
 people received legal assistance
- 📍 **22.757**
 refugee children accessed primary education
- 📍 **30.854**
 medical examinations carried out

In 2022, in coordination with local authorities and courts, we provided legal assistance to 25.519 refugees, asylum seekers, internally displaced persons (IDPs), returnees and host communities in the governorates of Ninewa, Salah Al Din and Erbil. 7.351 people were assisted to obtain civil documentation allowing access to health care, education and other essential services, including freedom of movement. Through its protection monitoring activities, **INTERSOS** was able to identify many cases of rights violations and intervene promptly by involving the authorities and other humanitarian actors.

Our staff - specialised in mental and psychosocial health - visited 5.797 patients during 2022, of whom 482 were placed in specialised pathways in line with their needs.

INTERSOS continued to support the national health system by offering technical support and training to staff in primary and secondary health facilities, providing economic support to vulnerable people to meet their health expenses and working with local communities to identify the most common health problems to be reported to health institutions.

To combat gender-based violence, we provided economic assistance and training courses on self-support, to accompany survivors of violence to emancipation and support their reintegration into society. As part of the integration policy, in the governorates of Erbil and Sulaymaniyah, **INTERSOS** offered Kurdish language courses to Syrian refugee teachers and parents and intensive remedial school courses for minors.

Activity highlights

INTERSOS facilitated access to education for 22.757 primary and 1.728 secondary school students by supporting the implementation of the National Refugee Children's School Integration Policy, which allows refugee and asylum seeker children to enrol in public schools alongside boys and girls from the host community.

ITALY

Sectors of intervention



2011

First intervention
in the country



5.500

People reached



35

Projects



2.426.462 €

Activities budget

2022 saw an increase in the geographical spread of activities in Italy, generated by the *Community-based volunteers project*. This project complemented the **INTERSOS** and UNHCR project *PartecipAzione*, which reached its fifth edition last year, providing capacity building activities for refugee associations. Community-based volunteers addressed tens of thousands of Ukrainian people, who participated in awareness-raising and social inclusion activities throughout Italy.

2022 was characterised by the contribution of Italy

Mission to the response to the Ukrainian crisis, through the involvement of 14 medical, logistical, management and financial staff and four vehicles (two medical and two support) at the Polish and then Moldovan borders two days after the start of the conflict, to bring relief to people fleeing.

INTERSOS also supported Ukrainian refugees and displaced people in Italy through the distribution of basic goods, orientation towards social, legal and health services and awareness-raising sessions on issues related to their rights in Italy.





Results highlights

- 📍
834
people received socio-medical assistance and legal guidance in Foggia
- 📍
180
people helped against gender-based violence
- 📍
2.276
people fleeing Ukraine referred to specialised services
- 📍
6
families with health vulnerabilities sheltered in the centre for families fleeing Ukraine

The **INTERSOS24** Centre, in cooperation with the municipality of Rome, hosted refugee mothers with children who were hospitalised, with severe disabilities or with oncological diseases. In the centre, activities continued to protect women survivors of gender-based violence, including psychological and socio-medical support, social inclusion activities, vocational training, orientation and job placement.

In Rome, the **INTERSOSLab** Training Centre offered Italian language courses for foreigners and job orientation, social secretariat, a safe space for women and girls, and psychological and psychosocial support.

In Foggia, our staff continued to provide people living in the ghetto of Borgo Mezzanone and other

informal settlements in the Foggia area with medical examinations and social orientation, referral to legal services and specific services for victims of human trafficking. Hundreds of seasonal migrant workers, excluded from the reception systems and social and health protection mechanisms, have benefited from our services.

Moreover, the mission worked on building a network of local realities and institutions to guarantee the provision of essential services in the territory in a sustainable and long-lasting manner, structuring an approach based on the sharing of good practices. The Accùra sociomedical project, designed to guarantee and promote the right to health in Palermo, is an example of this approach.

Activity highlights

Since 2018, INTERSOS has been running a socio-health care project for people living in informal settlements in the Foggia area, who are often migrants subjected to labour exploitation in the surrounding countryside. This project is realised thanks to a network of partners (Cooperativa Sociale Medtraining, ASGI - Association for Legal Studies on Immigration) but also public bodies (the Local Health Authority of Foggia, the Regional Agency for Social and Health in Apulia and the Riuniti Hospital of Foggia). This allowed 757 medical examinations to be provided in 2022.

JORDAN

Sectors of intervention



2012

First intervention
in the country



28.700

People reached



5

Projects



1.321.044 €

Activities budget

For more than 12 years, Jordan has been dealing with the consequences of the conflict in Syria, which has resulted in an estimated 1.3 million refugees and displaced people. Living conditions for the Syrian refugees in the country remain precarious, with more than half living in poverty and one-fifth experiencing food insecurity. Most rely on assistance from humanitarian organisations to meet their basic needs.

The majority of the refugee population - more than 90% - live outside the camps in the urban, peri-urban and rural areas of Amman, Irbid, Mafrq and Zarqa, spending more than two-thirds of their income to pay rent and consequently leaving few resources for food, health or education. This condition severely limits access to a decent life and a stable future.

INTERSOS 



Funded by
European Union
Civil Protection and
Humanitarian Aid



Results highlights

- 
480
 refugees and Jordanians received economic assistance
- 
26.500
 people reached through gender-based violence prevention and response activities
- 
79
 local organisations and authorities trained on the prevention of sexual exploitation and abuse

In the country, **INTERSOS** supports both refugee and Jordanian populations in vulnerable conditions, thus promoting social cohesion. We intervene in urban, peri-urban and settlement areas with projects focused on humanitarian protection, especially in terms of child protection and gender-based violence.

In particular, during 2022, **INTERSOS** carried out community engagement activities, e.g. in the form of awareness-raising sessions and campaigns, with the aim of preventing gender-based violence and ensuring child protection. In fact, our staff organised discussion groups on topics related to gender-based violence to raise awareness on this issue and to foster discussions with communities. With the aim of responding more effectively to gender-based violence and strengthening the

position of women as agents of change within the community, **INTERSOS** has carried out capacity-building programmes for local organisations. This type of commitment is based on empowering the members of assisted communities, one of the core values of **INTERSOS**.

Prevention activities were complemented by direct response services, including awareness-raising initiatives, counselling and legal assistance, aimed at both guaranteeing rights and obtaining the civil documentation necessary to access basic services. Individual and group psychosocial support and economic assistance was provided to survivors of gender-based violence. Particular attention was paid to supporting LGBTQIA+ communities and the inclusion of people with disabilities.

Activity highlights

In 2022, **INTERSOS** strengthened its partnership with the *Jordanian NGO Forearms of Change Centre to Empower Communities*, which works with the most vulnerable by offering sexual and reproductive health services, including in the form of prevention and response to sexually transmitted diseases. Our staff provided psychosocial support, economic assistance and other specialised services in an attempt to respond to gender-based violence. This customised approach aims to address the root causes of gender-based violence and to support survivors and those at risk, with a specific focus on those from groups at risk of extreme marginalisation.

LEBANON

Sectors of intervention



2006

First intervention
in the country



176.900

People reached



16

Projects



11.396.650 €

Activities budget

Lebanon is facing an unprecedented economic and financial crisis. The country is largely dependent on imports of products - food and non-food - and prices are constantly rising due to currency depreciation, inflation and the direct and indirect effects of the conflict in Ukraine on world trade. More than half of Lebanon's population depends on humanitarian assistance to meet basic needs and for food supplies: 2.2 million people struggle to have adequate access to food. This crisis has further exposed the population to risks of rights violations.

The incidence of gender-based violence and child labour is steadily increasing. The refugee population is also the most affected by Lebanon's economic crisis, with nine out of ten families living below the poverty line.

