



INTERS  S

ANNUAL REPORT

2019

On the cover: photo of Guillermo Luna

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Konstantinos Moschochoritis
Director General

INTERSOS is a humanitarian organisation working on the very frontlines of emergencies, bringing humanitarian assistance to the most vulnerable people impacted by armed conflicts, natural disasters, and extreme exclusion. Since 1992 our humanitarian workers have been helping people affected by humanitarian crises with a particular focus on protection activities, as well as food, shelter, and medical assistance, access to water and hygiene, as well as education in emergencies.

Emergency response remains central to our work. In 2019 INTERSOS was operational in 19 of the most acute humanitarian crises created by devastating conflicts, with life-saving assistance provided to over 5 million people in need in Afghanistan, Libya and Yemen, as well as in the Lake Chad and Syria crises, to name a few.

In line with INTERSOS strategic direction to respond to the ever-growing humanitarian crises, in 2019 we also expanded our humanitarian interventions by establishing new country operations in Burkina Faso, Niger, Syria, Colombia and Venezuela. Still, there are crises where INTERSOS is not yet present, crises which we intend to start working in as soon as resources and capacity are secured.

The environments in which we operate are becoming increasingly difficult, with conflicts causing devastating suffering to civilians, where women and girls experience an increase in sexual and gender-based violence, and basic services are disrupted, while the compliance with international laws is declining. Furthermore, climate change is increasingly exposing populations to more risks and reduced resilience. Although the aid system is making positive strides towards greater efficiencies with the scale up of localisation and cash assistance, there are also many other challenges imposed on the sector, particularly around the issues of politicisation and militarisation of aid, as well as bureaucratic impediments and counter terrorism measures.

At the same time, according to OCHA's Global Humanitarian Overview, nearly 168 million people was estimated to be in need of humanitarian assistance and protection in 2020, an increase of 36 million people in just one year. UNHCR's annual Global Trends Report indicated that at the end of 2019 the number of forcibly displaced persons, due to war, violence, and persecution grew to 79.5 million, 8,7 million people more compared to 2018. Overwhelmingly it is developing countries that are most affected, and INTERSOS will continue to use all its resources to assist those in need, especially in hard to reach areas.

Overall, 2019 has been yet another challenging year for our organisation in our path towards developing stronger, better and more sustainable capacities to provide appropriate humanitarian assistance that is relevant to each context. The unprecedented COVID-19 pandemic that struck in 2020 forced us to temporarily side-track from our long-term plans and fully focus our operations in an emergency/crisis mode. Suddenly we are exposed to a different type of vulnerability in this crisis of unprecedented magnitude, where we are not only responding to an emergency, but we are firefighting in our own homes in Italy, as well as in all our overseas missions where we had to adapt our activities and approaches to respond to pandemic-induced needs in somewhat uncharted waters.

Nonetheless, the uncertainty created by the pandemic confirms yet again that the readiness to respond to unpredictable humanitarian challenges is the "raison d'être" of a humanitarian organisation such as INTERSOS.

OUR HISTORY

1992 INTERSOS IS BORN

With the support of the trade union confederations, the first project starts in Somalia where, shortly thereafter, INTERSOS will take over the Jowhar regional hospital, the only medical facility in the entire Middle Scebali region, where we still operate.

1994 RWANDA

INTERSOS begins its activities in Rwanda where it works for the reactivation of various hospital structures and assistance in the resettlement of 11,000 returning Rwandan refugees.

1996 CHECHNYA

On 29 November Sandro Pocaterra (Head of Mission), Giuseppe Valenti and Augusto Lombardi (surgeons), our operators kidnapped two months earlier and engaged in medical aid activities for Chechen population, are finally released. In the same year, the MINE ACTION UNIT was born, the INTERSOS landmines clearing unit, operational first in Bosnia and then in Angola, Afghanistan and Iraq.

1998 KOSOVO

Operations in Kosovo begin to support the return of displaced populations to their villages of origin with massive distributions of essential goods and rehabilitation of houses.

2001 AFGHANISTAN

Launch of the mission in Afghanistan to assist the population through food security programmes and access to water.

2003 IRAQ

Medical programmes in Baghdad and Basra begin, in particular with the university and pediatric hospital of Baghdad.

2004 SUDAN

The mission in Sudan starts with a focus on Darfur in support of populations fleeing from armed groups.

2005 SRI LANKA

The emergency response intervention begins following the violent earthquake and tsunami of December 2004.

2008 YEMEN

Operations in Yemen to assist refugees in the camps and help victims of trafficking begin. In 2015, following the outbreak of the war, we intervened to protect the most vulnerable.

2010 HAITI

The emergency intervention begins to respond to the needs of the people affected by the devastating earthquake that destroys Haiti.

2011 ITALY

INTERSOS starts working in Italy with the opening of the A28 Centre in Rome, a night centre that has hosted more than 4000 unaccompanied migrant minors in transit to Northern Europe.

2016 ITALY

INTERSOS is at the forefront of search and rescue operations at sea in the Mediterranean together with the Italian Coast Guard and UNICEF.

2019 SYRIA

INTERSOS finally obtains authorization to work in Syria and begins activities to protect the population exhausted by the long-standing conflict.

WHO WE ARE

INTERSOS is a humanitarian organisation on the front-line of emergencies, bringing assistance to people affected by armed conflicts, violence, natural disasters and extreme exclusion, with particular attention to the most vulnerable, including women, children and socially excluded groups.

Since 1992 our humanitarian workers have been helping people affected by humanitarian crises, centred around protection services, as well as food, shelter, access to clean water, education services, medical assistance and addressing other basic needs items.

INTERSOS is an independent organisation, officially recognized by the Italian Ministry of Foreign Affairs, the European Commission through ECHO, the United Nations High Commissioner for Refugees (UNHCR) and the other principal Agencies and Committees of the United Nations.

INTERSOS has consultative status at the United Nations Economic and Social Council (ECOSOC) and observer status at IOM. INTERSOS is also a member of the NGOs networks VOICE, ICVA, LINK 2007.



Nigeria
© Valeria Scrlatti



OUR VALUES

Homo sum, nihil humani a me alienum puto.

I am human, and nothing of that which is human is alien to me.

(Terence, 195-159 B.C.)

This is the key principle underpinning all INTERSOS' values and interventions. It underlines the importance of the human being: the principles of equality, justice, peace, solidarity and the duty of every human being to help all those in need or distress, without influence of any kind.

INTERSOS IS: 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 class of people who are in need of help.

IMPARTIAL

In the eyes of INTERSOS, crises affected people must be the primary concern in every circumstance,

irrespective of any political, religious or social differences or beliefs. Its humanitarian activities are implemented in an impartial manner in respect of whatever population or person at risk, or in circumstances of serious need. This does not prevent INTERSOS from identifying those people or institutions responsible for specific disaster situations, either natural or man-made catastrophes, and from taking a public stance on the matter.

