

# Annual Report 2021





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## Introduction

# Annual Report 2021

In 2021, INTERSOS operated in 20 countries<sup>1</sup>, providing humanitarian assistance and protection to more than 4 million people in need.

The Organisation focused on the major crises, almost all of them complex; for instance, contexts where humanitarian needs arise from the intertwining of serious environmental problems and conflicts. Among these, of particular note, were Afghanistan, Yemen, Nigeria and Cameroon, Burkina Faso, and Chad, the countries involved in the Syrian crisis, the Central African Republic, the Democratic Republic of Congo, and South Sudan.

2021 was another complex year entailing several obstacles for NGOs. Humanitarian access was particularly complicated due to ongoing conflicts and restrictions imposed by the various actors involved. A year still marked by the aftermath of the Covid-19 pandemic, bearing serious consequences on the income and livelihoods of the most vulnerable communities.

Global humanitarian needs also increased in 2021: as of December 2021, 274 million people were in need of humanitarian assistance and protection, i.e. 1 in 29 people, a significant increase from 1 in 33 people in 2020 and 1 in 45 people in 2019, which were already the highest figures in decades. By mid-2021, the number of displaced people worldwide had exceeded 84 million, a staggering figure. This means that over 1% of the world's population is currently displaced, and of this percentage 42% are children<sup>2</sup>.

We highlight some key aspects of the global humanitarian situation: conflict, the food crisis, the Covid-19 pandemic, and the protection crisis linked to restrictions on humanitarian aid.

<sup>1</sup> INTERSOS conducted a feasibility study and opened a new office in Iran in 2021, operations will start in 2022.

<sup>2</sup> Global Humanitarian Overview (GHO), 2022.

Conflict: it remains the main cause of humanitarian needs. About 80% of needs are generated by a conflict situation, whether high or low intensity, with immediate consequences on the ability of communities to access resources, generate income, and invest in stabilisation and development factors such as education and public health.

Food security: one of the direct consequences of conflict and instability. The situation further deteriorated in 2021 due to the combination of the pandemic impact, conflicts, and the consequences of climate change. More than 811 million people worldwide are undernourished<sup>3</sup>.

During 2021, INTERSOS' work focused mainly on protection interventions integrated with health access activities in order to improve safety and well-being, as well as to ensure the dignity of crisis-affected populations. Humanitarian protection encompasses a range of activities, including protection monitoring\*, aimed at understanding the diversity of risks and needs of different groups and individuals in line with age, gender and diversity (AGD), legal support to displaced populations, psycho-social support, economic assistance, and management of particularly vulnerable cases such as survivors of gender-based violence and child protection. The integrated protection and health approach ensures access to primary health, addressing malnutrition and providing Water, Sanitation, and Hygiene (WASH) assistance where needed.

To fully address protection-related risks and challenges, in particular with regard to gender-based violence and child protection, INTERSOS has increasingly applied a holistic response, characterised by integrated programmes that ensure protection activities, access to primary health care for populations in crisis, addressing acute malnutrition, and providing WASH assistance where needed.

The Covid-19 pandemic, which broke out in 2020, continued to severely affect many of the countries where INTERSOS operates, with significant consequences on populations that were often already severely tested. INTERSOS has continued and maintained its commitment to respond to this pandemic, bringing support in particular to the most vulnerable. More specifically, and since its launch in mid-2020, INTERSOS has joined the COVAX initiative<sup>4</sup>. It has done so as an organisation that regularly addresses the humanitarian challenges of refugees, asylum seekers, IDPs and migrants, and individuals and groups in conditions of extreme exclusion, and with the understanding that the priority of vaccines within countries should include all these groups. During 2021, starting

\* Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks encountered by displaced or other crisis-affected populations

<sup>3</sup> FAO, The State of Food Security and Nutrition in the World, 2021.

<sup>4</sup> Initiative led by GAVI CEPI WHO and UNICEF to promote equitable distribution of vaccines in low- and middle-income countries.

with Yemen, Nigeria, and Burkina Faso, a four-pillar intervention package was initiated: community activation, population information, cold chain management and support, and direct vaccine administration.

Humanitarian NGOs, which play a key role in supporting affected people, rely on International Humanitarian Law to gain access to affected communities. During 2021, violations of International Humanitarian Law continued with an increase in restrictions and limitations on humanitarian aid. The impact of conflict on civilians is devastating, with civilians accounting for almost 90% of war victims<sup>5</sup>. In addition, 117 humanitarian workers were killed during the past year, of which 108 were working in their own country<sup>6</sup>.

The year 2021 also represented an important moment of internal reflection for INTERSOS. This led to the identification not only of the new strategy, but also of a renewed intervention approach, which consolidates the focus on the quality of intervention and the satisfaction of people in need.

An annual report is often an opportunity to describe the current year's activities. The first months of 2022 were characterised by the response to the humanitarian consequences of the conflict in Ukraine. An intervention was launched to provide medical care, protection, and psychosocial support to people fleeing the conflict, with a focus on the most vulnerable groups, such as women and children in the border areas in Poland, Moldova, and Ukraine.

Finally, on the 25th of November, 2022 INTERSOS will be 30 years old, an important milestone in its growth path. The anniversary is an opportunity to promote an open reflection on the challenges of the present, looking at the transformations of the humanitarian system and the role of our Organisation within it, always focusing on the deep reason for our commitment: the people we assist and our ability to offer adequate and meaningful responses to their needs.

**Marco Rotelli**  
*President*

**Konstantinos Moschochoritis**  
*Director General*

<sup>5</sup> United Nations: <https://www.un.org/press/en/2022/sc14904.doc.htm> .

<sup>6</sup> *Global Humanitarian Overview (GHO), 2022.*





Protection



Health and Nutrition



Wash



Food Security and Livelihoods



Distribution and Emergency Shelters



Education in Emergencies

82,208,126€

BUDGET SPENT ON ACTIVITIES

221

REALISED PROJECTS

4,069,300

PEOPLE REACHED

3,281

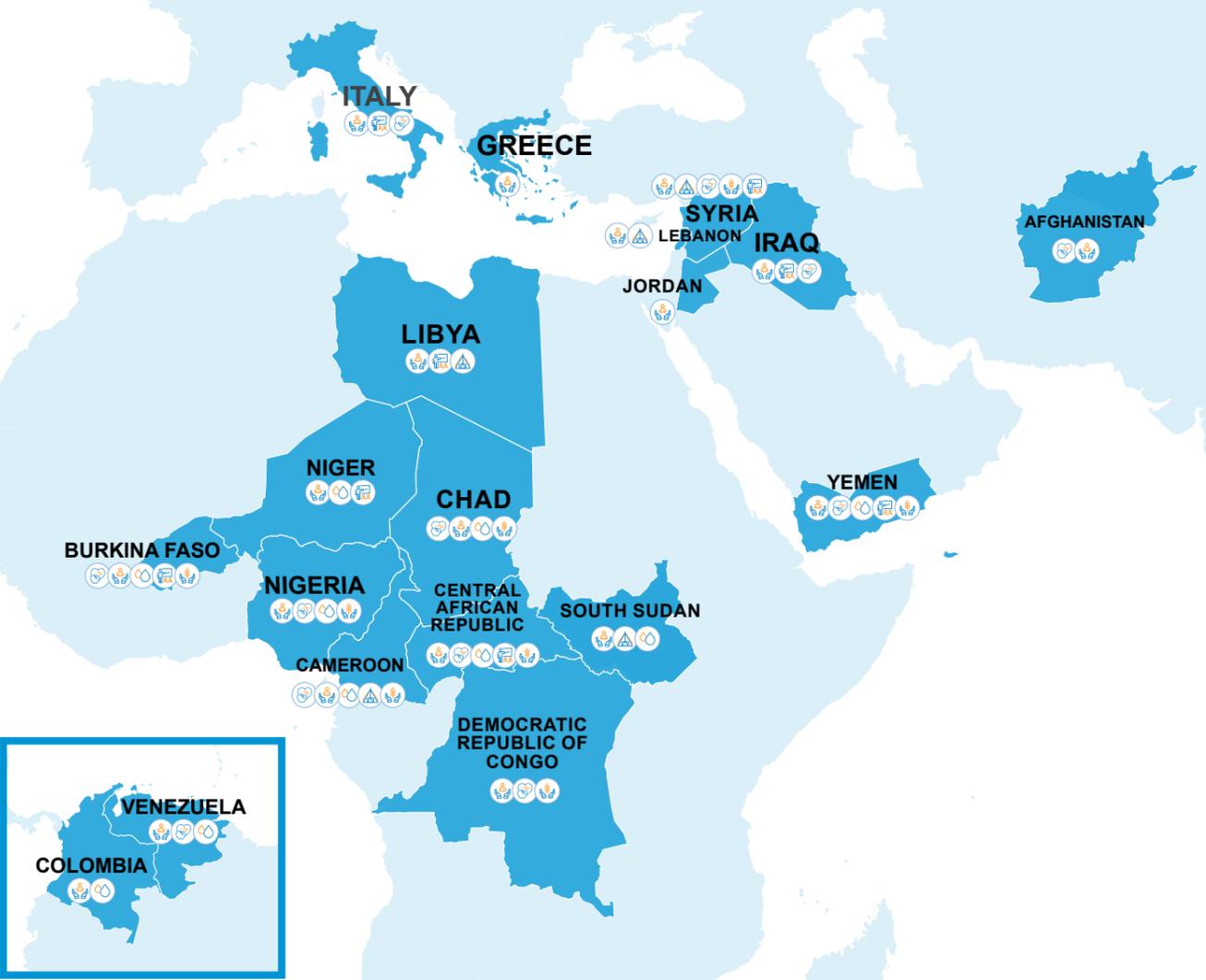
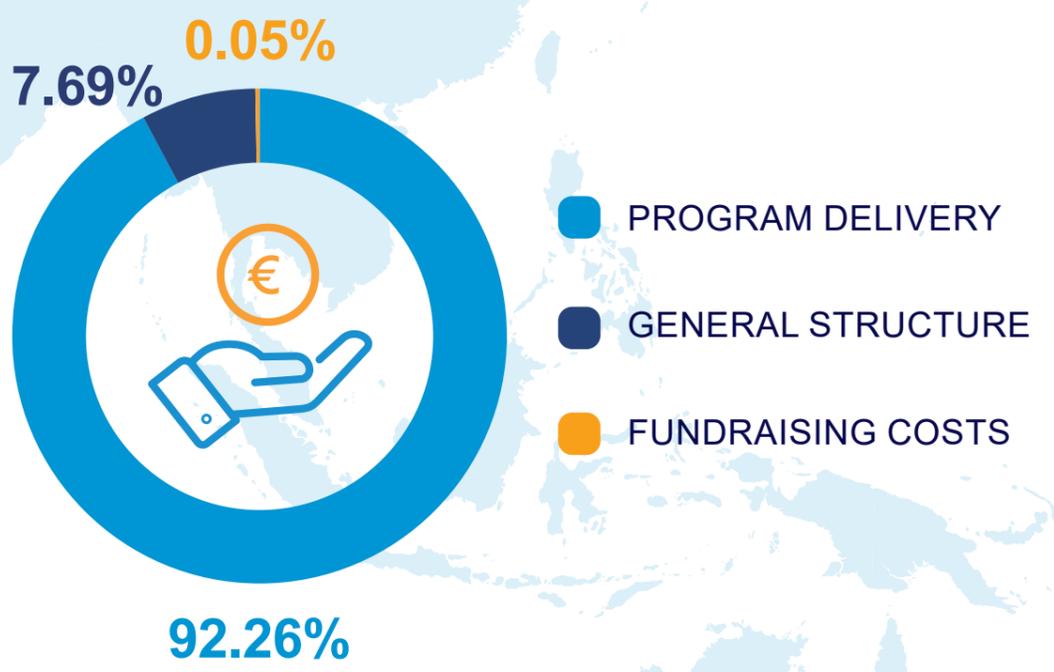
STAFF\*

\*AS AT 31.12.2021

Sustainable Development Goals



How funds are used



## About Us

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

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

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

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



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

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

To this end, the association promotes and implements, either directly or in cooperation with other entities, any possible humanitarian and solidarity intervention deemed necessary for the pursuit of its purposes, including those related to prevention, training of local and international operators, education on global citizenship and international solidarity, witnessing to public opinion and the dissemination of humanitarian principles.