The country hosts the highest number of refugees per capita: one in three people in Lebanon is a refugee. Given its proximity to Syria, the country has hosted up to 1.5 million people fleeing the Syrian conflict since it began in 2011.





Results highlights



6.370

people benefited from structured psychosocial support activities



4.783

people received case management services



43.280

people participated in awareness-raising sessions on protection-related topics



3.349

people benefited from rehabilitation activities

In 2022, **INTERSOS** continued to provide support to the population to try to meet the growing needs, expanding its interventions in the country. Our staff ensured that people who have survived or are at risk of gender-based violence have easy access to medical care, psychosocial support and safe spaces for women and girls to learn new skills and be accompanied towards greater independence and social participation. In addition, **INTERSOS** offers legal services, including assistance, counselling and representation, aimed at promoting people's rights and ensuring their access to basic services.

In order to provide a safer and healthier environment for the Lebanese and refugee population, **INTERSOS** carries out activities to rehabilitate houses and shelters to meet minimum housing standards. These initiatives take the form of, for example, the installation of doors to ensure

privacy and interventions to improve accessibility to basic health and water services.

We support educational services by rehabilitating schools, distributing teaching materials and offering economic assistance and protection services for the most vulnerable families, with a special focus on Lebanese children in vulnerable circumstances and Syrian refugee children, who experience the prolonged crisis first-hand and are often victims of child labour.

In addition to survivors of gender-based violence and minors at risk, special attention is given to social groups affected by the socio-economic deterioration, female-only households, older people and persons with disabilities. Our effort is to strengthen community groups and community support projects led by both Lebanese and refugee people.

Activity highlights

INTERSOS has been intervening against gender-based violence in Lebanon for many years, with direct support for women and girls in the form of psychological, social and legal assistance. In 2022, building on many years of experience, INTERSOS developed a new psychosocial programme tailored for boys and men, aimed at ensuring their participation in the broader process of behavioural change and active debate on gender-based violence in their community. The programme included the involvement of the male component in the primary interventions to prevent violence against women and girls in Lebanon, ensuring fully inclusive psychosocial care for all genders, age groups and nationalities.

LIBYA

Sectors of intervention



2018

First intervention
in the country



14.000

People reached



7

Projects



2.679.510 €

Activities budget

Libya is experiencing a conflict, which started in 2011, that has caused political instability, prolonged armed hostilities, economic problems and damage to civilian infrastructure.

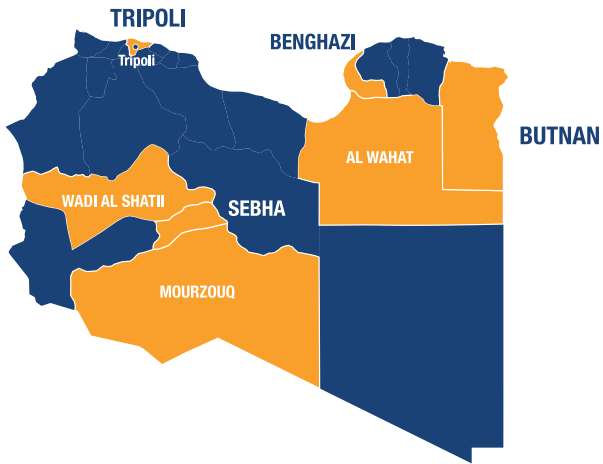
Following the ceasefire in 2020, the situation has improved slightly, both in socio-economic and security terms, allowing for the return of many displaced persons and a change in the international community's approach to the country. In 2022, Libya went from being a country of pure humanitarian action to being considered a context where the nexus between humanitarian, development and peacekeeping action is increasingly being applied. This has led to a complete change of the humanitarian structure in the country.

Despite conflict and instability, Libya has remained a gateway destination on the route to Europe for

migrants and asylum seekers, who face significant constraints in accessing basic services, such as food and shelter. In 2022, the country hosted 650.000 migrants and refugees, including 78.000 minors. Of these, more than 5.000 were held in detention centres, often exposed to inhuman conditions. Internal displacement, counting around 160.000 people, represents a further challenge to the already limited capacity of services and infrastructure.

Refugees and migrants, especially women and minors from mixed migration flows, are exposed to various protection and safety risks. In particular, migrant women and minors, whether settled or in transit, constitute one of the most vulnerable groups in the country.





Results highlights

- 📌 **3.016**
 children benefited from education, protection and health services offered in Baity centres and mobile units
- 📌 **125**
 out-of-school children were enrolled in school
- 📌 **265**
 members of civil society organisations and social institutions received child protection training
- 📌 **3 schools and 2 health centers**
 were rehabilitated and equipped

Our main focus in the country has remained on assisting unaccompanied migrant minors. In order to allow them access to education, we continue to manage and support the Baity ('my home' in Arabic) Centres. These are multi-sectoral service centres for minors, as well as boys and girls aged 6 to 23, who live in socially excluded and often unaccompanied conditions. The aim is to offer guidance for personal development by providing access to non-formal education services, with courses in mathematics, Arabic and English, and recreational activities such as computer courses and training in personal and interpersonal skills.

During 2022, we continued to provide child protection services, including psychosocial support and individual counselling for cases at risk of neglect, abuse, exploitation and violence, medical screening and referrals to primary and secondary health services.

INTERSOS implemented a quick impact project, through which it rehabilitated 5 schools and health facilities, in Tripoli, Gaser Bin Ghashir, Tmayem, Tajurah and Alghiran. As part of the project, power generators and air conditioning were distributed to improve the living conditions of migrants and refugees.

Activity highlights

After years of experience in managing Baity centres, in 2022 INTERSOS launched a programme to transfer its expertise to local civil organisations, in line with localisation objectives and according to the principles of complementarity and equality, to improve protection and assistance to vulnerable people.

In Benghazi and Asjadba, INTERSOS supported these organisations in opening new Baity centres, training their staff and accompanying them for a full year of activities.

MOLDOVA

Sectors of intervention



2022

First intervention
in the country



26.500

People reached



5

Projects



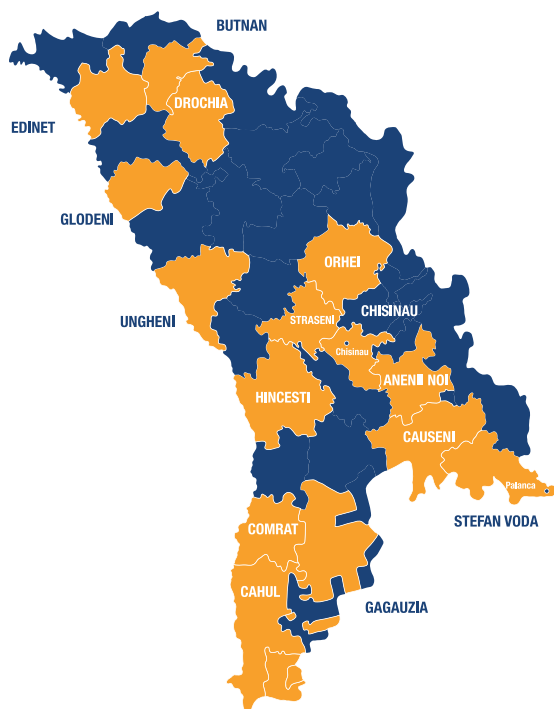
2.914.914 €

Activities budget

In February 2022, Moldova was one of the countries bordering Ukraine that has received a massive influx of people fleeing the conflict there. By the end of the year, the country had hosted more than 700.000 people, almost a third of whom then decided to remain in Moldova, the poorest country in Europe, with limited resources to host and provide for the needs of the refugee population.

At the border points of Palanca and Tudora, **INTERSOS** mobile clinics provided emergency medical treatment and basic healthcare assistance to the fleeing population, 60% of whom are women and 30% minors.





