



INTERSOS
HUMANITARIAN AID

ANNUAL REPORT 2020



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INTERSOS IN 2020

The COVID-19 pandemic that struck the world in 2020 has made an enormous impact on public health, lives, livelihoods, and entire economies and almost doubled the number of people in need of humanitarian assistance to 237 million globally.

Restrictions of movement, pandemic lockdowns, insecurity, and often forced confinement of refugees to camp settings, have increased the vulnerability and anxiety of millions of forcibly displaced populations already living in acute and protracted humanitarian crises.

At the same time, conflicts, persecutions, and violence continue to be the single biggest cause that forces people to flee their homes to save their lives. Wars in the Sahel, the Chad basin, Syria, the Democratic Republic of Congo, the Central African Republic, Yemen, and many other places continue to inflict tragic suffering on their populations. Moreover, climate change has caused further shocks on people's resilience, becoming another major driver of population movements.

Adverse climate and progressively deteriorating climatic conditions are posing significant challenges to people, forcing them to flee their increasingly uninhabitable homes in search of livelihoods and better chances of survival. This trend is likely going to increase in the next years.

Operational realities remained extremely complex with growing restrictions to humanitarian access, compounded by COVID-19 restrictions. National and international parties to conflicts are increasingly showing blatant lack of respect for International Humanitarian Law (IHL) and other international laws, with some openly targeting humanitarian organisations and their staff, reminding us time and time again that our access to assist the most vulnerable in volatile environments must be carefully balanced with more time and investment for daily management of safety and security in conflict affected countries.

Last year has seen a worsening of the situation of millions of civilians already suffering from violence, stigma, mental and psychosocial illnesses, discrimination, and unequal access to basic services and living conditions, with further loss of livelihoods and income, deteriorating housing, poor access to food, health services, water and sanitation, and education. Sadly, women and girls experienced a major increase in Gender Based Violence (GBV) during pandemic lockdowns.

In this extremely challenging context, INTERSOS maintained its frontline humanitarian response, in line with its mandate as a humanitarian aid organisation. With adaptation of its activities and processes to COVID-19 pandemic reality, INTERSOS was able to guarantee the continuation and increase of life-saving assistance to the populations

in need in the twenty countries in which INTERSOS was operational in 2020.

To achieve that, INTERSOS had to be flexible and reactive, and quickly adapt its operational modalities to ensure the continuation of protection monitoring, case management and other similar activities, while guaranteeing the compliance with health safeguarding and staff protection measures, as well as mitigating the severe limitations of movements both within and among different operational countries.

The adaptation and adjustment of our activities had to be made within the already complex realities plagued by conflicts and insecurity that continued to be the major driver of suffering, from Nigeria to Yemen and Afghanistan – to name but a few.

And we did not just adapt. When and where the conditions allowed, we also implemented new programmes to specifically respond to the pandemic and its effects on the most vulnerable groups. In Lebanon, for instance, we incorporated monitoring of multi-sectoral impact of the lockdown on refugees in our protection monitoring activities, while in Italy, one of the countries that were hardest hit by the pandemic at the very beginning, we were able to re-orient our intervention and incorporate COVID-19 prevention activities, targeting those that were particularly at risk due to poverty and lack of resources.

While ensuring our presence and the continuation of our operations, in 2020 we were also able to respond to new emergencies: we immediately responded after the blast in the port of Beirut, and we provided assistance after the Moria refugee camp on the Greek island of Lesbos was destroyed by fire.

We have increased our advocacy efforts, including on raising awareness of forgotten crises, promoting respect for IHL, highlighting major international protection concerns, and many other challenges, in an effort to better inform humanitarian practitioners, leaderships, and donors on important humanitarian issues. Following our pledge to the first Global Refugee Forum (GRF) held in Geneva in December 2019, INTERSOS have produced Legal Aid in Humanitarian Settings lessons learned report, highlighting its work in four legal areas (legal awareness, legal counselling, legal assistance and legal representation), illustrated with concrete examples from different operational contexts, and provided overview of challenges, and key recommendation to humanitarian practitioners, leadership and donors.

2020 was the last year of the Somalia mission, with which INTERSOS began its humanitarian adventure in 1992. Although the situation in the country is still far from stable, this decision came after a careful analysis of our operations and after nearly

3 decades we have decided to handover the operations to partners better fit to ensure long term recovery support.

2020 was also characterised by the start of the partnership with the Netherlands Refugee Foundation, Stichting Vluchteling, a partnership based on complementarity of our actions that has already brought some positive results in the field, with an increased capacity in promoting innovative approaches, including the Non-Communicable Diseases project implemented in Iraq, or life-saving primary healthcare activities in Nigeria and Afghanistan.

To conclude: the experience and skills gained in 30 years of service was essential in enabling us to continue with assistance to those who need it. Yet, the exceptional circumstances that have characterized the 2020 prompted an in-depth reflection to focus efforts on improvements of identified key areas, as well as consolidate and adequately resource areas which are our strengths. This is incorporated in the short-term plan as well as in the new strategy for the period 2022 – 2024.



MARCO ROTELLI
President



KONSTANTINOS MOSCHOCHORITIS
Director General



IRAQ © Gianmarco Maraviglia

ABOUT US

INTERSOS is an independent humanitarian organisation working on the frontline of emergencies, bringing assistance to the victims of armed conflicts, violence, extreme poverty, natural and man-made disasters. Since 1992, our humanitarian workers have been bringing relief to populations affected by humanitarian crises, with particular attention to the most vulnerable people such as women and children. Our intervention capacity and resources allow us to contribute to meet the affected populations' primary needs, including food, water and sanitation, access to medical care, protection, education, and emergency shelter and NFIs, while raising public awareness on humanitarian values, fundamental human rights and dignity.

INTERSOS bases its action on the values of solidarity, justice, peace, personal dignity, equal rights and opportunities for all people. Our staff is guided by our Chart of Values and the humanitarian principles of independence, neutrality and impartiality.

INTERSOS strives to increase its presence in crisis territories and improve the quality of our intervention to reach an increasing number of people in need, while respecting the principle of sustainability by laying foundations for development processes.

Our partners include multiple associations, local organisations, the main European agencies and international institutions. INTERSOS is part of ICVA¹, VOICE², LINK 2007³. INTERSOS holds the consultative status with the United Nations Economic and Social Council and the observer status at the International Organisation for Migration.

NOTES

¹ 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.

² 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.

³ 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.



GREECE © Martina Martelloni

OUR VALUES

HOMO SUM, NIHIL HUMANI A ME ALIENUM PUTO

I AM A HUMAN BEING, NOTHING HUMAN IS ALIEN TO ME (Terenzio, 190-159 a.C.)

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

INTERSOS is:

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.



CENTRAL AFRICAN REPUBLIC © Alessandro Rocca

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 authority. 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.

TRANSPARENT

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

OUR HISTORY

INTERSOS

INTERSOS first project in Somalia is launched with the support of the trade union confederation. Soon after, INTERSOS took over the regional hospital in Jowhar - the only medical station in the whole Middle Shabelle region.

1992



INTERSOS IS FOUNDED

MINE ACTION UNIT

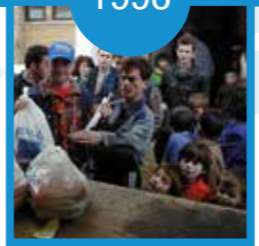


1996

The MINE ACTION UNIT is established. The Mine Action Unit was operational in mines decontamination, initially in Bosnia & Herzegovina, followed by Angola, Afghanistan and Iraq.

Operations in Kosovo supported the returnees to their villages of origin through distribution of basic necessities items and housing reconstruction.