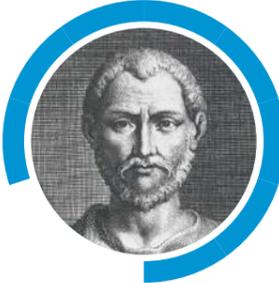
INTERSOS is an independent Organisation, partnering with numerous local associations and organisations as well as with the main European and international institutions and agencies. It is a member of ICVA<sup>7</sup>, VOICE<sup>8</sup>, LINK 2007<sup>9</sup>, has consultative status in the UN Economic and Social Council and observer status at the International Organisation for Migration.

<sup>7</sup> ICVA is a global network of non-governmental organisations whose mission is to make humanitarian action more principled and effective by working collectively and independently to influence policy and practice. This global network includes more than 100 NGOs members operating in 160 countries at global, regional, national and local level.

<sup>8</sup> VOICE stands for “Voluntary Organisations in Cooperation in Emergencies” and it is an NGO network promoting effective humanitarian aid worldwide since 1992. VOICE is the main NGO interlocutor with the European Union on emergency aid and disaster risk reduction, and it promotes the values of its 86 member organisations.

<sup>9</sup> LINK 2007 is a consortium of Italian NGOs: AMREF, CESVI, CIAI, CISP, COOPI, COSV, ELIS, ICU, INTERSOS, LVIA, MEDICI CON L’AFRICA CUAMM, WEWORLD, WORLD FRIENDS. Its aim is to share values, knowledge and experiences and enhance the impact of cooperation, development and humanitarian assistance. The goal is an incremental qualitative increase in cooperation and development partnerships.

# Our Values



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

*I am a human being, nothing human is alien to me (Terence, 195-159 a.C.)*

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

## INTERSOS is:

### Without Barriers

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

### Impartial

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

### Independent

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

### Attentive to local cultures

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

### Attentive to local potential

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

### Professional in solidarity

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

### Trasparent

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

## Our History

1992-2022



**1992**

### SOMALIA

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



**1993**

### BOSNIA AND MOZAMBIQUE

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



**1994**

### BURUNDI AND RWANDA

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



**1995**

### CHECHNYA AND INGUSHETIA

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



**1996**

### MINE ACTION UNIT

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



**1997**

### ALBANIA

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



## Our History

1992-2022



1998

ANGOLA

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



1999

NICARAGUA

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



2000

ERITREA

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



2001

AFGHANISTAN

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



2002

KOSOVO

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



2003

IRAQ

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

\* *Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks encountered by displaced people or other crisis-affected populations.*



## Our History

1992-2022



**2004**

### SUDAN AND CHAD

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



**2005**

### SRI LANKA

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



**2006**

### SOUTH SUDAN AND LEBANON

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



**2007**

### PAKISTAN

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



**2008**

### YEMEN

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



**2009**

### MAURITANIA AND THE DEMOCRATIC REPUBLIC OF THE CONGO

INTERSOS opened a mission in Mauritania, in Boghé, to support the repatriation of Mauritians who had fled in the late 1980s. Intervention in the Democratic Republic of Congo also began.



## Our History

1992-2022



**2010**

**HAITI**

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



**2011**

**ITALY**

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



**2012**

**JORDAN**

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



**2013**

**MIDDLE EAST  
AND  
PHILIPPINES**

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



**2014**

**CENTRAL  
AFRICAN  
REPUBLIC**

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



**2015**

**NEPAL AND  
THE BALKAN  
ROUTE**

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



## Our History

1992-2022



**2016**

### GREECE AND NIGERIA

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



**2017**

### ITALY

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



**2018**

### LIBYA

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



**2019**

### SYRIA AND NIGER

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



**2020**

### COVID-19

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



**2021**

### COVAX

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



## Our History



2022

### UKRAINE CRISIS

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



## Our Governance

### Assembly

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

As of 31 December 2021, the INTERSOS Assembly consisted of 32 members. The Members of INTERSOS are classified into Founding Members, who participated in the establishment of INTERSOS by signing the relevant deed, Honorary Members, who have contributed through relevant acts to the development of INTERSOS and its activities and to the dissemination and defence of its humanitarian principles, and Ordinary Members. In 2021, the Assembly of Members met in June to approve the final balance sheet.

### The Board of Directors

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

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

As of 31 December 2021, the INTERSOS Board of Directors consisted of 8 voting members and met 3 times during the year.

### Composition of the INTERSOS Board of Directors as at 30.06.2022

- Marco Rotelli, President
- Kostas Moschochoritis, Director General
- Mamadou Ndiaye
- Antonio Donini
- Roberta Canulla
- Paola Florà
- Alberto Angelici
- Davide Gallotti
- Nino Sergi - President Emeritus, Founding Member having advisory power
- Amedeo Piva - Founding Member having advisory power
- Tineke Ceelen - Permanent Expert



## Board of Statutory Auditors

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

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

### Composition of INTERSOS' Board of Statutory Auditors as of 30.06.2022

- De Simone Giampaolo – Standing member
- Del Vecchio Raffaele - Standing member
- Proietti Regina - Standing member
- De Angelis Maria – Alternate member
- Tysserand Elisa – Alternate member

## The Board of Arbitrators

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

## Supervisory Board

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

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

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

- Giampaolo de Simone
- Gabriele Zito
- Paolo Tartaglia

## Advisory Board

The INTERSOS Advisory Board is composed of people who share our values and humanitarian commitment, and voluntarily put their skills and professionalism at the service of INTERSOS. In 2021, the INTERSOS Advisory Board was composed of:

- Raffaele Costantino
- Nerina di Nunzio
- Nancy Earle
- Andrea Lanzone
- Laura Maywald
- Marco Momigliano
- Paolo Petrocelli
- Giulia Pigliucci
- Andrea Schiavoni

## People



**Nino  
Sergi**

**President Emeritus**

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



**Marco  
Rotelli**

**President**

President of INTERSOS after having served as Secretary General, as well as numerous roles in the field that took him to more than 20 countries. Graduate in Political Science with a Master in Diplomacy and International Relations, he collaborates with the United Nations and ICVANGO Network. He regularly gives lectures and lessons at international universities and think-tanks.



**Konstantinos  
Moschochoritis**

**Director General**

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

**Alda Cappelletti** – Director of Programmes

**Sergio Vecchiarelli** – Director of Finance

**Magda Bellù** – Director of Human Resources

**Giovanni Visone** – Director of Communications & Fundraising

**Martin Rosselot** – Regional Director Middle East

**Andrea Dominici** – Regional Director West Africa

**Jeroen Stol** – Regional Director East and Central Africa

**Cesare Fermi** – Regional Director Europe

**Letizia Becca** – Medical Unit Coordinator

**Filipe Louraço Costa** – Head of Logistics & Supply Unit

**Marcelo Garcia Dalla Costa** – Head of Emergency Unit

**Daniele Tarzia** – Fundraising Coordinator

**Luciano Costantini** – Grant Control & compliance Coordinator

**Paolo Tartaglia** – Internal Auditor & Accountability

**Andrea Martinotti** – Global Security Advisor

**Mamadou Ndiaye** – Dakar Representative

**Miro Modrusan** – Geneva Representative & Policy Advisor

*(data as of 13 June 2022)*

## Focus: The new strategy

2021 was a key year for INTERSOS, during which the Organisation continued and consolidated the processes already started in 2020, with the aim of defining the new strategy for the 3-year period 2022-2024. In fact, the entire year was dedicated to analysing the performance of INTERSOS with respect to what was established in the 2018-2020 Strategic Plan<sup>10</sup>, in order to assess our strengths and weaknesses, as well as to understand on what basis we need to build the pillars of a strategy that is certainly ambitious, but also realistic.

This assessment and analysis process has been named *Reality Check*.

### The Reality Check process

Started in mid-2020, the Reality Check process continued through most of 2021, ending with a summary document of the main findings.

Various exercises formed this process, some conducted internally, others completed with the support of external consultants. The main ones include:

- **Assessment of INTERSOS' response to the Covid-19 pandemic:** an external evaluation to measure the performance of INTERSOS vis à vis the operational (and non-operational) challenges caused by the pandemic, not only in the already difficult contexts where we often work, but also bearing in mind the psychological impact on staff - forced many times to resort to remote control of operations.
- **Lessons learned** related to the closure of the Somalia mission: following the decision to close the Somalia mission at the end of 2020, we decided to hire an external consultant to carry out an in-depth analysis of the decision-making process, as well as of any gaps recorded in the various steps of the management for the entire closure process.

<sup>10</sup> Strategy extended until 2021 due to the significant impact of Covid-19 on the Organisation's activities and energy in general.

- **INTEREOS perception surveys:** we asked several groups of stakeholders we work with, in Italy and abroad, to answer some questions about INTEREOS in order to understand the external perception of the Organisation, as well as perceived strengths and weaknesses.

To complement the information gathered through these exercises, in the second half of 2021 we started several discussions with INTEREOS Board Members on the main trends within the humanitarian world and how best to position the Organisation to navigate through them.

### Strategic Objectives

Based on what emerged from the Reality Check process and the various discussions that followed, the Organisation then defined 4 Strategic Objectives (SO) as the cornerstone of the new strategy to guide the all staff actions at the HQ and mission levels for the next 3 years:

#### SO1

Strengthen our community-based approach

#### SO2

Strengthen our organisational and operational capacities to be ready to respond to evolving humanitarian challenges

#### SO3

Strengthen our relevance as a humanitarian actor

#### SO4

Consolidate our efforts to be an accountable and transparent Organisation

Each of these major objectives is the result of a complex process of analysis of INTEREOS capacities and resources, both current and planned, in relation to the evolution of the humanitarian landscape in which we work. The closer the Organisation gets to achieving these objectives, the more it will be able to improve its intervention for the benefit of all the populations we support.

## From Objectives to Strategy

Once the 4 Strategic Objectives had been identified, 4 working groups were organised in which colleagues from HQ and missions participated to ensure points of view that considered different positions and roles, but also the various contexts and challenges we face in the field on a daily basis.

The groups discussed the following broad topics:

1. Increasing INTERSOS relevance
2. Improving Missions Management
3. Strengthening community involvement
4. Consolidating the organisational structure

Finally, a final interdepartmental workshop was organised to prioritise the findings, allocate roles and responsibilities, and further define the macro objectives.

Thus, we have got to define the new Strategic Plan, where the 4 SO are defined through various sub-objectives, and complete the Organisation *mission*, *vision*, and *values* - which remain the same - as well as the logic with which we operate, based on proximity, rapid response, and active participation of communities.

The peculiarity of this path is that it was completely participative, from start to finish, and organisational: it did not start from a single department or a single mission, nor did it entrust the process to a group of people. The starting point, and the constant focus, has always been INTERSOS, understood as a Humanitarian Organisation operating in emergency contexts, and which wants to improve more and more to ensure quality in its interventions.