Results highlights

- 
7.316
 people received information on their rights

- 
10.110
 people reached by protection activities

- 
1.856
 persons involved in health promotion activities

- 
3.682
 medical consultations

In addition to disseminating information on protection and legal guidance, in particular on how to apply for asylum or how to reach a specific European country of destination, our staff conducted constant monitoring of new arrivals, detecting psychological trauma, family separation, exploitation or abuse. In such contexts, the risk of human and child trafficking is increased, as is the risk of being exposed to gender-based violence.

We therefore offered psychosocial assistance and psychological first aid to identify vulnerabilities and refer the most fragile people to specialised services. In addition to the psychological support and identification of vulnerable people, the numerous pets also received assistance and care, thanks to the presence of a veterinarian.

We also distributed clothes, blankets, hygiene kits and other essentials.

With the expansion of the mission to the city of Chișinău and the districts of Călărași, Fălești, Hîncești, Strășeni and Ungheni, protection monitoring activities were conducted throughout the country.

As the number of incoming refugees stabilised, the mission redesigned its intervention activities to foster inclusion in Moldovan society, supporting local organisations. Our health staff, through mobile clinics, carried out medical consultations and health promotion for both the refugee and Moldovan populations. Medicines and medical supplies were also delivered to the health facilities.

Activity highlights

In Moldova, staff worked for the inclusion of the most vulnerable and marginalised people, such as those belonging to the Roma community. A team of lawyers, psychologists, cultural mediators and social workers worked to meet the needs of these people, working in the Romani language to overcome language barriers and high levels of illiteracy. INTERSOS leads the *Roma Task Force*, a joint initiative with other humanitarian organisations and government agencies to pool resources and expertise to respond to the daily challenges of the Roma community.

NIGER

Sectors of intervention



2019

First intervention
in the country



97.400

People reached



8

Projects



1.470.576 €

Activities budget

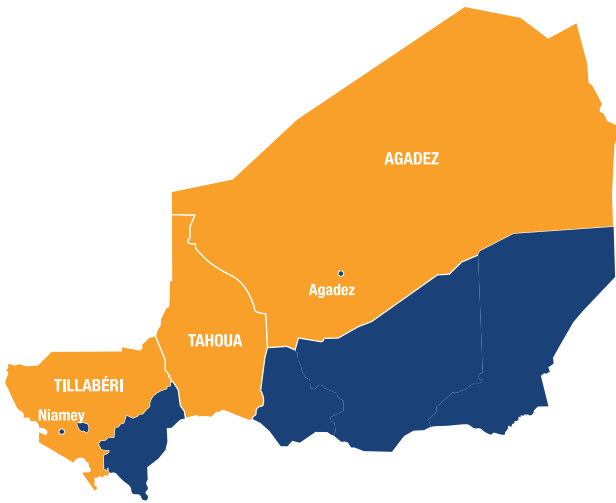
Niger, like other countries in the Sahel, has been facing a complex humanitarian crisis caused by socio-economic instability, climate change and deteriorating security conditions for several years.

More than four million people are in need of humanitarian assistance. Many of these people are in areas that are difficult for humanitarian organisations to reach. Due to the ongoing conflict at the borders with Burkina Faso, Chad, Mali and Nigeria, human rights violations, theft or massacre of livestock that is a source of livelihood, the use of improvised explosive devices, kidnapping and gender-based violence are very frequent. Civilians are often targeted by the parties to the conflict to intimidate local communities and force them to move.

The Liptako Gourma area, known as the '3 Borders', and the Lake Chad basin area are home to many displaced people in an area severely affected by the effects of climate change, water shortages and a worrying food crisis.

Niger is at the crossroads of many migration trajectories, with large numbers of migrants and refugees from neighbouring states. For hundreds of thousands of people, access to basic goods, such as water and medical care, remained a challenge in 2022.





Results highlights



11.000

people participated in awareness sessions on gender-based violence



5

unaccompanied foreign minors found shelter in Turin



599

minors from the Agadez refugee camp were given access to education

Internal instability, linked to the presence of armed groups, has accentuated the deterioration of the living conditions of the Niger population and the many migrants in the country. We built and rehabilitated water access points and to limit the spread of diseases linked to the lack of sanitation, we rehabilitated 450 latrines in Tarissadat.

For more than 300.000 asylum seekers, the humanitarian crisis affecting the country makes it difficult to meet basic needs. With a multi-sectoral approach, **INTERSOS** assists asylum seekers by offering multiple protection services in response to rights violations: from legal assistance in obtaining civil documents to access to basic services, psychosocial support and economic assistance for refugees, whether they are in refugee camps or urban refugees.

In the Agadez camp, we offer educational and recreational activities for children and child protection services.

Within the protection activities we carry out, there is also the creation of safe spaces for women and girls. These places are particularly important in Niger, a country with the highest rate of gender-based violence in the world. Here, 76% of girls are married, of these girls, 50% have children before they turn 18.

With the aim of integrating sub-Saharan migrants who have no job opportunities or access to education, **INTERSOS** offers training in personal skills development, non-formal education activities and language courses.

Activity highlights

In the Agadez refugee camp, a city that has become a crossroad of migration, bordering Libya and Algeria, there were 2.658 people registered as asylum seekers at the end of 2022, 599 of them were minors. During the year, **INTERSOS** facilitated access to the education system, which includes kindergarten, primary school and literacy courses, for all boys and girls in the refugee camp. For those who cannot access the school system, our staff provided vocational training and non-formal education.

NIGERIA

Sectors of intervention



2016

First intervention
in the country



1.100.000

People reached



20

Projects



8.796.406 €

Activities budget

The ongoing armed conflict in the North-eastern region of Nigeria has resulted in massive population displacements and compromised access to essential services. Humanitarian needs in the country are worsening, with over 8 million people in need of urgent assistance. Around 268.000 people are in a situation described as ‘catastrophic’⁷, while over three million face extreme humanitarian needs. Forced displacement has pushed people into overcrowded camps, where they face numerous physical, psychological and emotional problems. Displaced people live in conditions of extreme poverty and lack of food, with high levels of malnutrition and mortality among children under five.

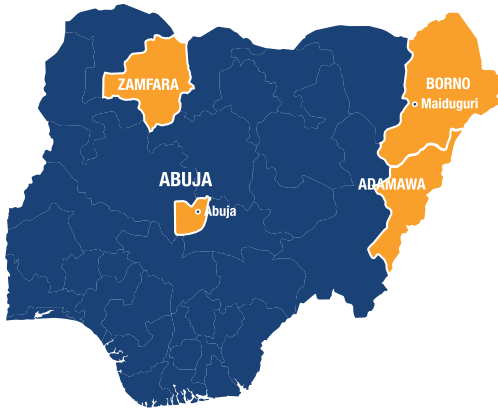
Due to insecurity, conflict and food shortages, 12.9 million people in Nigeria are suffering from the food crisis in 2022. In addition, several floods have affected more than 4.4 million people, exacerbating the spread of diseases such as cholera, which counted 14.000 cases in 2022 alone.

In the North-eastern and North-western parts of the country, around six million boys and girls under five years of age suffer from acute malnutrition, an increase of 52% since 2021. Malnutrition levels are the highest recorded in the last five years.

In Nigeria, **INTER SOS** has had an established presence since 2016 in Borno State, in the North East of the country, particularly in Dikwa, Maiduguri, Magumeri, Bama, Monguno and Ngala, where most of the people in need of humanitarian assistance reside. Here, 1.566 survivors of gender-based violence were assisted through the provision of protection services. For a comprehensive approach to assistance, **INTER SOS** activates mechanisms for referrals, including legal assistance, shelter, access to health and food. Last year, 5.925 people received referral to these services.

⁷ OCHA, Nigeria Humanitarian Response Plan





Results highlights



296.705

food insecure people received food aid



208.675

people were fully vaccinated against Covid-19



500.000

displaced persons assisted in camps and informal settlements



178.530

medical visits

In Zamfara State, our staff implemented what we call the Rapid Response Mechanism in conjunction with the Emergency Protection Response, training 717 people in basic protection principles, including psychological support and psychological first aid.

