

ANNUAL  
REPORT  
2018





*On the cover: Screening for malnutrition in Yemen*

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# INTRODUCTION

## 2018, A RECORD YEAR FOR FORCED MIGRATIONS AND HUMANITARIAN NEEDS

2018 was a challenging year for the humanitarian sector. Despite the global funding of 23 billion dollars for humanitarian aid, the gap between rising humanitarian needs and available funding continued widening. According to UNHCR, the number of forcibly displaced persons was the highest ever registered with **70.8 million people** forced to flee their homes. Among them, **25.9 million were refugees, half of whom were under 18 years of age.**

Added to this, according to OCHA Global Humanitarian Overview, the increased food insecurity has affected 124 million people, with the percentage of early school leavers growing. Girls were particularly affected, and compared to boys, they were between two and five times more likely to be out of school.

In 2018, INTERSOS brought assistance to populations in need because of war and other forms of violence, poverty, repression, and environmental crises. Our humanitarian workers operated in emergencies caused by natural disasters and epidemics, such as in Indonesia, where INTERSOS Emergency Unit was deployed in less than 72 hours after the earthquake and tsunami had stricken the country on September 28, 2018.





Our humanitarian workers have been on the frontline, even in the worst crises such as Yemen, Lake Chad, Syria crisis, South Sudan, Somalia - and also in almost forgotten crises, such as Afghanistan and Central African Republic. We are at the forefront of all these contexts, working closely with the local communities. At the same time, we launched operations in Libya. It must be remembered that while NGO ships and their crews faced increasing restrictions to conduct rescue operations at sea, out of every 14 people that arrived from Libya to Europe, one lost their life, further highlighting the humanitarian plight of desperate migrants.

In 2018, INTERSOS greatly increased its capacity to provide direct humanitarian assistance in current humanitarian crises. As part of this growth, INTERSOS strengthened its hub in Nairobi, as well as opened a representative office in Dakar, to enable closer operational engagement in a constantly evolving humanitarian context.

A very important step has been the establishment of INTERSOS Hellas, with a national Greek NGO status, that since the beginning of 2019 has taken control of our operations in Greece.

We grew up also in terms of accountability, strengthening our internal measures and increasing our commitment to be a safer, more transparent and more responsible organisation.

Our gratitude goes to all our donors that make our work possible, and to all our aid workers for their professionalism, dedication, and commitment to support the most vulnerable, even putting their lives on the line to perform their work.

**Kostas Moschochoritis**  
*Secretary General*

# HELPING ON THE FRONTLINE

INTERMEDIARY: INTERSOS is an Italy-based humanitarian organisation that works all over the world bringing assistance to people in need. Through its staff, INTERSOS intervenes to effectively meet the needs of people in crisis, by providing food, basic health care, clean water, protection, education.

INTERMEDIARY: INTERSOS is an independent organisation, partner of the Italian Agency for Development Cooperation (AICS), the European Commission through ECHO and the main United Nations Agencies. Furthermore, it enjoys advisory status at the United Nations Economic and Social Council (ECOSOC). INTERSOS is also a member of the international NGO networks VOICE and ICVA.

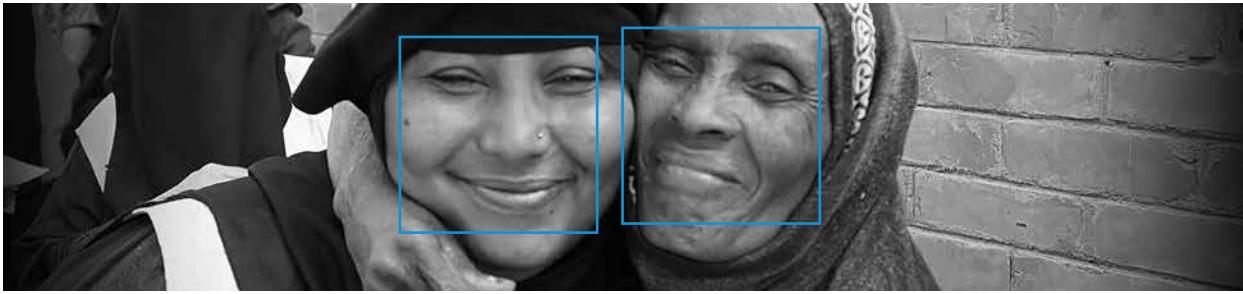


INTERSP



SP

YEMEN



# OUR VALUES

## BORDERLESS

INTERSOS works in full coherence with the principles of the Universal Declaration of Human Rights and the European Convention on Human Rights: it does not make any difference or discrimination whatsoever based on race, gender, religious belief, nationality, ethnic origin or social and financial condition.

## IMPARTIAL

In the eyes of INTERSOS, those affected by conflicts or other calamities are the primary concern in every circumstance, irrespective of political, religious or social differences or beliefs. Its humanitarian activities are implemented in an impartial manner targeting population or persons at risk, or in circumstances of serious need. This does not prevent INTERSOS from identifying those people or institutions responsible for specific natural or man-made disaster situations, and from taking a public stance on the matter.

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## INDEPENDENT

INTERSOS is independent from any political, ideological, military or other objectives. This freedom of thought and opinion allows INTERSOS to report all human rights' violations and every form of injustice and breach, without being unduly influenced. The same principle of independence determines the standards by which financial donors, both private and public, are chosen.

## SENSITIVE TO LOCAL CULTURES

INTERSOS develops its actions in full respect of local cultural and religious traditions.

## ATTENTIVE TO LOCAL CAPACITY

INTERSOS always places the value and dignity of human beings at the centre of its activities. 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 Populations (AAP).

## PROFESSIONAL IN SOLIDARITY

INTERSOS considers solidarity and professionalism as indispensable and indivisible components of its humanitarian work. They are essential elements to respond to the needs of population with humanity, effectiveness and quality.

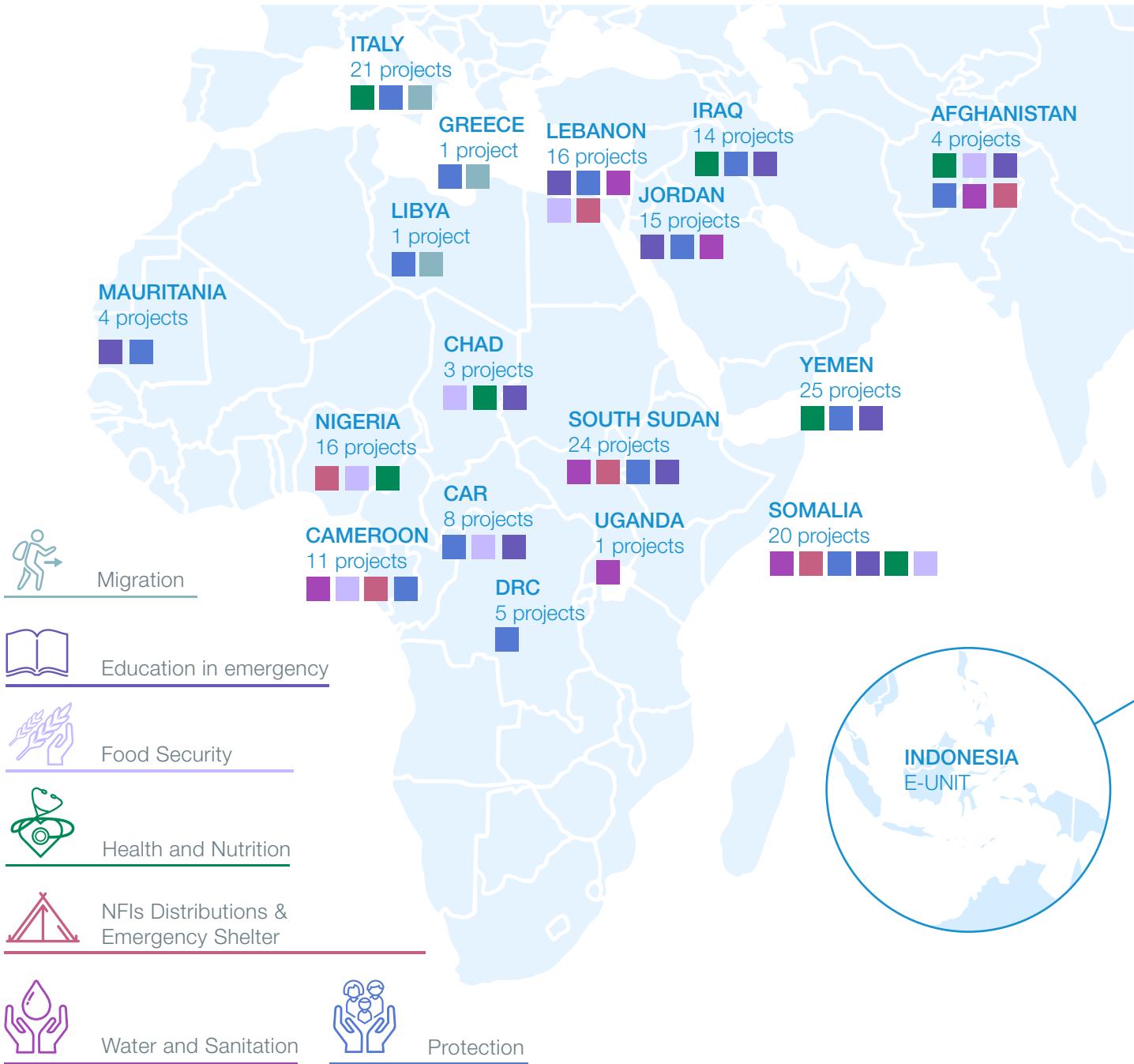
## TRANSPARENT

INTERSOS operates thanks to the funds from public and private donors. The budget for every single project is verified by public financial experts and certified by financial auditors. The annual budget is certified and made available to the public.





**CAMEROON, KOUSSERI** An informal education session to promote literacy of refugee women.



# OUR NUMBERS



**69.196.417,98 €**  
BUDGET SPENT  
IN HUMANITARIAN PROJECTS



**5.556.801**  
POPULATION TARGET\*



**189**  
PROJECTS IMPLEMENTED

For every **100** euros spent by the organization, **93** go to project activities, **6** to cover general organizational and support costs and **1** to fundraising costs.



\* Total of people present in the places where we intervene.

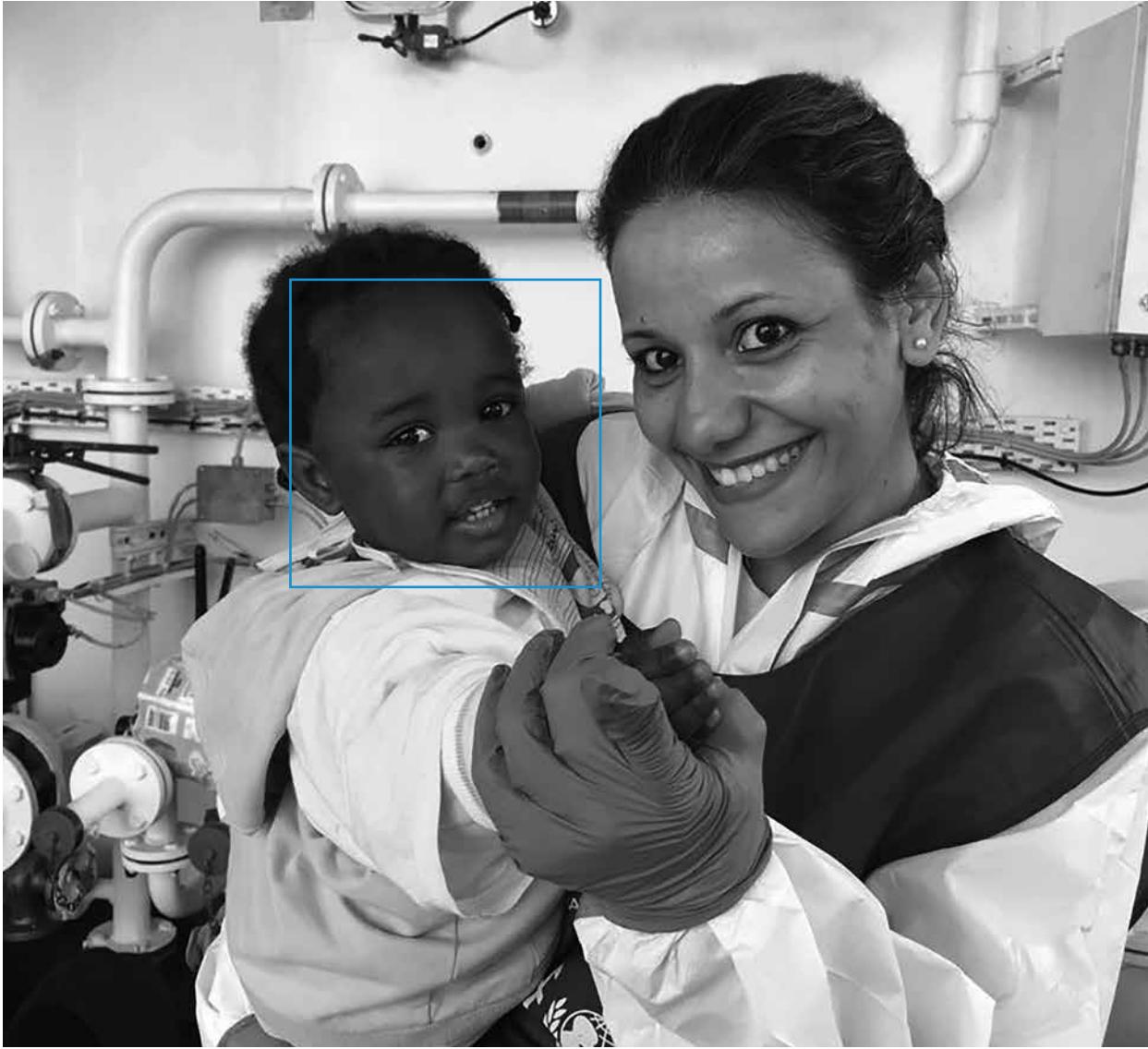
# INTERSOS STAFF

## HUMAN RESOURCES

INTERSOS' operations, and therefore its staff, began to grow in 2015 and stabilized in 2018, with the international staff growing from 201 people at the beginning, to 315 in 2018.

The stabilization in terms of recruitment needs allowed the department to concentrate during 2018 also on medium-term processes, in particular on the management of its own staff.

Recruitment of new staff continued to be a priority in 2018, as more than 50% of the staff was on their first mission with the organisation. The recruitment process has been further improved thanks to an optimization of the use of the dedicated IT platform, which in addition to making the process itself more effective and transparent, facilitates coordination with other departments involved in recruitment. Weekly coordination meetings, in particular between the Human Resources staff and the Programmes Department, have ensured greater sharing of the needs and therefore more precise recruitment. Process improvement has led to timelier recruitment. Active recruitment activities were strengthened in particular through collaboration with eight Italian and European Universities with the inclusion of 29 students as interns deployed to field operations.



Among them, 11 continued to collaborate with INTERSOS in junior positions. The use of social media became an important recruitment tool, helping Human Resources staff in identifying a number of coordination and technical profiles.

Parallel to the recruitment, the department's second goal in 2018 was to increase the organisation's staff retention, leading to improving deployment timeliness and the quality of our staff.

Related to this, the department worked on a more effective structuring of staff management processes, including strengthening the organisation's capacity as a responsible employer (duty of care). In particular, the focus was on staff and its performance evaluation, clarity of roles and responsibilities, transparency and equal treatment, the creation of clear processes related to the development of personnel, including training and career planning.

The above-mentioned processes started in 2018 and will be the priority in the coming years.



HEADQUARTERS STAFF\*

**56** (33W + 23M)



ITALY MISSION STAFF\*

**40** (15W + 25M)



INTERNATIONAL STAFF\*

**259** (100W + 159M)



NATIONAL STAFF\*

**2.585**

\* Data refer to the actual number of persons who held positions during 2018 and include maternity or absence replacements.



# OUR OPERATIONAL APPROACH

In our operational approach, we use a need-based and community-based approach (CBA). This approach has been developed by humanitarian organisations after years of field experience, based on the idea that beneficiaries of humanitarian interventions should not be considered as a passive party. On the contrary, they must actively participate in all phases of the intervention, from the decision-making stage to the operational one. No one knows nor understands the needs of the beneficiaries better than the beneficiaries themselves. Therefore, it is crucial to support, from the very start, the active involvement of people in the following phases of the project:

- Evaluating the political, economic, social and cultural context of the population receiving aid. The beneficiaries are interviewed and observed so as to identify their different categories in terms of gender, ethnicity, culture and priority needs.
- Enhancing and developing the skills and responsibilities of individuals and communities, with the aim of gradually eliminating dependence on external aid. This approach is crucial to increasing the beneficiaries' degree of responsibility over decision-making processes and the activities that impact their public and private life.