1998



KOSOVO

AFGHANISTAN

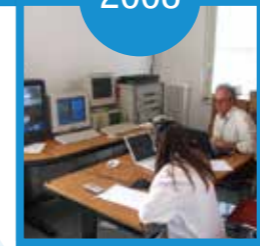


2001

The Mission in Afghanistan became operational with support to the population with food security, malnutrition and access to clean water.

Medical cooperation programmes started with Baghdad and Bessora, specifically in the university hospital and the pediatric hospital in Baghdad.

2003



IRAQ

SUDAN AND CHAD



2004

Sudan and Chad missions were opened to support Darfur's population escaping the armed groups.

YEMEN

2008



Operations in Yemen are opened to assist the refugees in camps and victims of trafficking. Following the start of the conflict in 2015, INTERSOS scaled up its intervention to assist the most vulnerable population.

COVID-19



2020

The outbreak of the COVID-19 Pandemic made INTERSOS re-adjust its ongoing project activities in the missions and start projects to respond to the medical emergency in multiple countries, including in Italy.

INTERSOS opened the mission in Syria and commenced humanitarian assistance for the population suffering the long lasting conflict.

2019



SYRIA

ITALY



2017

In Torre Spaccata, in Rome, INTERSOS opened the INTERSOS24 center with the purpose of providing protection of vulnerable minors and women. The centre boasts medical ambulatory and provides a range of social activities for both migrants and Italian population.

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

2014



CENTRAL AFRICAN REPUBLIC

JORDAN



2012

The mission in Jordan opened to support the Syrian refugees in the country.

INTERSOS started its mission in Italy with the opening of "CENTRO A28" in Rome - a night center that hosts more than 5000 foreign unaccompanied minors transiting towards the North of Europe.

2011



ITALY

HAITI



2010

The emergency response is launched to tackle the needs of the victims of the violent earthquake that destroyed Haiti.

TRANSPARENCY AND INTERNAL CONTROL

INTERSOS has adopted four Policies aimed at preventing and, where necessary, managing behaviours that violate 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 (adopted in September 2017)*

These Policies are complementing the following policy documents, thus clearly setting out the conduct to be maintained by all staff, as well as the sanctions to be applied in the event of non-compliance with the internal rules:

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

During 2020 INTERSOS strengthened and developed all the necessary measures to prevent cases of harassment, exploitation and sexual abuse, through conducting regular induction sessions for new HQ staff, remote training sessions in the field missions, as well as specific technical assistance provided by the Internal Auditor to the missions. All these activities have greatly increased the knowledge and use of internal policies and procedures, including on internal whistleblowing. As a result, in 2020 we saw an increase in the number of whistleblowing cases that required action by the Internal Auditor and the concerned departments (Programmes, Finance and Human Resources).

INTERSOS has joined a pilot project involving 20 INGOs worldwide, called Inter-Agency Misconduct Disclosure Scheme - a system of information exchange between all NGO signatories to cross-check that possible new expatriate recruits would not have previous record of abuse, exploitation or sexual harassment. This pilot project aims to prevent people who have committed the above acts from being hired in other organisations. In 2019, 2600 checks were carried out by all signatory NGOs

and 36 people were excluded from open positions due to their proven involvement in allegations of sexual harassment or exploitation.

ENVIRONMENTAL POLICY

INTERSOS has developed its own environmental safeguarding policy which commits to minimising the environmental impact of its operations, balancing it with the need to fulfil its mandate. This policy aims to protect the environment and reduce the risk of negative impacts through the use of sustainable resources and purchasing from environmentally friendly suppliers, implementing sustainable travel and transport, use of environmentally safe and sustainable energy sources in its humanitarian operations, promoting energy-efficient practices, minimising waste and safe disposal of waste, and other measures.



SOUTH SUDAN © INTERSOS

NUMBERS IN 2020

FINANCIAL STATEMENTS AS AT 31/12/2020

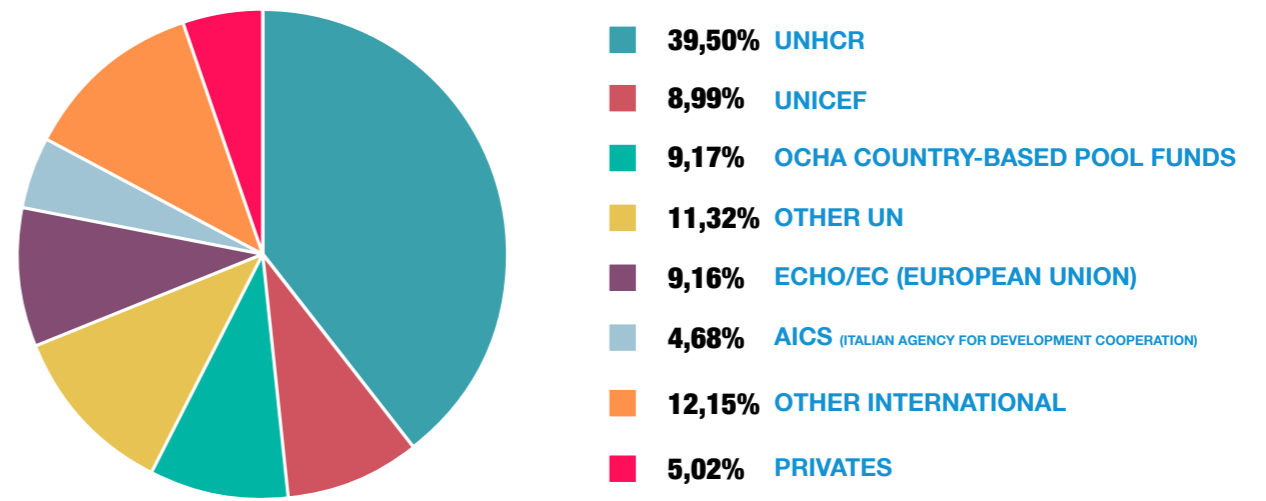
| | | |
|--|--|-----------------|
| | Total revenues | € 82,121,587.85 |
| | Total expenses | € 82,099,171.52 |
| | Expenses for Programmes | 92,83% |
| | Expenses for general structure | 6,69% |
| | Expenses for fundraising | 0,48% |
| | Number of donors (individuals) | 1.846 |
| | Revenues from Institutional Donors | € 77,088,843.04 |
| | Revenues from Private fundraising | € 4,174,287.27 |
| | Revenues from Corporate fundraising | € 17,709.04 |
| | Revenues from Foundations | € 484,491.64 |
| | Revenues from religious organisations | € 246,417.83 |



To download the 2020 Financial Statements, the notes and the report of the Supervisory Body,

USE THE QR CODE.

OUR DONORS



FOUNDATIONS



FIRMS



ADVISORY BOARD

The 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, supporting the fundraising activities of the Organisation. In 2020 INTERSOS Advisory Board was composed of:

- | | |
|------------------------|---------------------|
| 1. Raffaele Costantino | 6. Camilla Laureti |
| 2. Laura Maywald | 7. Marco Momigliano |
| 3. Nerina di Nunzio | |
| 4. Andrea Lanzone | |
| 5. Nancy Earle | |

RESPONDING TO COVID-19 THROUGH PHILANTHROPY

In March 2020, during the first phase of the COVID-19 pandemic in Italy, INTERSOS started to provide humanitarian assistance in Italy, prioritizing people that were hard to reach by official sanitary system, or were particularly vulnerable to the exposure of the virus due to poverty and less resources.

Our first step was to intensify the mobile socio-medical activities previously active in Rome and in the province of Foggia, and apply them to the prevention of COVID-19. Following the successful set up of the model there, INTERSOS replicated them in two other Italian regions, where exclusion and marginality are widespread: Sicily and Calabria.

The quick response and enhancement of these activities was possible thanks to the response of partners, foundations and philanthropic institutions, who chose to support the reconversion of operations right from the beginning, and provided the required economic means very quickly. This network of solidarity has allowed us to bear the extraordinary costs caused by the emergency response.