INDEPENDENT

INTERSOS is completely independent from all political or economic powers as well as national or international authority. This freedom of thought and opinion allows INTERSOS to report all human rights' violations and every form of injustice and breach, whilst not 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 by establishing methods and behavior that fully respect 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 aiming at gradually eliminating dependence on external help. Its relationship with local populations is based on openness, dialogue, exchange and participation.

PROFESSIONAL IN SOLIDARITY

INTERSOS considers solidarity and professionalism to be two indispensable and indivisible components in its humanitarian work; they are essential elements to respond to the needs of a 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.

OUR MISSIONS IN 2019



OUR NUMBERS



FUNDS SPENT
IN HUMANITARIAN
PROJECTS

75,986,485 €



PEOPLE
REACHED

5,390,240



PROJECTS
IMPLEMENTED

171

HOW FUNDS ARE USED

Project activities 92%

General organisational
and support costs 7%

Fundraising costs 1%

HUMAN RESOURCES



Nigeria
© INTERSOS

Magda Bellù
Human Resources Director

The profile of INTERSOS humanitarian staff welcomes and accepts the challenges of the current humanitarian world.

Over the last years, given the pressure of growing difficulties in gaining access, an increase in bureaucratisation, greater insecurity risks, the humanitarian sector became even more professional, bearing firmly in mind the principles of responsibility towards the people we assist and the effectiveness of the aid, but also the sense of responsibility (duty of care) towards its staff.

However, INTERSOS has always had an essential component, which is that of a genuine humanitarian spirit and proximity, not only physical, to crises affected communities. INTERSOS' humanitarian workers are therefore not only required to be skilled professionals; they are also asked to keep alive that original ideal and ethical drive that moves, without hesitation, to do 'something more' than what is strictly necessary: to commit with empathy and energy, beyond what can be a sparse list of actions to be carried out included in a job description.

INTERSOS staff believes that what happens to the most vulnerable individuals, including women, children and older people concerns him/her whether in Afghanistan, Somalia, South Sudan or Rome.

INTERSOS has made some choices: it has the will to work differently and to develop itself using the necessary skills, especially relying on the added value of the people who are part of it: that each of us generates and makes the organisation something more than the mere sum of its parts. The awareness of the importance of working in team for a common goal is the added value in the quality of INTERSOS' response to the humanitarian emergencies where the organisation is engaged.

The added value of the people who are part of INTERSOS has led the organisation to increase its investment in the training and professional growth of its staff in order to strengthen an effective response to the emergencies and new humanitarian challenges through skilled staff, and to ensure the high level of organisation's values in every Mission in the field, even in the most remote offices. This aspect is even more important for INTERSOS national local staff that ensures a lasting presence in our Missions. INTERSOS values national local staff knowledge of the culture and context, essential for designing an efficient and effective response, in line with the needs of the people we assist.



Somalia
© INTERSOS



Cameroon
© INTERSOS

HUMAN RESOURCES IN 2019

TOTAL STAFF 3,408
(MEN 2,370 / WOMEN 1,038)

TOTAL INTERNATIONAL FIELD STAFF* 205
(MEN 122 / WOMEN 83)

POSITIONS AT HEADQUARTERS 78
(MEN 36 / WOMEN 42)

TOTAL LOCALLY HIRED FIELD STAFF 3,089**
(MEN 2,193 / WOMEN 896)

TOTAL ITALY MISSION STAFF 36
(MEN 19 / WOMEN 17)

TOTAL INTERNATIONAL FIELD STAFF*

*expatriate staff, employed in a country of intervention that is not the one of origin.

TOTAL LOCALLY HIRED FIELD STAFF**

**staff hired and employed in his/her country of origin.

THE BOARD

The board of INTERSOS is currently composed of:

Marco Rotelli (President) - Alberto Angelici - Roberta Canulla - Damaso Feci - Paola Florà - Davide Gallotti - Amedeo Piva - Armando Sanguini - Nino Sergi (President Emeritus).

OUR LOCAL COMMITTEES

INTERSOS has five Local Committees made up of volunteers who are devoting their time for the INTERSOS cause. After a trial period, each Committee is formally constituted by the INTERSOS Board of Directors, on the basis of a specific internal regulation.

The Committees conduct community awareness and information initiatives (book presentations, readings, projections, exhibitions, fundraising events and thematic meetings). They are key contributors to National Community Fundraising Campaigns, and are important channels for distribution of merchandising and solidarity gifts at events, also identifying ideal locations for distribution.

Each INTERSOS Local Committee is composed of the following functions: Coordinator, Contact person for communication, Contact person for the secretariat and administration, Contact person for events organisation.



Italy
© INTERSOS

Our local committees



ADVISORY BOARD

Made up of people who share our humanitarian values and commitment, the following volunteers are giving their skills and professionalism to INTERSOS:

Raffaele Costantino - Laura Maywald - Nerina di Nunzio - Andrea Lanzone - Nancy Earle - Camilla Laureti - Marco Momigliano.

OUR OPERATIONAL APPROACH

Community Based Approach is the basis of our operational approach to humanitarian interventions, where in line with the principle of Accountability to Affected Populations (AAP), the crises affected communities actively participate in all phases of the intervention, from identification of their humanitarian needs, to operational decision-making and implementation. Their active involvement in the projects is fundamental through two phases:

- Analysis of the political, economic, social and cultural context of the population receiving the aid. People assisted are interviewed to better understand the characteristics of their communities, their most important needs and identifying the most vulnerable people.



- Involvement in operational activities, enhancing and developing the skills and competencies of individuals and communities with the aim of gradually eliminating dependence on external help.

The Community Based Approach is also closely connected to the *Do No Harm* principle, as it allows humanitarian organisations to precisely identify needs and to respond with suitable activities to meet these needs without involuntarily harming communities.

INTERNAL AUDIT,

TRANSPARENCY

AND ACCOUNTABILITY

Paolo Tartaglia
Internal Auditor

INTERSOS is committed to having appropriate systems and controls in place in all locations to ensure that assets are safeguarded. As an organisation we have a zero-tolerance attitude towards fraud. We try to ensure that any possible frauds are investigated promptly, and that restitution is secured. Clear policies and procedures are in place and compliance is regularly reviewed to provide a high degree of assurance that resources are properly applied. That said, no system provides absolute guarantees. For this reason, we have strong complaint and whistleblowing systems and a well-established internal audit function that both monitors compliance and investigates complaints and reports. During 2019 we managed an increasing number of internal complaints: 40 complaints received in 2019, 12 investigations conducted by trained investigators, sometimes in cooperation with UNHCR and UNICEF. The number of cases increased from 2018 (24).

FRAUD, CORRUPTION, AND OTHER CRIMINAL BEHAVIOUR

Significant fraud or incidents of corruption could severely damage the organisation in terms of reputation. The organisation has developed detailed financial management and reporting systems to mitigate these risks, which are reviewed on a regular basis. INTERSOS also has a comprehensive internal audit programme. The internal procedure n. 26 “Strengthen transparency and prevention of the risk of fraud and corruption” is proactively implemented to mitigate the risk of damaging the organisation’s reputation and resulting in the loss of resources.