The community-based approach is also closely linked to the principle of Do No Harm. This allows humanitarian organisations to accurately identify the needs of the individuals and the communities by responding with activities suited to meeting these needs and not risking involuntary harm to communities.



2014/2015  
Cant. Unit: the Leo Pund Said,  
You kill the Meat  
to Sleep  
keep his prey before  
to drink  
the Wines  
dragged his  
the 1000

# TRANSPARENCY AND ACCOUNTABILITY

INTERSOS has produced four Policies with the aim to prevent and, if needed, to manage cases of behaviours which infringe the internal rules (“misconduct”):

- 1) SoP 26 – Prevention of fraud and corruption risk (adopted in June 2014).
- 2) Policy on Whistleblowing and Investigation (adopted in December 2017).
- 3) Policy on Protection from sexual exploitation and abuse (PSEA Policy adopted in September 2017).
- 4) Policy on Child Protection (Child Protection Policy adopted in September 2017).

These Policies complement the Organisation, Management, and Control Model, the Code of Ethics and the Human Resources Manual, which establish the staff conduct rules and regulations, and the sanctions in case of failure to comply with internal rules.

In 2018, the aforementioned policies were widely distributed, and a systematic support was provided both at HQ and Missions levels through induction sessions for new collaborators, training sessions, technical assistance provided by the Internal Auditor and by the Senior Protection Advisor to the Missions. All these activities have greatly increased the knowledge and the use of policies, particularly in relation to internal complaints (whistleblowing).

During 2018 INTERSOS has strengthened and developed all the necessary measures to prevent cases of harassment, exploitation and sexual abuse.

A Committee for the prevention of harassment, exploitation and sexual abuse and protection of minors (PSEA/CP Steering Committee) was established and coordinated by the Senior Protection Advisor. The Committee has promoted a series of initiatives for developing an environment preventing and fighting exploitation and harassment cases.

Specifically:

- 1) The Communication and Fundraising Department is finalizing a policy on communication methods consistent with the PSEA and CP Policies, aimed at providing respectful messages and images of minors and other vulnerable categories and protecting children identity.
- 2) A data protection policy is being put into action.
- 3) In the procurement contracts, specific clauses have been incorporated in line with the policies of protection from Sexual Exploitation and Abuse and child protection (PSEA and CP policy).
- 4) Some staff members have been selected for training in conducting investigations in the workplace.

In 2018, three members of our staff: Internal Auditor, Regional Middle East Director and Senior Protection Advisor followed training on investigations for misconduct cases in the humanitarian field. The course was organized by OSACO LTD, a private specialized company active in the aid sector, formed by former investigators from both the private and United Nations sectors.

In June 2018 a Framework Agreement was signed with OSACO LTD. This Agreement lays down the conditions for an immediate intervention when INTERSOS calls for urgent investigations



# GENEVA OFFICE

INTERSOS has maintained a Representative Office in Geneva for many years, focused on representing INTERSOS at important Geneva events and meetings, as well as serving as a liaison with operational agencies and humanitarian coordination platforms.

After the 2016 World Humanitarian Summit (WHS) in Istanbul, the humanitarian system has entered a new phase with important changes, particularly with regards to localization and the link between humanitarian and development work.

Other important issues having a significant impact on humanitarian aid were the introduction of greater Accountability to Affected Population (including Prevention of Sexual Exploitation and Abuse (PSEA), as well as the increasing number of impediments to humanitarian activities.

These and other major changes experienced by the humanitarian system requires stronger INTERSOS engagement in these global policy discussions, to better understand how these changes should be applied in daily operational realities.

Apart from policy advice, INTERSOS Geneva participated in the international meetings and conferences held in Geneva in 2018, including the Ministerial Conference on Afghanistan, meetings between UN member States on important humanitarian crises, such as those of Iraq, Libya and Venezuela, the launch of publications such as the World Disaster Report of IFRC, the opening of the UN Partner Portal, the Global Humanitarian Overview 2019, the State of Humanitarian System 2018 ALNAP report, and many other events.

Geneva Representative also now incorporates responsibility for Brussels-level portfolio through engaging with NGO Voice network on humanitarian issues from the EU and ECHO perspectives.

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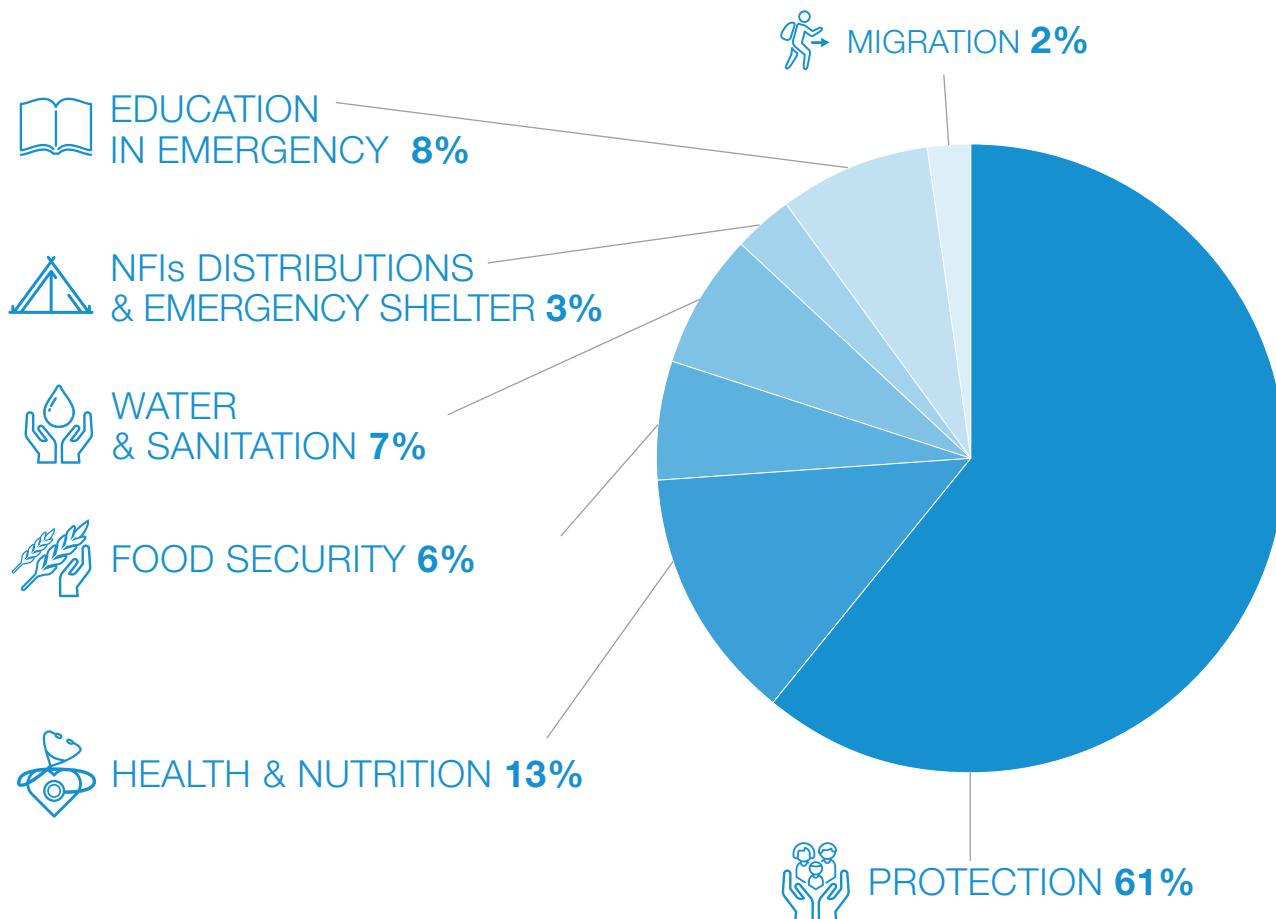
## DAKAR OFFICE

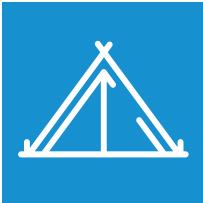
Reflecting on its strategy of decentralisation and bringing support closer to its Missions, INTERSOS has established a Representative office in Dakar in June 2018, focusing on the follow up of humanitarian coordination, donor relations, advocacy and policy support. Dakar is already considered a “nerve centre” for West and Central Africa, with many UN regional offices and international NGOs located there, to facilitate their operational coordination. The OCHA representation in Dakar organizes meetings and coordinates humanitarian clusters. INTERSOS is currently completing the registration process to be recognized as an international NGO.

## MILAN OFFICE

In March 2018, INTERSOS opened its Office in Milan. This office has both operational and representative functions. During the year, different activities were developed to increase INTERSOS visibility both in Milan and in the north of the country, but also to set up a network with local authorities, foundations, NGOs and associations. Furthermore, the office began collaborating with academic institutions, including the University of Trento and the Specialisation Course in “Tropical Medicine and International Health” of the University of Brescia. Finally, contacts and partnerships with the innovation and new technologies sector were also developed.

# SECTOR OF INTERVENTIONS





## NON-FOOD ITEMS DISTRIBUTIONS AND EMERGENCY SHELTER

When wars or natural disasters occur, we intervene in the shortest time possible, distributing non-food items essential to survival.

- Distributions of essential non-food items and supply of emergency shelters.
- Ability to intervene in the shortest time possible to help the most vulnerable and most affected people.



## HEALTH AND NUTRITION

In emergency situations, we guarantee access to vital, primary and secondary medical services, intervening in the care of malnutrition through nutrition therapy and support to the local healthcare system.

- Distribution of health kits to the population.
- Support to the local health systems to provide access to primary and secondary health services to men, women and children affected by humanitarian disasters or living under vulnerable conditions.
- Mobile clinics to reach the most isolated places to supplement the existing health centre.
- Monitoring the nutritional status and treating malnutrition.
- Nutrition services designed to provide the nutrition elements essential for development and health, with a specific focus on pregnant or lactating women and infants.
- Awareness-raising and training campaigns to raise awareness about the health risks of the assisted populations.



## FOOD SECURITY

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

- Food distributions
- Supply of tools for agricultural production and seeds, technical training and monetary support to populations affected by natural disasters (such as famines) or political crises.
- Infrastructure interventions such as the construction of markets to support the economy of the affected regions.
- Promotion of farming and herding activities to ensure subsistence and the return to the areas of origin of internally displaced persons and refugees.



## WATER AND SANITATION

To improve the living conditions of vulnerable populations, we work to ensure clean water and sanitation and to educate them in their proper use.

- Supply of drinking water and sanitation to support communities affected by natural disasters, famines and conflicts, for internally displaced persons and refugees, and for those who decide to return to their areas of origin.
- Awareness-raising activities on sanitation with the aim of preventing and combating the spread of diseases.
- Training courses and awareness-raising campaigns to empower the recipients of the intervention regarding the installation, management and maintenance of the services provided to foster self-sufficiency in water management.



## PROTECTION

In the most serious situations, we are engaged in the physical and psychological protection of the most vulnerable, with particular attention to women and children.

- Case Management: Legal, psychosocial and gender support in support of victims of violence, especially women, but also children and elderly people.
- Awareness-raising campaigns and training courses focused on the management and prevention of gender-based violence.
- Awareness raising campaigns to ensure greater protection for minors and ensure respect for their inalienable rights, based on international principles.
- Providing support in cases of extreme exclusion.
- Consolidated experience and knowledge in profiling techniques.



## EDUCATION IN EMERGENCIES

In crisis situations, we promote the right to education by building or rebuilding schools, training teachers and promoting educational activities.

- Rehabilitation, reconstruction and reactivation of schools.
- Outreach to families and reintegration of children in schools.
- Creating spaces for learning and starting vocational training with the help of teachers chosen among the population.
- Specific training courses in the areas of intervention such as food security, the reduction of risks related to catastrophic events, and the management of health and sanitation services.



## MIGRATION

We are on the front line, to bring aid to populations fleeing from their countries in search of security and dignity.

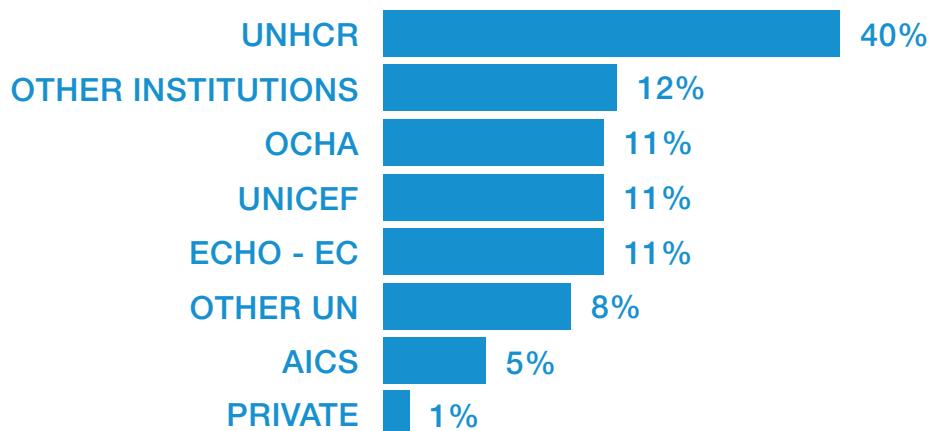
- The vast movement of refugees towards the European Union has prompted INTERSOS to create a specific unit in 2011 to coordinate aid projects in Italy and Europe.
- This engagement grew over the years, and today it includes projects in Italy and Greece.
- We assist migrants by providing psychosocial and legal support, protection and reception.



IRAQ

# OUR DONORS

In 2018, we have managed humanitarian projects amounting to a total of 69.196.417, 98 Euros. INTERSOS implements its own projects thanks to institutional donors' funds and private ones. In 2018, the majority of funding came from UNHCR, the United Nations agency that provides and coordinates the international protection and the material assistance to the refugees, asylum seekers and IDPs on a global level. Breakdown of INTERSOS donors in 2018 is as follows:



## FOUNDATIONS



INTESA  SANPAOLO



 OPEN SOCIETY FOUNDATIONS

→ PRIMASPES (Fondazione)

Renato Corti



## CORPORATIONS



 bancaetica

capricci



deiapin  is

 REWARE Società Cooperativa  
Impresa sociale

Safilens  VISION INNOVATORS

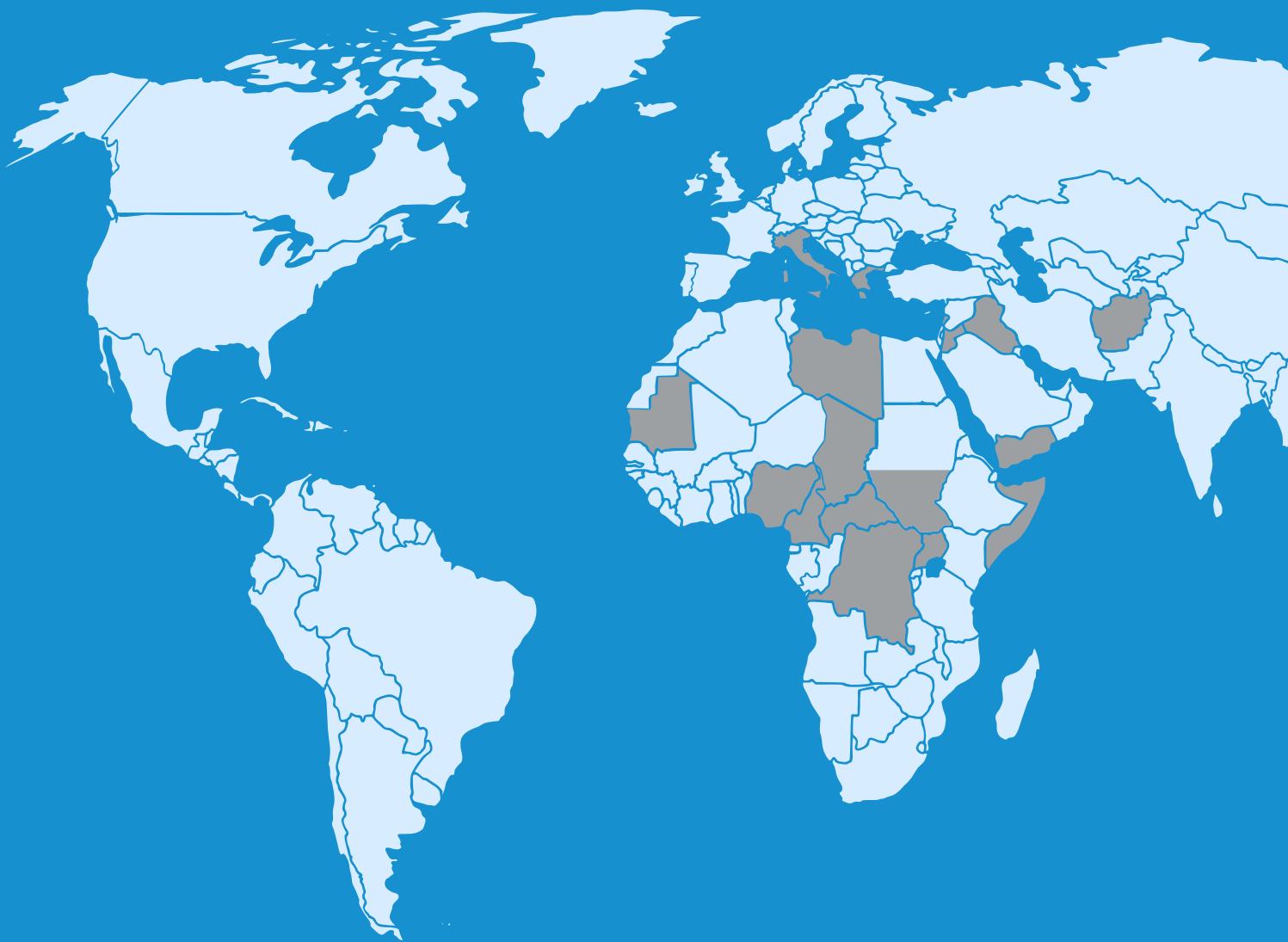


## MAJOR DONORS

Nicolò Devecchi, Amalia Ghisani, Giovanni Molinaro

IRAQ, HAMMAM AL-ALIL playtime in one of the largest camps still welcoming tens of thousands of displaced people south of Mosul. INTERSOS provides protection and assistance to people who, at the end of the fighting, have not yet been able to return home.