The expenses were linked to the transfer into new accommodation facilities of the people at INTERSOS24 in Rome; to the work of the medical staff and cultural mediators that supported the social-sanitary teams; to the personal protective equipment and lastly to the maintenance of the mobile clinics and the mobility of our staff.

Thanks to this generous support, INTERSOS was able to intervene at the beginning of the emergency, laying solid bases for an intervention that in the course of the year managed to protect the most fragile people and create virtuous mechanisms of dialogue between communities and territorial health authorities. In response to COVID-19, a chain of collaboration was thus created between public, private social and philanthropic bodies, with a significant impact on the containment of the virus among populations at risk and access to health.



ITALY © Martina Martelloni

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 (WASH)

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



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.



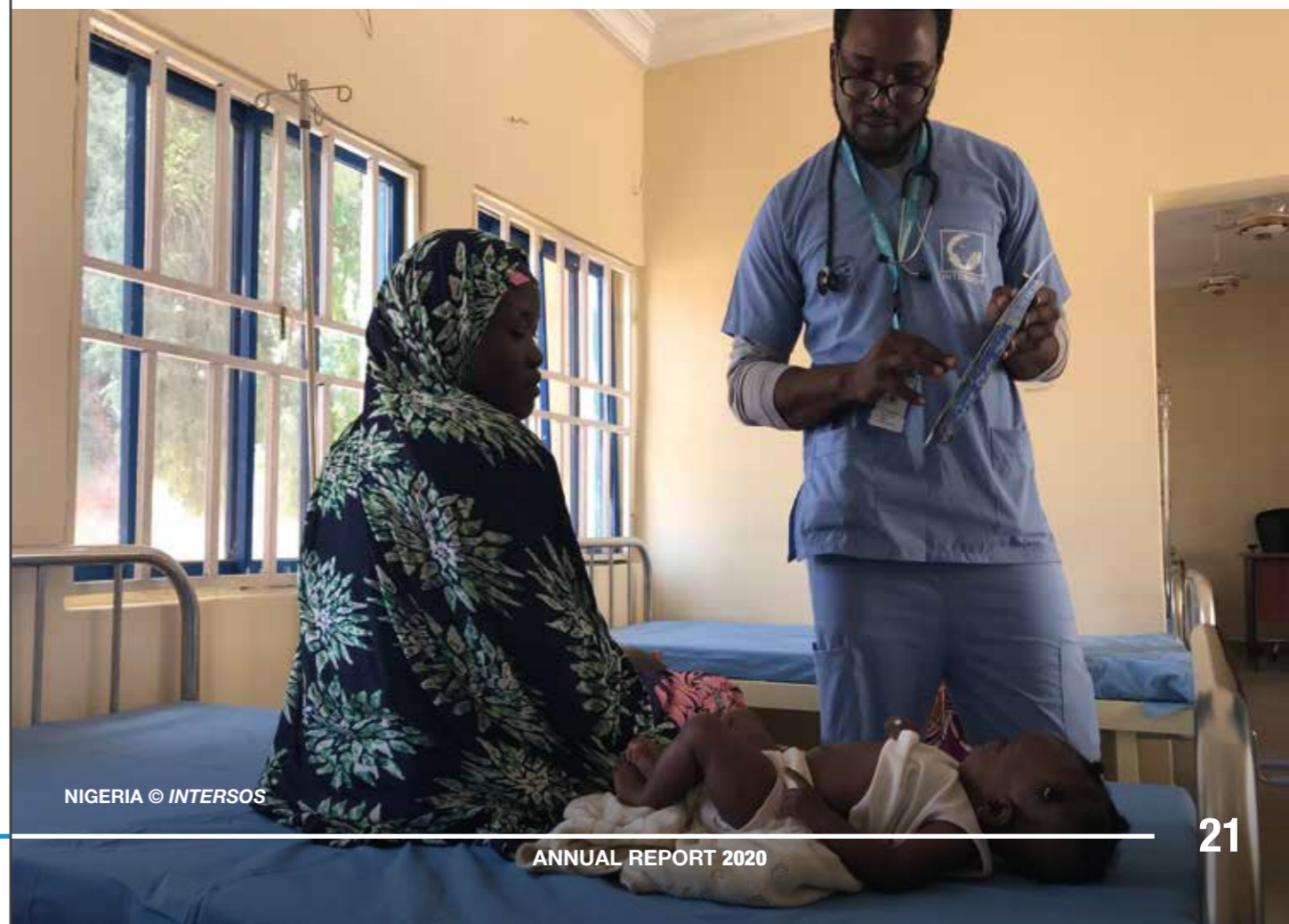
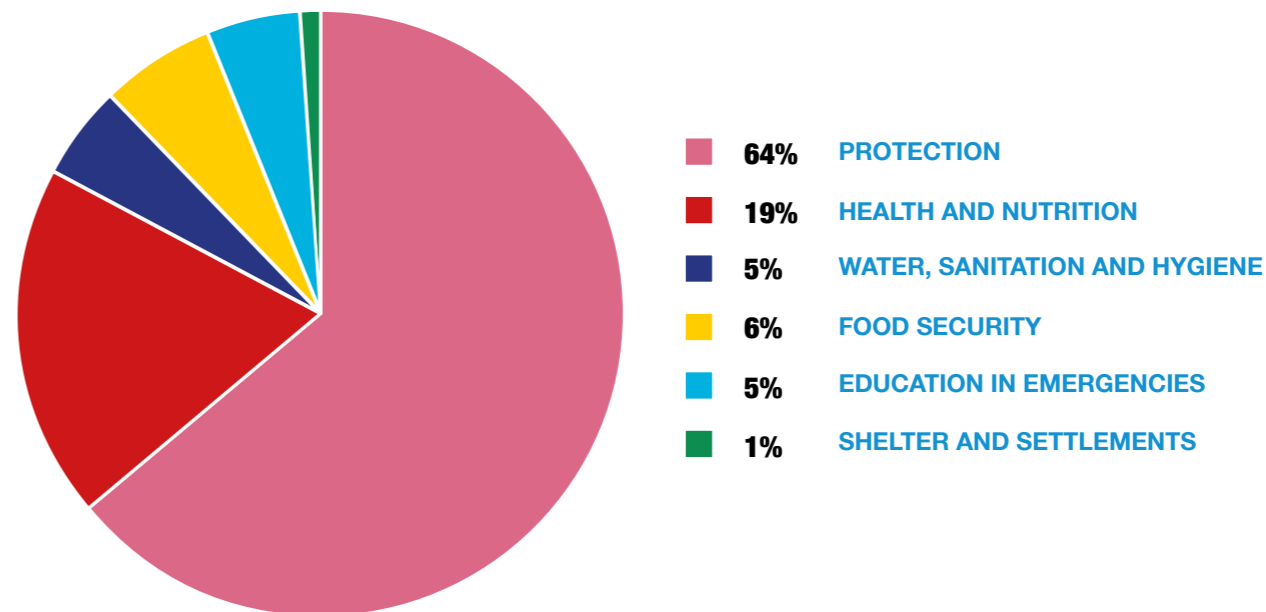
FOOD SECURITY AND LIVELIHOODS

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



EDUCATION IN EMERGENCIES

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



NIGERIA © INTERSOS

COVID-19: AN EXTERNAL EVALUATION OF INTERSOS RESPONSE

The impact that the COVID-19 pandemic had on a global scale, in almost every sphere of life both on individuals and communities is unlikely to be forgotten.

INTERSOS, like many other organisations, was faced with a double challenge: to react internally, in Italy - one of the countries most affected in the first months - and externally, in the 20 missions that were operational at the time. Today we can say that we have been able to continue our response, certainly with some adjustments and at times at a reduced pace, but the organisation as a whole has managed to maintain our service continuity by adapting activities to deal with the health emergency.