# Human Resources

## 2021 figures



**Total Staff in Italy consists of: 147 people**

Total Rome HQ Staff: 61

Total Italian Mission Staff: 74

Total Fundraising Support Staff: 12

### Details of contracts applied in Italy:

**Number of employees with permanent contracts (Men and Women): 37**

**13**  
Men

**24**  
Woman

**Number of employees with fixed-term contracts (Men and Women): 8**

**3**  
Men

**5**  
Woman

**Number of employees with project/casual work contracts (Men and Women): 89**

**37**  
Men

**52**  
Woman

**Number of consultants with VAT (Men and Women): 13**

**7**  
Men

**6**  
Woman



**Total Staff Abroad: 3,134**

Total Regional Staff: 22

Total International Mission Staff: 150

Total National Mission Staff: 2,962

### Details of contracts applied for Staff Abroad:

**Number of employees with permanent contracts (Men and Women): 2**

**0**  
Men

**2**  
Woman

**Number of employees with fixed-term contracts (Men and Women): 0**

**0**  
Men

**0**  
Woman

**Number of employees with project/casual work contracts (Men and Women): 169**

**107**  
Men

**62**  
Woman

**Number of consultants with VAT number (Men and Women): 0**

**0**  
Men

**0**  
Woman

**Number of employees with local contracts (Men and Women): 2,963**

**1,863**  
Men

**1,100**  
Woman

## Transparency and Internal Control

INTERSOS has adopted 5 *Policies* aimed at preventing and, where necessary, managing behaviours violating internal rules and the Code of Ethics:

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

These *Policies* are complementing the following:

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

which clearly set out the conduct to be followed and the sanctions for failure to comply with internal rules.

During 2021, INTERSOS strengthened and developed all the necessary measures to prevent cases of harassment, exploitation, and sexual abuse, through periodic *induction sessions* for new employees, remote and in-person *training sessions* in Missions, technical assistance provided by the Internal Auditor to Missions. All these activities have greatly increased the knowledge and use of internal *Policies* and procedures, mainly that of internal *whistleblowing*. A slightly upward trend is confirmed in the number of internal complaints involving the Internal Auditor and the Departments concerned (Programmes, Finance and Human Resources).

INTERSOS has joined a pilot project involving the 130 most important INGOs (*International Non-Governmental Organisations*) worldwide, called the *Inter-Agency Misconduct Disclosure Scheme*, which consists of exchanging information with other signatory NGOs on expatriate staff regarding the possible involvement of the candidate to be hired in cases of sexual abuse, exploitation or harassment. This pilot project is aimed at preventing people who have committed such acts from being hired in other organisations.

During 2021, 18,995 inspections were carried out by all signatory NGOs, and 71 recruitments were blocked due to issues related to ongoing or concluded investigations into harassment or sexual exploitation.



# Financial resources and fundraising

## 2021 figures

**82,786,511€**

Financial Statements Total Income

**82,208,126€**

Financial Statements Total Expenditures

**92.26%**

Expenditures for Mission

**7.69%**

Expenditures for Structure

**0.05%**

Expenditures for Fundraising

**71,942,577€**

Funds raised from Institutional Donors

**8,614,282€**

Funds raised from private donors

**1,850**

Number of donors (Individuals)

**194,290€**

Funds raised from companies

**589,906€**

Funds raised from Foundations

**249,841€**

Funds collected by Churches

**21,468€**

5x1000 funds

**475 preferences**

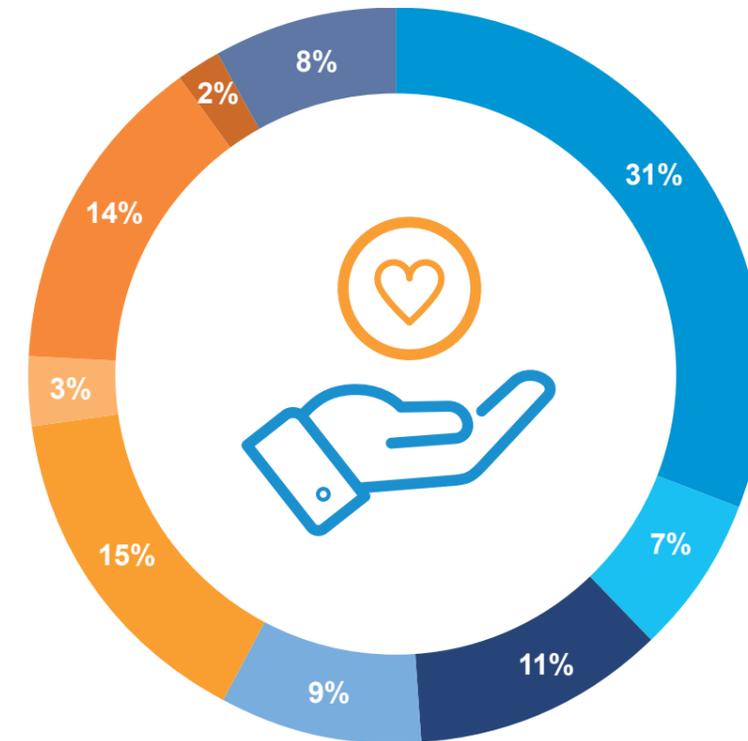
Number of 5x1000 signatures



To download the 2021 Balance Sheet, Mission Report, Notes to the Financial Statements and Report of the Supervisory Body

**USE THE QR CODE**

## Our Donors



- UNHCR 31%
- UNICEF 7%
- OCHA Country-Based Pool Funds 11%
- OTHER UN AGENCIES 9%
- ECHO/EC (UNIONE EUROPEA) 15%
- AICS (Italian Agency for Development Cooperation) 3%
- BHA (Bureau of Humanitarian Assistance) 14%
- OTHER INTERNATIONALS 2%
- PRIVATES 8%



## Sectors of Intervention



### Protection

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



### Health and Nutrition

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



### Water, Sanitation and Hygiene

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



### Food Security and Livelihood

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



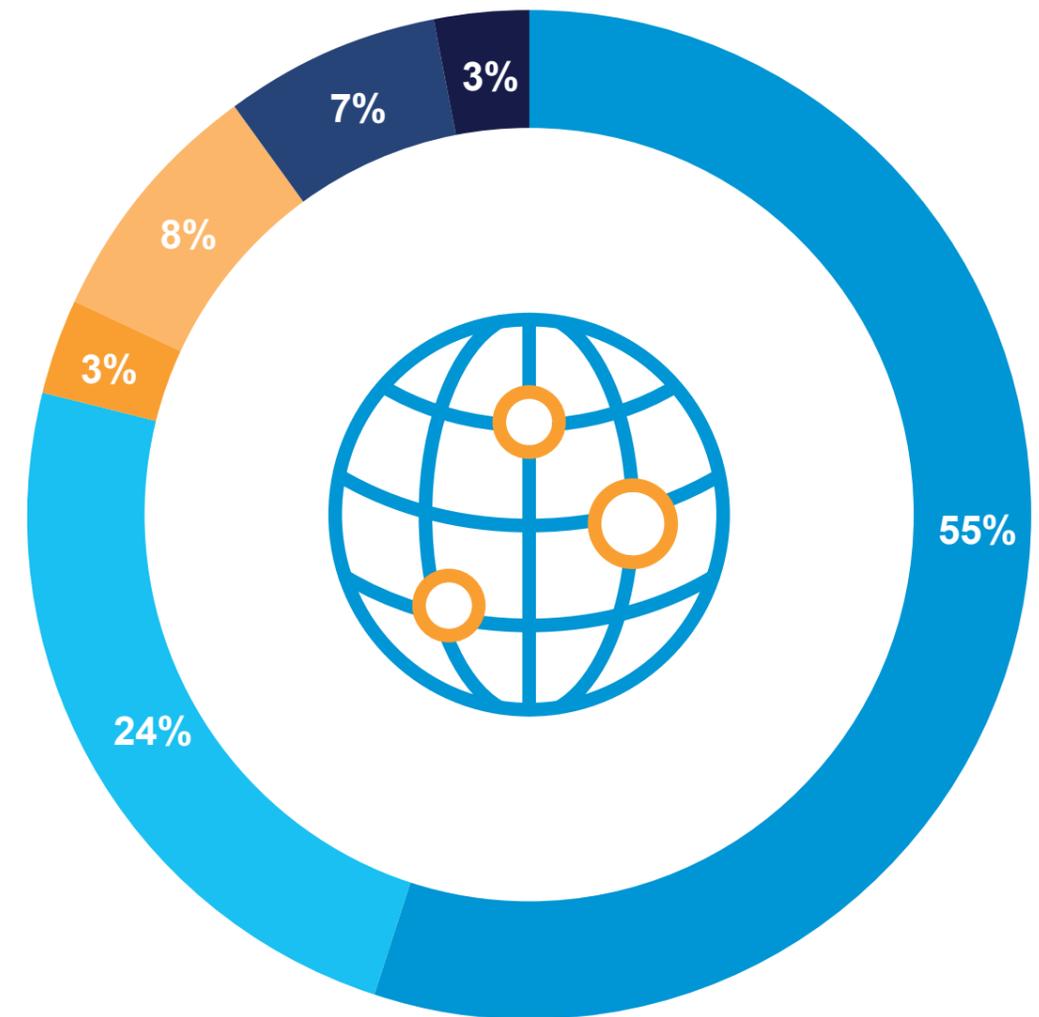
### Emergency Shelter and NFIs

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



### Education in emergencies

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



# Our missions





Afghanistan © Alessio Romenzi

# Afghanistan

## Sectors of intervention



**2001**

First intervention in the country



**275,900**

People reached



**10**

Projects



**3,559,013€**

Budget spent

In the first half of 2021, fighting in Afghanistan intensified, reaching very high levels in May, when international troops began their withdrawal from the country.

Although fighting has since significantly decreased as the conflict evolved and the new de facto authority (the Taliban) assumed governmental powers in August 2021, security remains unstable and the humanitarian crisis has further worsened. 40 years of conflict mixed with frequent droughts, the Covid-19 pandemic, the collapse of the economy, rising unemployment, loss of livelihoods, and growing food insecurity have led to 24.4 million people - more than half of the entire population - being in need of humanitarian assistance.



Of particular gravity is the growing food crisis, with 22.3 million people facing severe food insecurity (IP C3) at the beginning of 2022.

Women and girls face great restrictions, with limited freedom of movement and little to no participation in social life. Their needs are high and continue to increase. Access to health services is particularly low and predictions of an increase in maternal mortality are worrying.

During 2021, INTERSOS provided health, nutrition, and protection services to communities in some of the most remote areas of Kandahar, Kabul, and Zabol provinces, supporting the provincial health system.

Our medical staff, together with experienced protection personnel, worked to provide the population with life-saving treatments, outpatient consultations, pre- and post-natal medical examinations, family planning counselling, immunisations, malnutrition screening and treatment, advice on how to feed babies and children, counselling sessions, and individual support services for mothers, children, people with disabilities and elderly people at risk. In addition, our safe spaces for children provided access to education so that children could play and learn safely.

## Result Highlights



**198,655**

outpatient consultations performed



**8,516**

people received first aid for trauma



**7,599**

people received psychosocial support



**4,397**

children treated for acute-severe and acute-moderate malnutrition

## Activity Highlights

During 2021, INTERSOS supported 2 Trauma Points (FATPs, First Aid Trauma Points) in Kandahar, providing aid to thousands of people wounded in the fighting or hit by anti-personnel mines. The Trauma Points are specialised health facilities capable of treating patients with serious injuries, such as head trauma or internal injuries, and of performing surgery, stabilising, and referring cases to specialised hospitals.