# OUR MISSIONS

## OUR HUMANITARIAN PROGRAMMES IN 2018: CHANGING TO KEEP STANDING ON THE FRONT LINE

In 2018, with the opening of a new mission in Libya, INTERSOS operated in 17 countries.

INTERsos has played a significant role in the most severe humanitarian crises: particular attention was given to the crisis in the Lake Chad basin, which required a constant growth in the volume of activities, particularly in Nigeria, where efforts were made to reach the most remote places in Borno State. Similarly, INTERsos remains one of the most important NGOs acting both in the north and in the south of Yemen, enlarging and diversifying its operations in the area, always maintaining strict impartiality and neutrality when designing and carrying out its activities.

Despite the fact that most of INTERsos missions are concentrated in Africa (10 countries), where 36% of the total budget is used, Yemen and Syria crises still represent the majority of the project portfolio (45%). The two crises, in fact, respectively represent 20% and 25% of the entire annual budget.

In terms of capacity to respond to new crises, INTERsos was able to intervene in the new ongoing humanitarian crisis in the Anglophone region of Cameroon:



for several months INTERSOS was the only international organisation able to bring aid to the affected population in this area.

Furthermore, INTERSOS promptly arrived in Indonesia, in the areas affected by the earthquake and tsunami on September 28: the Emergency Unit started its intervention less than 72 hours after the event, in the main town Palu, on the island of Sulawesi. INTERSOS was present in the area until mid- December.

At the planning level, in 2018 more emphasis was placed on the implementation of an integrated and multi-sectoral approach to interventions, mainly in terms of Protection and Health.

In terms of internal organisation, 2018 represented an important year for the Programmes Department: in June the new Director was appointed and, consequently, the structure of the Department was redesigned through the establishment of five regional sections: the Western Africa Region, which covers Nigeria, Cameroon, Chad and Central African Republic; the East and Central Africa region covering South Sudan, Somalia and the Democratic Republic of the Congo; the Middle East Region covering Iraq, Lebanon and Jordan; a region including Afghanistan and Yemen; and an area dedicated to ongoing migration in Europe and northern Africa.

Furthermore, the Support Units of the Programmes Department - namely the Medical Unit, the Protection Unit, and the Emergency Unit - have been strengthened through the inclusion of new positions: a dedicated logistician for the Emergency Unit and a new medical consultant.

Finally, during the year, two missions - Mauritania and Uganda - were closed, following an assessment of decreasing impact of our field activities in both countries. In the last months of the year, the mission in Greece ceased to be part of INTERSOS. Starting from 2019, the Greek government has imposed that humanitarian aid is to be provided to refugees exclusively by national NGOs. Given the continued need to assist the most vulnerable people in camps and urban areas, INTERSOS has decided to establish INTERSOS Hellas, a national branch, closely linked to INTERSOS for its values and strategic choices.

# ITALY

## THE CONTEXT

2018 was a year of major changes in the Italian approach to the migration issue.

At European level, the lack of an unanimous agreement on the shared management of migration flows has left the situation unchanged for what concerns the legislation defined by the Dublin III Regulation. Furthermore, no effective policies to support relocation and family reunification have been developed.

At the national level, it has been increasingly difficult for humanitarian organizations involved in rescue activities in the Central Mediterranean, to help migrants coming from the Libyan and Tunisian coasts.

The number of arrivals significantly decreased, from 120,000 in 2017 (of whom 18,000 minors) to just over 23,000 (including 4,200 minors). It is estimated that at least 1,200 people lost their lives at sea. In terms of migrant reception, the law no. 132 (1 December 2018), in conversion of the so-called “Security Decree” amended the former reception and protection system by eliminating the case of humanitarian protection for asylum

seekers and dismantling the system of widespread reception of refugees (ex SPRAR, the Italian Protection System for Asylum Seekers and Refugees), resulting in significant consequences for the protection of the rights of people seeking international protection in Italy.

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## INTEROSOS' INTERVENTION

In 2011, INTEROSOS established the centre A28 in Rome – a night shelter that welcomed more than 4,000 unaccompanied minors in transit to Northern Europe. This project ran its course and, in October 2017, a new expanded project took over its legacy: the new INTEROSOS24 centre. INTEROSOS24 consists of three main projects: the continuation of A28 providing assistance to UASC in transit in Italy, as well as to mothers and foreign women in major need; daytime social activities, such as training and education, open to the Italian and foreign vulnerable population resident in the country; a free Social Clinic opened to the public in 2018, with INTEROSOS' doctors and psychologists.

In 2014, we opened the first INTEROSOS polyclinic in Crotona, providing medical and psychological assistance, social and health services to migrants, asylum seekers and Italians living in a condition of poverty. We also provided medical assistance to the guests of several centres. Today the centre has been included in a FAMI (Migration and Integration Asylum Fund) project, managed by the ASP (Provincial Health Authority) of Crotona, which replicates the impact on the territory including and integrating the psychological support into

the local health system. The project ended in March 2018, with the final handover of the services to the Provincial Health Authority and it obtained a new loan with a new project supporting and expanding its operations until 2021.

In the course of 2018, the project, launched in collaboration with UNICEF in 2016, with the aim of assisting unaccompanied minors on a national scale was strengthened. It began with rescue operations in the Central Mediterranean on board of the Italian Coast Guard Units. The project evolved to provide extensive support and improvement on reception standards in the reception centres all over Sicily, specifically, in the provinces of Palermo, Trapani, Agrigento, Messina, Catania, and Syracuse. Furthermore, the project assisted UASC in Italy at the main hub and transit points of their informal migratory flow: in Rome with a mobile team which has been active for years in the area, and in Ventimiglia providing UASC with constant support. In 2018, INTEROSOS started implementing aid activities in Puglia (Foggia), to help the victims of exploitation and harassment in the field of seasonal agricultural work. INTEROSOS has launched, with internal resources, a social-health care intervention for

these people through two operative mobile teams, equipped with medical resources and managed by two doctors supported by two full-time social- health mediators, seven days a week. This intervention focused on eight informal settlements in the area of the Foggia agricultural plain. Among these, the former “Ghetto” and the area of the “Pista” of Borgo Mezzanone. Our doctors assisted more than 1,500 people.





**1.535**

PEOPLE VISITED BY MEDICAL  
TEAMS IN FOGGIA

**198**

FIRST MEDICAL EXAMINATIONS  
CARRIED OUT AT THE SOCIAL  
CLINIC IN CROTONE

**4.784** UASC\* ASSISTED

**718**

WOMEN IN VULNERABLE  
CONDITION ASSISTED

**900**

RECEPTION CENTRE OPERATORS  
TRAINED IN SICILY

## STAFF

40 (15W + 25M)

## BUDGET

€ 1.1.378.250,00

**SECTOR  
OF INTERVENTIONS**  
HEALTH AND NUTRITION,  
PROTECTION, MIGRATION

**TARGET  
POPULATION**  
8.137 (OF WHOM 4,784 UASC\*)

**NUMBER  
OF PROJECTS**  
21



\*Unaccompanied Asylum-Seeking Children

# INTERSOS24: AN EVOLVING MODEL OF RECEPTION AND SOCIAL INCLUSION

In October 2017, starting from the experience of the A28 Centre, which in over 6 years of activity hosted and assisted more than 5,000 minors in transit, INTERSOS opened the INTERSOS24 Reception and Primary Care Centre in Rome, a protected place for minors and women in transit or outside the reception system living on the margin of society.

INTERSOS24 was set up in the heart of the VI Municipality, called “delle Torri”, one of the most complex municipalities of the Roman territory, with the highest index of socio-economic distress, equal to 73.6 out of 100, the lowest rate of schooling, the highest unemployment rate in the city, and the highest percentage of the foreign population (17.3%) of the total population of the Municipality.

The motivation and *raison d'être* for the project stems from a detailed analysis of the needs and the desire to act on the migration crisis, to increase social inclusion and, at the same time, to give back to citizens an open, free, inclusive and accessible service.

INTERSOS24 offers night shelter to Unaccompanied Asylum-Seeking Children (UASC) and women with children, psychological support, cultural mediation, an info desk on work, but also training courses, workshops, and socio-recreational activities.

The health clinic provides orientation and general, gynaecology, paediatrics visits and breast examination open to the entire population.

The centre works in strong collaboration with the civil society organisations and takes into account the concept of active citizenship, representing therefore a meeting point, a privileged observatory and a think tank for inclusive practices. The activities of the centre are supported by a Mobile Team (implemented in collaboration with UNICEF) active in the city.

In the first year of the project, 304 extremely vulnerable and socially excluded beneficiaries were reached through the project, of whom 186 were males (168 UASC and 18 boys who had recently turned 18) and 118 were females (39 UASC, 31 girls who had recently turned 18, and 48 mothers with children).

The project provided health care, including free medical consultancies (general, gynaecology, and paediatrics visits) to 658 users, as well as psychological counselling sessions to 177 users. Furthermore, 3 health promotion events were conducted for 117 persons.



# AFGHANISTAN

## CONTEXT

Global Human Development Index currently ranks Afghanistan in 168th place, with almost 39% of the population living below the poverty line. 2018 was the fifth consecutive year of the current war, which caused more than 10,000 civilian casualties since the conflict broke out in the country. 40% of the victims are women and children. Insecurity created by the conflict forced about 550,000 people to leave their homes.

Another negative trend recorded in 2018, highlighting the intensifying violence in the country, is the forced closure of health care facilities - 72 facilities were struck during the year - which has prevented 3.5 million people from accessing essential health services. 3.3 million Afghans suffer from chronic malnutrition: 73% of them are under the age of 18 and 23% are women. At least one thousand schools are closed or inactive and 3.7 million children have no access to education. At the same time, the continuous internal migration flows, combined with the huge population influx of returnees from Iran and Pakistan (716,000 in 2018 alone), have contributed to a significant increase in the number of people living in informal settlements, reinforcing the need for lasting solutions supporting their re-socialization and re-employment.

## INTERSOS' INTERVENTION

INTERSOS' intervention in Afghanistan began in October 2001 and continues today. In 2018, after completing its intervention in Herat province, INTERSOS focused its efforts in the southern province of Kandahar, at the center of the armed conflict, where humanitarian needs are huge. The intervention in the province of Kandahar, and in particular in the white areas, namely the areas disputed between the national government and the armed opposition groups, focused on providing health services, both by supporting local facilities and by using mobile clinics to reach the rural areas. At the same time, INTERSOS started its activities in Kabul, supporting an education project for displaced children who came back.



**108**  
FUNCTIONING TEMPORARY  
SCHOOLS AND **8.917** CHILDREN  
ACCESSED EDUCATION



**83.024**  
ASSISTED PERSONS THROUGH  
5 MOBILE CLINICS AND 9  
SUPPORTED HEALTH FACILITIES

**5.960**  
CHILDREN UNDER THE AGE OF 5  
RECEIVED NUTRITION SCREENING  
AND 593 WERE TREATED FOR  
ACUTE, MODERATE OR SEVERE  
MALNUTRITION

**1.635**  
PERSONS ASSISTED BY  
PSYCHOSOCIAL SUPPORT  
SERVICES IN PARTICULAR PEOPLE  
WITH SPECIFIC NEEDS, MINORS  
AND WOMEN VICTIMS OF VIOLENCE

## EXPAT STAFF

12 (4W + 8M)

## LOCAL STAFF

93 (67W + 26M)

## BUDGET

€ 1.790.662,00

## SECTOR OF INTERVENTIONS

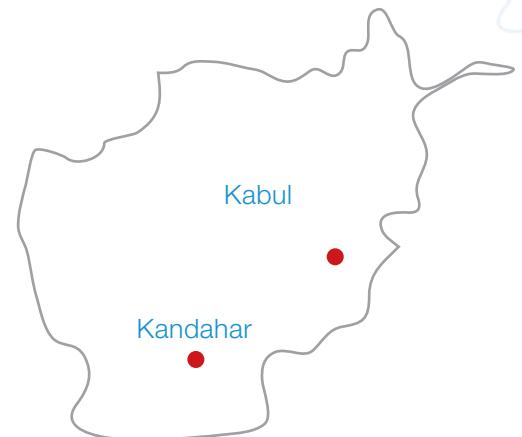
HEALTH AND NUTRITION,  
FOOD SECURITY,  
WATER AND SANITATION,  
PROTECTION, EDUCATION IN  
EMERGENCIES

## TARGET POPULATION

130.980

## NUMBER OF PROJECTS

4



# CAMEROON

## CONTEXT

Since 2014, the violence launched by the armed group Boko Haram in northeastern Nigeria and the counter-insurgency operations initiated by the Nigerian army, together with the conflict between communities in the Central African Republic, have put thousands of people on the run seeking refuge in neighbouring countries, including Cameroon, which hosts over 350,000 refugees and asylum seekers. Besides, the attacks and violence related to the presence of Boko Haram in Cameroonian territory have caused the displacement of thousands of people in the north of the country.

In the English-speaking region, political protests against the perceived exclusion, which started in the first post-colonial period and intensified in 2016 and 2017, resulted in violence in the North-West and South-West regions, causing severe repression by the security forces. Unrest rapidly spread, turning into a real armed conflict forcing thousands of families to flee their homes, having a serious impact on the local populations' livelihood and living conditions.

In 2018, Cameroon, a country formerly known for its stability, became a scene of violence and serious human rights violations, bringing the humanitarian situation to a rapid deterioration and leaving 4.3 million people in need of assistance. Insecurity forced more than 430,000 people to flee their homes. More than 380,000 people need shelter and about 418,000 lack basic necessities.



## INTERSOS' INTERVENTION

Since the beginning of 2015, we have been working in Cameroon to help thousands of displaced people and refugees in the north of the Country. We provide psychological support and protection to women and children, who during the attacks and the escape, have been subjected to violence or have ended up alone and are at risk of abuse; we also help them in obtaining identification documents. In order to be able to identify the most vulnerable people in need of assistance, we carry out a continuous screening of local, displaced and returned populations.

In addition, in order to ensure food security of displaced families and of the local population, INTERSOS has distributed seeds and agricultural tools to 3,500 families, as well as implemented training activities on the main cultivation techniques and on the protection of rights. Since April 2017, construction work has been carried out on 800 dwellings' latrines, paired with hygiene activities.

We also distribute goods covering basic needs such as tents, blankets, mosquito nets and water tanks.

Since 2018, we have become operational in the English-speaking region supporting the affected population through humanitarian protection activities and distribution of essential humanitarian goods.