Given the challenging task of adapting and responding to COVID-19, INTERSOS commissioned an external consultancy to evaluate not only our ability to respond to the crisis, but also the appropriateness of the decision-making process related to the management of this crisis, with an eye to the communication approaches adopted and interdepartmental collaboration.

The evaluation included an in-depth desk review of the main documents and guidelines produced to deal with the crisis and 57 staff members' interviews, both at headquarters and mission staff. Below are the main results that emerged from this external evaluation:

ACTIVITIES MANAGEMENT AND ADAPTABILITY

Despite the many challenges, INTERSOS has successfully adapted its programming according to the restrictions caused by the pandemic, thus ensuring the continuation of its vital humanitarian services. A number of new interventions have also been developed to respond directly to the needs related to the health emergency. In Italy, INTERSOS has shown significant capacity for adaptation and innovation by converting all its operations to focus on the response to the pandemic.

At the same time, however, and especially in the initial months, the organisation was not fully prepared for the potential impact the pandemic could have on personnel, facilities and operations. For the missions, it was also difficult to strike the right balance and define priorities, given the need to adapt internal procedures to the situation on the one hand, and to ensure the continuity of community care operations on the other.

DECISION-MAKING PROCESS

The creation of a Crisis Management Team (CMT) and Country CMTs (CCMTs) specifically designed to oversee and coordinate the INTERSOS response to the COVID-19-related crisis was appropriate and in line with good crisis management practices. However, the role and authority levels of the CMT have not always been well understood by all internal stakeholders, and this has sometimes created misunderstandings and tensions.

COMMUNICATION

The volume of internal communications was excessive. This made it difficult for missions to prioritise reading and increased the risk of overlooking some critical communications.

Externally, there was an initial lack of available information which caused difficulties in ensuring effective communication with external audiences, particularly to support fundraising efforts. The establishment of a communication network a few months after the start of the crisis response resolved this problem.

INTERNAL COLLABORATION

Despite some internal misunderstandings, as a whole, all INTERSOS staff pulled together to ensure that the organisation was able to effectively continue to deliver vital humanitarian assistance. This required a significant effort, with teams working incredibly long hours over the first few months of the pandemic.

INTERSOS staff were flexible enough to try and work in line with new systems and procedures that were being developed at the same time as an unprecedented global crisis unfolded. The dedication and commitment of staff throughout the crisis response is therefore to be acknowledged.

WHY IS LEGAL ASSISTANCE IN HUMANITARIAN CONTEXTS AN ESSENTIAL HUMANITARIAN ACTIVITY?

Millions of forcibly displaced persons find themselves in unfamiliar and extraordinary situations, traumatised by physical and psychological shocks caused by wars, persecutions, human rights violations, political and economic instability, often leading to profound and extended disruption to all aspects of their lives, impacting access to health, education, homes, employment, and other basic necessities and services.

As important as life-saving support is, including food, water, shelter, health, protection and other basic necessities, there are many precarious legal issues that people who had to flee their homes may be facing, while at the same time completely unaware of their rights or those risks.

Legal awareness and assistance are foundational protection activities and often the first step in achieving durable solutions – as it may be leading to obtaining employment and livelihoods, or achieving residency status and avoiding the risk of deportation or detention with no due process. It may also be the initial step for achieving their right for resettlement in a third country, thousands of miles away from the horrors of wars.

INTERSOS provides legal assistance (awareness, counselling, assistance and representation) as part of a holistic protection approach that incorporates restoration of dignity, enhanced well-being, as well as prevention and response of abuse, violence and exploitation.

Legal awareness outreach ensures that forcibly displaced persons, especially those with special needs, girls and boys, men and women, LGBTIQ+ and other minority groups at risk of exclusion, receive information on the laws of the host countries, asylum procedures, obtaining birth registration and other civil documentation, information about legal residency, access to services and assistance, inheritance and property rights, access to work permits and livelihoods opportunities, and other legal issues.

An example of legal counselling objective is illustrated with a successful legal lawsuit outcome against the perpetrator of sexual abuse case over two young children in one of the countries where INTERSOS works, together with a protection order designed to keep the children safe. This was achieved through dedicated legal

action following receiving of sexual abuse allegations.

Similarly, the value of legal assistance is illustrated by a case of a 14-year old unaccompanied refugee boy in a host country, living without residency card, who was over a period of two years exposed to child exploitation, working in a hotel in exchange for food and accommodation. Despite an accepted application for family reunification in an EU country, the child was unable to complete the process and travel to his family. Following the assistance from INTERSOS lawyer, he was finally able to obtain an exit visa to travel and be reunited with his family.

Legal representation assistance is also essential when some of the most vulnerable individuals may be facing legal cases before an administrative or judicial body, religious court or traditional dispute settlement mechanism. This may include examples of representing the GBV survivors in court proceedings, such as divorce, alimony, custody and protection orders; or representation of a child affected by early/or forced marriage, sexual exploitation, child labour or custody issues. Rest assured, legal assistance is a hardcore humanitarian activity that requires highly capable and qualified legal staff, with expertise both in legal issues, principles and procedures, but also in specific vulnerabilities and needs faced by forcibly displaced populations, as well as on protection and on safe identification.



SYRIA © INTERSOS

Wherever possible, a good gender-balance must be maintained. Finally, the individual cases that are at the heart of this work require time, patience, high level of compassion and sensitivities, and above all – a human approach.

Dealing with individual cases can also be extremely complex and sensitive, either due to legal disputes between families, or discussions linked to religious and cultural norms. Sensitive approaches are extremely important to ensure that the protection against perpetrators of GBV cases is ensured and that the GBV survivors are not exposed to further harm.

Legal work requires a phenomenal amount of tact and diplomacy, as it can be politically sensitive, sometimes resulting in security issues or denial of access. For example, applying for civil documentation can be interpreted as a political act, declaring allegiance to the authorities releasing it, which is particularly sensitive in contexts with contestation of sovereignty. In some cases, INTERSOS legal staff representing asylum-seekers and refugees in deportation or extradition proceedings have experience of receiving anonymous threats from unidentified phone numbers. These situations demonstrate the complexity of this type of work and the continuous need to provide psycho-social support to staff involved with this work.

Despite being an essential protection activity, the importance of legal assistance to overcome protection vulnerabilities is often overlooked and underappreciated by the humanitarian system, as demonstrated by insufficient and short-term funding. More investment is needed to continue this important activity.

INTERSOS has conducted a research paper on legal aid in humanitarian settings, as a pledge to the Global Refugee Forum (GRF):

<https://www.intersos.org/en/provision-of-legal-aid-in-humanitarian-settings-intersos-latest-report/>



CHAD © INTERSOS

AFGHANISTAN

In Afghanistan, the conflict between government forces and Armed Opposition Groups (AOGs) continued to intensify in 2020, with a severe impact on civilians and hindering the access to basic services, including health care and education. The announced inter-Afghan peace talks have been repeatedly postponed, while the Doha agreement called for a gradual withdrawal of international troops.

In Afghanistan, 18.4 million people are in need of humanitarian assistance, out of which 53% are children and 22% are women, a number that has tripled since 2019, mainly due to the COVID-19 pandemic and its socio-economic effects. It is estimated that 87% of women in Afghanistan have survived gender-based violence in their lifetime and 25% of pregnant women have not had access to antenatal care. Only 54% of children have received the full vaccination package and currently 3.7 million children are out of school due to poverty, inadequate facilities, long distances, insufficient number of teachers and scarce learning resources.

In 2020, INTERSOS provided an integrated health, nutrition and protection programme using a community needs-based approach. The programme supported the provincial health system in the provinces of Kandahar, Zabul and Kabul in peripheral health facilities, and provided primary health assistance through mobile outreach teams in remote and underserved areas. INTERSOS multidisciplinary teams composed of medical staff and protection experts provided basic health and nutritional care services, referred people to specialist services, carried out awareness-raising activities, provided psychosocial support and interventions to ensure the livelihoods of vulnerable members of the host communities, returnees, mainly from Pakistan and Iran, and internally displaced persons from areas disputed between the government and armed opposition groups.