Burkina Faso © RASCA Production Martin Demay

# Burkina Faso

## Sectors of intervention



**2019**

First intervention in the country



**209,700**

People reached



**7**

Projects



**3,038,131€**

Budget spent

In 2021, Burkina Faso experienced a sharp increase in humanitarian needs due to the deteriorating security environment, climate change-related drought, and the Covid-19 pandemic.

In response to this crisis, INTERSOS expanded its intervention from 4 to 9 regions, implementing projects in the following areas: Protection (Monitoring and Support for survivors of gender-based violence, Social Cohesion and Psychosocial Support), Food Security, Hygiene and Access to Water, and Health and Education in emergencies. Activities in education were mainly developed in Sourou province, where in 2019 and 2020 many schools closed and almost 3,000 students (most of them in Tougan, the provincial capital) had to interrupt their studies.

In the Northern part of the country, INTERSOS focused on Hygiene, Access to Water, and Food and Protection. This area is controlled by several armed groups, while the conflict in neighbouring Mali, with the departure of Operation Barkhane forces, has caused new displacements towards this region.

In the Eastern part of the country, INTERSOS assists displaced populations in hard-to-reach areas by distributing food and money for subsistence. In addition, INTERSOS supports Eastern health centres in the same area and provides training for staff.

In the remaining 6 regions, INTERSOS carries out monitoring activities of cases in need of humanitarian protection. Even in areas made inaccessible by the presence of non-state armed groups, INTERSOS is able to regularly gather information on incidents and humanitarian needs through its contact network within the community.

## Result Highlights



**99,349**

IDPs received food or monetary assistance in the provinces of Gourma, Tapoa, Komandjari, and Kompienga in the Eastern Region.



**145,981**

children and pregnant and breastfeeding women were tested for malnutrition. Of these, 2196 were referred to health facilities to receive the necessary treatment.



**Approximately 20,000**

people in the Northern and Eastern regions were reached by latrine and incinerator construction, awareness-raising on good hygiene practices, response to Covid-19, and distribution of hygiene kits.



**300**

unaccompanied minors and/or those associated with armed groups accessed family reunification and reintegration services.

## Activity Highlights

To prevent and combat malnutrition in 8 health facilities in the Fada health district, community health agents and facilitators trained breastfeeding women and mothers of children under 5 in the preparation of nutrient-enriched soups through cooking demonstration sessions. The enriched soup is prepared using locally produced products (millet, soy beans, peanuts, beans and baobab powder). This soup is enriched with vitamins and minerals for children's growth. In 2021, more than 8,000 women participated in cooking demonstration sessions at least once.



Cameroon © INTERSOS

# Cameroon

## Sectors of intervention



**2015**

First intervention in the country



**368,400**

People reached



**11**

Projects



**4,491,949€**

Budget spent

The humanitarian situation in Cameroon is increasingly fragile. During 2021, 9 regions out of 10 continued to be affected by 3 complex and protracted humanitarian crises, caused by continuing violence in the Lake Chad Basin and North-Western and South-Western regions and the presence of more than 325,000 refugees from the Central African Republic in the Eastern regions (East, Adamawa and North), where, although the host communities and regions share cultural, religious and linguistic affinities with the refugee population, durable solutions have yet to be found.

In the Far North region of the Lake Chad Basin, the economic environment is characterised by extreme poverty. Agricultural activity has come to a halt in areas subject to repeated incursions by non-state armed groups. Continuing violence and growing tensions between groups over the use of already limited resources lead to massive internal displacements.

The Northwest and Southwest regions are subject to continued attacks on civilians, homes and facilities housing basic services, including health centres and schools. According to OCHA, fighting in the North-West and South-West regions displaced 691,791 people as of December 2021.

INTERSOS' intervention in the area of Food Security focused on consolidating farming and animal husbandry, on the distribution of seeds and agricultural tools, and on strengthening the resilience and self-reliance of vulnerable populations. INTERSOS also conducted large-scale food distributions, thus working across the entire emergency spectrum. It also carried out activities in the WASH sector, which focused on building and rehabilitating water infrastructure and promoting hygiene practices, consolidating an integrated and programmatic approach that will be strengthened in 2022 and 2023.

In the protection sector, INTERSOS provided case management services, in particular support to minors and survivors of gender-based violence, distribution of dignity kits with essential products for women, legal assistance and economic assistance to enable people in particularly vulnerable conditions to access goods and services. Complementing the protection sector, the team focused on the distribution to IDPs and host communities of various non-food items to meet some of their essential needs (dignity kits and specific kits for mothers, tools, mobility aids for the elderly). Finally, the mission initiated a project focusing on mental health in the Buea and Kumba areas of the South West region.

## Result Highlights



**750**

children and 100 adults received support to access legal documentation



**600**

people with psychosocial needs benefited from specific services



**36,165**

people benefited from Rapid Response Mechanisms (RRMs) food distributions

## Activity Highlights

In the humanitarian landscape of interventions in Cameroon, mental health is an area that is neither addressed nor funded, particularly within the North-West and South-West regions, affected by a conflict that has lasted since 2017, where there is a widespread presence of different armed groups. INTERSOS has initiated a mental health project in the South-West (Buea and Kumba areas). The intervention aims to reduce suffering and improve the mental health and psychosocial wellbeing of people affected by violence and the aftermath of conflict in the Kumba area through improving access to quality mental health and psychosocial services, staying as close as possible to the populations being served. The project started in November 2021.



Chad © INTERSOS

# Chad

## Sectors of intervention



**2004**

First intervention in the country



**234,300**

People reached



**7**

Projects



**2,248,207€**

Budget spent

Chad continues to be plagued by a protracted humanitarian crisis due to growing insecurity within Chad and in neighbouring countries, socio-economic, health, and climate tensions. In 2021, the combined effects of conflict, health emergencies, and climate change affected 5.5 million people, i.e. one third of the population.

The situation remains particularly critical in the Lake Region due to the cross-border conflict affecting the entire Lake Chad basin, which has intensified over the past 3 years. The number of displaced people in Chad has reached an unprecedented level, with over 1 million refugees, IDPs, and returnees. In the Lake Region in particular, more than 406,500 people, about 60% of the population, are displaced. The country hosts more than 528,000 refugees and asylum seekers, of whom 42,700 arrived in 2021. These people, mainly arrivals from Sudan, Central African Republic, Nigeria, and Cameroon, depend essentially on humanitarian assistance.

In 2021, almost 2 million people were food insecure. The level of acute malnutrition among children exceeds the emergency threshold of 10% for Global Acute Malnutrition (GAM) and 2% for Severe Acute Malnutrition (SAM), contributing to a critical under-5 mortality rate.

Access to clean WASH remains a central issue in the country. Diseases such as malaria, measles, meningitis, yellow fever, and cholera are widespread, affecting nearly 1.7 million people. There were also worrying outbreaks of hepatitis and leishmaniasis in 2021.

In Chad, INTERSOS provides multi-sectoral assistance and protection for vulnerable people, particularly in the Lake Region, offering support to displaced populations, refugees and asylum seekers, and equally supporting host populations. Our intervention included, among other activities, the implementation of rapid protection response mechanisms (Lake Region), monitoring of cross-border movements, both psychological and medical support for survivors of gender-based violence, child protection activities, malnutrition prevention programmes, and food security.

Among the most important achievements in the Lake Region, was the registration of 15,519 Chadian asylum seekers and returnees, made possible through the creation of a dedicated border monitoring mechanism in the departments bordering Niger, Nigeria, and Cameroon. In the department of Mamdi, we also ensured the distribution of food to 25,000 people throughout the year 2021 and implemented a dedicated nutrition programme for breastfeeding women and children.

## Result Highlights



**15,519**

Chadian asylum seekers and returnees registered through the development of a border monitoring mechanism



**28**

safe spaces opened in the departments of Kaya, Fouli, and Mamdi, including 14 for boys and girls and 14 for women



**5,000**

birth certificates provided to children without civil documents

## Activity Highlights

In the area of Protection, INTERSOS opened 14 safe spaces for boys and girls and 14 spaces for women in 12 locations across the country in 2021. In addition, 5,000 civil birth certificates were distributed and capacity building activities were organised for authorities and community structures on the importance of human rights, the fight against gender-based violence, and child protection in the 3 departments of Mamdi, Kaya, and Fouli. Listening spaces were created for the psychological care of conflict victims, including survivors of gender-based violence and children.



Colombia © INTERSOS

# Colombia

## Sectors of intervention



**2019**

First intervention in the country



**21,800**

People reached



**4**

Projects



**779,508€**

Budget spent

Years of conflict between the FARC (Revolutionary Armed Forces of Colombia), other armed groups, and state forces have left several areas of Colombia in extreme poverty and isolation. Despite the progress made over the past decade, recent years have seen the convergence of multiple factors that have aggravated the humanitarian situation in the country. These include the persistent violence in parts of the country, especially in isolated rural areas, the increase in the number of people affected by extreme weather conditions, the impact of the Covid-19 pandemic, and the arrival of refugees and migrants from Venezuela. Of the more than 5 million Venezuelans who have left their country, almost 2 million have settled in Colombia. As a result of these developments, an estimated 6.7 million people were in need of humanitarian assistance in the country in 2021.

INTERSOS has been active in Colombia since the end of 2019 in the areas most affected by the migration crisis, the activities of armed groups and the loss of livelihoods, ensuring an integrated humanitarian response to refugees, Colombian returnees, displaced Colombians affected by the conflict, and vulnerable host communities.

Protection services include individual case management, including child protection and gender-based violence case management, psychosocial support, capacity building of public actors to provide assistance and services, awareness-raising campaigns, as well as legal assistance for the regularisation of the migrant population.

INTERSOS uses economic support in the form of cash or vouchers to cover costs related to regularisation procedures, the purchase of basic necessities (including food, assistance with secondary services and the purchase of medicines), the purchase of food for the home, funeral expenses, humanitarian transport, and temporary accommodation for families at risk of eviction. The WASH response included the distribution of water tanks, filters, hygiene kits, and mosquito nets, as well as assessing the hygiene needs of schools, canteens, medical centres and emergency night shelters.

## Result Highlights



**2,496**

people received assistance through individual case management and psychosocial support



**7,219**

people received access to basic necessities through cash assistance

## Activity Highlights

In 2021, INTERSOS offered protection services through economic assistance interventions. The assisted population was thus able to mitigate risks related to food insecurity, access to education, and basic health services. This was achieved through the development of 3 activities, namely the distribution of monetary incentives, community involvement in awareness-raising sessions on the use of monetary assistance, and programme activities, as well as individual and group vulnerable case management activities.



Jordan © Martina Martelloni

# Jordan

## Sectors of intervention



2012

First intervention  
in the country



28,500

People reached



7

Projects



1,824,446€

Budget spent

10 years after the start of the Syrian crisis, as of December 2021, Jordan was hosting 672,952 Syrian refugees registered by UNHCR, plus 18,000 Palestinian refugees from Syria. Though, if unregistered ones are taken into account, the actual total is estimated at around 1.3 million. Most registered Syrian refugees are located in the Northern governorates of the country (Amman, Mafrq, Irbid, and Zarqa cumulatively host 95% of the total number of registered refugees). Only 10% (approximately 130,000) of the total number of registered Syrian refugees live in one of the 3 official refugee camps (Zaatari, Azraq, and the Emirati-Jordanian EJC camp); the remaining 90% live in host communities, either in urban or suburban areas, in rudimentary shelters or tents, abandoned or partially constructed buildings, or in overcrowded and/or poorly maintained flats. Although the border between Jordan and Syria was opened in October 2018, 90% of refugees do not consider it safe to return to Syria.