**536**

VULNERABLE CHILDREN RECEIVED PRIMARY CARE, ASSISTANCE AND PROTECTION

**561**

PEOPLE VICTIMS OF GENDER VIOLENCE RECEIVED PRIMARY HEALTH AND PSYCHOSOCIAL CARE, AND PROTECTION

**32.378**

DISPLACED PEOPLE ACCEPTED AND ASSISTED IN SPONTANEOUS RECEPTION CENTERS

**6.492**

PEOPLE AFFECTED BY THE CRISIS ASSISTED AND PROTECTED BY OUR PROJECTS

**5.350**

BENEFICIARIES OF TRAINING COURSES (PROTECTION, AGRICULTURE)

**14.345**

DISTRIBUTED KITS (PRIMARY NEEDS, AGRICULTURE, HEALTH)

**48.150**

BENEFICIARIES TOOK PART IN AWARENESS-RAISING CAMPAIGNS FOR PROTECTION AND RIGHTS

## EXPAT STAFF

18 (5W + 13M)

## LOCAL STAFF

194 (72W + 122M)

## BUDGET

€ 3.074.333,00

## SECTOR OF INTERVENTIONS

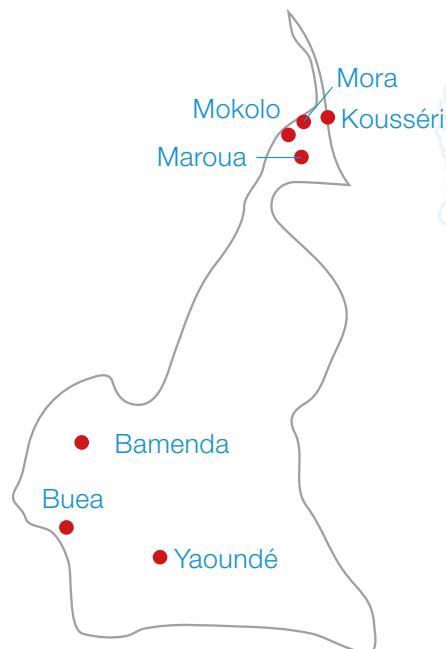
FOOD SECURITY, PROTECTION, DISTRIBUTIONS AND EMERGENCY SHELTERS

## TARGET POPULATION

484.473

## NUMBER OF PROJECTS

11



# CHAD

## CONTEXT

The Lake Chad basin conflict has intensified over the past years because of the violent clashes with the armed group Boko Haram. It has forced millions of people to flee their homes, preventing them from gaining access to essential services and destroying local infrastructures. The conflict has hit the four countries of Lake Chad - Cameroon, Chad, Niger and Nigeria. In Chad alone there are around 173,000 displaced persons, who, together with the local population already living in extreme poverty, are struggling every day to survive with scarce access to drinking water, health care, nutrition, and education. Children associated with armed groups, unaccompanied or separated from their families, are particularly vulnerable, as are women, who represent the majority of victims of violence.

Displacement, food and nutritional crises, epidemics and natural disasters, all contribute to a worsening of humanitarian needs and amplify the existing vulnerabilities.

## INTERSOS' INTERVENTION

Since 2016, INTERSOS has resumed its activities in Chad to respond to the emergency related to the violence caused by the presence of Boko Haram and other armed groups in the region. The approach adopted in the country includes medical treatment of moderate, severe and acute malnutrition while also tackling some of the main causes of malnutrition, such as food insecurity, poor knowledge of infant feeding practices and childcare - providing vaccines and primary care - and little access to drinking water. In addition, there are negotiations for the redistribution of agricultural land, soil preparation for sowing, training on agricultural techniques and reorganisation and strengthening of the irrigation system.



**2.556**

CHILDREN VACCINATED  
AGAINST MEASLES (VAR),  
POLIO, ANTI YELLOW FEVER,  
PENTAVALENT

**8.137**

PEOPLE RECEIVED PRIMARY  
AND NUTRITION CARE

**133.824,75**

KILOS OF SEEDS DISTRIBUTED  
TO **4.485** FARMERS

**944.400**

M2 OF REALLOCATED LAND AND  
PREPARED FOR PLANTING SOIL

**150**

FAMILIES OF FISHERMEN  
RECEIVED FISHING KITS

**EXPAT STAFF**

6 (1W + 5M)

**LOCAL STAFF**

10 (3W + 7M)

**BUDGET**

€ 470.551,00

**SECTOR  
OF INTERVENTIONS**

FOOD SECURITY, HEALTH,  
AND NUTRITION,  
WATER AND SANITATION

**TARGET POPULATION**

81.963

**NUMBER OF PROJECTS**

3



# JORDAN

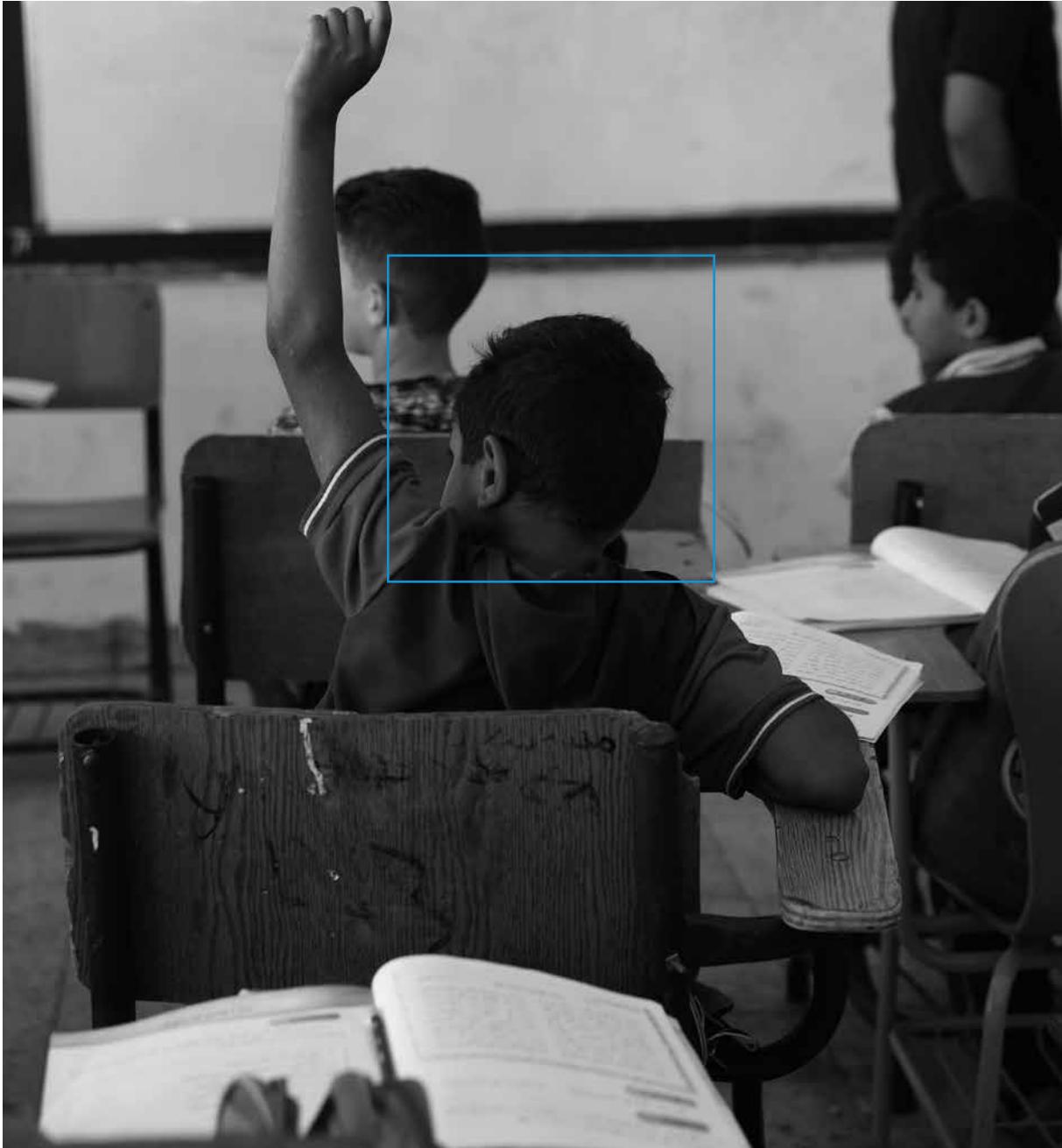
## CONTEXT

Over the past few years, the protracted crisis in Syria and the continuing flow of refugees have had a significant impact on the society and economy of the countries of asylum. In Jordan it has led to a drastic reduction in the availability of goods and services of the territory, causing not only the refugees themselves but also the host community to fall into a state of high vulnerability.

According to UNHCR, in 2018, Jordan hosted more than 759,000 refugees, of whom 671,847 Syrians, 66,965 Iraqis and 20,383 people of other nationalities. Currently, 80% of the refugees live in urban and semi-urban areas - mainly in the Amman, Irbid, Mafraq, and Zarqa governorships - living below the poverty line; while the 20% live in the camps made available by the Jordan government.

Furthermore, more than 40,000 people continue to live in dramatic conditions in the Rukban camp, at the border between Syria and Jordan, where providing humanitarian aid remains difficult.

At the end of 2018, a first slow voluntary repatriation of the Syrian refugees towards their home country began, but for those still living in Jordan receiving humanitarian assistance, it is essential to gain access to basic health and education services, and to obtain legal support for the regularization of their documents.



## INTERSOS' INTERVENTION

INTERSOS has been operating in Jordan since 2012, addressing humanitarian needs of Syrian refugees in the urban and rural areas of the country.

INTERSOS operates in the country through three field offices (Irbid, Karak and Amman east) and a coordination office in Amman. The activities carried out in the country's most remote areas range from the educational sector to the protection one, from rehabilitation of sanitation facilities to emergency kit distributions (thermal blankets, mattresses, etc.) INTERSOS focuses its assistance to the most vulnerable people, providing both psychological support to minors and adults who are victims or at risk of violence and abuse, as well as assistance for the release or regularization of essential documents to access basic services.

Furthermore, INTERSOS is one of the few NGOs that also assists the refugee population living in informal settlements in remote areas of the country, ensuring that they have access to basic services such as health, education, and protection.

In order to provide humanitarian aid, responding to the target population needs, INTERSOS constantly carries out monitoring and assessments to identify gaps and vulnerabilities and ensures accountability systems that can be used by the population to report any problems related to the implementation of projects towards them.

**709**

CHILDREN ACCESSED  
EDUCATION, PROTECTION,  
AND PSYCHOSOCIAL SUPPORT

**807**

FAMILIES SUPPORTED  
THROUGH FINANCIAL AND  
LEGAL ASSISTANCE TO RECTIFY  
THEIR DOCUMENTS

**110**

FAMILIES FINANCIALLY  
SUPPORTED TO ACHIEVE  
DECENT LIVING STANDARDS

**350**

EMERGENCY KITS DISTRIBUTED  
TO REFUGEES AND JORDAN  
FAMILIES TO COPE WITH  
EXTREME WEATHER CONDITIONS  
DURING THE WINTER  
(SNOWFALL, FLOODING, ETC.)

**5.329**

PEOPLE PROVIDED WITH  
FINANCIAL SUPPORT FOR THE  
WINTER

**EXPAT STAFF**

13 (6W + 7M)

**LOCAL STAFF**

124 (51W + 73M)

**BUDGET**

€ 5.474.826,00

**SECTOR  
OF INTERVENTIONS**

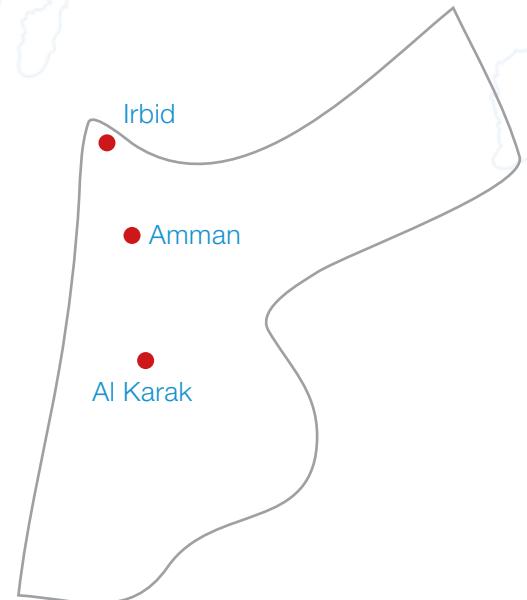
EDUCATION, PROTECTION,  
WATER AND SANITATION

**TARGET POPULATION**

24.252

**NUMBER OF PROJECTS**

15



# GREECE

## CONTEXT

Throughout 2015, the Syrian crisis resulted in an extraordinary flow of refugees to Europe, the vast majority of whom crossed Greece and the Balkans, headed for northern Europe. Following the closure of the border with Macedonia and the agreement between the European Union and Turkey on the rejection of refugees arriving to the Greek islands, some 50,000 people have been stuck in Greece, where they will have to remain for an indefinite time. Welcoming centers, temporarily housed in hotels, have been transferred to different structures, above all apartments in urban areas. The activity has been focused on identifying long term solutions involving local authorities and the civil society.

## INTERSOS' INTERVENTION

INTERSOS began its intervention in Greece in early 2016 by implementing mobile teams of operators and mediators in the reception camps of the area between Thessaloniki and the Macedonian border. In 2018 INTERSOS continued its work, in partnership with UNHCR, providing reception and services through different solutions in the urban context of Thessaloniki and Ioannina and managing the reception center of Aghia Eleni.



**EXPAT STAFF**

3

**LOCAL STAFF**

87 (31W + 56M)

**BUDGET**

€ 4.180.922,00

**SECTOR  
OF INTERVENTIONS**  
PROTECTION, MIGRATION

**TARGET POPULATION**

1.283

**NUMBER OF PROJECTS**

1

# INDONESIA

## CONTEXT

On September 28, 2018, a 7.5 magnitude earthquake and a subsequent tsunami struck the Sulawesi island of Indonesia, destroying the town of Palu, the capital of Central Sulawesi, and the west coast of the Donggala district.

The disaster has resulted in at least 4340 people dead and around 10,000 injured.

## INTERSOS' INTERVENTION

INTERSOS Emergency Unit deployed to Indonesia on 2 October and remained until December. In collaboration with the Indonesian Red Cross and IBU Foundation, INTERSOS provided mobile clinics to support primary medical care in the most affected areas, which had remained isolated since the disaster. The intervention supported the Indonesian Ministry of Health, whose centers had been destroyed or rendered inaccessible, in ensuring access to care for the population of those areas. INTERSOS' intervention focused on people injured during the earthquake, with particular attention to children and pregnant women. Dozens

of consultations were carried out every day. Diseases of the respiratory system and diarrhea were the most frequently encountered diseases. The main causes of concern were the lack of food and poor hygienic conditions that could lead to the deterioration of people's health, with the risk of epidemics spreading.

In the last phase of the intervention, INTERSOS promoted training activities for women and children, together with recreational activities for the little ones.

Our intervention focused on six villages: Siblaya Utala, Sambo, Lombonga, Beka, Wani, and Balaroa, in the three districts of Palu, Sigi, and Donggala.

**TOTAL ASSISTED PERSONS 1.745**  
IN 45 DAYS OF CONSULTATIONS

**1.088**  
WOMEN (62%), OF WHOM **29**  
PREGNANT (2.6%)

**657**  
MEN (38%)

**500**  
PATIENTS (28%) ARE CHILDREN  
UNDER AGE 5



**INDONESIA, PALU** The arrival of INTERSOS Emergency Unit in the area devastated by the earthquake and tsunami of September 28.

# IRAQ

## CONTEXT

Since 2014, Iraq has been the theatre of a conflict between the armed group ISIS and the government forces, that has caused millions of internally displaced people.

At the end of 2018, about 6.7 million people needed humanitarian aid in Iraq (including 3.3 million children) in a context where, even if military operations against ISIS have ended, armed clashes and attacks mainly aimed at military posts and public offices went on throughout the year.

This has caused further instability in the country with negative consequences both on the living conditions of the displaced civil population (about 2 million people) and of those who had decided to return to their areas of origin (about 4 million people). In this context, humanitarian actors continued to provide shelter, food and water, clothing, medical assistance and care, psychosocial support and legal assistance. At the same time, more than 250,000 Syrian refugees (most of them in Iraqi Kurdistan) are hosted in dedicated camps or in urban areas of the largest cities, in need of basic assistance.

## INTERSOS' INTERVENTION

Since November 2016, INTERSOS has been at the forefront of the response to the humanitarian emergency caused by the military offensive on the city of Mosul and continues to provide medical assistance, protection and access to educational services in the areas of the country most affected by the conflict and with the highest concentration of displaced persons. At the same time, considering the high number of people who returned to their areas of origin in 2018 (previously inaccessible due to clashes), INTERSOS also provided humanitarian assistance in these new areas, particularly in the camps for displaced people in the south of the Ninewa governorate and in urban and rural areas that are once again accessible to civilians and humanitarian actors. Women, men, boys, and girls had access to basic medical care (thanks to INTERSOS direct support to local health centers), educational activities (with INTERSOS supporting local primary schools and teachers training), and psycho-social support, as well as specific legal assistance (thanks to the work of psychologists, lawyers and dedicated protection teams).