In addition, INTERSOS promoted the response to COVID-19 through the provision of personal protective equipment, triage and referral to specialist services.

RESULTS HIGHLIGHTS:



67,723 OUTPATIENT VISITS CARRIED OUT



30,742 PEOPLE REACHED BY AWARENESS SESSIONS PROMOTING GOOD HYGIENE PRACTICES



2,381 PEOPLE RECEIVED PSYCHOSOCIAL SUPPORT



274 PEOPLE RECEIVED TRAUMA FIRST AID

ACTIVITIES HIGHLIGHTS:

Spinboldak district, in Kandahar province, is one of the country's so-called "white zones": an area where, due to conflict, instability and insecurity, there are no hospitals or other state health facilities. Therefore, the population in these areas has no access to medical care, suffering from significant negative consequences especially for the most vulnerable. INTERSOS intervened in 12 villages in the Spinboldak district with a mobile clinic, with a medical team and a second team dedicated to psychosocial and legal assistance. Between August and December 2020, about 6,000 people were visited and received medicines and assistance. Of the nearly 11,000 consultations made, about 35% concerned children under the age of five.

2020

SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY 2001

PEOPLE REACHED 108,100

PROJECTS 8

BUDGET SPENT 2,114,462.26 €

AFGHANISTAN © INTERSOS



BURKINA FASO

In 2020 Burkina Faso experienced a steep increase in humanitarian needs due to a rise in violence and drought resulting from climate change, and compounded by the COVID-19 pandemic. Since 2019, the growing insecurity in the eastern part of the country has enhanced internal displacement, that reached over 1.2 million people, according to UNHCR data. The percentage of IDPs in the country is more than 5% of the whole population.

To address the crisis, INTERSOS started implementing projects in the sectors of protection (monitoring of vulnerabilities, prevention, support to survivors of gender violence and offering psychosocial support), as well as support to population with food security, WASH and education activities. Education activities were mainly carried out in the Sourou province, where in 2019/20 many schools closed down and close to 3,000 students (the majority of which located in Tougan, the province's capital) were left with no ability to obtain education.

In the highly insecure North of the country, INTERSOS focused on WASH and protection

assistance. This area is controlled by a plethora of armed groups, while at the same time, the conflict in the neighbouring Mali caused further displacement. In the Plateau-Central INTERSOS created 80 community protection structures to increase the involvement of communities and authorities in protection activities, and established 40 committees and 40 focal points in the communities. Even in areas made inaccessible by the presence of non-state armed groups, using key informants from these structures, INTERSOS is able to regularly collect information on incidents and humanitarian needs.

RESULTS HIGHLIGHTS:



14,000 PEOPLE WERE GIVEN ACCESS TO ADEQUATE SANITATION FACILITIES



6,659 PEOPLE SUPPORTED WITH PSYCHOSOCIAL ACTIVITIES



54,966 DISPLACED PEOPLE RECEIVED FOOD ASSISTANCE

ACTIVITIES HIGHLIGHTS:

In 2020 humanitarian access was severely limited due to conflict insecurity. This has impeded access to emergency food assistance for thousands of displaced people in the so-called “red zones”, including in Natiboani department, a village in the Fada region. The prolonged absence of humanitarian organizations there made the medical centres inaccessible and in deplorable conditions. A total of 4,883 displaced persons, including 458 children between 6 and 23 months old and 165 pregnant and lactating women, remained dependent on emergency food assistance. Responding to this situation, INTERSOS monitored and evaluated the food needs of the displaced people in Natiaboani and provided a general distribution of high-nutritional food for children and pregnant women, as well as continued malnutrition screening. These activities allowed 510 families to benefit from the urgent food and nutritional assistance.

2020

SECTORS OF INTERVENTION

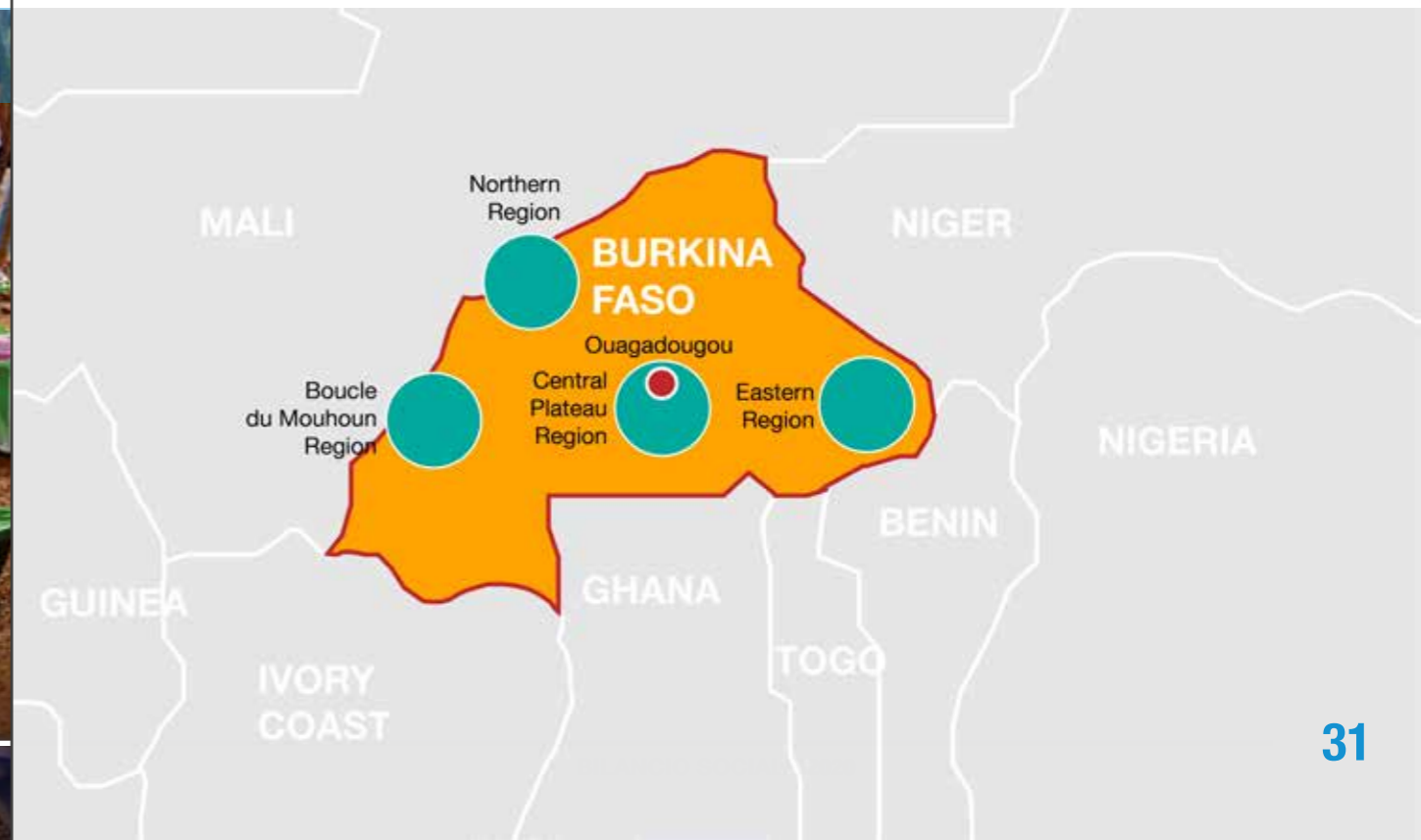
FIRST INTERVENTION IN THE COUNTRY 2019

PEOPLE REACHED 276,900

PROJECTS 9

BUDGET SPENT 2,494,699.58 €

BURKINA FASO © INTERSOS



CAMEROON

The humanitarian situation in Cameroon is increasingly fragile. After Nigeria, Cameroon is the country most affected by the conflict in the Lake Chad Basin in terms of population displacement and insecurity caused by attacks by armed groups. The North-West and South-West regions are subject to continuous attacks on civilians, homes and facilities hosting basic services, including health centres and schools. Fighting in the North-West and South-West region has resulted in the displacement of 705,800 people, according to OCHA. As of 31 December 2020, almost 2 million people were displaced within Cameroon, either as internally displaced persons, refugees or returnees. COVID-19 pandemic further worsened the situation, dramatically increasing the number of people in need of urgent assistance, from 3.9 million at the beginning of 2020 to 6.2 million out of a total population of 26 million.