In 2022, we continued to provide life-saving health and nutrition services in nine governorates of Borno State: Bama, Dikwa, Magumeri, Ngala, Jere, Konduga, Maiduguri, Mobbar and Monguno. Our staff supported seven health facilities and two malnutrition stabilisation centres and screened 85.405 children for severe and acute malnutrition. 1.328 boys and girls under the age of five were admitted and treated in one of the stabilisation centres with a recovery rate of more than 95%.

Among the health activities, **INTERSOS** conducted an innovative campaign in support of vaccination against Covid-19, organising information and community outreach activities, and directly administering the vaccine to 250.000 people including frontline health workers, individuals over

50 and people with underlying comorbidities such as HIV, or non-communicable diseases such as hypertension and diabetes.

We then distributed food kits to 93.519 people and provided financial assistance to meet basic needs within the supplementary feeding programme for children and pregnant and lactating women. To tackle food insecurity at its root, **INTERSOS** also organises training courses on livelihood activities such as running a garden or a business, and distributes starter kits with everything you need to start your own business.

To meet the needs of the large number of displaced people, our staff took care of the coordination and management of the camps, ensuring that all services within them were adequate and efficient. As a result, we reached over 500.000 people in eight governorates of Borno and Adamawa States.

Activity highlights

Due to widespread violence and lack of health services in remote areas, Nigerian women suffer a high maternal mortality rate, with an average of 576 cases per 100.000 live births. In response to this, **INTERSOS** ran a 24-hour Basic Obstetric and Neonatal Care Centre in the city of Bama, North-East Nigeria, where more than 125.000 IDPs have been hosted. The Centre is fully equipped, including an ambulance service, and has 24-hour skilled birth attendants. The presence of this Centre makes it possible to follow deliveries with complications that would otherwise pose very high risks to mothers and babies.

POLAND

Sectors of intervention



2022

First intervention
in the country



13.700

People reached



2

Projects



559.119 €

Activities budget

Poland, neighbouring country of Ukraine, was one of the first and most important destinations for the Ukrainian population seeking safety and protection when the conflict broke out. Here, in 2022 alone, more than 1.5 million people applied for temporary protection, making Poland a key entry point to the European Union, with its border crossed almost nine million times by the end of 2022.

INTERSOS was in Korczowa, at the border with

Ukraine, two days after the start of the conflict, starting operations in the Handlu-Młyny centre, a shopping centre quickly converted by the local authorities into an informal reception centre with 2.000 beds. The INTERSOS health point was the first medical service **INTERSOS** to refugees after crossing the border and also the first information point. In total, we assisted over 13.000 people.





Results highlights



13.266

people received health care and protection services



1.915

first aid and primary health care visits in the first two months of the conflict



7.500

people received orientation to primary services available at the border

Since February 2022, **INTERSOS** has offered primary health care to refugees in transit in Korczowa, with the aim of reducing health risks resulting from the stress of displacement, interruption of treatment or other untreated conditions. We distributed medicines, assisted patients with chronic illnesses and carried out medical consultations. Crucially, our staff provided psychological first aid to those who quickly left their homes in Ukraine.

INTERSOS disseminated information on the rights of people fleeing, assisting those crossing the border and identifying possible human rights violations, such as trafficking of adults or minors or incidents of gender-based violence. In established cases, our staff referred survivors to specialised services in the country.

As the number of refugee arrivals decreased, the health team also started working in 27 reception centres in urban and rural areas where these people were hosted. Here, over 1.500 patients received medical care and treatment.

At the end of the year, the **INTERSOS** team moved to the border with Belarus to offer medical assistance to people trying to enter Poland. Here, on the border between Poland and Belarus, the humanitarian crisis has intensified since the summer of 2021. Our activities took place in close cooperation with other NGOs and various formal and informal local community groups involved in direct assistance activities. Operations in Poland ended in early 2023.

Activity highlights

2022 saw the implementation of a rapid response and emergency capacity plan that was the result of a strategic choice by INTERSOS and Italy mission in particular. A team, ready to intervene in emergencies throughout Europe, was immediately deployed. The team was composed of 14 people including medical, logistical, management and financial personnel of the Italy mission and four vehicles (two medical and two support). This allowed us to be at the Polish and then the Moldovan border two days after the start of the conflict, to bring relief to the fleeing people.

SOUTH SUDAN

Sectors of intervention



2006

First intervention
in the country



140.600

People reached



12

Projects



2.779.155 €

Activities budget

Four years after the ratification of the peace agreement, the country remains characterised by widespread violence and inter-communal conflicts, especially in the Jonglei and Upper Nile regions. The highly unstable security situation has caused large-scale displacements, impacting 2.2 million people. Moreover, in the country, there are 2.3 million refugees.

As in previous years, during the rainy season, the country was affected by widespread flooding, which made roads, mostly unpaved, inaccessible. Our staff travelled by air and river to reach the people to be assisted. In 2022, out of a total South

Sudanese population of 10.7 million, 9.4 million were dependent on humanitarian aid.

The floods, together with inflation and the consequent rise in the cost of living, conflict and violence, have contributed to the food crisis. The latter affects 6.6 million people, 1.4 of whom are severely malnourished children. Only 7% of the population has access to adequate health care.

To help meet the needs of the population, **INTERSOS'** intervention in the country focuses on the Protection sector.



Results highlights



15.236

children and young adults received school materials and textbooks



15.769

people had access to drinking water and sanitation in Torit and Magwi



1.857

minors had access to child protection services



3.900

people in Leer county received basic necessities and tents



In particular, we supported women and girls survivors of gender-based violence through comprehensive case management in safe spaces. Here, aid workers offer psychosocial support not only to survivors of gender-based violence, but also to at-risk and displaced persons. In addition to psychosocial support, the distribution of basic necessities is an important component of protection activities. In this regard, *dignity kits* were distributed to women and girls of reproductive age, combined with awareness-raising sessions. In addition, those most in need of humanitarian aid received cash assistance to support their basic needs.

In a country where the population has an average age of 19, protection of boys and girls engages **INTERSOS** in a major way. In the safe spaces for children, we provide psychological support, identification of unaccompanied minors and support in the search for their relatives and possible family reunification.

For such a young population, ensuring access to education is a priority, especially in the light of the fact that only 5% of children complete primary education. For our staff, this translates into full support for schools and learning spaces through upgrading, delivery of school supplies and staff training.

INTERSOS carried out awareness-raising sessions and activities to disseminate good sanitation practices in Torit and Magwi. In Eastern Equatoria, **INTERSOS** carried out sanitation activities and worked on the rehabilitation of water sources. Following our community approach, our staff carried out training sessions aimed at the local population and focused on the construction of latrines. Subsequently, the Ministry of Water carried out monitoring activities in this regard, ensuring the sustainability of the project.

Activity highlights

In 2022, we built 29 new temporary safe learning spaces for children in two locations: Malakal (Upper Nile State) and Ezo (Western Equatoria). In addition to constructing and rehabilitating these spaces, **INTERSOS** provided teaching and learning materials, such as blackboards and desks, to students, as well as teaching staff. We conducted skills development activities for teachers and, in a complementary way, established and strengthened both parent-teacher associations and school clubs for children.