SAFEGUARDING

Maintaining the safety and security of the communities with whom we work and of our staff is of primary importance to INTERSOS. During 2019 INTERSOS adopted the Inter-Agency Misconduct Disclosure Scheme, a pilot scheme aimed to address the specific problem of known sexual abusers moving within and between different humanitarian and development agencies. As of January 2020 it has 15 signatory organisations, 2,600 checks carried out and 36 people rejected for jobs in the humanitarian sector because of information about previous misconduct.

INTERSOS places emphasis on standards of behaviour that we expect from our staff. To this end we have the INTERSOS Code of Ethics and Policies such as Prevention from Sexual Exploitation Policy, Child Protection Policy, Whistleblowing and Investigation Policy.

We have a Complaints Response Mechanism and are committed to investigating allegations of behaviour in breach of the above policies. All complaints are investigated, following established investigation guidelines, and where substantiated, disciplinary action is taken, up to and including dismissal.

The activities of the Internal Auditor during 2019 ranged from field audit to internal investigations, to trainings on internal policies (PSEA, Whistleblowing, Fraud prevention).

INTERSOS

REPRESENTATIVES

IN GENEVA AND DAKAR

Miro Modrusan
Geneva Representative & Policy Advisor

GENEVA

Geneva Representative and Policy Advisor continued to participate in networks, platforms and working groups hosted by ICVA, UNHCR, UNICEF, IOM, and other UN agencies, as well as IASC Result Groups on Operational Response (RG1) and Collective Advocacy (RG3). Geneva office also represented INTERSOS at VOICE discussions in EU-centred Brussels discussions, as well as at high-level conferences on Yemen (Geneva), Syria crisis (Brussels) and the Venezuelan crisis (Brussels).

Policy and analysis work focused on issues and concerns pertinent to the ever-changing humanitarian action, including on Triple Nexus, localisation, humanitarian financing, forced displacements, politicisation and militarisation of aid, Accountability to Affected Populations (AAP) and Protection against sexual exploitation and abuse (PSEA), as well as on bureaucratic impediments and counter terrorism measures.

Advocacy work contributed INTERSOS perspectives from 19 INTERSOS missions to discussions and policy briefs at various events in Brussels and Geneva, including on sexual gender-based violence, protection and other humanitarian issues, particularly in Afghanistan, Democratic Republic of Congo, Nigeria, Syria and Yemen.

INTERSOS also participated in the first Global Refugee Forum, the largest-ever gathering on refugee matters bringing together 3,000 participants, including States, the private sector, civil society, faith-based organisations, sports entities, humanitarian organisations, development actors and academia, and contributed to preparatory meetings of GRF through Protection Capacities Co-sponsorship group.

Mamadou Ndiaye
Dakar Representative

DAKAR

The Representation Office in Dakar, established in 2018, continued to position INTERSOS with UN organisations (including UNHCR, OCHA and WFP), major donors, NGOs and other humanitarian stakeholders in this well-established regional humanitarian hub, and support INTERSOS programmes with the situation analysis, and operational, funding and partnerships opportunities.

Focusing on operational perspectives from Burkina Faso, Central African Republic, Democratic Republic of Congo and Lake Chad basin, INTERSOS Dakar represented INTERSOS in regional coordination structures, including in West and Central Africa Regional IASC Working Group, and a number of INGO platforms such as The Platform of European NGOs in Senegal (PFONGUE), Cholera, and Cash platform, as well as in Economic Community of West African States (ECOWAS) and Economic Community of Central African States (ECCAS).

SECTORS OF INTERVENTION



PROTECTION

We are engaged in the physical and psychosocial protection of the most vulnerable people affected by humanitarian emergencies, with specific attention to children and women survivors of violence.



HEALTH AND NUTRITION

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



FOOD SECURITY

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



WATER AND SANITATION

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



SHELTER AND SETTLEMENT

In the event of natural disasters or acute phases of conflict, we intervene as soon as possible by distributing essential goods and providing shelter.



EDUCATION IN EMERGENCIES

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

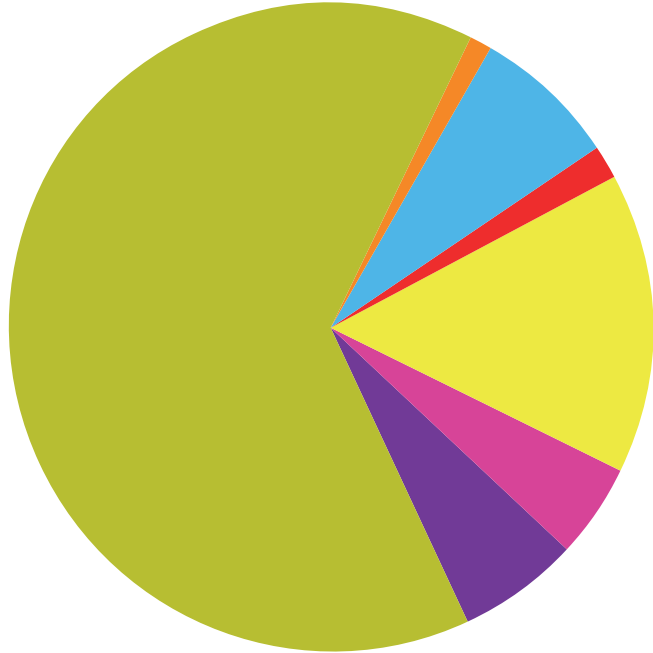


MIGRATION

We are on the frontline to bring aid and protect people who flee their countries in search of safety and dignity.



Burkina Faso
© INTERSOS



PROTECTION 64,43%



HEALTH AND NUTRITION 15,00%



FOOD SECURITY 4,67%



WATER AND SANITATION 5,94%



SHELTER AND SETTLEMENT 1,73%



EDUCATION IN EMERGENCIES 7,23%



MIGRATION 1,00%



Somalia © INTERSOS

OUR PROGRAMMES

IN 2019

Alda Cappelletti
Programmes Director

For too many, 2019 was another year of challenge, conflict and insecurity. This is illustrated by the further deterioration of conditions in Yemen during 2019, as our teams there confronted chronic malnutrition and outbreaks of communicable disease, including cholera and dengue, or by continued violence in Syria, forcing thousands of families to flee. The effects of climate change were felt by vulnerable communities who suffered from increased numbers of droughts and floods.

In 2019 INTERSOS worked in both new and protracted crises across 19 countries and delivered humanitarian assistance and protection through programme activities in the field, assisting more than 5 million people in need. Our main sectors of intervention are protection, health and nutrition, WASH (water, sanitation and hygiene) and food assistance and food security. INTERSOS country programmes are managed and coordinated by four regional offices: West Africa, East Africa, Middle East and YAL (Yemen, Afghanistan and Libya). Additionally, the Medical and Protection technical units are supporting our missions to strengthen their capacities and technical expertise while our Emergency Unit is responsible for the opening of new operations and responding to emergencies.