In Cameroon, INTERSOS intervenes in the areas of protection, food security, water and hygiene, health, emergency shelter and distribution of Non-Food Items (NFIs). In the protection sector, INTERSOS provides case management services, support to children and survivors of gender-based violence, distribution of dignity kits for women and economic assistance. In addition, the Cameroon mission conducts vulnerability monitoring activities and offers legal aid services to vulnerable individuals.

Complementing the protection sector, INTERSOS focuses on the distribution to IDPs and host communities of various non-food items to respond to some of their essential needs (dignity kits and specific kits for mothers, tools, mobility aids for the elderly). The food security intervention, on the other hand, focuses on the consolidation of agricultural and animal production, the distribution of agricultural seeds and tools and the strengthening of resilience and autonomy of vulnerable populations. Activities in the water and sanitation sector focus on the construction and rehabilitation of water infrastructures and the promotion of hygiene practices.

In addition, INTERSOS promotes integration between the water and sanitation sector and the food security sector, with a specific focus on providing drinking water and improving irrigation infrastructures. Finally, in 2020, INTERSOS established a partnership with the Ministry of Health, which will enable the mission to start health projects during 2021. In this area, the organisation will promote access to primary care and mental health services, focusing on improving the care provided to women and children and responding to COVID-19 outbreaks.

RESULTS HIGHLIGHTS:



6,420 PEOPLE BENEFITED FROM SUPPORT FOR AGRICULTURAL AND LIVESTOCK ACTIVITIES



65,018 PEOPLE BENEFITED FROM 3,139.5 TONNES OF FOOD RATIONS



2,490 WOMEN AT RISK OF GENDER-BASED VIOLENCE RECEIVED PERSONAL HYGIENE KITS

ACTIVITIES HIGHLIGHTS:

As part of the awareness-raising activities against COVID-19, the mission initiated training sessions with people with hearing and visual impairments on prevention measures. These sessions were led by specialists using proper ways of communicating.

2020

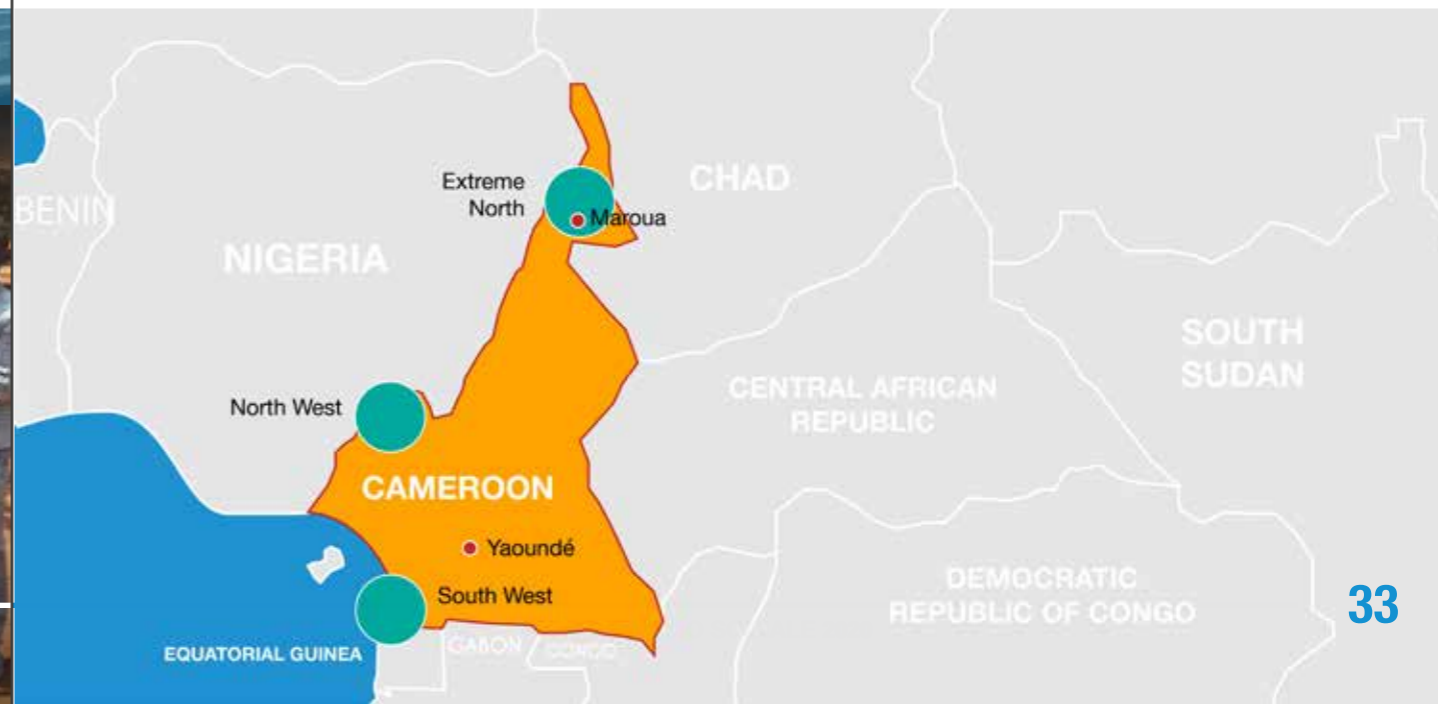


SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY**
2015
- PEOPLE REACHED**
697,800
- PROJECTS**
11
- BUDGET SPENT**
4,207,851.95 €



CAMEROON © INTERSOS



CHAD

With the exclusion of the Lake Chad basin, which has been experiencing many years of armed conflicts, the security situation in Chad in 2020 has partially improved.

However, during the final quarter of the year, the departments of Foulï, Kaya and Mamdi saw clashes between non-state armed groups. The protraction of the insecurity and the pandemic led to a general worsening of the humanitarian situation (with mass population movements), further deterioration in access to basic services; and a worsening of the nutritional situation, that included a General Acute Malnutrition Index at 12.9%, according to the country Humanitarian Response Plan. Moreover, the country has one of the highest maternal mortality rates in the world.

In 2020, Chad registered more than 935,725 displaced persons among which 481,645 were refugees and asylum seekers from Nigeria, Niger, Cameroon, as well as 336,124 IDPs and 135,956 returnees in the Lac province, East, North and South of the country.

INTERSOS provided multi-sectoral assistance in the Lac Province, where there are many displaced people. Specifically, INTERSOS teams conducted protection monitoring to identify the vulnerabilities in the settlements hosting displaced persons and refugees in the Region and distributed essential non-food items, and provided economic support to survivors of gender-based violence, and psychosocial support activities.

INTERSOS also provided health and nutrition assistance through mobile clinics and supported 14 medical centers, as well as a referral hospital in the area with assistance in primary health care, reproductive health and nutrition. Health activities were complemented by water and sanitation access interventions.