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80% of Syrian refugees live below the poverty line and the Covid-19 pandemic has had a huge impact on the financial resources of refugees and vulnerable host communities.

Most Syrian families rely on humanitarian assistance to meet their basic needs. With the pandemic, Syrian refugees have begun to buy food on credit, take temporary or illegal jobs, cut down on non-food expenses, and have even resorted to removing children from school, child labour, and early or forced marriages.

In 2021, INTERSOS in Jordan carried out protection activities to meet basic needs. Support was offered to survivors and those at risk of gender-based violence and specific support to people from the LGBTQIA+ community. Vulnerable refugees and Jordanians living outside refugee camps (including in remote rural areas) were identified and offered specialised psychosocial support (individual and group), legal counselling, and emergency economic assistance.

Furthermore, INTERSOS collaborated with the Prevention of Sexual Exploitation and Abuse (PSEA) network to define a minimum standard of activities to prevent and respond to sexual abuse and recommended its adoption by various stakeholders.

## Result Highlights



25,530

people reached by gender-based  
violence response and prevention  
activities



3,745

vulnerable Jordanians and refugees  
received economic assistance



15

Community Protection Committees  
up and running

## Activity Highlights

INTERSOS has been working for the past 3 years in partnership with the Jordanian NGO Sawaed Al-Tagheer (FOCCEC - Forearms of Change Center to Empower Community) - based in Amman, an organisation that works with vulnerable and marginalised people by offering gender-based violence prevention and response services, and health services (reproductive health and STIs such as HIV). Over the years, we have gained important access to otherwise very closed groups, who often fall through the cracks of the social protection system due to the heavy stigma associated with them, especially for people from the LGBTQIA+ community.



Greece © Milene van Arendonk

# Greece

## Sectors of intervention



**2015**

First intervention  
in the country



**3,800**

People reached



**3**

Projects



**347,762€**

Budget spent

INTERSOS Hellas is a Non-Governmental Organisation operating in Greece and part of the INTERSOS family (present in the country since 2016 to provide support in migration management). In 2021 INTERSOS Hellas intervened in the regions of Epirus, Thessaly, Athens, and Lesvos. INTERSOS Hellas is part of the HELIOS programme (programme dedicated to beneficiaries of international protection). The project aims to promote the integration of the refugee population into Greek society, supporting autonomy and self-determination of assisted populations and facilitating access to national and international integration mechanisms. As of December 2019, INTERSOS Hellas has provided 34,101 people with support in obtaining independent housing within the Greek territory. In addition, INTERSOS Hellas managed 25 flats in the cities of Thessaloniki and Ioannina following the completion of the ESTIA housing



support programme (a programme dedicated to Integration and Housing Solutions for Refugees) and continued to provide social support with a focus on community support.

INTERSOS Hellas has been working continuously on the island of Lesvos since September 2020, following the emergency created by the fire in the Moria refugee camp. The project uses a holistic and human rights-based approach to provide psycho-social support to refugees on the island.

In particular, the Organisation works within the Mavrovouni refugee camp specialising in vulnerable women and survivors of gender-based violence. Many of the women in the group sessions reported having been sexually assaulted in their country of origin or during their journey or in Greece without ever reporting the incident.

## Result Highlights



**1,509**

individual psychological support  
and counselling sessions on the  
island of Lesvos



**174**

cases of gender-based violence  
supported



**2,103**

people were able to move into flats  
provided by the HELIOS programme

## Activity Highlights

Since the beginning of the Covid-19 pandemic INTERSOS Hellas has denounced the need to include marginalised communities, mainly migrants in a vulnerable situation, in national strategies against Covid-19. INTERSOS Hellas has undertaken awareness-raising activities through social media. The INTERSOS Hellas website [vaccinesforall.gr](https://vaccinesforall.gr) is available in 10 different languages and contains information regarding the Covid-19 vaccination procedures for migrant and refugee communities in Greece. INTERSOS Hellas will continue its efforts in 2022 until the entire population in Greece has access to vaccines against Covid-19.

Iraq © Alessio Romenzi and Christian Tasso

# Iraq

## Sectors of intervention



**2003**

First intervention  
in the country



**166,000**

People reached



**13**

Projects



**9,725,407€**

Budget spent

In 2021, despite the gradual stabilisation of the situation in Iraq, a significant proportion of the population continues to be in need of humanitarian assistance. The forced and premature closure of IDP camps between 2019 and 2021, the impact of the Covid-19 pandemic, and a fragile economy have contributed to increased humanitarian needs, with over 4 million people in need of humanitarian assistance. As of 31 December 2021, the country had over 1 million IDPs, most of whom are now living outside the now closed camps, as well as 279,000 refugees (mostly Syrians).

In Iraq, INTERSOS provided life-saving assistance to extremely vulnerable people, including children, women, people with disabilities and marginalised groups. In the Protection sector, INTERSOS offers specialised services for survivors of gender-based violence, children at risk,



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and particularly fragile people. In addition, it offers assistance, legal advice, and support in obtaining civil documentation (which is essential for IDPs to be able to access health services, send their children to school and be entitled to other services). INTERSOS carries out protection monitoring\*, offers psychosocial support, and raises awareness on protection issues.

In the education sector, INTERSOS works in Iraqi Kurdistan to enable children who are not attending school to resume an education, prevent school drop-outs, train teachers and staff, provide educational materials, and rehabilitate school buildings.

In the Health sector, INTERSOS supported travelling medical teams to assist people made more vulnerable by the closure of the camps, and a project to strengthen the provision of services for the treatment and care of non-communicable diseases and mental health through the primary health care system. It supported primary health facilities by providing medicines, technical support, and raising awareness in the communities.

## Result Highlights



**20,661**

people, including 4,179 refugees, received legal assistance and counselling and support in obtaining civil documentation



**51,936**

people reached by *protection monitoring activities\**



**9,013**

children, including 2,241 Syrian refugees, were supported with educational activities such as remedial classes, transport to school, home visits, awareness-raising campaigns, and educational kits

*\* Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks encountered by displaced people or other crisis-affected populations.*

## Activity Highlights

In 2021, together with the HALO Trust, INTERSOS provided psychosocial support, economic assistance, and other specialised services to survivors of landmines and other unexploded devices in Salah Al Din governorate.

INTEREOS supported repatriated women and children from the Al-Hol refugee camps in Syria with protection monitoring, intake, psychosocial, and legal support in the Jeddah 1 camp in Ninewa.



Italy © INTERSOS

# Italy

## Sectors of intervention


**2011**

 First intervention  
in the country

**9,300**

People reached


**36**

Projects


**2,181,318€**

Budget spent

2021 was a year marked by the response to the Covid-19 pandemic, with the implementation of the national vaccination campaign, and by a significant increase in migrant arrivals on Italian shores (67,000). As of 31 December 2021, approximately 78,421 migrants were hosted in reception facilities (Hotspots, SIPROIMI, etc.), down from 2019 and in line with 2020. Regarding the age and gender of migrants who arrived in Italy, 74% were men, 7% women and 19% minors (who are mainly unaccompanied minors), more than double the number of minors that had arrived in 2020.

INTERSOS began its mission in Italy in 2011 with the opening of the "CENTRO A28" in Rome, a facility designed to receive unaccompanied foreign minors. The project has evolved, transforming in 2017 into the new INTERSOS24 centre in Torre Spaccata, becoming one of the main safe spaces where unaccompanied foreign minors, young adults, and women alone or with children, including survivors of sexual violence, who are outside the formal reception system, can access different services and activities designed taking into account both age and gender. The centre provides overnight accommodation,


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psychosocial support, case management, job orientation, life skills education, vocational training, and basic health care (both physical and mental), which is also extended, through a social outpatient clinic, to economically and socially disadvantaged people living nearby the centre.

In 2021, INTERSOS implemented health and social services and health information sessions for vulnerable people in occupied buildings within the Roman territory. In 2021, a second mobile team was also deployed as part of the REST-REsilient STRategies for young migrants GBV survivors project, implemented in partnership with Roma Capitale and DIGIVIS, funded by the European Commission's Directorate-General for Justice and Consumers, to address the issue of violence and sexual exploitation of foreign minors and young adults in Rome.

Also, in Rome, INTERSOS Lab was established in 2019. It offers psychological support services and psychosocial assistance, a social secretariat, a safe space for women and girls, and homework support activities for primary school pupils. The centre also has an Italian School for Foreigners and a CELI examination centre - University for Foreigners of Perugia.

In the Foggia area, since 2018, INTERSOS has been carrying out health education and inclusion activities to support vulnerable people, mainly seasonal migrant workers, who are, temporarily or permanently, outside the reception systems and social and health protection mechanisms. In 2021, due to the spread of the Covid-19 pandemic, INTERSOS carried out multicultural outreach activities to inform non-indigenous people about prevention measures and how to monitor suspected cases, distributed hygiene kits, managed vulnerable cases, carried out individual and group training on how to manage the risks of the virus within a community, and carried out local, regional, and national advocacy activities.

As of 2021, INTERSOS has deployed a mobile unit in the Syracuse area that includes a doctor, four cultural mediators, a psychologist, and a legal worker.

In addition, 7 organisations received technical and financial support through INTERSOS and UNHCR's PartecipAzione programme, which promotes the integration, social cohesion, and active participation of refugees and asylum seekers in Italy.

## Result Highlights


**2,000**

 people were supported in the  
vaccination process against Covid-19

**1,009**

 people received medical support  
(health screening and medical  
examinations)

## Activity Highlights

In 2021, INTERSOS implemented, through mobile clinics, socio-health services for people who are homeless or in a fragile condition. In particular, among the places of intervention of the mobile clinics is Termini Station, frequented by a large population of Bengali origin who live in overcrowded housing and with few tools for preventing and monitoring their problems (diabetes largely off the scale, inadequate nutrition, little or no possibility of access to health services in the absence of intercultural mediation). In addition to this large group, there are also migrants, mostly of African descent, who are homeless and experiencing poverty and neglect.



Lebanon © Martina Martelloni

# Lebanon

## Sectors of intervention



**2006**

First intervention  
in the country



**230,000**

People reached



**12**

Projects



**8,615,084€**

Budget spent

Lebanon is experiencing a multi-layered crisis with dramatic and increasingly visible humanitarian consequences. After the economic collapse, which began in 2019, the Syrian crisis, and the consequences exacerbated by the Covid-19 pandemic, Lebanon has been impacted by the explosion in the port of Beirut in August 2020. Moreover, the prolonged Syrian crisis has led Lebanon to be one of the countries with the highest incidence of refugees in the total population.



The already difficult living conditions of Syrian refugees in the country and the increasing vulnerability of the Lebanese population itself, combined with the reduced capacity of the central government and local authorities to provide basic services, have created a very high need for assistance throughout the population. In this context, INTERSOS has expanded its humanitarian response programme, strengthening its protection and distribution activities of basic necessities and emergency shelters. In 2021, thanks to its presence in all areas of the country (Beirut, Mount Lebanon, Bekaa, North and Akkar, South and Nabatieh) INTERSOS addressed the growing need to integrate different services, in partnership with local and international Organisations (in the areas of health and specialised services for marginalised communities) and offered complete protection interventions (from the identification of needs to the implementation of a complex response) to the most vulnerable groups. It also continued Covid-19 prevention activities and assistance for those affected by the Beirut port explosion.