During 2019 INTERSOS continued expanding its interventions in West Africa in response to the escalating crises in that region (Niger and Burkina Faso), particularly in the Sahel and Lake Chad regions. In 2019 we have also scaled up our operations in Libya, both in Tripoli and in the southern city

of Sebha, supporting internally displaced people and host communities affected by the war, as well as migrants, in particular unaccompanied and separated children, trapped in the country.

In Yemen INTERSOS increased its operational presence both geographically and in terms of sectors of intervention, while maintaining a strict impartiality and neutrality in the design and implementation of the activities. The bureaucratic impediments in Yemen are becoming almost overwhelming and implementation of activities more and more complex.

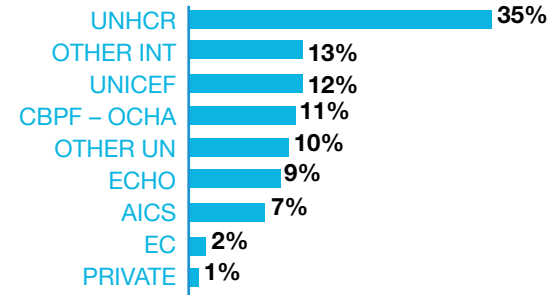
In the Middle East region, operations continued in Jordan and Lebanon in support of the Syrian refugee population and the vulnerable host communities, while Iraq saw an expansion of the activities in the protection sector in favour of IDPs, both inside and outside camps. Additionally, after the completion of the registration in May, INTERSOS started its operations in Syria, one of the major current humanitarian disasters.

During the same period of the year, INTERSOS has broadened the scope of its humanitarian operations to the Latin American region and specifically at the border between Colombia and Venezuela where in partnership with the Italian NGO CISP we are providing assistance to both the refugees and the vulnerable local communities.

In 2019, INTERSOS has increased its involvement in the advocacy efforts of NGO Voice by participating to two of its working groups: specifically, the Grand Bargain Working Group and the Resilience Working Group, focused on the Humanitarian and Development Nexus, one of the commitment of 2016 World Humanitarian Summit referring to a collaboration of multiple actors working to address the increasing humanitarian needs arising from conflicts, growing population displacements, the increasingly longer protracted humanitarian crises, urbanisation, and a widening gap between humanitarian needs and available funding. Furthermore, the organisation partakes in the Alliance for Child Protection in Humanitarian Action, as well as the “United Against Inhumanity” international campaign promoted by a network of individuals, civil society groups and NGOs.

OUR DONORS

In 2019 we have managed humanitarian projects amounting to a total of 75,986,485 euros thanks to the funds from institutional and private donors. Overall, the funds received during 2019 can be divided as follows:



FOUNDATIONS



CORPORATIONS



PRIVATE DONORS

INTERSOS has also received valuable support and donations from many private donors in the course of 2019. We are extremely grateful for these contributions that are supporting our humanitarian activities.



South Sudan
© Guillermo Luna

2019 NEW MISSIONS

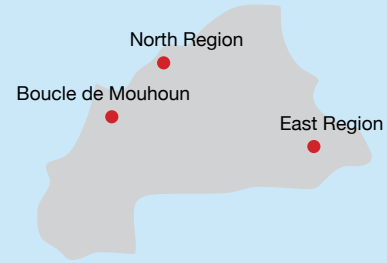


NIGER

The main project in Niger focuses on protection services, in particular gender-based violence and child protection services, in partnership with UNHCR. At the same time, INTERSOS assistance focused on improving access to informal education and to psychosocial support for refugee children and asylum seekers. The activities in Niger also includes host communities in an effort to promote the peaceful cohabitation between the displaced persons and host communities.

An education project, implemented in partnership with UNHRC and UNICEF, guaranteed access to quality education to the same vulnerable children and to the out-of-school local children, through provision of education spaces at the sites of intervention. The project also provided professional education for adolescents complemented with material to both students and teachers.

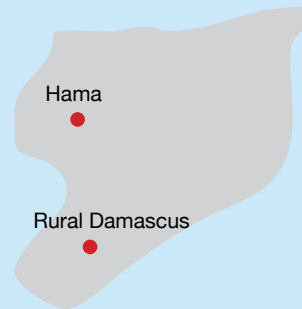
SECTORS OF INTERVENTION



BURKINA FASO

Following its first exploratory assessment mission in Burkina Faso in July 2019, INTERSOS Emergency Unit team opened INTERSOS office in the capital Ouagadougou and one field office in the North Region and started its response to the most urgent humanitarian needs of the internally displaced people and host community in the area. By the end of the year, INTERSOS humanitarian interventions in the country covered also Boucle du Mohoun and East regions.

SECTORS OF INTERVENTION



SYRIA

As of April 2019 INTERSOS officially became registered in Syria and started setting up its presence in the country. The main sectors of INTERSOS intervention in Syria will focus on primary health, child protection and education in emergencies in Rural Damascus and Hama Governorates.

SECTORS OF INTERVENTION





VENEZUELA

The deteriorating political and socio-economic crisis in Venezuela has created one of the biggest mass displacement out of Venezuela with over 4.6 million Venezuelan migrants and refugees in Latin America and the Caribbean. Given the complexity and the extent of the crisis INTERSOS decided to intervene and to conduct its first exploratory mission in the region at the beginning of 2019, obtaining the registration to operate in the country both in Colombia (in May 2019) and Venezuela (in December 2019). In collaboration with CISP, during 2019 INTERSOS started its operational response to the Venezuelan crisis through a cross border intervention between Colombia and Venezuela. The intervention focuses on providing integrated protection assistance, health and nutrition and basic services.

SECTORS OF INTERVENTION



Libya
© INTERSOS

AFRICA



TOTAL NUMBER OF PROJECTS

88



TOTAL NUMBER OF PEOPLE REACHED

3,943,208



TOTAL BUDGET

30,327,903 €




SECTORS OF INTERVENTION



Central African Republic
© Alessandro Rocca



CAMEROON

-  **2,005** cases of gender-based violence supported
-  **3,960** non-food items kits distributed
-  **790** people helped at obtaining civil status documents

In North-West and South-West our interventions mainly focused on shelter kits distribution, protection monitoring as well as non-food items assistance to vulnerable women. The collaboration with national NGOs enabled us to assist detainees who are linked to the crisis and internally displaced people that lack legal documents. Awareness campaigns to prevent human rights violations were organized for youths and specific groups, widening the reach of the organisation in the regions. The interventions in the Far North region focused on protection of refugees, internally displaced people and host communities, but also on shelter and non-food items in some villages of Logone-et- Chari division. The activities there also included assisting pregnant and lactating women, and newborns with health assistance, as well as assistance to the survivors of sexual gender-based violence. We work in Cameroon since 2015.