RESULTS HIGHLIGHTS:



1,080 FAMILIES SUPPORTED THROUGH ENHANCED AGRICULTURAL AND ANIMAL LIVELIHOODS



15,000 PEOPLE INVOLVED IN AWARENESS ACTIVITIES ON GOOD NUTRITION AND HYGIENE PRACTICES



30,543 PEOPLE MEDICALLY AND NUTRITIONALLY ASSISTED, INCLUDING 11,041 CHILDREN AND 6,158 PREGNANT WOMEN

ACTIVITIES HIGHLIGHTS:

In the islands and host villages of the departments of Mamdi and Kaya, INTERSOS launched activities to support and improve the living conditions of returnees and displaced populations through the distribution of agricultural tools to 2,214 producers and fishing kits and economic assistance to 58 groups of fishermen and women fish sellers. In addition, INTERSOS teams have built 686 family latrines and 130 waste pits, while also raising awareness among a population of 15,000 people about good food and hygiene practices.

2020SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY 2016**
- PEOPLE REACHED 41,600**
- PROJECTS 7**
- BUDGET SPENT 1,859,661.80 €**

CHAD © INTERSOS



COLOMBIA

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. In 2020, it is estimated that at least 5.1 million people were in need of humanitarian assistance. The escalation of the conflict, especially in isolated rural areas, extreme weather conditions and the arrival of refugees and migrants from Venezuela are some of the factors weighing the most on existing needs. Out of more than 5 million Venezuelans who have fled their country, nearly two million have settled in Colombia.

INTEROSOS has been active in Colombia since the end of 2019 in the departments of Arauca, Vichada, Norte de Santander and Putumayo, which correspond to the areas most affected by the migration crisis, the activities of armed groups and the loss of livelihoods.

Protection activities in the country covered migrants, returnees and other vulnerable people on the move, who were guaranteed access to protection pathways such as guidance and legal support regarding the regularisation process.

The WASH response included the provision of water tanks, hygiene kits and mosquito nets, as well as assessing the hygiene needs of schools, canteens, medical centres and emergency night shelters.

INTEROSOS also provided economic support through vouchers to cover the costs of legal documents, access to primary services, the purchase of basic necessities and temporary housing for families at risk of eviction.

RESULTS HIGHLIGHTS:



533 PEOPLE RECEIVED PRIMARY HEALTH CARE AND FINANCIAL SUPPORT TO ACCESS MEDICAL EXAMINATIONS



186 PEOPLE RECEIVED INDIVIDUAL PSYCHOSOCIAL SUPPORT (WITH 60% WOMEN)

ACTIVITIES HIGHLIGHTS:

In 2020 INTEROSOS organized training activities for host communities and managers of reception centers in Tame-Arauca. The trainings focused on the identification and referral to protection centers for victims of human trafficking, unaccompanied minors, and survivors of gender-based violence. Refresher seminars on humanitarian law and international protection standards have also been organized for staff and public officials who may face similar cases.

2020

SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY 2020

PEOPLE REACHED 10,800

PROJECTS 3

BUDGET SPENT 119,044.30 €

Asistencia Integral a Población Vulnerable

COLOMBIA © INTEROSOS



JORDAN

Jordan hosts 665,884 registered Syrian refugees, that is the equivalent of 7% of the Jordanian population. 83% of refugees live in hosting communities, while the remaining refugees live in 3 official refugee camps Zaatari (77,258 people), Azraq (36,874 people), and in the Emirati-Jordanian Camp (EJC) (6,537 people).

Although the border between Jordan and Syria was opened in October 2018, 90% of refugees do not consider it to be safe to return to Syria. Almost 11 years after the start of the crisis, the Syrian refugees living in the urban areas remain extremely vulnerable because they do not benefit from legal protection, they do not have access to sustainable sources of income, especially considering limitations to access to jobs in the formal economy. Such economic vulnerability hinders refugees' ability to meet their basic needs and access services such as education and health, leading to the adoption of negative coping strategies, such as buying food on credit, accepting exploitative, high-risk, or illegal temporary jobs, and reducing non-food expenditures.

Moreover, there is a strong correlation between taking children out of school, child marriage and child labour.

In 2020, INTERSOS in Jordan implemented activities in the sectors of protection, education and WASH. Support was offered to the survivors of gender-based violence, people at risk of GBV, and a tailored support to LBGTQI+ people. Vulnerable people, refugees or Jordanians, living outside the refugee camps (also in the hard to reach rural areas) have been identified and offered specialised psychosocial support (individually and in groups); legal counselling and emergency economic assistance.

Moreover, INTERSOS increased WASH activities for people living in informal settlements, through the rehabilitation of infrastructure and the installation of water tanks and mobile latrines. Finally, in the education sector, INTERSOS has helped out-of-school children to re-enter formal education or certified non-formal education.

RESULTS HIGHLIGHTS:



22,212 PEOPLE REACHED BY GENDER-BASED VIOLENCE PREVENTION AND RESPONSE ACTIVITIES



1,967 JORDANIAN AND SYRIAN CHILDREN ACCESSED INCLUSIVE EDUCATIONAL SERVICES WITH A SPECIFIC FOCUS ON PEOPLE WITH DISABILITIES



6,209 REFUGEES AND VULNERABLE JORDANIAN CITIZENS BENEFITED FROM CLEAN WATER ACCESS AND HYGIENE PRACTICE AWARENESS ACTIVITIES

ACTIVITIES HIGHLIGHTS:

In Jordan, INTERSOS consolidated a partnership with the Jordanian NGO FOCCEC, whose work focuses on supporting specific highly vulnerable groups, that are often hard to reach and extremely stigmatized, such as people living with HIV, sex workers and people who use drugs (PWUD). INTERSOS protection teams trained FOCCEC staff on standard identification procedures, management and referral of cases. At the same time, the specific harm reduction interventions implemented by FOCCEC allowed INTERSOS staff to come into contact with people from the LBGTQI+ community, ensuring their care, including psychosocial support and emergency economic assistance.

2020



SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY
2012

PEOPLE REACHED
30,300

PROJECTS
13

BUDGET SPENT
2,056,094.06 €

JORDAN © INTERSOS

LEBANON

SYRIA

IRAQ

ISRAEL

Ajlun governorate

Irbid governorate

Amman

Amman governorate

Madaba governorate

JORDAN

SAUDI ARABIA

EGYPT

Karak governorate

Tafila governorate

Maan governorate

GREECE

Since 2015, Greece has been one of the main gateways to the European Union for hundreds of thousands of people from the Middle East, Africa and Asia. War, as well as political and economic instability in different areas of the world have increased the number of migrants and asylum seekers entering Greece from the eastern maritime borders and by land. Starting in 2016 with the conclusion of the agreements between the European Union and Turkey and the start of border containment policies, which traps people, often waiting for years for an answer to their asylum claim, in inhuman and degrading conditions, Greece and in particular the Greek islands hosting the hotspots, have seen an increasing number of migrants and asylum seekers, reaching congestions.

In 2020, through the UNHCR's Emergency Support to Integration and Accommodation (ESTIA) programme, INTERSOS Hellas provided safe and decent accommodation to 3,631 refugees, and supported them through the work of social workers, psychologists and interpreters. 15,645 accompaniments and referrals to specialist services were made, facilitating access to regional public services such as hospitals and schools.

Since 2019, INTERSOS has been participating in the IOM's Hellenic Integration Support for Beneficiaries of International Protection (HELIOS) pilot programme, aimed at the integration of people benefitting from international protection into the Greek society. Within the framework of this project, INTERSOS identifies possible apartments suitable for reception, informs people in need of assistance about the benefits to which they are entitled to, and supports them in their paperwork, also referring people to the different specialised services.

In September 2020, following the fire that destroyed the Moria camp, INTERSOS intervened with an emergency team on the island of Lesbos, first supporting displaced people with food and basic necessities and then implementing protection activities for vulnerable women in the new camp set up by the government.