Among the most vulnerable groups, we have given particular attention to women and boys and girls victims of violence, organising activities aimed at safeguarding and protecting their psychophysical state. Finally, INTERSOS has been active with protection and education activities in the Syrian refugee camps of the Erbil governorate.



**15.196**

CHILDREN HAD ACCESS TO EDUCATION AND 17 SCHOOLS WERE REHABILITATED AND TEACHERS WERE TRAINED



**65.648**

PEOPLE HAD ACCESS TO BASIC HEALTH CARE THROUGH **6** HEALTH CENTERS AND **2** MOBILE CLINICS



**63.689**

VULNERABLE PEOPLE HAVE RECEIVED PSYCHO-SOCIAL ASSISTANCE AND ESSENTIAL GOODS OR CASH ASSISTANCE

**19.955**

PEOPLE WERE HELPED WITH LEGAL AND ADMINISTRATIVE PRACTICES

## EXPAT STAFF

33 (20W + 13M)

## LOCAL STAFF

236 (95W + 141M)

## BUDGET

€ 6.804.109,00

## SECTOR OF INTERVENTIONS

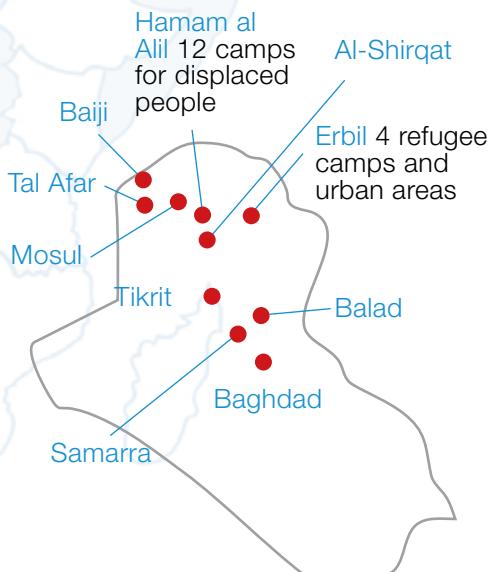
HEALTH AND NUTRITION, EDUCATION IN EMERGENCY, PROTECTION

## TARGET POPULATION

287.980

## NUMBER OF PROJECTS

14



# LEBANON

## CONTEXT

With the start of the Syrian conflict in 2011, and the consequent flow of about one and a half million Syrians (with 180,000 Palestinian refugees already in country), Lebanon continues to host the highest density of displaced people in the world. Public services are not able to meet the needs of the increased population and, at the same time, competition for jobs and access to resources is dramatically increasing, thereby sharpening the social division and creating a deeper rift between Syrian refugees and the Lebanese host community. This is of particular concern given that about 1.5 million vulnerable Lebanese live mainly in difficult to reach areas of the country, without access to basic goods and services, including food and health care. 64% of the population in Lebanon does not have access to drinking water and less than half of the informal settlements benefit from waste water treatments. Syrian and Palestinian refugees are forced into more debts, and resort to send children to work to financially support the family (about 54% of school-age children do not go to school). Single women with children and people with disabilities are some of the most vulnerable categories affected by a lack of income and

a lack of access to services. In this context, 75% of Syrian refugees over the age of 15 do not have a legal residence, and are therefore at risk of arrests, detention, and evictions.

## INTERSOS' INTERVENTION

INTERSOS has been operational in Lebanon since 2013 responding to the humanitarian crisis triggered by the Syrian conflict, with support to both the Syrian refugees and the most vulnerable Lebanese. In 2018, INTERSOS' projects covered several areas of Beirut, Mount Lebanon, Beqaa, Tripoli, Aakkar, and Tyr Governorates. INTERSOS' interventions focused on the protection of the most vulnerable groups, with special attention to people with specific needs (people with physical and/or mental disabilities, single mothers, older people), and to victims of gender violence, with activities ranging from psychological and psychosocial support to legal assistance. Many of these activities are carried out within community centers managed by INTERSOS, which represent safe and protected spaces

for women and children. Furthermore, during the year, refugees benefitted from our cash assistance interventions in response to nutritional needs. INTERSOS has implemented interventions in the educational field, with special attention to boys and girls, supporting primary schools and reactivating basic educational services. Finally, INTERSOS continued to provide access to drinking water and basic sanitation to women, men, and children, also supporting local municipalities in improving water supply to the local population and managing solid urban waste.

**15**  
SUPPORTED COMMUNITY CENTERS



**69.742**  
PEOPLE ASSISTED IN COMMUNITY CENTERS

**21.248**  
PEOPLE WHO RECEIVED ASSISTANCE AND LEGAL REPRESENTATION



**1.929**  
PEOPLE WITH IMPROVED ACCESS TO WATER AND HYGIENE SERVICES



**87.053**  
RECIPIENTS OF VOUCHERS

## EXPAT STAFF

13 (7W + 6M)

## LOCAL STAFF

228 (137W + 91M)

## BUDGET

€ 8.594.181,00

## SECTOR OF INTERVENTIONS

PROTECTION, WATER, AND SANITATION, FOOD SECURITY, EDUCATION IN EMERGENCY  
TARGET POPULATION

## POPOLAZIONE TARGET

261.011

## NUMBER OF PROJECTS

16



# LIBYA

## CONTEXT

Libya is currently experiencing a humanitarian, political and complex crisis which, since the fall of Gaddafi and the revolution that followed, has represented one of the most important destabilization factors at international level.

The country is divided into different coalitions and large areas are in a state of substantial anarchy. Particularly serious are the consequences of the insecurity on the migrant population that travels through Libya as one of the main access routes to the Mediterranean and Europe or that, especially in past years, has reached the country looking for employment.

In this context, it is estimated that more than 1.5 million people live in vulnerable conditions, due to the serious threat of war, the difficult internal political situation, and human trafficking. For these people, the risk of physical, sexual and psychological violence is very high, and almost systematic. Providing humanitarian aid, especially in support of victims of exploitation and trafficking of human beings, is critical.

## INTERSOS' INTERVENTION

INTERSOS is currently operating in Libya with a registration formally obtained only in March 2019, after more than one year of negotiation.

INTERSOS is currently a UNICEF partner for the joint development of a new approach to child protection, based on the experience in the Middle East and adapted to the local context.

INTERSOS center in Tripoli is located in the Suq-al-Juma district, near the Mitiga airport, in an area of high concentration of migrants.

**1**  
PROTECTION CENTER  
FOR MINORS IMPLEMENTED  
IN TRIPOLI

**EXPAT STAFF**

3 (3M)

**LOCAL STAFF**

1D

**BUDGET**

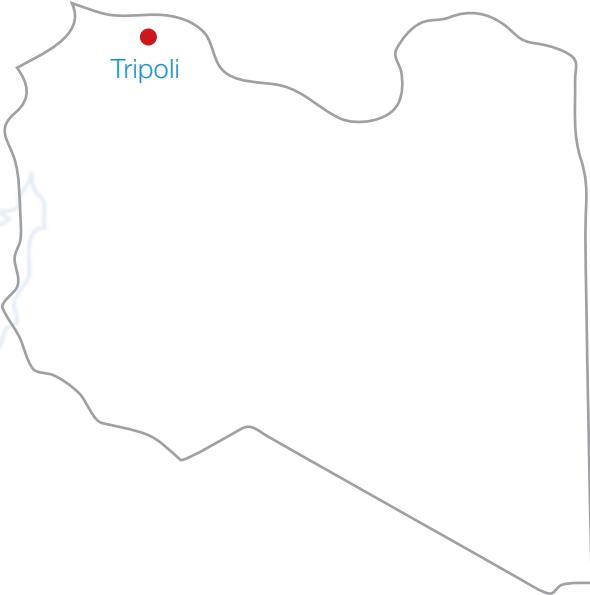
€ 57.950,00

**SECTOR  
OF INTERVENTIONS**

EDUCATION,  
PROTECTION OF MINORS

**NUMBER OF PROJECTS**

1



Tripoli

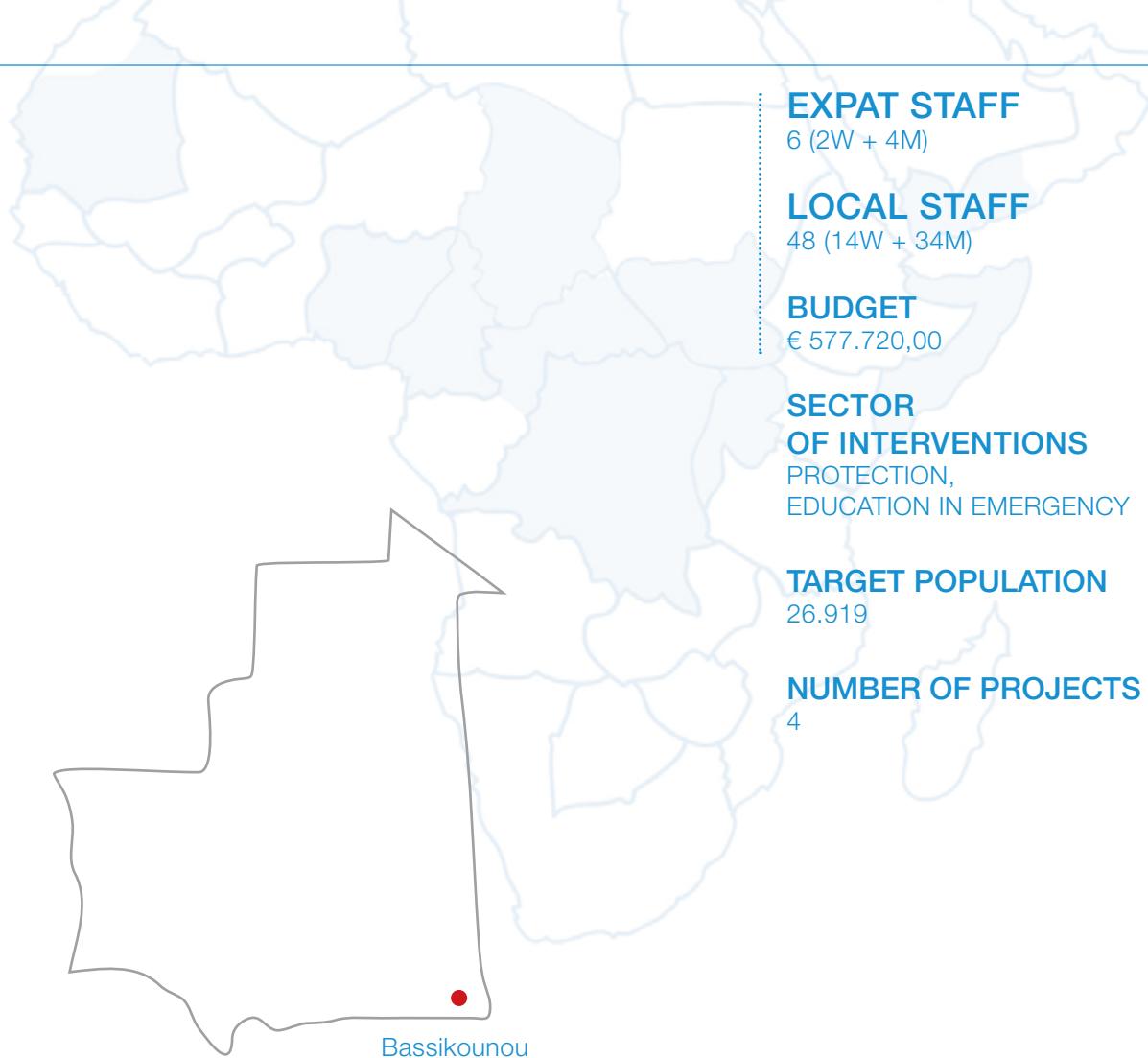
# MAURITANIA

## CONTEXT

Mauritania is one of the poorest countries in the world. Its territory almost completely consists of desert, with an ethnically diverse population and social disparities. The conflict in Mali that started in 2012 forced millions of people to seek shelter in neighbouring countries, including Mauritania. Over 50,000 people crossed the border to find protection from the Malian conflict and poured into the Mberra camp in southeastern Mauritania, where INTERSOS has focused its efforts. The likelihood of exposure to drought remains high throughout the country and is linked to socioeconomic factors such as insufficient development and fair access to basic social services. At the end of 2018, around 700,000 people still needed humanitarian assistance and about 1.3 million were at risk of food insecurity.

## INTERSOS' INTERVENTION

INTERSOS has been operating in Mauritania since 2009. In 2018 our focus was maintained on assisting Malian refugees in the Mberra camps and on host communities in the villages of the Bassikounou district, with protection activities for women and children at risk of violence or abuse, management of schools and children's centers and community services. Our projects are based on a community approach, according to which the refugee community is involved as much as possible in the various aspects of life in the camp, including planning, implementing and management of assistance activities. In the same way, in schools and children's centers, teachers, parents, and volunteers are involved in the management and in the activities.



# NIGERIA

## CONTEXT

The epicenter of the ongoing humanitarian crisis in Nigeria is in the States of Yobe, Adamawa, and Borno. The ongoing military operation launched by the government in 2016, to respond to the progressive occupation of these three States by the armed group Boko Haram, after an escalation of violence that has lasted for almost ten years, was characterized by continuous abuse against civilians, forced recruitment of children, fires, looting, arbitrary detentions and more. The ensuing clashes have led to massive population displacements and have had a devastating impact on people. It is estimated that 7.7 million people out of a total population of 13.4 million need humanitarian assistance. Of the internally displaced people, 80% are in the state of Borno, a quarter of them is under the age of five, and 80% are women and children. During 2018, there were 713 recorded incidents related to security conditions, with thousands of deaths and victims of abuse. In the areas under Boko Haram's control, the population has had no access to any service, particularly healthcare, medical supplies, and social and educational services.

The instability of the area and the ongoing attacks by armed groups have blocked food production and crops, emptying markets and leaving 2.7 million people without any food security, and over 5 million with urgent need for health care, in a context where two-thirds of health facilities have been damaged by the conflict. Malnutrition among women and children has reached extreme levels, especially among displaced persons, who after fleeing to the forests, found their homes and businesses completely destroyed. Most of the displaced population survives only thanks to humanitarian aid.



**NIGERIA, GAMBORU** A new birth in one of the primary and reproductive health centers managed by INTERSOS in the State of Borno.

## INTERSOS' INTERVENTION

INTERSOS has been operating in Nigeria since the beginning of 2016 and has started an intervention in the State of Borno to improve living conditions of the local and displaced population. To ensure food security and support the fight against malnutrition, particularly among children, distributions of food and supplementary feeding were provided, together with more than 200,000 medical consultations and primary care assistance. Furthermore, wells and health facilities were rehabilitated. Life-saving activities with a focus on primary health and nutrition, including neonatal and maternal care and emergency response to infant mortality caused by acute severe malnutrition were implemented. In 2018 INTERSOS was also committed to the implementation of new water supply facilities. There is a strong commitment to the training of local professionals and to bring forward awareness campaigns on health and protection of rights, hygiene and nutritional practices. Finally, during the years INTERSOS has supported hundreds of families with the construction of temporary emergency shelters.



**295.476**

MEDICAL CONSULTATIONS  
CARRIED OUT AND **251,440**  
HEALTH TREATMENT ISSUED



**308.345**

PEOPLE RECEIVED FOOD ITEMS

**5.168**

PROFESSIONALS TRAINED  
ON HUMANITARIAN PROTECTION  
AND HEALTH



**760**

EMERGENCY SHELTERS BUILT



**62.000**

PEOPLE HAD ACCESS TO NEW  
SOURCES OF WATER SUPPLY

**495.482**

PEOPLE REACHED BY THE  
AWARENESS-RAISING  
CAMPAIGNS ON HUMANITARIAN  
PROTECTION, RIGHTS, AND  
HEALTH

## EXPAT STAFF

28 (13W + 15M)

## LOCAL STAFF

251 (107W + 144M)

## BUDGET

€ 7.702.876,00

## SECTOR OF INTERVENTIONS

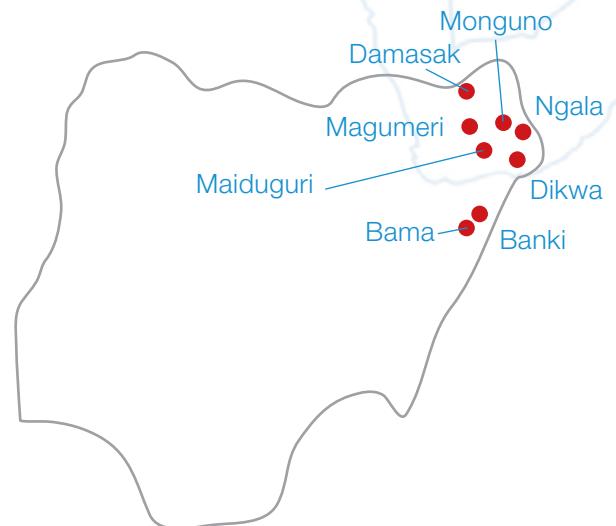
FOOD SECURITY,  
FOOD DISTRIBUTIONS,  
EMERGENCY SHELTERS,  
PROTECTION, NUTRITION  
AND HEALTH

## TARGET POPULATION

957.325

## NUMBER OF PROJECTS

16



## WITH WFP FOR FOOD SECURITY IN NIGERIA

Since May 2016, INTERSOS has been working in Nigeria in partnership with the World Food Program, to support national emergency agencies in assisting displaced people, victims of the internal conflict.