## Result Highlights



**2,500**

vulnerable people received economic  
assistance



**3,000**

people benefited from the  
rehabilitation of their homes and safe  
temporary housing



**600**

people were supported in the  
vaccination process against Covid-19

## Activity Highlights

In 2021, INTERSOS continued to assist people with housing difficulties in the aftermath of the port explosion in Beirut and in the South of the country. The projects were based on the strong involvement of local communities to improve urban basic services, rehabilitate public spaces, identify solutions to safety and security issues, and thus contribute to improving social cohesion.



Libya © INTERSOS

# Libya

## Sectors of intervention



**2018**

First intervention  
in the country



**3,600**

People reached



**9**

Projects



**2,297,676€**

Budget spent

After 10 years of conflict, a significant deterioration in the socio-economic situation and measures taken to reduce the Covid-19 pandemic, the response capacities, and resilience of the most vulnerable have been severely tested, turning Libya into a multi-layered crisis with humanitarian needs affecting different segments of the population. By 2021, the UN estimated there will be some 662,000 Libyans repatriated and 179,000 IDPs. The presence of landmines, perceived lack of security, lack of jobs, and basic services deter people from returning home.

In 2021, there were about 610,000 migrants, asylum seekers, and refugees from 43 countries, including about 50,000 registered refugees and asylum seekers. More than 5,000 migrants were held in detention centres, often exposed to inhuman conditions.



INTEROS  
Annual Report 2021

For INTERSOS, 2021 was a year of programme consolidation and integrated interventions in the areas of Education, Protection, and Health. In 3 years of implementation, INTERSOS has built several “Baity centres”, multi-sectoral service centres, which provide child protection, education, and health services to children and young people aged 6-21. The identification of needs sees a strong involvement of communities and families.

More efforts were made to increase the quality of service delivery to areas already covered by our work, while access to additional municipalities and neighbourhoods was gained and partnerships with local communities were strengthened.

In Greater Tripoli, the capital’s metropolitan area, our efforts focused on the municipalities of Abu Salim and Ain Zara, both among the most affected by the conflict and both densely populated by migrants and refugees. In Sabha, the work extended to new vulnerable neighbourhoods. In addition, a new intervention, again based on the Baity programme, was launched in Ajdabiya, in the Eastern country. In parallel, the mission focused on the renovation of health buildings in the North and in the Fezzan region.

## Result Highlights



**3,323**

children and 119 adults attended  
informal educational activities



**1,584**

children and 90 adults received  
psychosocial support



**2,195**

children and 55 adults received  
school supplies

## Activity Highlights

Remedial and support classes are held in the Baity centre, while for children who do not have access to the centre, activities are conducted through the involvement of local organisations in the municipalities concerned. Educational activities can also be conducted online, for children who have access to the Internet, or at home, through the distribution of printed educational material for children who do not have access to the Internet.



Niger © INTERSOS

# Niger

## Sectors of intervention


**2019**

 First intervention  
in the country

**25,900**

People reached


**6**

Projects


**1,305,631€**

Budget spent

Niger is a country experiencing a serious humanitarian crisis. The extension of armed conflicts, the direct and indirect consequences of Covid-19, recurring epidemics, food insecurity, chronic malnutrition, floods, and drought have dramatic socio-economic repercussions on the population.

Thus, the humanitarian community estimates that almost 3.8 million people were in need of humanitarian assistance in 2021 in a context where basic social services remain extremely limited. To respond to evolving needs and strengthen their capacity to respond, humanitarian organisations are, therefore, called upon to implement more targeted, responsive and, where possible, anticipatory interventions.


 INTERSOS  
Annual Report 2021

INTER SOS, in Niger since 2019, offers protection services to refugees and asylum seekers evacuated from Libya in humanitarian centres in Agadez and Hamdallaye in addition to monitoring cases in need of humanitarian protection, child protection, and education activities for local communities in the Tahoua and Agadez area.

With regard to access to WASH, an extension of the supply network is underway in Tarissadat, in the department of Tassara, with the construction of a 100 m<sup>3</sup> drinking water basin.

## Result Highlights


**191**

 minors participated in psychosocial  
support sessions in Agadez

**62**

 people, including 11 refugees (10  
men and 1 woman) and 51 people  
from the host community (49 men  
and 2 women) benefited from French  
language courses in Hamdallaye

**94**

 young adolescents from the host  
community (including 55 girls and  
39 boys) were enrolled in vocational  
training courses in Agadez

## Activity Highlights

As part of the Pagella in Tasca project, launched in June 2020, a first group of 5 refugee minors arrived in Italy on 15 October 2021, accompanied by a cultural mediator from Niger, in order to pursue their studies. The minors were taken in by various families in the municipality of Turin and started to attend Italian language courses to ensure their integration in their new context.



Nigeria © INTERSOS

# Nigeria

## Sectors of intervention



**2016**

First intervention  
in the country



**950,700**

People reached



**19**

Projects



**7,599,683€**

Budget spent

The armed conflict that has been going on for more than 10 years in North-Eastern Nigeria has caused vast population displacements and compromised access to essential services. The number of people in need of humanitarian assistance has increased to 8.7 million. 75% of these are in Borno State with limited access to basic services and in hard-to-reach locations. In addition to the Covid-19 pandemic, the situation was exacerbated by the Borno State government's plan to close all 149 camps in the Maiduguri region, which housed over 1.8 million IDPs, by 31 December 2021.

INTERsos' intervention has included life-saving medical interventions in areas of Borno state where there are no adequate health services, as well as malnutrition screening services in the areas of Magumeri, Bama, Ngala, and Dikwa. In addition, INTERsos runs therapeutic



INTERsos  
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outpatient programmes in Bama and Magumeri, as well as a stabilisation centre for the treatment of severe acute malnutrition cases in Maiduguri. Additionally, services and vaccination campaigns against Covid-19 are active in camps in 8 regions.

As part of its protection programme, INTERsos conducted gender-based violence prevention campaigns and assisted survivors of gender-based violence in the areas of Monguno, Magumeri, Bama, Ngala, and Dikwa. At the same time, INTERsos implemented activities to monitor and safeguard people in need of protection among new arrivals in Monguno and Ngala and among IDPs in Anka and Gusau, Zamfara State.

In response to the growing number of displaced persons in North-Eastern Nigeria, INTERsos carried out the coordination and management of reception camps and intervened in informal settlements in Banki, Ngala, Monguno, and Damasak in Borno state and Yola, Mubi, and Michika in Adamawa state, ensuring proper selection, registration, and reception of new arrivals, as well as coordination with actors in the areas of intervention.

Conflict, Covid-19, and the resulting movement restrictions continued to have a negative impact on agricultural work and other livelihood activities. INTERsos therefore collaborated with the World Food Programme to distribute food in Magumeri, Damasak, Banki, and Ngala in Borno State. It also intervened with the provision of clean WASH in Bama, Ngala, Magumeri, and Dikwa.

## Result Highlights



**461,008**

IDPs in camps and informal settlements benefited from camp management and coordination activities



**403,892**

food insecure people received 18,874 tonnes of food aid



**170,319**

outpatient visits were carried out at the health and nutrition facilities in Borno State supported by INTERsos



**6,231**

received information on their legal rights



**45,479**

people were vaccinated against Covid-19

## Activity Highlights

The malnutrition stabilisation and treatment centre supported by INTERsos in the hospital in Maiduguri has treated 856 children with acute malnutrition in hospital, recording a recovery rate of 97%. Early identification of cases of malnutrition relies on the collaboration of trained volunteers in the local communities, real 'sentinels' who help identify children in need of urgent care.



Central African Republic © Alessandro Rocca

## Central African Republic

### Sectors of intervention



**2014**

First intervention  
in the country



**83,000**

People reached



**10**

Projects



**2,409,536€**

Budget spent

During 2021, the Central African Republic recorded a high number of IDPs, mainly fleeing violence and armed conflict. The population living in areas not yet under the control of the Central African Armed Forces (FACA) and its allies is experiencing severe instability due to ongoing clashes with various armed groups. The situation is aggravated by the consequences of the Covid-19 pandemic.

In this context, INTERSOS provides emergency shelter and basic necessities, offers health and nutrition services, carries out projects for access to sanitation, and provides protection for vulnerable people and education in emergencies.



The *protection monitoring activities*\* conducted in the field by INTERSOS revealed 4,024 recorded human rights violations (of which 38.57% are cases of gender-based violence). In general, the main perpetrators are members of armed groups (38.41%) or family members (27.23%).

In 2021, INTERSOS supported 20 health centres including the Bozoum district hospital for the treatment of acute malnutrition. 8,490 birth certificates were issued to children previously enlisted as soldiers and other children in vulnerable circumstances. 179 newly released child soldiers from armed groups benefited from socio-economic reintegration projects. 207 survivors of gender-based violence were taken into care, of whom 79 had access to medical, material and economic assistance. 152 lone minors were reunited with their biological families. Psychosocial support was provided through recreational and literacy activities to 31,919 children.

### Result Highlights



**1,500**

hygiene kits distributed to vulnerable people in Dékoa, Bambari



**50,712**

people benefited from INTERSOS protection activities (43,808 for child protection, 4,024 for monitoring violations, 2,880 for gender-based violence)



**20**

health centres supported in raising awareness of good infant feeding practices among 30,674 mothers

\* *Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks faced by displaced persons or other crisis-affected populations.*

### Activity Highlights

As part of the project to counter gender-based violence, 3 safe spaces for women and girls who are survivors, vulnerable, or at risk were set up in Kabo, Bouca, and Moyenne Sido, accommodating 2,880 people, including 32 persons with disabilities. In the safe spaces, people benefited from group counselling, individual counselling, and recreational activities. All of the 453 survivors we received in the listening centres were referred to the safe spaces. Here they attend classes on how to conduct an income-generating activity, such as embroidery, cooking, and soap-making. To date, 92 women have completed psychological support and started social and labour reintegration.



Democratic Republic Of Congo © INTERSOS

# Democratic Republic Of Congo

## Sectors of intervention



**2009**

First intervention  
in the country



**579,900**

People reached



**12**

Projects



**4,351,230€**

Budget spent

The Democratic Republic of Congo remains one of the most complex and extensive humanitarian crises in the world, characterised by continuous population movements, acute food insecurity, acute malnutrition, epidemics, and ongoing human rights violations.

Attacks and violence intensified in 2021, extending also to IDP settlements and against humanitarian personnel, particularly in Ituri and North Kivu, where the authorities declared a state of siege from 6 May 2021.

By the end of 2021, 5.7 million people (including 2.6 million IDPs, 1.9 million returnees, 620,000 host families and 533,200 refugees) were in need of humanitarian assistance.



INTERSOS  
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The Democratic Republic of Congo is currently the country with the largest number of food insecure people (27 million), with over 6 million people suffering from acute malnutrition, half of whom are children under 5.

In 2021, the Democratic Republic of Congo was hit by six separate epidemics including Ebola, measles, meningitis, and cholera, further overloading an already fragile public health system. In response to the humanitarian crisis, INTERSOS focused its activities in the 4 most affected provinces in the East, through *protection monitoring*\* and analysing the most urgent humanitarian needs.

On the basis of the data collected, INTERSOS initiated interventions against widespread gender-based violence and referred the most vulnerable people to specialist services.

To address the food crisis, nutrition, and livelihood, support activities were strengthened in South Kivu and Ituri, through food distribution in South Kivu and economic assistance in Ituri.