-  **NUMBER OF PROJECTS 7**
-  **NUMBER OF PEOPLE REACHED 274,053**
-  **BUDGET 4,192,967 €**

SECTORS OF INTERVENTION



CENTRAL AFRICAN REPUBLIC

-  **42,332** kits (education, shelter, first necessity, hygiene) distributed to populations
-  **174,347** people assisted and protected during their journey to a safe place
-  **3,906** (health, protection, education, agriculture) professionals whose capacity have been strengthened
-  **2,086** people helped to obtain documentation (residence, birth certificate)
-  **10,934** human rights violations recorded and referred

During 2019, INTERSOS worked in collaboration with local populations on improving education through fostering of re-enrolment and improvements in the conditions of thousands of children. INTERSOS has also provided protection assistance to internally displaced people, with a particular focus on women survivors of gender-based violence and on ex child soldiers. Furthermore, INTERSOS has carried out distribution of essential goods and sensitisation of the population on the themes of education and preservation of rights. Nutritional assistance was provided to thousands of children suffering from malnutrition. In addition, INTERSOS is committed in the training of health personnel, teachers and protection specialists. We work in Central African Republic since 2014.



-  **NUMBER OF PROJECTS 8**
-  **NUMBER OF PEOPLE REACHED 316,940**
-  **BUDGET 2,599,512 €**

SECTORS OF INTERVENTION



CHAD

During 2019, INTERSOS has provided protection, health and nutrition, and food security assistance in different areas of Chad.

In the South (Province of Logone Orientale), girls and boys benefited from psychosocial support at 6 child friendly spaces, while host communities benefited from child protection actions. In the Lake Province, health centres were supported with medicines and trainings to medical staff, and mobile clinics contributed to the improvement of the nutritional situation among children under five and women through pre and post-natal consultations. In the same area, fishermen and farmers were supported through the distribution of fishing kits, seeds and tools, and training on different agricultural and fishing techniques. We work in Chad since 2016.



3,240 girls and boys have benefited from enhanced psychosocial support at 6 child friendly spaces.



48 foster families and vulnerable families were trained in child protection, and alternative care for children deprived of the parental environment



11,903 people were sensitized on the prevention of malnutrition in children, pregnant and nursing women



NUMBER OF PROJECTS **3**



NUMBER OF PEOPLE REACHED **25,586**



BUDGET **1,180,818 €**

SECTORS OF INTERVENTION



165,305 women were trained in best cooking practices to reduce malnutrition for their children



15,025 women and new-born babies were treated for moderate malnutrition



13,833 children were treated for acute malnutrition



252 women benefited from fistula repair and survival kits for sexual gender-based violence survivors



DEMOCRATIC REPUBLIC OF CONGO

In 2019, INTERSOS has continued to work in the eastern part of Democratic Republic of Congo, an area affected by an ongoing conflict that is generating massive population displacements. INTERSOS implemented activities in highly volatile areas of the country, where people are in huge need of assistance. Our staff conducts protection monitoring within communities where there is a high potential of tension. Furthermore, food security and resilience project targeting farmers for better storage, production and selling in one of the most vulnerable areas in South Kivu has been implemented. The mission also provided medical and psychosocial support to survivors of sexual gender-based violence, as well as nutrition assistance.

Most of the activities developed in 2019 were emergency centred, but opened the way to more sustainable approaches, building individuals', communities' and systems' resilience in order to reduce the negative impact of future crises. We work in Democratic Republic of Congo since 2009.



NUMBER OF PROJECTS **9**



BUDGET **2,662,539 €**



NUMBER OF PEOPLE REACHED **939,318**





SECTORS OF INTERVENTION





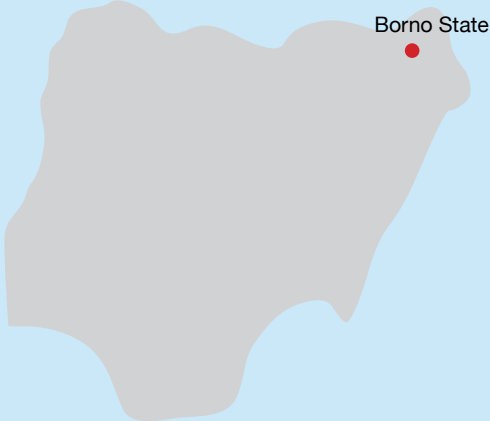
Nigeria
© Guillermo Luna




NIGERIA

-  **12,598** persons reached through mobile medical activities
-  **63,941** people reached with health and hygiene education and promotion
-  **120,290** outpatient consultations in conflict-affected and other vulnerable areas
-  **14,608,059** Mt of food delivered

In Nigeria, INTERSOS provides health assistance mainly focused on health education and sensitisation, reproductive health, health prevention activities, outpatient consultations (and treatment), and primary health care. Food security and livelihoods activities focused on food distribution, provision of seeds and tools for farming, construction of wells and irrigation systems, and training on productive activities. INTERSOS also provided nutrition screening and treatment of identified malnutrition cases. Water and sanitation activities were focused on construction of latrines, as well as supply and purification of water.

We also focused on site management and monitoring (new internally displaced people arrivals and shelter component), including flood mitigation measures (in site drainage). Protection activities focused on protection monitoring and case management (sexual gender-based violence and psychosocial support). We work in Nigeria since 2016.



-  NUMBER OF PROJECTS **16**
-  NUMBER OF PEOPLE REACHED **1,003,814**
-  BUDGET **8,941,057 €**

SECTORS OF INTERVENTION



LIBYA



878 children attended non-formal education to foster their learning opportunities where they received psychosocial support



87 caregivers were assisted with training in better parenting

In 2019, INTERSOS implemented protection programmes targeting children that included provision of child friendly spaces, non-formal education, psychosocial support and activities that enhance life skills, while parents and caregivers were supported through ad hoc protection services. The Centre (named Baity) acts as a referral point for boys and girls to other specialised services such as formal education and case management for child protection and gender-based violence. Furthermore, the Centre supports protection outreach services to underserved outskirts areas of Tripoli. Our programmes also supported social cohesion through promoting understanding between host communities' members, migrants and internally displaced people, including community and stakeholders awareness activities and learning opportunities for staff and people we assist. We work in Libya since 2018.



NUMBER OF PROJECTS **3**



NUMBER OF PEOPLE REACHED **965**



BUDGET **700,324 €**

SECTORS OF INTERVENTION



SOMALIA



29,327 patients received curative service in the Jowhar Hospital outpatient department

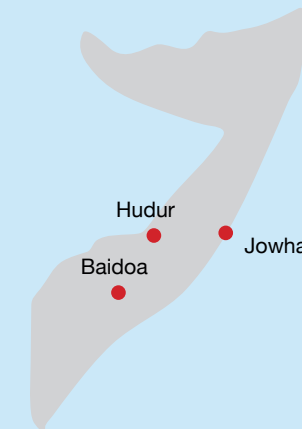


1,957 children were enrolled in protected learning spaces



1,613 persons benefited from food and non-food items distribution in 4 Interim Care Centres established by INTERSOS

INTERSOS has been operating as a humanitarian organisation in Somalia since 1992, when it began to support the Jowhar Regional Hospital in the Middle Shebelle Region. The hospital, still operational, remains the only health facility and the centre of reference for all the primary health centres of the region, covering a basin of over 250,000 people. In 2019, INTERSOS Somalia continued to operate in Jowhar, Baidoa, Wajid and Hudur while drastically increasing its presence in Dinsoor and opening a new base in Berdale. INTERSOS managed new water and sanitation projects in Dinsoor and Berdale. At the end of 2019, INTERSOS responded to the floods that affected northern and central Somalia. A large child protection programme in Jowhar for the reintegration of children associated with armed groups has been implemented.