Key component of this work focuses on addressing emergencies in the most difficult areas to reach in the State of Borno, where INTERSOS distributes food and implement activities to prevent malnutrition and support resilience in many communities.

During 2018 INTERSOS and WFP ensured food assistance in the areas of Banki, Ngala, Damasak, Jere, and Maiduguri to internally displaced persons, returnees and host communities, through appropriate delivery mechanisms: distribution of food or vouchers to purchase food, or through money transfers.

The partnership has focused above all on ensuring access to safe and adequate nutrition, with particular attention to the minors most at risk, pregnant women and nursing mothers. Furthermore, one of the problems affecting the population is collecting wood for cooking, since the food distributed, such as cereals and legumes, requires cooking to be consumed. Without adequate access to fuel, people are unable to take full advantage of their food rations. To address this problem and ensure the well-being of the most vulnerable, INTERSOS has distributed safe and low energy consumption stoves for internally displaced persons and in host communities in Bank.

Despite these activities, malnutrition continues to be a significant problem for these vulnerable groups, especially in the culture where in difficult times, sharing of little available food and other resources with relatives or neighbours is common place. Extreme malnutrition is a matter of life or death and in the long run it can have a major deteriorating impact on the population and the country, undermining its economic and development opportunities.

Thanks to the experience gained in managing emergencies activities, INTERSOS aims at strengthening its capacity to implement recovery projects in the State of Borno. To this end, our field staff will continue to support the community, to increase food security and provide immediate support for those suffering from malnutrition, working in agreement with WFP to help the most vulnerable in the long term.

INTERsos assisted families with Cash-based Transfer (CBT) and malnutrition prevention activities, for a period of 9 to 12 months.

With the CBT activities, each family received a cash transfer of 17,000 Naira per month.

	In-kind	BSFP <sup>1</sup> (U2/U5)	BSFP <sup>2</sup> (PLW)	Total
Beneficiaries received monthly food-rations Jan-Dec 2018	1,189,753	176,000	81,090	<b>1,446,843</b>
Quantity (in Mt) of food distributed Jan-Dec 2018	19,274.0	1,056	669	<b>20,999</b>
Beneficiaries received monthly household level cash for monthly food ration Jan-Sep 2018				<b>189,125,000</b>

As part of malnutrition prevention activities, each family received cereals, legumes, oil, salt, and CSB <sup>3</sup> on a monthly basis; the most vulnerable families could benefit from a food supplement (CSB +) <sup>4</sup> for children under 2 years. Pregnant and lactating women were also assisted with food supplements (CSB and oil).

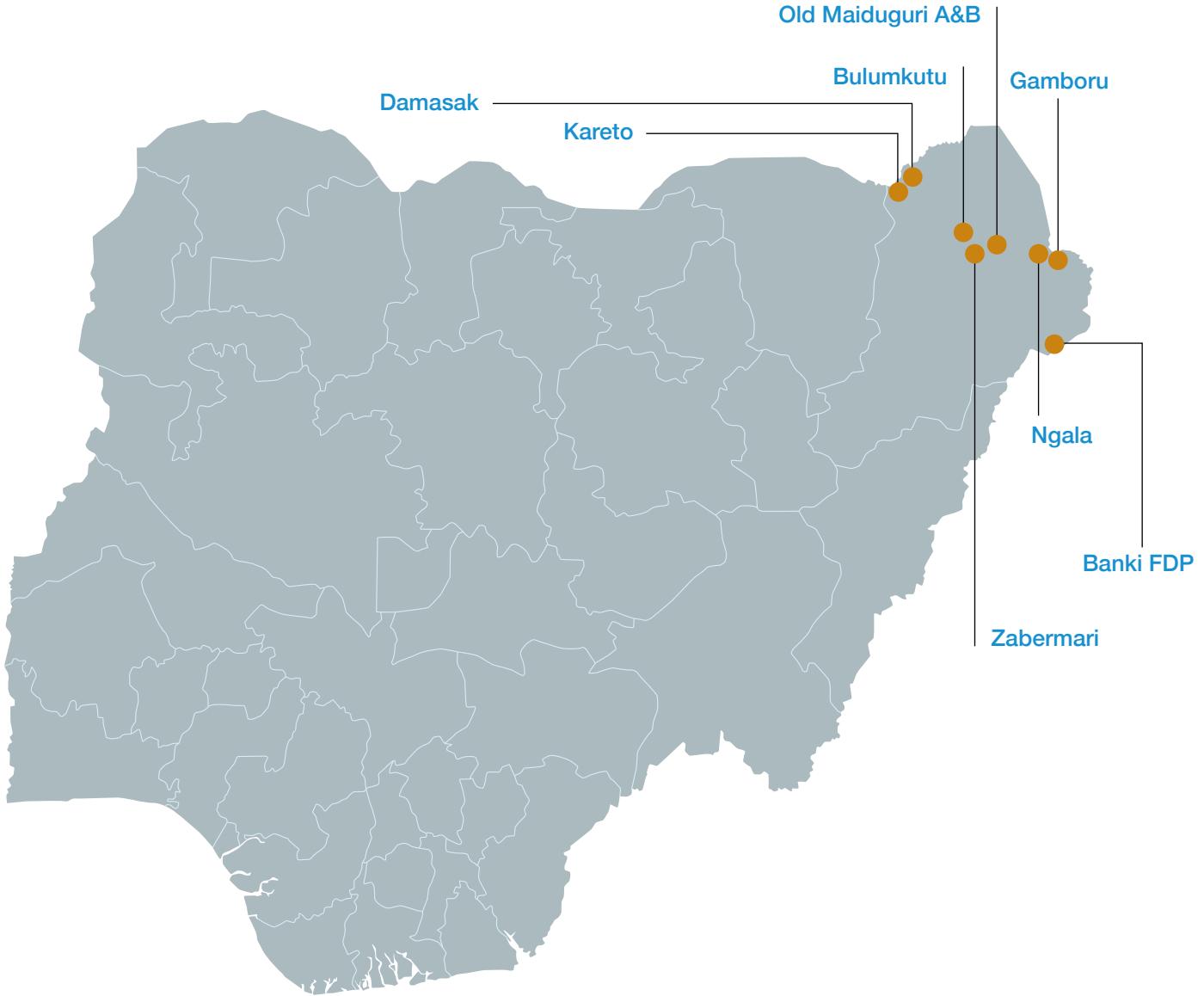
<b>Project Location</b>	<b>Activities</b>
Old Maiduguri A&B	INTERSOS assisted 3.950 households in the Cash based Transfer (CBT) activity and 4.390 households on malnutrition prevention activities for a period of 9 months
Zabermari	INTERSOS assisted 3.595 households on malnutrition prevention activities for a period of 9 months.
Bulumkutu	INTERSOS assisted 1.951 households in the Cash based Transfer (CBT) activity and 4.255 households on malnutrition prevention activities for a period of 9 months.
Ngala	INTERSOS assisted 53.000 beneficiaries with monthly food basket and 6.500 children and women on malnutrition prevention activities for a period of 12 months.
Gamboru	
Kareto	INTERSOS assisted 35.000 beneficiaries monthly for a period of 9 month with food basket and 4.500 children and women on malnutrition prevention activities for a period of 12 months.
Damasak	
Banki FDP	INTERSOS assisted 40.000 beneficiaries with monthly food basket and 4500 children and women on malnutrition prevention activities for a period of 12 months.

**1** Blanket Supplementary Feeding Program (standard procedure in food distributions in which a supplementary ration is provided to everyone in an identified vulnerable group) for Under 2/Under 5-year-olds.

**2** Blanket Supplementary Feeding Program for Pregnant and Lactating Women

**3** Corn-soy blend, a standard food supplement used by all WFP programs in cases of malnutrition.

**4** Implemented formula of CSB containing a supplement of vitamins B6, D, E and K, iron, iodine, calcium, potassium, and phosphorus.



# CENTRAL AFRICAN REPUBLIC

## CONTEXT

Since 2012, the Central African Republic has been experiencing deep and complex crisis. The security situation in the country remains unstable and unpredictable, making humanitarian access difficult and limiting the response to the needs. The number of displaced people is constantly increasing: more than 643,000 people have been internally displaced and over 575,000 people moved to neighbouring countries, the highest numbers ever recorded in the country. Out of the total population of 4.6 million, 2.9 million people (63% of whom women and children) need humanitarian aid. Between January and September 2018, 9,214 protection-related accidents were recorded, with the numbers steadily increasing. Among others, 14 health facilities and 89 schools were attacked and, from January to August 2018, 5,733 cases of gender-based violence were recorded, 21% of which involved cases of sexual violence. Likewise, the number of accidents against humanitarian operators increased alarmingly: by October 31 2018, around 338 accidents were recorded. Furthermore, around 1.9 million people live in food insecurity and the rate of Severe Acute Malnutrition exceeds 2% in 39 of the 71 sub-prefectures of the country. This ongoing worsening of the

situation is a direct result of the proliferation of new hotbeds of conflict, the increasing number of security accidents and the lack of resources to restore basic services.

## INTERSOS' INTERVENTION

INTERSOS' first intervention in the Central African Republic dates back to the beginning of 2014, with assistance to the population fleeing from the violence of the internal conflict. In 2018, besides continuing the collaboration with local populations on education, encouraging school reintegration and a significant improvement in the educational opportunities of thousands of children, INTERSOS has been providing assistance and protection to tens of thousands of displaced people, collaborating, where possible, in the reconstruction of houses, wells, and latrines. INTERSOS also continued distributing basic humanitarian goods and raising awareness in the population on the issues of education and of the protection of rights.



**30.078**

PEOPLE ASSISTED AND PROTECTED AS THEY MOVED TO A SAFE PLACE

**17.236**

CHILDREN IMPROVED THEIR EDUCATIONAL OPPORTUNITIES

**1.165**

PROFESSIONALS TRAINED IN THE AREAS OF HUMANITARIAN PROTECTION AND EDUCATION



**128**

NEW EQUIPPED CLASSES

**65.907**

PEOPLE REACHED BY THE AWARENESS-RAISING CAMPAIGNS ON HUMANITARIAN PROTECTION AND EDUCATION

**3.359**

KITS (EDUCATION, PRIMARY NEEDS, AGRICULTURE) AND 220 SHELTER KITS FOR RESTRUCTURING AND REHABILITATING THE DESTROYED HOUSES

**EXPAT STAFF**

15 (3W + 12M)

**LOCAL STAFF**

48 (8W + 40M)

**BUDGET**

€ 1.773.808,00

**SECTOR OF INTERVENTIONS**

PROTECTION, FOOD SECURITY, EDUCATION IN EMERGENCY

**TARGET POPULATION**

90.153

**NUMBER OF PROJECTS**

8



# THE DEMOCRATIC REPUBLIC OF CONGO

## CONTEXT

The Democratic Republic of Congo is experiencing a large-scale humanitarian crisis that can be considered chronic. Since the end of the 1990s, the country has suffered from a prolonged series of crises that have led to growing humanitarian needs, increasing the vulnerability of the population. Armed conflicts, physical violence - in particular, gender-based violence - violations of human dignity and physical integrity are recurrent phenomena in the country, and they have come in addition to the devastating effects of frequent natural disasters. All this has led to an increase in the percentage of people affected by violence, epidemics, acute malnutrition, and persistent food insecurity. According to the main humanitarian actors, in 2018 there were about 12.8 million people in need of humanitarian assistance and protection, of whom more than 7.5 million children under the age of 18. Furthermore, around 8.5 million people are at risk of serious epidemics such as cholera, 9.9 million people are at high risk of food insecurity, while 4.3 million suffer from severe malnutrition. The common vulnerability factor for all the affected people is a lack of protection.

## INTERSOS' INTERVENTION

INTERSOS has been working in the Democratic Republic of Congo since 2010, supporting 3.08 million internally displaced persons and 2.87 million returnees. In 2018, the action focused on protection measures, mainly related to the defence of human rights and food security. Most of INTERSOS interventions were carried out in the eastern part of the country, in the provinces of Ituri, North Kivu, and South Kivu. Through our projects, aimed at monitoring human rights violations, it was possible to identify the victims and provide them with assistance, in an effort to improve the living conditions of returnees, refugees and other vulnerable groups. Furthermore, several local committees for human rights protection were supported. These committees are in line with the important value of involvement of the beneficiary communities and received supplies and material essential for the implementation of the monitoring work. Women and girls who were victim of violence benefited from income-generating assistance to help them achieve recovery.



**32.735**

INDIVIDUALS WERE INVOLVED IN THE MONITORING OF HUMAN RIGHTS VIOLATIONS AND WERE ORIENTED TOWARDS ASSISTANCE SERVICES IN THE INTERVENTION AREAS

**8.411**

CASES OF GENDER-BASED VIOLENCE WERE IDENTIFIED AND VICTIMS WERE DIRECTLY SUPPORTED AND ADDRESSED TO SPECIFIC SERVICES

**239.822**

INDIVIDUALS WERE MATERIALLY SUPPORTED IN MEETING THEIR BASIC NEEDS

**EXPAT STAFF**

7 (2W + 5M)

**LOCAL STAFF**

177 (43W + 134M)

**BUDGET**

€ 1.801.355,00

**SECTOR OF INTERVENTIONS**

PROTECTION, FOOD SECURITY

**TARGET POPULATION**

1.894.046

**NUMBER OF PROJECTS**

5



# SOMALIA

## CONTEXT

Somalia's humanitarian crisis is among the most complex and longest in the world. The internal conflict with the Al-Shabaab armed group, which continues to maintain control of many areas of the country, perpetuates a humanitarian crisis characterized by widespread violence, undermining the resilience of communities and hindering the access of civilians to limited humanitarian aid. The situation is further aggravated by the inadequate State's basic infrastructure and consequent lack of basic services to the population. In 2018, it is estimated that around 6.2 million people, equal to half the population, needed humanitarian assistance and protection to meet basic needs such as access to medical assistance, education, and water. To date, data indicate that 2.6 million people, 80% of whom are concentrated in urban areas, are internally displaced persons. The significant increase of population in urban centers has intensified pressure on already limited state services, such as medical assistance, education, and housing, also increasing tensions and the possibility of internal clashes.

Although the government is gradually trying to take on more responsibilities, NGOs and

civil society actors remain the main bodies able to ensure the minimum coverage of primary services.

## INTERSOS' INTERVENTION

INTERSOS has been operating as a humanitarian organisation in Somalia since 1992. The first intervention was in support of the Jowhar Regional Hospital in the Middle Shabelle region. The hospital, still supported nowadays by INTERSOS, remains the only health facility and the center of reference for all the primary health centers of the region, covering needs for over 250,000 people.

Our projects focus on the main areas of humanitarian protection: supporting the displaced population returning to their regions of origin, health, nutrition, and access to water. In particular, INTERSOS provides medical and health assistance, nutritional programmes and access to water and adequate sanitation facilities, as well as protection of women and children, documentation and reunification of unaccompanied minors, reintegration of minors in their communities and families,

and basic education and professional training. Besides, our programme provides support to refugee families in neighboring countries for a safe, dignified and voluntary return to the villages of origin and their reintegration into the community.