SYRIA

Sectors of intervention



2019

First intervention
in the country



178.800

People reached



10

Projects



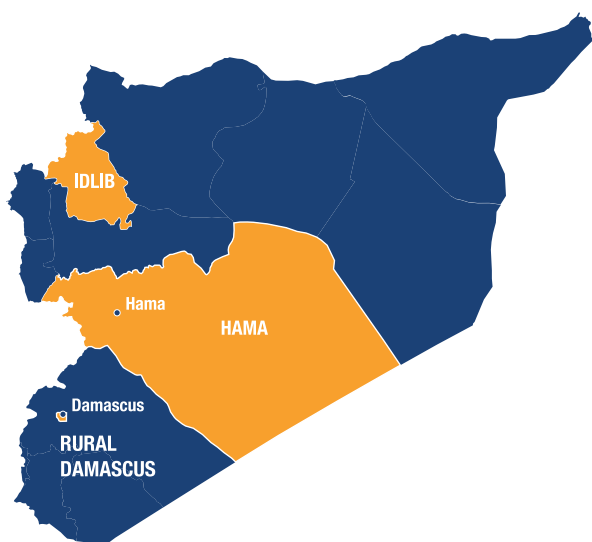
1.942.589 €

Activities budget

Although the intensity of fighting has decreased since the ceasefire signed in March 2020, Syria remains a country with the highest internal displacement with 6.8 million people living outside their original homes. As the Syrian crisis enters its twelfth year, the scale, severity and complexity of humanitarian needs have reached a new peak:

90% of the population lives below the poverty line and nearly five million people live in extreme need of humanitarian assistance. Years of conflict have damaged or even destroyed hospitals, schools, water and sanitation systems, worsening the living conditions of the population and negatively impacting their ability to meet basic needs.





Results highlights

- 📌 **17.212**
 people received basic health care
- 📌 **34.768**
 people participated in health and hygiene awareness sessions
- 📌 **30.888**
 children participated in recreational activities
- 📌 **16**
 schools were provided with heating

In response to the extreme vulnerability of the Syrian population, **INTERSOS** provides integrated humanitarian activities. Our staff offer psychological first aid and psychosocial support, care and protection for minors at risk and survivors of gender-based violence. **INTERSOS** runs protection centres and offers support to vulnerable people to meet basic needs, and distributes essential items such as *dignity kits*. Regarding gender-based violence, we conduct community awareness sessions.

In 2022, we continued to deliver basic and specialised healthcare, focusing mainly on paediatrics and non-communicable diseases. To support the national health system in a severe

crisis, we distributed medicines and medical equipment, conducted training courses for health personnel and awareness-raising on health promotion, along with campaigns on infection prevention and control.

Our staff ensure access to education for boys and girls who have been forced out of school due to displacement, school closures and the lack of qualified teachers. **INTERSOS** has rehabilitated schools and provided furniture and equipment, along with *dignity kits* and *hygiene kits*. We also organised remedial courses for children who had dropped out of school or had fallen behind, and conducted training of school staff in active and inclusive learning.

Activity highlights

In 2022, **INTERSOS** conducted awareness-raising sessions on menstrual hygiene management in schools for 1.109 women and adolescent girls. The aim was to discuss false beliefs and stigma related to menstruation, but also to raise awareness on violence against minors, early marriage and gender-based violence. During these sessions, *dignity kits* (including pads, soap and towels) were distributed to promote good hygiene practices during menstruation.

UKRAINE

Sectors of intervention



2022

First intervention
in the country



166.000

People reached



11

Projects



5.184.179 €

Activities budget

The conflict in Ukraine, which started on the 24th of February 2022, has caused displacement, death and deteriorating living conditions for a high number of people.

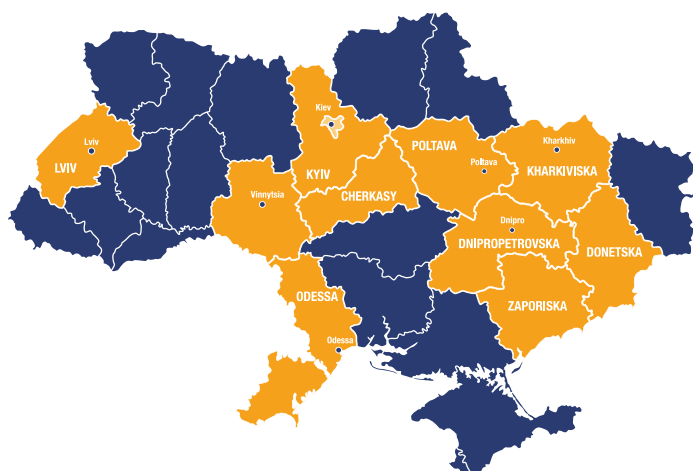
As of December 2022, there were 17.595 civilian casualties, of which 6.824 people lost their lives and 10.769 were injured. In the same month, there were 5.9 million displaced persons and 7.8 million refugees across Europe. Many of these people cross the border again to return to their home territories on a temporary basis to visit those who could not leave the country or to retrieve their belongings.

The offensive targeted not only civilian infrastructure, including hospitals and schools, but also the energy network, causing severe power

power outages and consequently limiting access to healthcare and basic services, such as drinking water and heating during the winter. In the East of the country, 50% of the population is food insecure and 17 million people are in need of humanitarian assistance.

Since the beginning of March, **INTERSOS** workers in Lviv have been providing support to the displaced population from the East of the country in the first reception centres. Since then, **INTERSOS** has gradually moved to the eastern part of the country, closer to the front line, supporting the population affected by the conflict in Poltava and Vinnytsia and in the oblasts of Dnipropetrovsk, Zaporizka, Donetsk, Kharkiv and Mykolaiv.





Results highlights



75.000

people reached by humanitarian Protection activities



10.000

hygiene and winter kits distributed



12.000

people received psychological support

During the first year of conflict, **INTERSOS** assisted more than 165.000 people. We reached the worst affected areas with mobile protection units and mobile clinics, first in Odessa and then in the East of the country, where most of the displaced population is located.

In order to ensure health care for as many people as possible, we decided to support the national health system still in operation, distributing medical supplies and medicines to primary and secondary health facilities. Our staff also carried out over 3.000 medical examinations.

Among the Protection activities, which in total reached 75.000 people, **INTERSOS** distributed 10.000 kits consisting of basic necessities such as food and hygiene kits to ensure dignified living conditions.

INTERSOS also launched activities aimed at helping the population to cope with the winter, with temperatures reaching minus 30 degrees celsius and frequent power cuts. We distributed winter kits containing clothes, blankets and mattresses, as well as stoves and firewood.

In all intervention areas, our aid workers carry out *protection monitoring*, providing assistance to those who have been exposed to psychological or physical harm and preventing the risk of exposure to such violence. We have been able to reach more than 12.000 people with psychological support and psychological first aid programmes, an essential activity in active conflict contexts.

Activity highlights

INTERSOS implemented rapid response interventions aimed at responding to emergency needs in newly accessible areas or where needs suddenly increased due to evacuations from frontline areas. The areas where we implemented rapid response interventions are: Kharkiv, Kriviy Rih, Lysychansk, Vinnytsia, Mykolaiv, Kirovohrad and Dnipro.

Here, we provided health care and distributed basic necessities such as food, water, clothes, winter clothing, firewood, stoves, heating systems and hygiene kits. We also offered psychological first aid to people who had experienced months of severe physical and psychological tension in the disputed areas.

Sectors of intervention



VENEZUELA

**2019**First intervention
in the country**72.900**

People reached

**6**

Projects

**2.016.182 €**

Activities budget

The prolonged political and socio-economic crisis in Venezuela led to the collapse of basic services and one of the largest mass displacements in recent history, with over seven million people displaced in Latin America.

Despite an improvement in hyperinflation, there are increasing difficulties in accessing food, with over 18.7 million people in need of food assistance in 2022. The population has become increasingly poor, with three out of four Venezuelans falling below the poverty line.

The health system suffers from a shortage of medical supplies and the loss of medical personnel who have fled the country: this has increased the incidence of preventable diseases. Access to clean water is increasingly hampered by the collapse of basic services, which exacerbates water and sanitation problems.