NUMBER OF PROJECTS **22**



NUMBER OF PEOPLE REACHED **1,062,000**



BUDGET **4,603,593 €**

SECTORS OF INTERVENTION





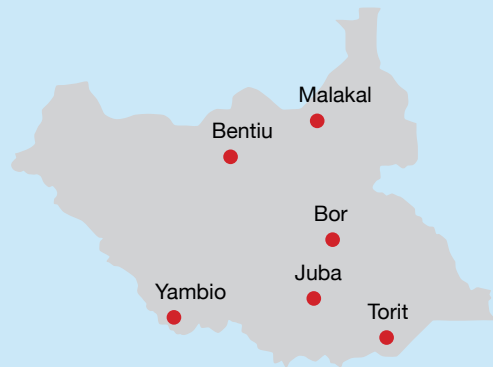
8,664 unaccompanied and separated children (UASC), orphans and children with protection concerns, including children formerly recruited in armed forces or armed groups were supported through education and child protection activities



15,734 internally displaced, host community and returnee adolescents and adults were supported through protection monitoring and cash distribution activities



45,200 internally displaced, host community, returnees were assisted with water and sanitation activities and awareness campaigns



SOUTH SUDAN

INTERSOS has been operating in South Sudan since 2006 and has continued to provide humanitarian assistance across the country since its independence in 2011, particularly in remote hard to reach areas. In 2019, South Sudan operations focused on the provision of education activities by rehabilitation of school infrastructure and enrolling more than 25,000 children in primary and secondary schools, as well as training of teachers and the provision of scholastic material in five different states in the country.

The support to South Sudanese children also included the provision of child protection activities including case management, psychosocial support, and family reunification services.

To ensure a holistic response to one of the most severe protracted crises in the world, South Sudan mission also provided assistance to gender-based violence survivors as well as WASH (water, sanitation and hygiene) services including the construction and rehabilitation of latrines and boreholes.



NUMBER OF PROJECTS **17**



NUMBER OF PEOPLE REACHED **291,142**



BUDGET **4,660,778 €**

SECTORS OF INTERVENTION



MIDDLE EAST AND AFGHANISTAN



TOTAL NUMBER
OF PROJECTS

57



TOTAL NUMBER
OF PEOPLE REACHED

1,429,180



TOTAL BUDGET

43,478,585 €

SECTORS OF INTERVENTION



Iraq
© Eugenio Grosso

AFGHANISTAN



97,401 outpatient department consultations conducted in 51 villages



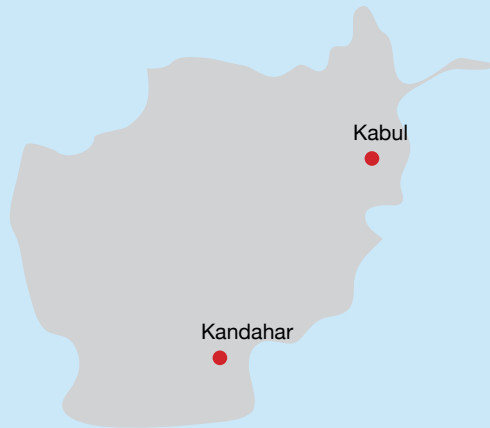
9 health facilities supported with improved access to health services



50,227 individuals reached through hygiene and health practices promotion



1,666 individuals supported with psychosocial services



In 2019 INTERSOS ran an integrated project consisting of health, nutrition and protection assistance to the provincial health system in Kandahar and Kabul provinces through static peripheral health facilities and through mobile outreach teams targeting the underserved remote areas of the provinces. For both mobile and static approach, INTERSOS deployed teams of medical and protection staff providing basic health and nutrition services, referrals, case management, psychosocial support services and livelihoods assistance to vulnerable host community members, returnees mainly coming from Pakistan and Iran, and internally displaced people from the areas contested between Government and Armed Opposition Groups. Furthermore, INTERSOS promoted the access to safe and clean water through the rehabilitation of boreholes and set-up of water reservoirs and points, and built pit latrines within the supported health facilities in Kandahar province. We work in Afghanistan since 2001.



NUMBER OF PROJECTS **3**



NUMBER OF PEOPLE REACHED **261,849**



BUDGET **1,763,684 €**

SECTORS OF INTERVENTION



16,060 children provided with access to education through support to 40 schools



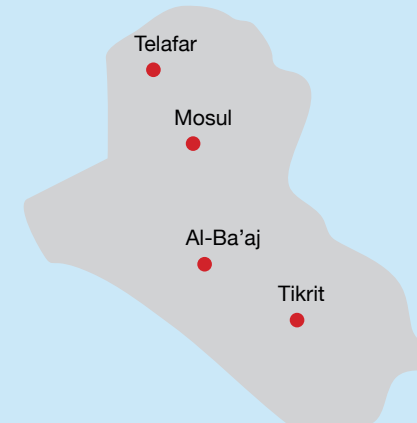
32,156 persons received legal assistance, counselling, legal representation or awareness sessions



18,179 persons were provided with health services, including primary and reproductive health services



6,562 persons participated in group or individual psychosocial support activities



IRAQ

During 2019 in Iraq INTERSOS implemented humanitarian aid programmes in the areas of protection, education and health sectors targeting internally displaced people, returnees and refugees. People with specific needs, survivors or individuals at risk of violence have been supported with case management services, including emergency cash assistance, individual and group psychosocial support and legal counselling. INTERSOS has guaranteed the provision of primary health care services in local health facilities that have been rehabilitated and equipped with required medical supplies, equipment and drugs. At the same time, INTERSOS trained local health personnel and conducted community awareness-raising initiatives. Throughout the year, INTERSOS has ensured support to formal and non-formal education of refugees and internally displaced people, girls and boys, both in urban and camp settings. Temporary learning spaces and formal schools have been maintained/rehabilitated, equipped with teaching and learning materials while technical training to teachers, school personnel and parents have been provided. We work in Iraq since 2003.