**33.789**

PEOPLE HAD ACCESS TO HEALTH SERVICES

**5.484**

INDIVIDUALS WERE INVOLVED IN THE ACTIVITY OF TAKING IN CHARGE AND AWARENESS RELATED TO GENDER VIOLENCE

**10.521**

MINORS VICTIMS OF FORCED RECRUITMENT WERE HELPED



**4.791**

PEOPLE HAD ACCESS TO WATER AND SANITATION FACILITIES



**236**

FAMILIES SUPPORTED IN THEIR RETURN TO THEIR VILLAGES OF ORIGIN



**9.685**

MINORS HAD ACCESS TO EDUCATION

## EXPAT STAFF

6 (1W + 5M)

## LOCAL STAFF

293 (108W + 185M)

## BUDGET

€ 4.009.735,00

## SECTOR OF INTERVENTIONS

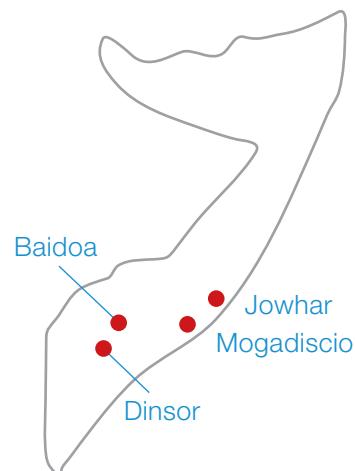
WATER AND SANITATION, DISTRIBUTIONS AND SHELTERS, PROTECTION, EDUCATION, HEALTH, FOOD SECURITY

## TARGET POPULATION

329.476

## NUMBER OF PROJECTS

20



# SOUTH SUDAN

## CONTEXT

Republic of South Sudan is the youngest State in the world, established in 2011 after gaining independence from Sudan, following one of the longest and most devastating civil wars on the continent. The peace agreements, aimed at ensuring stability and creating new opportunities, have not yet been implemented, thus maintaining the country in a condition of a constant acute crisis situation. To date, an estimated 7.2 million people need humanitarian assistance, including 6.4 million affected by severe food insecurity; 1.8 million suffering from severe malnutrition; 5.7 million suffering from the lack of adequate access to water and sanitation; 3.6 million do not have access to health facilities and 2.8 million to basic education. In the reception camps, overcrowding and humanitarian conditions are deteriorating day by day, affecting particularly women and children. The needs in the country are huge and often compromised by other factors such as epidemics and natural disasters, as was the case with the famine of 2017. The most vulnerable groups, such as children, women, people with disabilities and elderly people, suffer the consequences of this difficult situation.

## INTERSOS' INTERVENTION

INTERSOS started operating in the country in 2006 with protection programmes. Since then it has been operating in the States of Upper Nile, Unity State, Jonglei State, Western, Eastern, and Central Equatoria. We bring help to thousands of displaced people fleeing the atrocities of war, trying to improve their living conditions. The interventions are focused on the protection against gender violence, on child protection, on the implementation of primary and secondary education programs for the reintegration of children into the school system, on the rehabilitation and building of schools. The ongoing programmes also aim to provide basic necessities, ensuring access to water, emergency housing and the distribution of health kits. Besides, there are also specific programmes designed to strengthen the families' livelihoods through cash distribution to buy food and primary goods.



**3.326**

PARTICULARLY VULNERABLE  
INDIVIDUALS WERE ASSISTED  
AND SUPPORTED

**7.050**

MINORS HAD ACCESS TO EDUCATION



**26.58**

PEOPLE ASSISTED WITH SHELTERS  
AND PRIMARY NEEDS GOODS



**8.700**

PEOPLE HAD ACCESS TO WATER  
AND SANITATION

**15.657**

INDIVIDUALS RECEIVED PRIMARY  
NEEDS GOODS



**469**

WOMEN VICTIMS OF GENDER-BASED  
VIOLENCE WERE ASSISTED

**19.377**

INDIVIDUALS PARTICIPATED IN RAISE  
AWARENESS ACTIVITIES ON HYGIENE,  
HUMANITARIAN PROTECTION,  
GENDER-BASED VIOLENCE AND  
EDUCATION AS A PRIMARY RIGHT

**EXPAT STAFF**

40 (15W + 25M)

**LOCAL STAFF**

138 (36W + 102M)

**BUDGET**

€ 6.540.289,00

**SECTOR  
OF INTERVENTIONS**

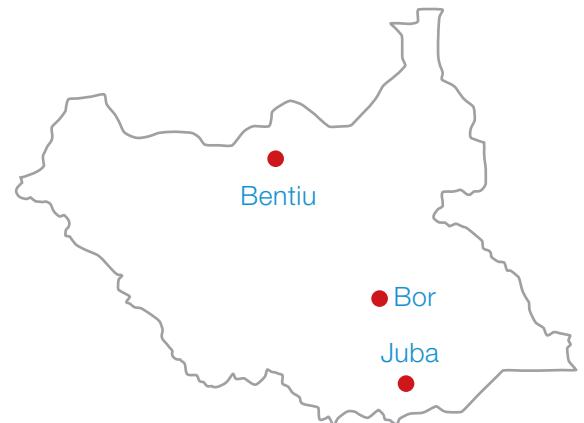
WATER AND SANITATION,  
EMERGENCY SHELTERS,  
PROTECTION, EDUCATION  
IN EMERGENCY

**TARGET POPULATION**

270.000

**NUMBER OF PROJECTS**

24



# UGANDA

## CONTEXT

An oasis of relative stability in a conflict-ridden region, Uganda has become a destination for refugees fleeing from neighbouring South Sudan, the Democratic Republic of the Congo and Burundi, as well as from the rest of the Horn of Africa. According to UNHCR estimates, in August 2018 Uganda hosted around 1,4 million refugees. The continuous inflows of refugees from neighbouring countries is increasingly affecting the State's provision of the main basic services, especially in the poorest areas. In the northeastern region, where the majority of South Sudanese refugees are hosted, local communities are equally plagued with urgent humanitarian needs. The difficulty in finding secure livelihood sources is further exacerbated by the scarce fertility of the land, while the conditions of housing, often without mosquito nets and subject to frequent water infiltration, drastically increase the incidence of malaria.

## INTERSOS' INTERVENTION

To tackle the ongoing crisis, INTERSOS, in collaboration with AMREF Health Africa, provided sanitary facilities for refugees and host communities to ensure a safe and dignified life. In addition, INTERSOS provided basic healthcare to support refugee communities and host communities in the Rhino refugee camp.



**45.000**

BASIC HEALTH CONSULTATIONS  
AND COMMUNITY OUTREACH WERE  
REALIZED

**6.000**

PEDIATRIC CONSULTATIONS FOR  
THE TREATMENT OF MALARIA,  
DIARRHEA AND ACUTE RESPIRATORY  
INFECTIONS

**EXPAT STAFF**

1 (1W)

**LOCAL STAFF**

3 (3M)

**BUDGET**

€ 65.079,00

**SECTOR  
OF INTERVENTIONS**

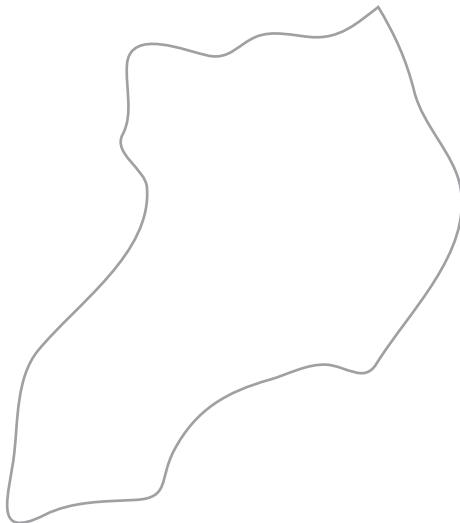
WATER AND SANITATION,  
HEALTH AND NUTRITION

**TARGET POPULATION**

58.938

**NUMBER OF PROJECTS**

1



# YEMEN

## CONTEXT

Since March 2015, a violent conflict in Yemen has brought the country to its knees, leading to social, economic and institutional collapse. It has been identified as the worst humanitarian crisis and could become the worst famine in the world in the last 100 years. 24 million people are in need of humanitarian assistance, equalling about 80% of the country's population. This includes 3.3 million displaced persons and almost half a million refugees and migrants. Since the beginning of the conflict, airstrikes have increased, destroying schools, hospitals and airports. Water and electricity supplies are often interrupted, and medicines and fuel are difficult to obtain. 7.4 million people need treatment for malnutrition and 19.7 million people do not have access to adequate health care. Bombing and ground fighting make safety conditions extremely unstable, with many areas isolated and impossible to reach to deliver humanitarian assistance.

## INTERSOS' INTERVENTION

INTERSOS' intervention in Yemen began in 2008 to assist refugees in the Kharaz and Basateen camps. We then launched a programme to identify and support victims of human trafficking in Aden, Kharaz and the Mayfa reception center. Since the outbreak of the conflict in March 2015, we are one of the few international organisations that have not left the country, continuing to provide humanitarian aid to thousands of displaced persons and refugees fleeing from clashes and bombings. Our efforts focus on providing medical and food assistance, guaranteeing support and organisation of school courses and professional classes for children and teenagers, psychological care and protection for the most vulnerable women and children and victims of abuse and violence, and economic support for families at risk. INTERSOS intervenes both in the north and south of the country, bringing aid to the most remote and hard-to-reach locations in the Governorates of Sana'a, Aden, Hadramout, Taiz, Ibb, Hajja, and Lahj.



**125.818**

PEOPLE ASSISTED THROUGH  
MOBILE CLINICS



**95.707**

CONSULTATIONS IN SUPPORTED  
SANITARY STRUCTURES AND

**37.637** VACCINATED CHILDREN

**14.099**

CASES OF MALNUTRITION  
TREATED

**30**

CHILDREN RECEPTION SPACES  
FOR PSYCHOSOCIAL SUPPORT OF

**14.266** CHILDREN

**32.779**

PERSONS ASSISTED WITH LEGAL  
OR PSYCHOSOCIAL SUPPORT  
SERVICES

**858**

MINORS VICTIM OF VIOLENCE  
IDENTIFIED AND ASSISTED

**EXPAT STAFF**

15 (5W + 10M)

**LOCAL STAFF**

654 (237W + 417M)

**BUDGET**

€ 10.851.044,00

**SECTOR  
OF INTERVENTIONS**

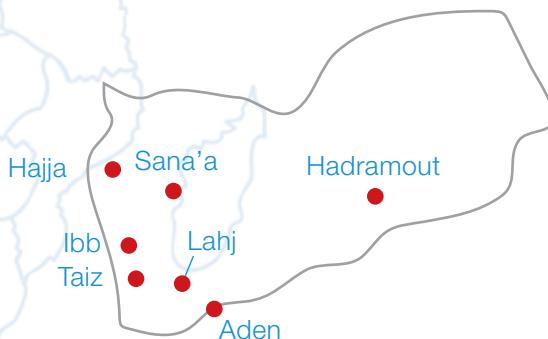
HEALTH AND NUTRITION,  
PROTECTION, EDUCATION  
IN EMERGENCY

**TARGET POPULATION**

648.120

**NUMBER OF PROJECTS**

25



## FOUR YEARS OF WAR IN YEMEN, A CONFLICT WE MUST NOT FORGET

Already the poorest of Arab countries, Yemen is experiencing a war that has been going on for four years. In March 2015, the aerial bombing campaign carried out by the military coalition led by Saudi Arabia and the United Arab Emirates began. Since then, the international community has documented a long catalogue of violations not only of human rights, but also of International Humanitarian Law. These violations involve all parties to the conflict, and were confirmed in August 2018 by the Group of Eminent International and Regional Experts on Yemen, set up by the United Nations Human Rights Council. In its first report, the Group of Experts concluded that all parties to the conflict could be guilty of war crimes. There have been indiscriminate attacks, arbitrary detentions, imposition of restrictions on import and movement of essential goods. One in three air strikes hits civil infrastructures such as markets, houses, civilian vehicles, hospitals. Half of the health facilities are unusable and those that are still functioning suffer from a lack of staff, equipment and resources.

In addition to causing thousands of deaths and injuries to civilians, the war has created a humanitarian catastrophe never seen before, impacting over 80% of the Yemeni population. Given the protracted nature of the conflict, the “survival” mechanisms of the civilian population are exacerbated. People are exhausted, forced to flee their homes, and ravaged by hunger and cholera. Today, 24 million Yemenis need humanitarian assistance to survive. It is estimated that in 2019, 12 million Yemenis, including children, will depend on food assistance. According to UN data, about 90,000 children have died due to malnutrition. 18 million people do not have access to water and sanitation. To make the situation worse, an unprecedented cholera outbreak has affected over 1 million people in the last two years (one-third of cases involving children under 5).

The terrible economic conditions have worsened the already catastrophic humanitarian crisis in the country. The inflation of Riyal and the government’s inability to pay the salaries of the public sector, triggered a wave of demonstrations in the autumn of 2018 (widespread in southern Yemen), with people protesting against corruption and blaming the government for the deterioration of the economy, which made the vast majority of Yemenis unable to buy basic raw materials.

Despite the Stockholm peace talks between the government of Hadi and Ansar Allah, during which a ceasefire was agreed in December 2018 in the port city of Hodeidah, fighting continues in several governorates of the country. And every day, on average, 75 people are injured or killed, forgotten by the international community.



# A GLIMPSE ON 2019

In 2019, INTERSOS' priority remains to protect, assist and promote the rights of people who are most in need of humanitarian assistance, due to forced displacement related to conflicts, natural disasters, and extreme exclusion.

In the course of the year, INTERSOS assists the needy population in each of the 15 countries, where it currently operates with the same level of involvement and intensity. However, an extraordinary effort was made to intervene in some crises, particularly relevant for impact, complexity, and duration.

The UN warns us that in Yemen we could witness the worst famine of the last 100 years of world history. More than 8 million people already suffer from micronutrition deficiency. 24 million Yemenis (almost 80% of the population) need humanitarian assistance. Since April 2017, Yemen has also suffered from a cholera epidemic that has affected more than 1.2 million people. INTERSOS is operating both in the north and in the south of the country, to assist displaced Yemenis and Somali refugees, and to respond, in particular, to the worrying proliferation of infectious diseases and malnutrition, linked to the persistent conflict that has reached, this March, the fourth year of fighting.

A similar level of complexity is shared by the Democratic Republic of the Congo (DRC), where large parts of the country suffered from a persistent conflict and a humanitarian crisis that lasted for at least two decades. This is an emergency that has recently worsened with the second-largest outbreak ever of Ebola fever. INTERSOS will renew its frontline presence in the fragile North Kivu region. Unlike the DRC, Cameroon was considered a haven of relative calm in a troubled region. While the north-eastern region is affected by the consequences of the cross-border crisis in the Lake Chad Basin, the intensification of the ongoing civil war in the southern English-speaking region can destabilize the whole country. INTERSOS has started several projects in both areas and can count on a consolidated presence in the State since 2015.

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Another country affected by the tensions surrounding Lake Chad is Nigeria, where armed conflict makes it impossible for humanitarian aid to access some areas in the north-east. Furthermore, a recent increase in attacks by armed opposition groups has dramatically increased the number of displaced people. For almost three years, in areas under Boko Haram's control, the population had no access to any basic services. INTERSOS is working in the State of Borno to support displaced people and address food insecurity and malnutrition, especially related to children.

Massive internal displacements also affect Somalia. In particular, 2.6 million Somalis are internally displaced and 870,000 are registered as refugees elsewhere, in the Horn of Africa and Yemen. INTERSOS has been working in Somalia since 1992 and unfortunately, since the end of this multidimensional and protracted crisis is not visible, it continues to work there in 2019.

Another context in which INTERSOS has been working in the field for over a decade is Afghanistan, where the humanitarian situation steadily continues to deteriorate. The conflict contributes to the growth of displacements and food insecurity, both further aggravated by the chronic drought that has depleted food reserves in some areas. The 2018 Humanitarian Needs Overview stated that 4.2 million Afghans need life-saving assistance. INTERSOS is doing its part at the forefront, working both in State-controlled areas and in those managed by the Taliban.

Libya has experienced persistent instability since the NATO intervention in 2011. Much of the west of the country is controlled by a patchwork of militias causing vast internal displacements. Libya has also become a priority route for migrants from all over Africa and the Middle East trying to reach Europe, as well as a destination for some people who hope to find a job in the country. In mid-2018, IOM estimated the presence of at least 669,000 migrants in Libya. Migrants are often the prey of militias, some of which have been documented to have abused of them with slave trade and torture.

Furthermore, two other missions are receiving special attention during 2019. The first is Iraq, where, despite the progress made in terms of security, the context remains volatile and humanitarian needs remain high. Many Sunni Iraqis do not feel safe returning to their homes and the tensions that had been set aside during the conflict against the IS have now returned to the forefront.

In 2019, INTERSOS continues to work to support IDPs and returnees in the north of the country and to help those groups that, because of the conflict, have been further marginalized. The other crisis on which to keep the attention threshold particularly high is that of the Central African Republic: one of the most forgotten crises and least able to attract economic support throughout the world, where, due to the weakness of the security forces and the fragility of the political situation, there is a persistent risk of instability on a large scale.