## Result Highlights



**25,284**

pregnant or breastfeeding women and 42,447 children between 6 and 9 years of age were assisted with nutritional supplements in 99 health care areas



**12,157**

families, or 51,862 displaced, returnees, and vulnerable nationals received economic assistance



**492**

people received financial assistance to access health services

\* *Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks encountered by displaced or other crisis-affected populations.*

## Activity Highlights

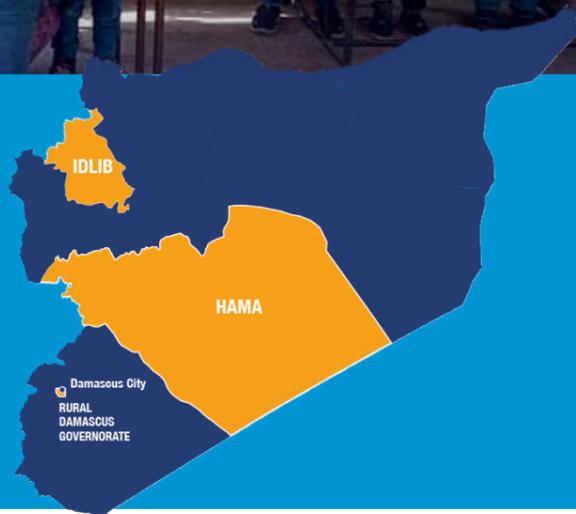
INTERSOS provided emergency relief to people affected by the eruption of the Nyiragongo volcano near Goma, providing psychological and psychosocial assistance to people fleeing the volcano, and working to reunite lone children with their families. In supporting the phase of return to the areas of origin, particular attention has been paid to resolving disputes related to the re-appropriation of land. In many cases, the lava flow has, in fact, altered the landscape and hidden property boundaries.



Syria © INTERSOS

# Syria

## Sectors of intervention



**2019**

First intervention in the country



**30,300**

People reached



**11**

Projects



**1,332,388€**

Budget spent

After 11 years of crisis, the scope, severity, and complexity of humanitarian needs in Syria remain vast. This is the result of continued hostilities in disputed areas, new and prolonged displacements, spontaneous returns, and the sustained erosion of community resilience over more than 10 years of crisis.

More than 14 million people are estimated to be in need of humanitarian assistance (up from 13.4 million in 2020). More than 12 million people are suffering or at risk of starvation, the highest level since the beginning of the crisis. The destruction of civil infrastructure, depletion of savings, and limited economic opportunities have forced many to resort to negative coping mechanisms. The result is extreme vulnerability. Those particularly at risk are children, pregnant and breastfeeding women, people with disabilities, the elderly, and other groups or individuals with special needs or reduced adaptive capacities.

During 2021, INTERSOS carried out an integrated programme of assistance to the population of the governorates of Rural Damascus, Hama, and Southern Idlib, among the most affected by the crisis, through activities of access to health services, education, with the rehabilitation and equipping of school buildings, distribution of basic necessities, in particular during the harsh winter months, and protection of the most vulnerable people, with the opening of 3 centres offering protection and protection services for the most vulnerable and with travelling teams of experts, reaching very remote and hard-to-reach rural areas lacking basic services.

## Result Highlights



**19,395**

individuals were reached by the Protection sector



**212**

trained health workers



**75,552**

individuals reached by awareness-raising activities (via SMS and radio messages)



**6,023**

individuals were reached by the distribution of winter kits

## Activity Highlights

In 2021, INTERSOS activated 3 mobile health units that cater for underserved remote areas in the governorate of Hama. The units offer primary health care (including paediatric and gynaecological services). Health personnel have been trained in child diseases, infection prevention and control, reproductive health, risk communication, and protection issues (safe identification and referrals and child protection principles) in order to ensure a comprehensive level of care for crisis-affected communities.



South Sudan © INTERSOS

# South Sudan

Sectors of intervention



**2006**

First intervention in the country



**153,300**

People reached



**13**

Projects



**2,648,533€**

Budget spent

Since gaining independence from Sudan in 2011, South Sudan has been considered a country in humanitarian crisis. The year 2021 was characterised by armed conflict, widespread violence, and extensive flooding for the 3<sup>rd</sup> year running, especially in the Unity and Jonglei states. These 3 factors worsened an already severe situation of food insecurity. At the end of 2020, famine was present in 5 counties (provincial territorial units), mainly in the Jonglei State, and the situation worsened during 2021. As the situation deteriorated, phenomena such as child labour and early marriages increased dramatically, as did the number of women and girls surviving gender-based violence and experiencing psychosocial distress. Out of a total population of 11.2 million, 8.3 million people were in need of humanitarian assistance in 2021.

In response to the ongoing humanitarian crisis, INTERSOS activities in 2021 focused on the states of Jonglei and Unity, which were the most affected by flooding and violence. The main area of intervention remained the protection of the most vulnerable, with a particular focus on services related to countering gender-based violence in 5 different locations: Akobo, Ayod, Pibor, Jebel Boma, and Lankien. In Akobo and Pibor, in addition to protection activities, INTERSOS carried out food security projects for the most vulnerable families. In Unity State, INTERSOS assisted people affected by the floods in Bentiu and in Leer and Mayendit. Furthermore, at the end of the year, INTERSOS started a new intervention in Ezo to assist displaced people from the not far away town of Tambura in Western Equatoria State.

## Result Highlights



**1,319**

survivors of gender-based violence followed and helped at the psychosocial level



**89,783**

vulnerable people sensitised on the prevention of gender-based violence and violence against children



**12,406**

people at risk made aware of good hygiene and health practices through awareness-raising activities

## Activity Highlights

INTERSOS trained 14 Community Leaders to facilitate discussions on gender-based violence and peace building. 5 community-level discussion groups were held, with 125 participants. In addition, workshops were held to identify an action plan to end existing problems in the community. 90% of the respondents who participated in the meetings report changes in their community and it is estimated that a large proportion of the participants have begun to take action against gender-based violence.



Venezuela © INTERSOS

# Venezuela

## Sectors of intervention


**2019**

 First intervention  
in the country

**80,800**

People reached


**6**

Projects


**1,231,443€**

Budget spent

Venezuela continues to experience an unprecedented political and socioeconomic crisis, which has had serious repercussions on the population, forced to cope with hyperinflation, food shortages, and a lack of basic services. This crisis has triggered one of the largest migration flows in history, with some 5.4 million Venezuelans leaving their country. By 2021, an estimated 7 million people were in need of humanitarian assistance, with an increasing reliance on emergency humanitarian assistance in the areas of health, food security, WASH, as well as access to education and pathways to protection and integration.

In Venezuela INTERSOS is active in the areas of protection of the most vulnerable people, health, food security, and access to WASH in the regions of Táchira, Apure, Merida, and Barinas. Emergency protection services are targeted at migrants, returnees, IDPs, and vulnerable host



communities. The comprehensive package of protection services includes individual case management, including child protection and management of cases of gender-based violence, psychosocial support, capacity building of public actors, and awareness-raising campaigns as well as legal assistance for the regularisation of the migrant population.

INTERsos also supports the prevention of communicable and non-communicable diseases, nutritional care, disease diagnosis, medical care, and the provision of medicines, with a focus on pregnant women, the elderly, and children. In particular, INTERsos runs mobile clinics to improve the health system's capacity to intervene and provide key services for reproductive health and nutritional support.

INTERsos also ensures access to WASH in Venezuela through the provision of tanks, filters, hygiene kits, and mosquito nets, as well as the improvement of community infrastructure for access to drinking water.

## Result Highlights


**4,985**

 people received individual case  
management and psychosocial  
support

**12,653**

 people received primary medical  
care, including sexual and  
reproductive health care

**28,655**

people received nutritional assistance


**2,977**

 people were vaccinated against  
Covid-19

## Activity Highlights

In 2021, a sexual and reproductive health programme was activated, with a positive impact on the lives of the most vulnerable groups, in particular pregnant women and adolescents from host and migrant communities. The introduction of ultrasound was a great boost to the participation of these population groups, which far exceeded all expectations.



Yemen © INTERSOS

# Yemen

## Sectors of intervention



**2008**

First intervention  
in the country



**614,400**

People reached



**25**

Projects



**14,030,794€**

Budget spent

7 years after the outbreak of conflict in 2015, Yemen remains one of the world's most serious humanitarian crises. The conflict has hit Yemen's socio-economic system hard: the public system and related services have collapsed, more than 4 million people have been displaced from their home territory, and more than 80% of the population is living below the poverty line. As a result, 23.4 million people, approximately 73% of the total population, are in need of humanitarian assistance.

Despite the ongoing conflict and widespread threats to security and people, Yemen remains a transit country for those fleeing or migrating from the Horn of Africa, particularly Somalia, Ethiopia, and Eritrea. At the end of 2021, there were an estimated 102,000 refugees and asylum seekers and 192,000 migrants in the country, surviving largely on the support of humanitarian actors.



INTEROS  
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During 2021, INTERSOS continued to operate in both North and South Yemen, using a multi-sectoral approach that includes: integrated Health and Nutrition services (in medical facilities and with travelling medical teams), Protection services for people in vulnerable conditions and Prevention activities to reduce the risk of violations, interventions to improve WASH services, activities to increase income opportunities and livelihoods of vulnerable people, and economic support to enable access to university studies.

Since the first case of Covid-19 in Yemen in April 2020, INTERSOS has worked to reduce the transmission of the virus, mobilising community volunteers to raise awareness of precautionary measures among the local population. Support was provided to the Health System to avoid the suspension of health and nutrition services; health personnel were trained on the management of virus-positive cases and protective and preventive devices were distributed. Since October 2021, INTERSOS has started direct support to the vaccination campaign, supporting 2 vaccination centres and conducting awareness-raising activities to increase vaccination.

Overall, INTERSOS intervention in the country focuses on the different population groups affected by the conflict (host communities, displaced persons, and those who have returned to their home territories) - both in urban and rural areas, as well as refugees, asylum seekers, and migrants. Particular emphasis is placed on women and children, including unaccompanied minors, and people with special needs.

## Result Highlights



**17,634**

people benefited from legal services,  
including 13,820 to obtain civil and  
identification documents



**320,155**

people accessed primary health  
services



**25,811**

children were vaccinated



**17,682**

migrants were helped with food and  
basic necessities on the southern  
coast of Yemen



**2,977**

people were vaccinated against  
Covid-19

## Activity Highlights

In August 2021, INTERSOS started a mobile medical clinic to provide emergency health and nutrition services in 7 IDP camps in the Ku'aydina district of Hajjah governorate. An estimated 15,000 IDPs have found shelter in this district. Their living conditions are very precarious and there is a lack of humanitarian services. Between August and December 2021, INTERSOS provided 11,000 people with health and nutrition services. In addition, funds were secured to start a second mobile clinic in order to offer protection services.

## Focus: COVAX

### INTERSOS' commitment to **global vaccination**. Outputs and perspectives

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At the end of 2020, INTERSOS decided to get directly involved in the Covid-19 vaccination campaign, putting its operational capacity behind Covax, the global initiative led by the World Health Organisation, GAVI, CEPI, and UNICEF, set up to promote the equitable distribution and administration of vaccines in low- and middle-income countries.

For our Organisation, engaged on the front line in emergency contexts, launching a programme in support of Covax was a natural and necessary decision. Never before have we learnt more than in the last 2 years how interconnected everyone's health is, and how necessary it is to leave no one behind to protect everyone. Yet what we have observed has often been the opposite, not only in the availability of essential health services, tests, medicines, equipment, and health personnel, but also in access to the most important barrier against the virus: vaccination. By the beginning of 2022, just over 10% of the target population in the world's poorest countries had been vaccinated with at least one dose, compared to almost 70% in the richest countries. These alarming numbers confirm the persistence of conditions of exclusion and inequality and call for action.