NUMBER OF PROJECTS **9**



NUMBER OF PEOPLE REACHED **223,359**



BUDGET **9,570,386 €**

SECTORS OF INTERVENTION



LEBANON



4,209 persons with specific needs supported through case management services



2,086 persons provided with emergency cash assistance



43,030 persons supported through legal services (including awareness, counselling and assistance)

In 2019 in Lebanon INTERSOS implemented a wide community-based protection programme covering North, Akkar, Mount Lebanon, Bekaa and South governorates targeting refugees (Syrian and other nationalities) as well as vulnerable individuals from the host community. People with specific needs, and survivors or individuals at risk of violence have been supported with case management services, including emergency cash assistance, psychological counselling, group emotional support, legal representation and legal counselling and assistance. At the same time, individuals have benefited with a range of awareness sessions conducted by INTERSOS on protection risks including early marriage, child labour, prevention of violence, reporting of incidents, and other topics. The protection programme applied a community-based approach, mobilizing a team of 295 outreach volunteers, establishing and capacitating community groups. Finally, INTERSOS has provided shelter for persons exposed to specific protection risk in Mount Lebanon. We work in Lebanon since 2006.



NUMBER OF PROJECTS
11



NUMBER OF PEOPLE
REACHED **196,190**



BUDGET **10,050,189 €**






SECTORS OF INTERVENTION



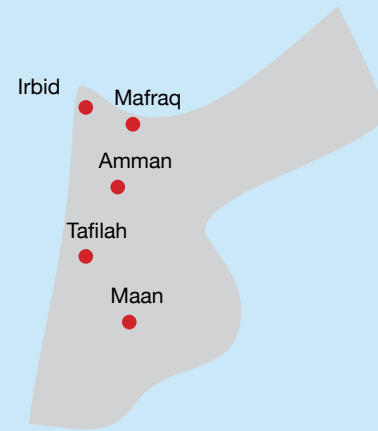


Lebanon
© Loretta Doro

JORDAN

-  **1,224** households benefited from in-house rehabilitation and/or upgrade of their shelters
-  **1,475** persons participated in gender awareness raising activities
-  **1,535** boys and girls attended awareness activities on gender equality and minors' rights
-  **450** girls and boys enrolled in formal and non-formal education services
-  **10,680** persons received an appropriate protection response






In 2019 in Jordan INTERSOS implemented programmes in protection, education and water and sanitation sectors. Survivors and individuals at risk of gender-based violence were supported with case management services, including specific and tailored support for LGBTIQ+. Individual counselling, psychosocial support, emergency cash assistance were provided to women, men, boys and girls from refugee and host communities living in formal and informal tents settlements (ITS) with the aim of ensuring their safety and dignity. Additionally, in order to increase integration and social cohesion for children with disabilities, tailored packages of awareness activities were provided, together with specific training to parents. Furthermore, INTERSOS supported girls and boys in accessing educational opportunities in safer learning environments. Throughout the year, INTERSOS provided safe and equitable access to water and sanitation services to ITSs and rural and hard-to-reach districts. We work in Jordan since 2012.

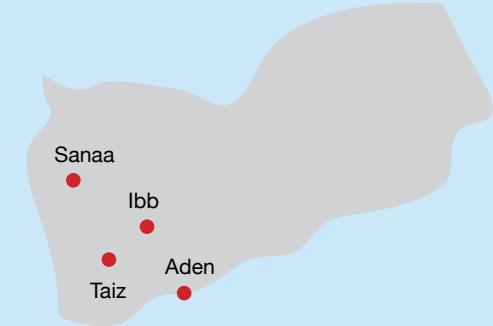


 NUMBER OF PROJECTS 14	 NUMBER OF PEOPLE REACHED 28,007
 BUDGET 4,244,098 €	




SECTORS OF INTERVENTION

YEMEN

-  **479,775** medical consultations conducted
-  **20** health facilities supported
-  **10** mobile clinics provided improved access to health and nutrition services
-  **30.000** individuals received direct hygiene assistance
-  **25.000** refugees and asylum seekers were supported with protection services



INTERSOS in Yemen supports emergency programming while ensuring positive impact beyond implementation, aimed at recovery, rehabilitation and capacity strengthening/development of partners and people assisted. In 2019, INTERSOS in Yemen continued to implement a multi-sectoral programme with a wide coverage and good access throughout the Country. Protection assistance focused on protection monitoring, prevention and response of gender-based violence and child protection, support to persons with specific needs through individual case management and collective psychosocial support, internal and external referral and cash for protection, as well as support with livelihoods (including skills training, distribution of tool kits, replenishment and restoration of assets, and technical / vocational education and training). Other activities by INTERSOS in Yemen included shelter rehabilitation and water and sanitation interventions, rental subsidies for conflict affected populations and integrated health and nutrition programme (static and mobile services) with support to referral health facilities (mostly hospitals). INTERSOS assistance targets conflict affected populations, both in rural and urban areas, refugees and asylum seekers and migrants, with a particular focus on women/girls and children (including unaccompanied minors) and persons with specific needs. We work in Yemen since 2008.

-  **NUMBER OF PROJECTS 20**
-  **NUMBER OF PEOPLE REACHED 719,775**
-  **BUDGET 17,850,227 €**

SECTORS OF INTERVENTION

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- 
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EUROPE



TOTAL NUMBER OF PROJECTS

25



TOTAL NUMBER OF PEOPLE REACHED

11,598



TOTAL BUDGET

1,219,604 €

SECTORS OF INTERVENTION



ITALY



107 migrants hosted by INTERSOS24



2,400 persons accessed general medicine



500 persons received individual psychological support



1200 socio-sanitary orientation sessions



In Italy, INTERSOS provides assistance in the context of migration, focusing on health, protection and child protection projects, education and operational advocacy, to protect the most vulnerable groups of the population. Unaccompanied and Separated Children (UASC), young adults no longer entitled of humanitarian protection, human trafficking survivors and survivors of gender-based violence are among the most affected categories.

In Rome, in collaboration with UNICEF, INTERSOS continued monitoring of the main informal settlements and places of gathering of UASC and carried out outreach assistance activities and reception in the INTERSOS24 Centre. INTERSOS24 is a humanitarian safe space that, 365 days a year, 24/7 provides shelter and beds for 20 UACS with sanitation facilities, food, laundry facilities, access to internet, cultural mediation for people in need, and other services. In 2019, the Centre provided: psychosocial support, psychosocial case management, life skills education, professional training and primary care services for migrants but also for vulnerable local population and people living in informal settlements in Rome.

With UNHCR, INTERSOS has implemented the project of PartecipAzione, a programme that empowers and supports refugee-led grassroots organisations. INTERSOS activities in Foggia improved inclusive access to public health, identified other vulnerabilities

and intervened in the reformulation of sanitary services tailored on the specific needs of the people assisted. In Crotona INTERSOS continued the intervention, started in 2014, in coordination with local health authority and local society to improve psychosocial services to migrant population. We work in Italy since 2011.



NUMBER OF PROJECTS 24



NUMBER OF PEOPLE REACHED 9,857



BUDGET 1,104,604 €

SECTORS OF INTERVENTION



GREECE



1,741 vulnerable people received assistance with basic, safe and dignified shelter solutions



334 people with special needs supported with accommodation services



As of 2019, the creation of autonomous INTERSOS Hellas was finalised. Its activities focused on the provision of assistance to refugees and asylum seekers in the areas of Ioannina and Thessaloniki.