Results highlights

 **19.302**
people received psychosocial support

 **37.346**
people received primary health care

INTERSOS works in the border areas, in Táchira, Apure, Merida and Barinas, focusing on the protection needs of the displaced, migrant and repatriated population and vulnerable members of host communities.

Our staff provide psychosocial support, conduct awareness-raising campaigns on available rights and services, and contribute to the training of health and protection personnel. We assist and accompany the most vulnerable or at-risk, engage in child protection and assist survivors of gender-based violence.

In addition, we helped to strengthen the humanitarian protection system and its actors, to ensure quality child protection services, to promote behavioural change in communities and to raise awareness about violence against children and gender-based violence.

Due to limited access to primary health care and to both preventive and curative health care, considering the precarious hygienic conditions and sporadic access to water, **INTERSOS** decided to develop a health programme aimed at the prevention, detection and treatment of communicable and non-communicable diseases. With a view to holistic care, the integration with WASH and rehabilitation activities allows the provision of drinking water through the installation of tanks and the rehabilitation of community infrastructure.

Our staff continued to conduct malnutrition screening and bring nutritional assistance to those in need, targeting in particular pregnant women and minors.

Activity highlights

INTERSOS set up four Defensorias Hospitalarias (offices for legal child protection) in Táchira in the municipalities of San Cristóbal, Fernández Feo, Ayacucho, Panamericano, and one in the municipality of Páez in Apure. Thanks to a multidisciplinary team, made up of INTERSOS and UNICEF child protection experts, INTERSOS provided a response to exploitation, abuse, neglect and violence against children. Our approach was preventive and focused on institutional and community capacity building.

YEMEN

Sectors of intervention



2008

First intervention
in the country



365.500

People reached



20

Projects



16.613.699 €

Activities budget

Yemen remains the largest humanitarian crisis globally, with the armed conflict entering its ninth year in March 2023. More than 80% of Yemen's population, composed of 23.4 million people, is in need of humanitarian assistance and protection. The ceasefire mediated by the UN from April to October 2022 resulted in a sharp decrease in displacements and civilian casualties, but armed clashes and explosive devices continued to target civilians and cause widespread damage to homes and public infrastructure, such as hospitals and schools. The population's access to basic services continues to be severely restricted.


More than two out of three people struggle to meet

their most basic needs, including food, water and essential health services. More than four million people are internally displaced and more than half are minors.


Following the principles of neutrality, independence and impartiality, we assisted people in both the North and the South of the country. The aim of our intervention has been to assist the population suffering from the immediate and long-term effects of the war, such as mental health, malnutrition, difficulties in accessing essential services and human rights violations, with an integrated and multi-sectoral humanitarian response.




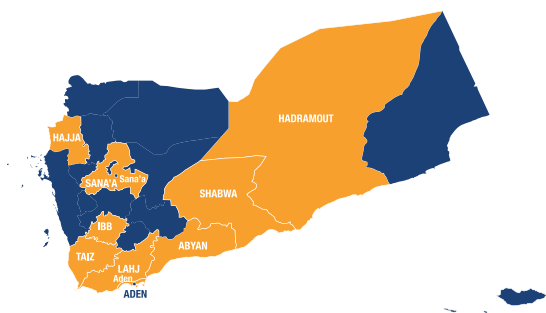
Results highlights

 **51.061**
people benefited from psychosocial support services

 **159.451**
people accessed health services

 **23.350**
migrants received food and basic necessities on the southern coast of Yemen

 **34.643**
children vaccinated against tuberculosis, polio, measles, pneumonia, diphtheria, pertussis, tetanus, hepatitis B and Hemophilus influenzae



INTERSOS supported health facilities, rendered partially non-functional by the conflict, through their rehabilitation, provision of drugs and medical equipment, capacity building of health workers, but also monitoring malnutrition, often conducted through mobile clinics, which are essential to improve access to health care for IDPs and host communities, mostly covering hard-to-reach areas.

In 2022, we continued to support the efforts of two vaccination centres in the COVAX campaign (for vaccination against Covid-19), training health staff and conducting vaccination awareness campaigns, as well as supporting the direct administration and procurement of vaccines. With a focus on capacity building of community health volunteers, we conducted training on protection issues to identify vulnerable cases and improve their safety, dignity and access to services.

Our staff continued to offer protection services, including psychological first aid and psychosocial

support for cases of gender-based violence, child protection and protection of persons with disabilities. **INTERSOS** also offered legal assistance, counselling, mediation and representation, as well as supporting people to access civil documentation. We also continued protection monitoring activities through our mobile protection teams that reached the most remote areas to provide assistance.

INTERSOS also ran activities for children with disabilities, help desks for those who want to make an assisted return to Somalia and supported a social centre in Aden that hosts unaccompanied minors seeking asylum. Regarding migrants, **INTERSOS** continued to monitor migration flows and assisted blocked migrants and new arrivals with legal information, psychological first aid and emergency food distribution.

Finally, **INTERSOS** continued to support refugee university students in Sana'a, Aden and Mukalla through scholarship programmes.

Activity highlights

In Ibb governorate, which borders the conflict front, 68% of the displaced population and 53% of the host communities are in severe or extreme need of humanitarian aid. During the year, **INTERSOS** assisted 95.676 people affected by the conflict and displacement in five health centres and two hospitals, providing medicines, new and improved medical equipment and furniture, rehabilitating sanitation facilities within the centres and strengthening the capacity of health personnel. To complement these activities, we offered assistance and protection to people at risk or survivors of gender-based violence, children and people with disabilities.

a. Focus: **COVAX, INTERSOS** support for the **global vaccination campaign against COVID-19**

The world was overwhelmed by the pandemic and the immunisation campaign was the main tool global health could rely on to win the battle against Covid-19. As a frontline organisation, with access to challenging geographic areas and strong links to the communities, **INTEROS** felt the need to contribute to this battle and to do it where it was more needed: in humanitarian settings. At the end of 2020, **INTEROS** decided to support the global effort in the Covid-19 vaccination campaign.

INTEROS strategy focused on the following main pillars of the vaccination campaign: the engagement of local communities, the implementation of communication activities in the areas of the campaign, the direct management and support of the ultra cold chain, and the direct administration of vaccines. **INTEROS** concentrated mainly on IDPs and refugees but also on host communities, always focusing on the most fragile individuals from the communities. **INTEROS** centred its intervention on two protracted crises: the State of Borno in Nigeria and the South of Yemen. These areas are characterised by war, violence and extreme poverty with a high number of people in need of health services.

During the implementation, **INTEROS** increased the technical level by adding other components to its intervention, like the monitoring of adverse effects following immunisation, the creation of dashboards for the collection and analysis of data and also the deployment of a survey that investigated the barriers to vaccination. These activities were undertaken in Afghanistan, Chad, Yemen, Burkina Faso, Nigeria, Jordan, Lebanon and Central African Republic. The main barriers that were identified included communities' lack of trust towards the vaccine, misinformation on effectiveness and side effects, as well as logistical and economic reasons. The results were then collected in a report⁸.

INTEROS report on support for the **global vaccination campaign against COVID-19**

COVAX projects' results have been particularly significant. In the State of Borno 382,637 doses were administered for a total of 255,071 people fully vaccinated. The **INTEROS** effort covered 8% of the total target of the State, mainly in areas of difficult access due to the ongoing conflict. In Yemen, even with smaller numbers, **INTEROS** contributed significantly to the vaccination campaign, fully vaccinating 14,392 people in the Governorate of Lahij. In particular, the engagement of the local community through focus groups and other activities allowed a considerable increase in the vaccination coverage for women. It is worth stressing that in both contexts, **INTEROS** achieved more than 100% of the initial target.