Finally, INTERSOS is focusing its efforts on opening two new missions, responding to two major crises. The first is Syria where, after 8 years of conflict, the humanitarian impact has been catastrophic. 6.2 million Syrians are internally displaced and a further 5.6 million are registered as refugees elsewhere in the region. Launching operations in Syria would complete the response INTERSOS has been providing to the population affected by the conflict in Lebanon, Jordan and Iraq since 2012.

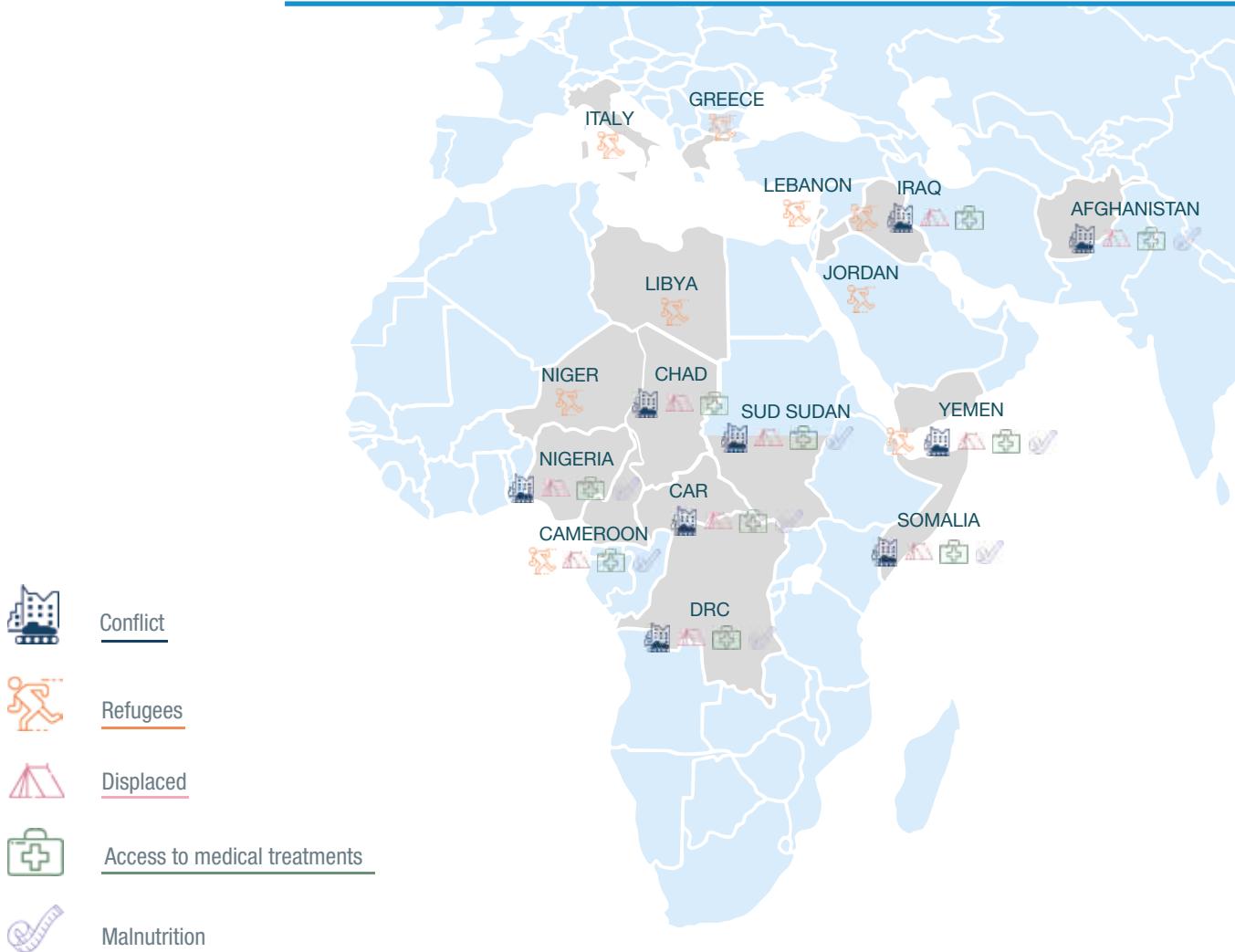
Another crisis that INTERSOS is closely monitoring is the Venezuelan crisis. The country's living standards have fallen in recent years, triggering a humanitarian crisis that has pushed at least 3 million people to leave the state. Of the 1.5 million people transiting in Colombia, 60% are at risk of disease, trafficking, exploitation or forced recruitment. In 2019, it is estimated that the total number of migrants and refugees Venezuelans will exceed five million.

In conclusion, one of the major crises involving INTERSOS' intervention is linked to the phenomenon of mixed migration involving several countries in Africa and Southern Europe. INTERSOS is already present in Italy, Greece and Libya, and has now started to operate in Niger, collaborating with UNHCR in support of vulnerable asylum seekers and migrants trapped in the area and addressing, at the same time, the various factors that contribute to the fragile humanitarian situation of the country.



LIBANO

# WHAT WE DO AND WHERE WE ARE IN 2019





Migration



Education in emergency



Food safety



Health and Nutrition



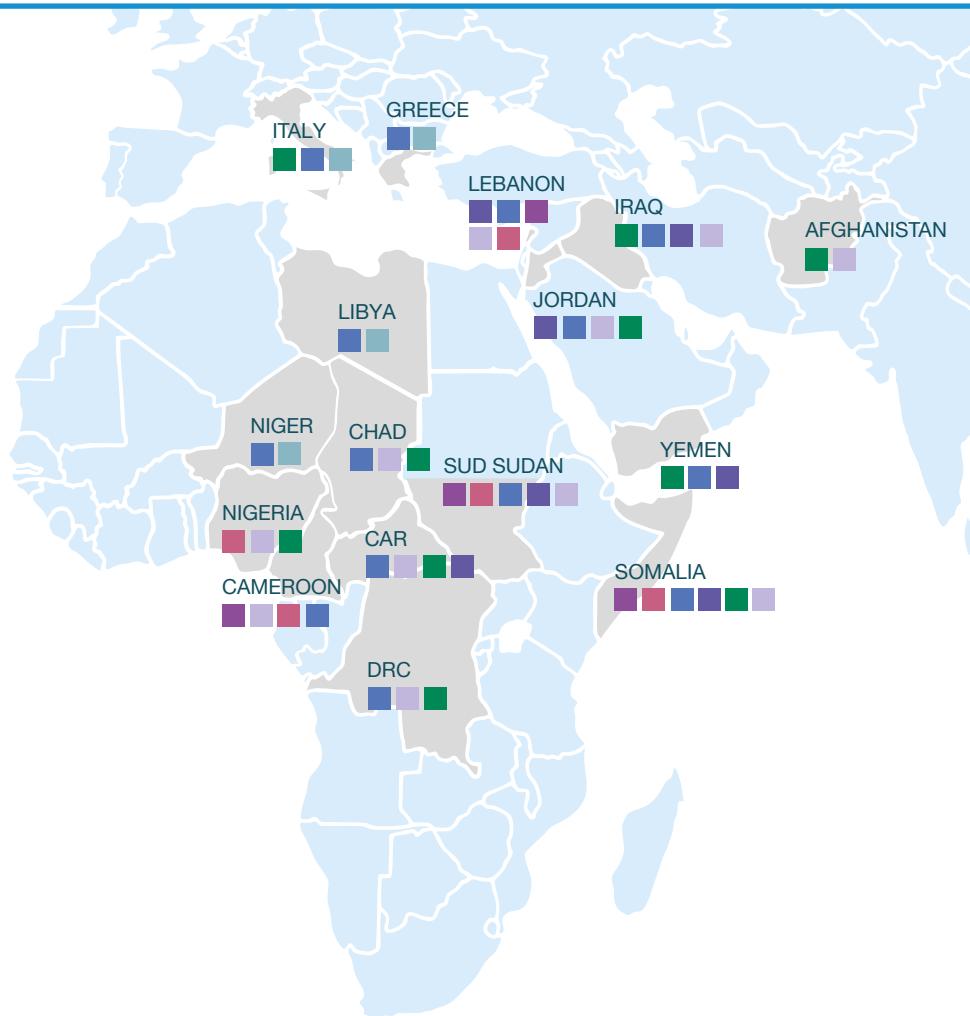
NFIs Distributions & Emergency Shelter



Water and Sanitation



Protection



# PEOPLE AND CONTACTS

President Emeritus	Nino Sergi
President	Marco Rotelli
Secretary General	Kostas Moschochoritis
Director of Programs	Alda Cappelletti
Director of Finance and Administration	Sergio Vecchiarelli
Director of Human Resources	Magda Bellù
Director of Communications & Fundraising	Giovanni Visone
Regional Director Middle East	Marcello Rossoni (based in Amman)
Regional Director Yemen and Afghanistan	Cristina Majorano
Regional Director Western Africa	Andrea Dominici
Regional Director Central - Eastern Africa	Marco Ciapparelli (based in Nairobi)
Regional Director Migration	Cesare Fermi
Logistic Coordinator	Leonardo Maria Palma
Medical Coordinator	Letizia Becca
Head of Emergency Unit	Marcelo Garcia dalla Costa
Fundraising Coordinator	Daniele Tarzia
Grants Control & Compliance	Luciano Costantini
Internal Auditor	Paolo Tartaglia
Senior Protection Advisor	Monica Matarazzo (based in Amman)
Senior Security Advisor	Andrea Martinotti (based in Nairobi)
Dakar Representative	Mamadou Ndiaye (based in Dakar)
Geneva Representative & Policy Advisor	Miro Modrusan (based in Ginevra)
Head of Milan Office	Giacomo Franceschini (based in Milan)



**GIORDANIA, IRBID** A Syrian woman showing an identity card. Legal assistance is essential to ensure refugees protection from discrimination and abuse.

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## **NAIROBI**

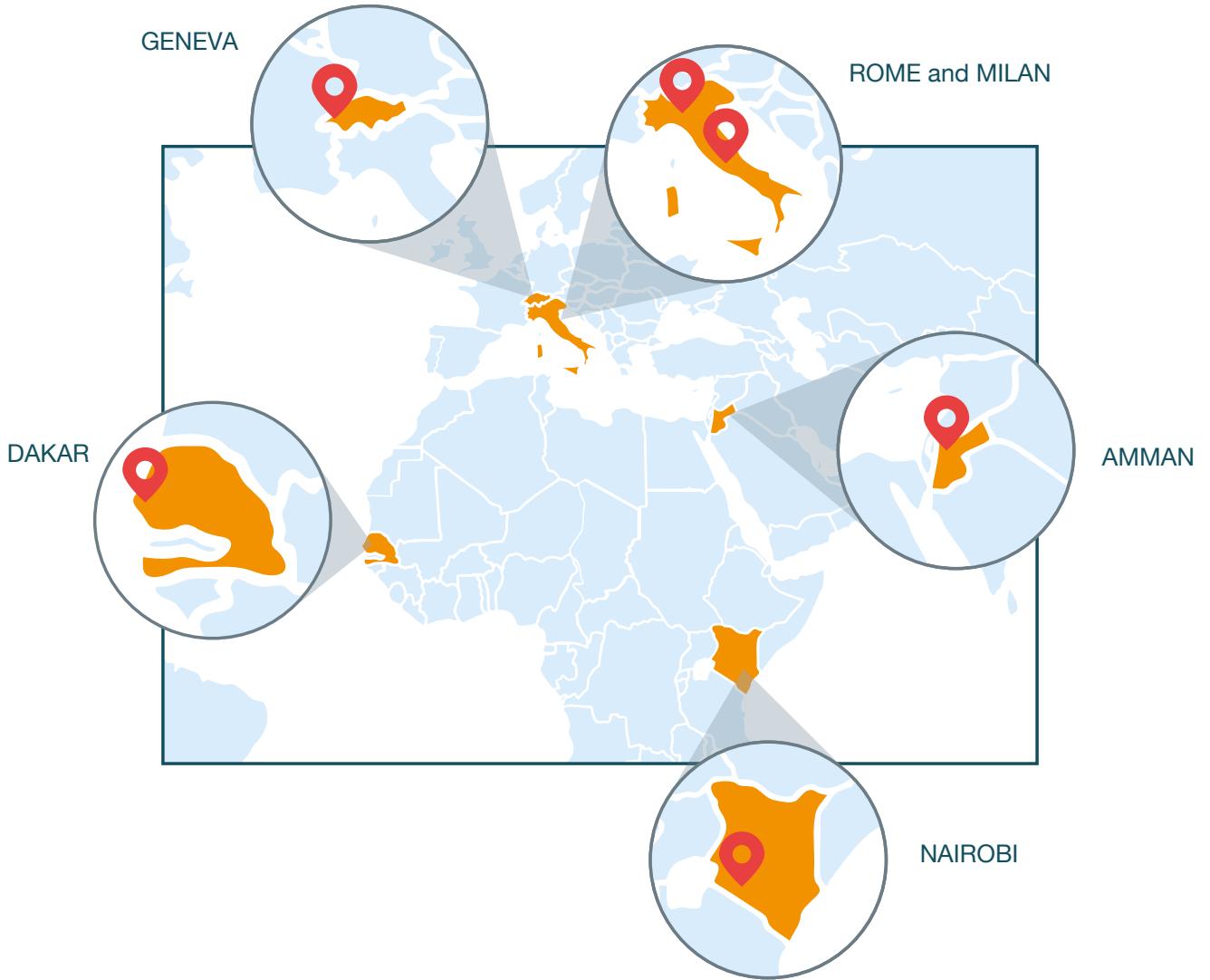
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# FINANCIAL STATEMENTS AS AT 31/12/2018

## BALANCE SHEET

### ASSETS

	<b>2018</b>	<b>2017</b>
<b>NON CURRENT ASSETS</b>	<b>55.639</b>	<b>63.047</b>
INTANGIBLE	-	-
TANGIBLE	20.270	32.713
FINANCIAL	35.369	30.333
<b>CURRENT ASSETS</b>	<b>44.812.290</b>	<b>37.905.742</b>
INVENTORY	-	-
RECEIVABLES	32.643.700	23.468.996
CASH AND CASH EQUIVALENTS	12.168.589	14.436.746
<b>PREPAID EXPENSE AND ACCRUED REVENUE</b>	<b>68.760</b>	<b>26.854</b>
	<b>44.936.689</b>	<b>37.995.643</b>

### LIABILITIES

<b>FONDS PROPRES</b>	<b>1.099.785</b>	<b>1.316.744</b>
FONDS NON DÉDIÉS	557.785	556.744
FONDS DÉDIÉS	542.000	760.000
<b>FONDS POUR RISQUES ET CHARGES</b>	<b>479.235</b>	<b>488.052</b>
<b>FONDS POUR PENSIONS ET SIMILAIRES</b>	<b>159.715</b>	<b>123.920</b>
<b>DETTES</b>	<b>7.997.631</b>	<b>7.879.946</b>
<b>DEFERRED REVENUE AND ACCRUED EXPENSE</b>	<b>35.200.323</b>	<b>28.186.981</b>
	<b>44.936.689</b>	<b>37.995.643</b>

## INCOME STATEMENT

### INCOME

	<b>2018</b>	<b>2017</b>
<b>REVENUES FROM PROJECTS</b>	<b>69.196.418</b>	<b>63.436.528</b>
GRANTS	65.132.595	59.868.773
OVERHEADS	4.063.823	3.567.755
<b>REVENUES FROM FUNDRAISING</b>	<b>276.863</b>	<b>127.693</b>
<b>REVENUES FROM COMMERCIAL ACTIVITIES</b>	<b>5.000</b>	<b>8.000</b>
<b>FINANCIAL REVENUES</b>	<b>114.440</b>	<b>53.645</b>
<b>REVENUES FROM STRUCTURE</b>	<b>184.538</b>	<b>207.929</b>
	<b>69.777.259</b>	<b>63.833.795</b>

### EXPENDITURE

<b>EXPENDITURE FOR PROJECTS</b>	<b>65.132.595</b>	<b>59.868.773</b>
<b>EXPENDITURE FOR FUNDRAISING</b>	<b>271.639</b>	<b>136.135</b>
<b>EXPENDITURE FOR COMMERCIAL ACTIVITIES</b>	<b>7.564</b>	<b>11.416</b>
<b>FINANCIAL COSTS</b>	<b>103.409</b>	<b>332.387</b>
<b>GENERAL AND ADMINISTRATIVE SUPPORT</b>	<b>4.261.011</b>	<b>3.145.092</b>
	<b>69.776.218</b>	<b>63.493.804</b>
<b>SURPLUS</b>	<b>1.041</b>	<b>339.991</b>







Carta compensata tramite un progetto di produzione di energia da fonti rinnovabili in Turchia

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