Through the creation of a dedicated task force, we have identified a number of countries where we can directly intervene both with 'engagement' activities of people and communities to promote access to vaccination and with the direct administration of vaccines and cold chain management.

Activities involved Nigeria, Yemen, and Burkina Faso. In Nigeria and Yemen, implementing a comprehensive package operating on 4 pillars:

- RCCE (Risk Communication and Community Engagement): communication risk and community involvement;
- IEC (Information, Education and Communication);
- Management and support of the cold chain;
- Vaccine administration including important monitoring work and referral of cases of adverse reactions following immunisation.

In Burkina Faso, on the other hand, while dealing with the first 2 points, we also added an operational research component that involved assessing what the barriers to vaccination were. In fact, a *Vaccine Hesitancy Survey* was implemented. Our staff conducted a total of 5,258 interviews in 7 different countries: Nigeria, Yemen, Burkina Faso, Afghanistan, Chad, Lebanon, and Jordan.

In Nigeria, during 2021, INTERSOS - working in 6 different LGAs (local government areas) - vaccinated 35,196 people, of whom 20,308 received 2 doses of Moderna. To these must be added 10,283 people who received 2 doses of AstraZeneca. There were a total of 132 cases of adverse effects, all of which were defined as not serious. The campaign in Yemen got off to a very slow start and by 2021, INTERSOS had fully vaccinated 2,977 people while 5,314 were participants in the risk communication and community engagement sessions.

As we were able to witness through direct experience in the field, despite the efforts of the Covax initiative, the effectiveness of the vaccination campaign was hampered by a number of 'bottlenecks'. Batch shipments were irregular, with short planning times, and this had impacts on the logistics of administration, dose storage, and even recruitment and training of operators. Countries received batches with very short expiry dates that left little time for distribution, and this was compounded by the coexistence of several products with variable handling procedures. The hiccupping progress made preparation difficult and lowered the effectiveness of awareness-raising campaigns, which had to be carried out immediately prior to vaccinations. Limited cold chain storage capacity and rampant misinformation negatively affected hesitation and access to vaccination.

The challenge for 2022 is to change pace, acting on several levers. First of all, financial resources. Covax must be further financed to increase the number of available doses, also sufficient and planned funds must be provided to ensure the effective implementation of the vaccination campaign in the countries of intervention. On this aspect, it is useful to specify that the efforts made in 2021 resulted in a major acceleration of the campaign in the first months of 2022 thanks to the additional allocation of dedicated funds especially for the African continent. An important example is provided by Nigeria, which in mid-May markedly increased its vaccination coverage statistics for December 2021.

Secondly, logistics. Improving the scheduling of shipments based on the absorption capacities of individual countries and increasing the capacity of the cold chain. And finally, information and communication to the population. The inoculation of the vaccine is only the last link in a very long and complex chain, just think that we operate in areas that can only be reached by helicopter. This is why the full involvement and awareness of the communities, which only a strong presence in the field can guarantee, is a fundamental element in ensuring the success of the vaccination campaign and the definitive exit from the pandemic emergency at global level.

At the same time, the enormous organisational effort and amount of resources deployed represent an unmissable opportunity to continue strengthening fragile health systems. In fact, a global network for immunisation programmes is being strengthened, which can be used for further campaigns, while the need to develop a global epidemic outbreak monitoring system as envisaged in the Global Health Security Agenda is highlighted, an operational segment in which NGOs are the necessary operational backbone on the ground, the sentinels who can monitor possible outbreaks, if the right conditions are met.



## Focus: **PROTECTION MONITORING\***

### The INTERSOS report on a key component of humanitarian work

After fulfilling its first commitment to the Global Refugee Forum by publishing the report [‘Provision of Legal Aid in Humanitarian Settings’](#) (Monitoring Human Rights Violations), during the last quarter of 2021, INTERSOS produced a report on the lessons learned from Protection Monitoring on a large scale.

This ambitious research provides a comprehensive analysis of Protection Monitoring activities and methodology, the usefulness of the information collected, the track record of good operational practices, the need for robust data protection protocols, and the identification of challenges and recommendations to key stakeholders. It is the result of a consultative process that included 43 interviews with INTERSOS protection staff, donors, Protection Clusters, other NGOs, and UNHCR staff, from 11 operational contexts in Africa, Asia, and the Middle East, from Afghanistan and Burkina Faso to Nigeria, South Sudan, and Yemen.

Protection Monitoring is central to INTERSOS’ protection work. It is also fundamental to the humanitarian sector, as clearly demonstrated by an external interviewee who described it as “the door through which all humanitarian activity passes”.

Protection Monitoring seeks to gain an in-depth understanding of the diversity of risks and needs of different groups and individuals in line with age, gender, and diversity by regularly and systematically collecting, verifying, and analysing information over a long period of time to identify rights violations and/or protection risks for affected populations. Protection Monitoring activities cover essential issues such as legal, psychological, and physical protection needs, human rights violations, detention, durable solutions, housing, land and property rights, population movements and border monitoring, child protection, and monitoring of gender-based violence.

*\* Protection monitoring involves the collection, verification and analysis of information in order to identify human rights violations and protection risks encountered by displaced people or other crisis-affected populations.*

The lessons learned report strongly confirmed the relevance and importance of this activity, as its findings generate essential evidence for local, national, and international advocacy to protect the human rights of various vulnerable individuals and communities and prevent further violations. It is also crucial in providing a safe avenue for reporting rights violations, identifying protection needs and gaps, enabling effective programme design, reviewing humanitarian responses, adapting them to the context, and finally having referrals in case of need for urgent assistance to vulnerable individuals and communities.

The report also makes it clear that if humanitarian assistance for affected populations is to be well-designed and relevant, Protection Monitoring must be based on evidence gathered through meaningful participation and inclusion of all affected individuals and communities, particularly marginalised communities that often experience discrimination, thus putting them at the centre of humanitarian discussions that identify their capacities, needs, and priorities.

Some key recommendations highlighted in the report are:

*Humanitarian agencies engaged in Protection Monitoring should:*

1. Call for the development and introduction of national standard operating procedures (SOPs);
2. Invest time and resources in building community engagement and relationships with national and local authorities;
3. Ensure that Protection Monitoring reports give clear recommendations for action;
4. Ensure that information from Protection Monitoring is shared with communities, in any appropriate format and without compromising data privacy.

*Humanitarian leadership should:*

1. Produce comprehensive guidance to ensure that there is a shared understanding of the nature of Protection Monitoring work;
2. Ensure that clusters and working groups on protection prioritise Protection Monitoring and are adequately staffed;
3. Analysing the risks of not sharing and sharing information in contexts where requests for further information sharing have been made, clarifying the 'red lines' on data sharing;
4. Use Protection Monitoring information to shape the humanitarian response and ensure that it reaches decision-makers so that they can use it to improve the protection environment.

*Donation agencies should:*

1. Recognise the importance of Protection Monitoring and understand that this activity requires time and investment.

We hope the report will be a useful resource tool for humanitarian protection practitioners and provide advice and guidance to support all aspects of this work, from all the complexities of planning effective and principled protection monitoring activities to in-depth implementation, coordination and information sharing.

## Methodological note

1. *Methodology adopted in preparing the social report: any reporting standards used; significant changes in scope or measurement methods since the previous reporting period; other useful information to understand the reporting process and methodology.*

This document is intended to comply with the provisions dictated by Legislative Decree no. 117 of 3 July 2017, which are mandatory for Third Sector organisations as of the 2020 financial year. In the wake of the adjustments put into practice last year, INTERSOS has therefore completed the process of drawing up and producing the 2021 Social Report in accordance with the provisions of the Italian Ministry of Labour and Social Policies through the Guidelines set out in the Decree of 4 July 2019, published in the Gazzetta Ufficiale Serie Generale no. 186 of 9 August 2019.

The main objective of this Report is to report on our activities and achievements in 2021. Underlying this is the desire to be a transparent and accountable organisation, towards all external and internal stakeholders involved in the implementation and management of activities. Through the representation of what has been done, we want to bring out and above all make known the social added value generated, the social changes produced and the sustainability of the social action undertaken.

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

The information on structure and administration is mainly derived from the Association's Articles of Association, approved by the Members' Meeting on 17 July 2020, which met in extraordinary session to approve the amendments to the Articles of Association in order to comply with Legislative Decree 117/2017.

In addition, the following documents were used to incorporate information on the management and governance of the Organisation:

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

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

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

- For the purpose of counting the number of projects in 2021, INTERSOS took into account the competence of the funding contracts of institutional donors;
- Activities considered particularly significant in relation to the context of intervention were highlighted. Specifically, the aim was to highlight the innovative activity (for INTERSOS or for the Country); the activity that deals with issues considered sensitive; the unique activity in relation to other humanitarian and non-humanitarian actors present in the field;
- When calculating the population assisted by our projects, it was decided to focus on the people who directly benefited from the activities. However, this should not minimise the impact that very often the activities also have on the wider community, or simply on households. The total number also includes awareness-raising sessions, especially considering all interventions aimed at promoting good hygiene at the time of the Covid-19 pandemic outbreak. Finally, the choice was to round the total to the hundreds, by default, and thus avoid an unfair (and hardly realistic) precision to the unit.

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

The economic and financial information comes from the annual financial statements, which are approved by the Board of Directors and the Members' Assembly, and are subject to audit by the external consulting firm Crowe Spa. The 2021 annual financial statements, as well as those of previous years, are published and available on the organisation's website at [www.intersos.org](http://www.intersos.org).

The reporting process that led to the drafting of this document was characterised by a participatory input, involving all departments and units at the HQ, as well as all missions. The work was overseen by an Editorial Committee whose members were: Flavia Melillo, Chiara Troiano, Giulia Gemelli, Miro Modrusan and Giovanni Visone.

For further information, please contact Giulia Gemelli at [giulia.gemelli@intersos.org](mailto:giulia.gemelli@intersos.org)

# Contacts

## Rome

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Via Aniene 26 A  
00198 Roma  
Tel: +39 06 853 7431  
[segreteria@intersos.org](mailto:segreteria@intersos.org)

**Press Office**  
Chiara De Stefano  
Tel: +39 06 85374330  
[ufficiostampa@intersos.org](mailto:ufficiostampa@intersos.org)

**Supporter Service**  
Tel: +39 06 85374330  
Cell: +39 3283206557  
[sostenitori@intersos.org](mailto:sostenitori@intersos.org)

## Geneva

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Route de Morillon 1-5  
1211 Geneva, Switzerland  
[miro.modrusan@intersos.org](mailto:miro.modrusan@intersos.org)

## Amman

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12 al sharif Naser Ben Jamil street, 3rd floor  
Shmeisani/Wadi Saqra Amman, Jordan  
[jordan@intersos.org](mailto:jordan@intersos.org)

## Nairobi

---

Saachi plaza, Argwings Kodhek Rd  
Block C Suite C3, Kilimani Nairobi, Kenya  
[kenya@intersos.org](mailto:kenya@intersos.org)

## Dakar

---

Résidence Elysium, Avenue du Méridien Président,  
Almadies zone 7 Dakar, Senegal  
[mamadou.ndiaye@intersos.org](mailto:mamadou.ndiaye@intersos.org)

## INTERSOS Hellas

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31 Ermou str, Thessaloniki,  
54624, Greece  
[info@intersos.gr](mailto:info@intersos.gr)





Registered office Via Aniene 26 A, 00198 Roma - Fiscal Code 97091470589 - VAT. 12731101007

[www.intersos.org](http://www.intersos.org)