Over two years after the launch of the vaccination campaign, **INTEROS** developed important operational skills in the field of vaccination in humanitarian settings and also improved its positioning in the field of immunisation. Since October 2022 **INTEROS** is an active participant in Steering Committee of the Joint Convening on Covid-19 vaccinations in humanitarian settings, and as such it is a major contributor to a broader pandemic preparedness, together with key stakeholders, including WHO, UNICEF, GAVI, MSF, The

⁸ <https://www.interos.org/en/covid-19-vaccine-hesitancy-data-from-our-projects/>

Global Fund, World Bank and others. The aim of this collaboration is to identify lessons learned, share good practices and develop actionable solutions for immediate implementation as well as to inform future pandemic planning and response⁹.

The experience gained in the field allowed **INTERSOS** to develop an in-depth knowledge and take stock of Covid-19 immunisation in humanitarian settings. **INTERSOS** identified lessons learned and key recommendations to the international humanitarian community that have been articulated through a report *Covid-19 Vaccination Campaign - Lessons Learned and Recommendations*, indicating six decisive challenges for the future. At the onset of the pandemic, vertical approaches were required, and such an approach was decisive to decrease the effects of the pandemic. The vertical approach decisively limited the spread of the virus but risked to create a parallel system that also drained health workforce within systems that already have limited capacity. For this reason, **INTERSOS** believes that, in order to strengthen fragile health systems and ensure that disruption to other health services are minimised, it is useful to move from a vertical to a horizontal and integrated approach, ensuring better coherence of the overall primary health services.

As the human resources in health are ultimately the main asset of a health system, their retention in humanitarian settings should be prioritised. To do so, different stakeholders, donors included, should adopt a medium/long term view that implies for example a career path which also means not to employ human resources only when needed but stabilise the resource into the system that will also improve the cost effectiveness ratio. Such a view would also imply constant training, longer term contracts and incentives for those deploying shifts in humanitarian and insecure environments.

To enable humanitarian actors to respond promptly and effectively on the ground, flexible and adaptable funding should be secured. In this regard the establishment of a list of pre-positioned implementing actors ready to act would also increase the speed and the extension of the response.

All interlinked aspects of the vaccination campaign are vital. In consideration of the infodemic generated in respect to Covid-19 vaccines¹⁰ and the general decrease of trust into vaccines, the investment in widespread communication and information activities and tools (*Risk Communication and Community Engagement and Information, Education, and Communication*) is pivotal, starting from the centrality of community involvement activities as a prerequisite for successful vaccination campaigns.

Data is a gold mine for informed decisions. Collection, management and sharing of updated and integrated data, also through the experimentation of new technologies, was partly experienced during the Covid-19 campaign. Such initial results need to be improved by dedicated resources, continuous training, with supervision and technical devices and follow-up.

The vaccination campaign impacted positively on the pandemic. However, health, social and economic effects of the pandemic have been disruptive in every society and above all in fragile settings affected by conflicts, famine, poverty and climate change. Global health can and has to be preserved also by the monitoring of possible epidemics breakout. The implementation, with adequate resources, of a global epidemic surveillance system is a central element to do so.

⁹ <https://www.who.int/news-room/events/detail/2023/02/14/default-calendar/joint-convening-on-covid-19-vaccinations-in-humanitarian-settings-and-contribution-to-broader-pandemic-preparedness>

¹⁰ New data indicates declining confidence in childhood vaccines of up to 44 percentage points in some countries during the COVID-19 pandemic https://www.unicef.org/press-releases/sowc_2023_immunization

9. GLOSSARY

STATIC APPROACH - MOBILE APPROACH: The mobile approach is an operational modality for service delivery used as a response strategy in humanitarian emergencies, aimed at providing assistance to vulnerable people with limited access to services.

The static approach, on the other hand, consists of providing aid to populations in need within existing infrastructures. These operational modalities can be used alone or combined in different sectors (Health, Protection, WASH, Education) and in an integrated manner.

CASH ASSISTANCE: Cash payments provided to people affected by disasters or crises to provide assistance to the most vulnerable populations. These cash payments are transparent, efficient, can quickly provide aid, and allow people the freedom and dignity to independently decide how best their aid can be utilised personally on their own preferences. Cash payments allow individuals to prepare and prioritise family needs and allows for a wide range of actions including rent, food, education, and healthcare.

LEGAL AID: The provision of legal advice, assistance and representation with the aim of protecting vulnerable persons from risks. Legal aid can be applied, for instance, by raising awareness of legal information and rights, providing support in obtaining necessary documentation, such as birth or marriage certificates, or offering mediation and legal support for issues related to the home or land. For gender-based violence (GBV) cases, legal support is part of the comprehensive package to assist survivors

NON FOOD ITEMS: Non Food Items (NFIs) are items other than food used in humanitarian contexts to provide assistance to those affected by all types of crises, from conflicts, or natural disasters. When people emigrate or seek refuge in places away from their homes and communities, displaced people often leave behind their livelihoods, possessions, and main sources of income. INTERSOS prepares Non Food Items to be ready for displaced populations upon arrival to the formal or informal settlements. Non-food items include, for example, soap, sanitary and personal hygiene items, clothes, blankets and kitchen utensils.

CASE MANAGEMENT: Case Management is a holistic process defined as “a way of organising and carrying out work to address the needs of an individual and/or their family/caregiver by empowering them and building their self-reliance or independence, in an appropriate, systematic and timely manner, through direct support, counselling and referrals. It is a consistent and on-going professional relationship with the individual and/or household. It is a collaborative, coordinated and multi-sectoral process that takes place between the case worker and the individual(s) at risk”.

RISK COMMUNICATION: Risk communication is the exchange of information, advice and opinions between experts or humanitarian workers and people who face a threat (from a hazard) to their survival, health or economic or social wellbeing.

Risk communication is utilised to enable individuals and communities at risk to make informed decisions to mitigate the effects of a threat and to take preventative measures proactively.

CAMP COORDINATION AND CAMP MANAGEMENT (CCCM): Teams that ensure all services inside camps for refugees and displaced people are provided effectively and efficiently. CCCM is implemented to guarantee the protection of displaced populations in all types of environments and communities these populations will be settled in. This includes rural or urban settings, planned or informal sites or transit centres.



COVAX: The COVID-19 Vaccine Global Access (COVAX) is a worldwide initiative working to coordinate international resources to ensure fair, equitable access to COVID-19 diagnoses, treatments and vaccines. COVAX finances (through numerous donors) the participation of 92 low- and middle-income countries (AMC countries) for the access to COVID-19 vaccines.

It started with a collaboration between Coalition for Epidemic Preparedness Innovations (CEPI), Gavi, the Vaccine Alliance, and the World Health Organization (WHO) with UNICEF. INTERSOS has been a vital player in the COVAX initiative in areas of our missions, participating in the administration of vaccines and raising awareness about the COVID19 pandemic.

KITS: Kits are packs that are often distributed within communities and among populations facing humanitarian crises. Some of the most common kits are family kits, hygiene kits, baby kits, *dignity kits*, and seasonal (winter/summer) kits. These kits specifically provide the resources to meet immediate or personal needs. Some items in these kits include water containers, clothing, hygiene items, cooking fuel, bedding and kitchen items, and in some cases, elements of shelters are included in the basic kit.

NON COMMUNICABLE DISEASES: Non communicable diseases (NCDs), also known as chronic diseases, are the result of a combination of genetic, physiological, environment, and behavioural factors. Some of the main types of NCDs are cardiovascular diseases (including heart attacks and strokes), cancers, diabetes, and chronic respiratory disease (including chronic obstructive pulmonary disease and asthma). NCDs disproportionately impact people in low and middle-income countries and communities, where more than three quarters of the global NCDs occur (31.4 million deaths).

MALNUTRITION (ACUTE-SEVERE AND ACUTE-MODERATE): Malnutrition refers to deficiencies or excesses in nutrient intake, imbalance of essential nutrients or impaired nutrient utilisation. The double burden of malnutrition consists of both undernutrition and overweight and obesity, as well as diet-related noncommunicable diseases. Undernutrition manifests in four broad forms: wasting, stunting, underweight, and micronutrient deficiencies.