Together with UNHCR, INTERSOS Hellas provided accommodation solutions to refugees and asylum seekers relocated from Greek islands to the mainland Greece in Ioannina and Thessaloniki urban areas, and in the accommodation facility of Agia Eleni.

Through a community-based approach, INTERSOS Hellas provided protection assistance with case management, mental health and psychosocial support, support to sexual gender-based violence survivors and child protection. Such approach guaranteed good access to information and tools to highlight needs and tailor responses. In the second half of 2019, a language and skills development programme was activated which included intensive Greek language learning as well as individual and group counselling focusing on helping with employment of people of concern.



NUMBER OF PROJECTS

1



NUMBER OF PEOPLE

REACHED **1,741**



BUDGET **115,000 €**

SECTORS OF INTERVENTION





Nigeria
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FINANCIAL STATEMENT AS AT 31/12/2019

ASSETS

	2019	2018
NON CURRENT ASSETS	63.352	55.639
INTANGIBLE	0	0
TANGIBLE	25.542	20.270
FINANCIAL	37.810	35.369
CURRENT ASSETS	43.092.012	44.812.290
INVENTORY	0	0
RECEIVABLES	33.668.764	32.643.700
CASH AND CASH EQUIVALENTS	9.423.249	12.168.589
PREPAID EXPENSE AND ACCRUED REVENUE	131.136	68.760
	43.286.500	44.936.689

LIABILITIES

EQUITY	1.114.788	1.099.785
UNRESTRICTED FUNDS	733.922	557.785
RESTRICTED FUNDS	380.866	542.000
PROVISIONS	710.498	479.235
EMPLOYEES' SEVERANCE INDEMNITIES	234.657	159.715
PAYABLES	10.606.845	7.997.631
DEFERRED REVENUE AND ACCRUED EXPENSE	30.619.712	35.200.323
	43.286.500	44.936.689

INCOME STATEMENT

INCOME

REVENUES FROM PROJECTS	75.475.315	69.196.418
GRANTS	70.352.298	65.132.595
OVERHEADS	5.123.017	4.063.823
REVENUES FROM FUNDRAISING	454.181	276.863
REVENUES FROM COMMERCIAL ACTIVITIES	9.846	5.000
FINANCIAL REVENUES	44.836	114.440
REVENUES FROM STRUCTURE	2.307	184.538
	75.986.485	69.777.259

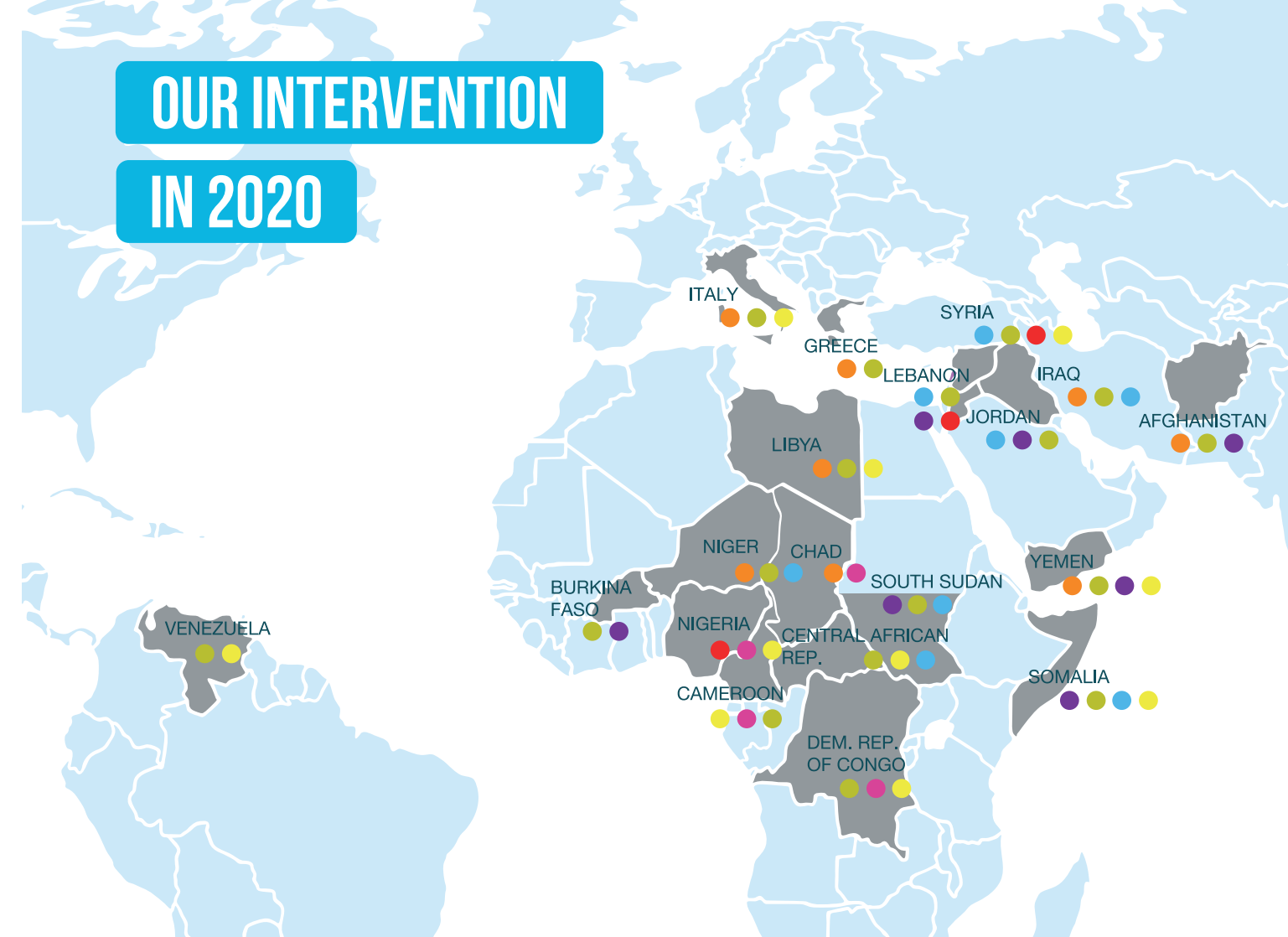
EXPENDITURE

EXPENDITURE FOR PROJECTS	70.352.298	65.132.595
EXPENDITURE FOR FUNDRAISING	575.289	271.639
EXPENDITURE FOR COMMERCIAL ACTIVITIES	0	7.564
FINANCIAL COSTS	416.264	103.409
GENERAL AND ADMINISTRATIVE SUPPORT	4.466.497	4.261.011
	75.810.348	69.776.218

SURPLUS	176.137	1.041
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OUR INTERVENTION

IN 2020



Shelter and Settlement



Health and Nutrition



Food security



Water and Sanitation



Protection



Education in emergencies



Migration



Cameroon
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