Moderate acute malnutrition (MAM), also known as wasting, is measured by means of a weight-to-height indicator (z-score) or by the mid-upper arm circumference (MUAC), which through reference tables show below-average values. If left untreated or uncorrected, MAM can easily lead to SAM (Severe Acute Malnutrition).

SAM results from insufficient energy (kilocalories), fat, protein and/or other nutrients (vitamins and minerals, etc.) to cover individual needs. SAM is frequently associated with medical complications due to metabolic disturbances and compromised immunity. It is a major cause of morbidity and mortality in children globally. SAM is also measured by means of a weight-to-height indicator (z-score) or by the mid-upper arm circumference (MUAC), which through reference tables show severely lowers values then the average.

BORDER MONITORING: Actions taken to enhance the understanding of the profiles, migration patterns, and threats (including but not limited to trafficking, terrorism, and illegal immigration) of a given population on the move. These actions are carried out through data collection at land border points, which are carefully and strategically selected. The activities of border monitoring aim to increase awareness for the needs of the migrating population, including expanding awareness of available humanitarian and development programmes, and resources for the safe passage and integration of migrating populations.



PSYCHOLOGICAL FIRST AID: PFA assistance is provided for individuals who have recently suffered exposures to stresses and traumas. PFA consists of non-intrusive practical care and support, assessing needs and concerns, helping people address basic needs, listening without pressure, comforting people and helping calm individuals, and helping people connect to information, services, and social supports, and protecting and preventing people from further harm. INTERSOS recognizes the significance of providing PFA as mental health is one of the vital pillars of health and well-being of individuals.

PROTECTION MONITORING: This essential activity strives to thoroughly understand the diversity of risks and needs of different groups and individuals in line with age, gender and diversity (AGD), by regularly and systematically collecting, verifying, and analysing information over an extended period of time to identify violations of rights and/or protection risks for populations of concern. Protection monitoring activities cover essential issues, such as legal, material, psychological and physical protection needs, human rights violations, detention, durable solutions, housing land and property rights, population movements/border monitoring, child protection, as well as gender-based violence monitoring.

PROTECTION: Protection consists of specific actions that aim to restore the most basic rights of people in situations of violence or crisis, and to overcome and prevent exposure to physical and/or psychological harm. Protection means guaranteeing human dignity, respect for the rights of each person, access to legal assistance and overcoming the consequences of the abuse suffered, with the aim of creating lasting solutions. Protection activities are carried out by professionals such as psychologists, social workers, legal advisors, mediators, etc.

MENTAL HEALTH: It consists of states of mental well-being that allow people to cope with the pressures and stresses of life, contribute to their communities, work and learn effectively, and to realise their abilities and potential. Mental health is one of the vital pillars of health and well-being to allow individuals to form relationships and shape the communities and world we live in. INTERSOS recognises mental health as a basic human right and its significance to personal, community, and socio-economic development, and continues its work to elevate the mental health and well-being of those in vulnerable situations.

FOOD SECURITY: Food security is a sector that deals with the continued lack of access to adequate and nutritious food for every person in a household for an active, or healthy life, which can be temporary or prolonged. Food insecurity is one of the thresholds used for measuring how many people are unable to access or afford food, and is measured through the Integrated Food Security Phase Classification (IPC) which has a scale that goes from 1 (Generally Food Secure) to 5 (Famine/Humanitarian Catastrophe).

SAFE SPACE: A place or environment where a person or category of people can feel safe from being exposed to discrimination, criticism, harassment or any other emotional or physical harm. A protected space is a place where people can express themselves freely without fear of prejudice or negative judgement.

PSYCHOSOCIAL SUPPORT: Psychosocial support are the actions taken for the process of facilitating and strengthening resilience within individuals, families, and communities to adapt and work forward from adversities with potential long-term impacts. INTERSOS provides psychosocial support under the ideology that mental health is a basic human right.



GENDER BASED VIOLENCE: Gender-based violence consists of violent acts, physical, psychological, sexual or institutional, taken against a person or group on the basis of their sexual orientation, gender identity or sex. All people might face gender-based violence, but the majority of victims are women and girls. This phenomenon has deep roots and is linked to gender stereotypes. It is seen as one of the most notable and frequent human rights violations seen in all communities and societies.

WINTERISATION: Winterisation is the preparation for the winter seasons to individuals and communities and has become a major priority of humanitarian organisations, including INTERSOS. The act of preparing for winterisation requires the distribution of NFI kits and cash assistance, improving infrastructure to avoid regular winter flooding, providing fuel and stoves for individuals who will be faced with the upcoming winter months.





Central African Republic @ Alessandro Rocca for INTERSOS

10. METHODOLOGY

This document is intended to comply with the provisions dictated by Legislative Decree no. 117 of 3 July 2017, which are mandatory for Third Sector organisations as of the 2020 financial year. In the wake of the adjustments put into practice last year, **INTERSOS** has therefore completed the process of drawing up and producing the 2022 Annual Report in accordance with the provisions of the Italian Ministry of Labour and Social Policies through the Guidelines set out in the Decree of 4 July 2019, published in the Gazzetta Ufficiale Serie Generale no. 186 of 9 August 2019.

The main objective of this Report is to report on our activities and achievements in 2022. Underlying this is the desire to be a transparent and accountable organisation, towards all external and internal stakeholders involved in the implementation and management of activities. Through the representation of what has been done, we want to bring out and above all make known the social added value generated, the social changes produced and the sustainability of the social action undertaken.

The contents of the Report were elaborated following the analysis and critical evaluation of the information gathered through questionnaires and round tables organised with key internal and external stakeholders.

The information on structure and administration is mainly derived from the Association's Bylaws, approved by the General Assembly on the 17th of July 2020, which met in extraordinary session to approve the amendments to the Bylaws in order to comply with Legislative Decree 117/2017. In addition, the following documents were used to incorporate information on the management and governance of the Organisation:

- **The Associates' Book;**
- **The book of meetings and resolutions of the General Assembly;**
- **The book of meetings and resolutions of the Board of Directors, the Supervisory Body and the Board of Arbitrators.**



Therefore, this information takes into account all the latest changes within the organisation.

Information on the activities was collected from colleagues on **INTERSOS** missions, based on uniform criteria established at the outset:

- For the purpose of counting the number of projects in 2022, INTERSOS took into account the competence of the funding contracts of institutional donors;
- Activities considered particularly significant in relation to the context of intervention were highlighted. Specifically, the aim was to highlight the innovative activity (for INTERSOS or for the Country); the activity that deals with issues considered sensitive; the unique activity in relation to other humanitarian and non-humanitarian actors present in the field;
- When calculating the population assisted by our projects, it was decided to focus on the people who directly benefited from the activities. However, this should not minimise the impact that very often the activities also have on the wider community, or simply on households. The total number also includes awareness-raising sessions, especially considering all interventions aimed at promoting good hygiene at the time of the Covid-19 pandemic outbreak. Finally, the choice was to round the total to the hundreds, by default, and thus avoid an unfair (and hardly realistic) precision to the unit.

Information on human resources was obtained by calculating the total number of FTEs (Full Time Equivalents).

The economic and financial information comes from the annual financial statements, which are approved by the Board of Directors and the General Assembly, and are subject to audit by the external consulting firm Crowe Spa. The 2022 annual financial statements, as well as those of previous years, are published and available on the organisation's website at www.intersos.org.

The reporting process that led to the drafting of this document was characterised by a participatory approach, involving all departments and units at Headquarters, as well as all missions. The coordination work was carried out by the Editorial Committee consisting of Giulia Gemelli, Flavia Melillo, Greta Panza, Chiara Troiano and Giovanni Visone. A special acknowledgement goes to all the staff who contributed to the collection of data and information for the creation of this document.

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