RESULTS HIGHLIGHTS:



1,683 ACCOMMODATION PLACES CREATED IN IOANNINA AND THESSALONIKI AND 3,631 PEOPLE ACCOMMODATED IN ESTIA SHELTERS



4,688 PSYCHOSOCIAL SUPPORT SESSIONS CARRIED OUT IN IOANNINA AND THESSALONIKI



1,750 FOOD PARCELS AND 6,872 NON-FOOD PARCELS DISTRIBUTED TO VULNERABLE PEOPLE IN LESBOS

ACTIVITIES HIGHLIGHTS:

After 48 hours from the fire that destroyed the Moria camp in Lesbos in September 2020, INTERSOS sent emergency personnel to the island who immediately provided food parcels the camp residents left on the streets with limited access to food, water, medical assistance and protection. When people were transferred to the new camp in Mavrovouni, INTERSOS continued to support vulnerable women in the camp, with the distribution of personal hygiene kits and conducting of vulnerability and protection needs assessments, particularly in relation to gender-based violence, followed by screening, and assessing the coverage and accessibility of existing services. A total of 303 vulnerable women accessed health, legal and psychological support services, while more than 4,000 women received basic assistance.

2020



SECTORS OF INTERVENTION



FIRST INTERVENTION IN THE COUNTRY
2016



PEOPLE REACHED
12,800



PROJECTS
3



BUDGET SPENT
180,196.07 €

GREECE © Silas Zindel



IRAQ

In 2020, Iraq's internal instability and social tensions that were exacerbated during the conflict led to the deterioration of living standards and lack of access to basic services for the most vulnerable. There were 4.1 million people in need, among which 1.77 million were in dire need of humanitarian assistance and 625,770 were IDPs. Moreover, over 240,000 Syrian refugees continue to reside in Iraq, according to OCHA. The COVID-19 pandemic has caused a steep increase in vulnerabilities of the already affected communities. It led to an increase in gender-based violence cases, child labour, and dropping out of school, along with deteriorating livelihoods opportunities.

INTERSOS teams provided consulting and legal assistance to IDPs and refugees in the camps, in the urban areas and in the rural areas of the country, where public services are either lacking or their capacities are insufficient to respond to the increased number of returnees.

Moreover, INTERSOS offers to women and men at risk or survivors of violence, exploitation and

abuse, structured assistance, including financial assistance, individual and group psychosocial support, and referral to specialized services. During the COVID-19 pandemic, INTERSOS supported the Iraqi health system establishing pre-triage and isolation rooms in 4 hospitals and 6 primary health care centers. It provided medical supplies and equipment, training and mentoring of health personnel on COVID-19 prevention and response, as well as awareness raising activities in health facilities and within communities with key messages to avoid infection.

Finally, INTERSOS supported the process of integrating refugee children into the Iraqi education system in 5 refugee camps (in Erbil and Sulaymaniyah) and one camp for internally displaced persons (Ninewa), in order to facilitate the enrollment of students in formal education.

RESULTS HIGHLIGHTS:



15,098 PEOPLE RECEIVED LEGAL ASSISTANCE OR COUNSELING



3,269 BOYS AND GIRLS HAVE BEEN PLACED IN NON-FORMAL EDUCATION PATHS



479 HEALTH WORKERS WERE TRAINED ON COVID-19 RESPONSE PRACTICES AND OTHER HEALTH ISSUES

ACTIVITIES HIGHLIGHTS:

In January 2020 INTERSOS started to support the treatment of patients with non-communicable diseases, including with mental health conditions, within a primary health care center in Telafar, Ninewa Governorate. INTERSOS is supporting the Department of Health to rationalize the resources of Iraq's basic care package, through improving the identification of cases with non-communicable diseases and mental health conditions; promoting regular case monitoring; and lastly, increasing awareness within the community about the symptoms of different diseases and the benefits of proper treatment.

2020



SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY 2003

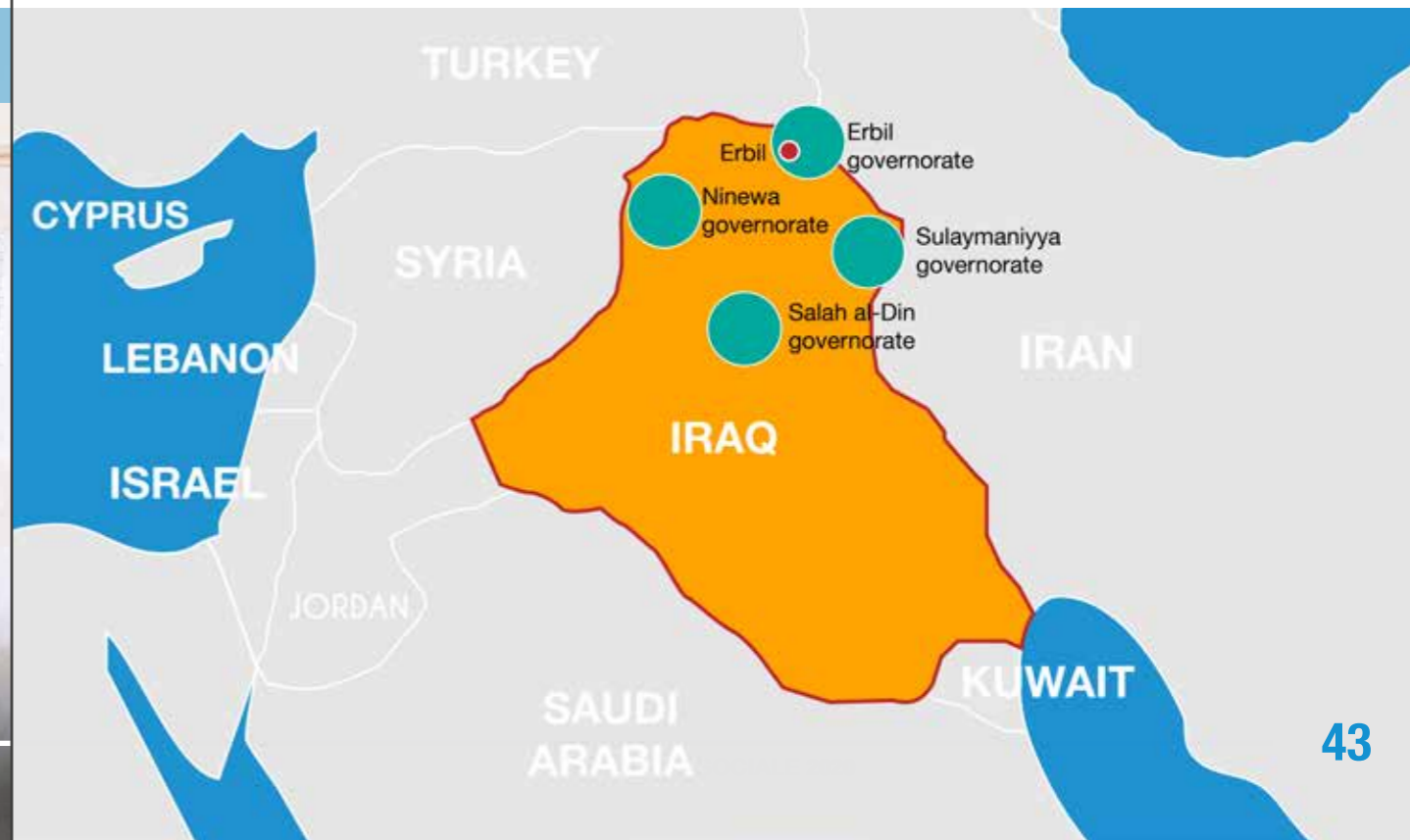
PEOPLE REACHED 130,300

PROJECTS 10

BUDGET SPENT 11,021,895.39 €



IRAQ © Gianmarco Maraviglia



ITALY

In Italy, more than 50,000 are living on the streets and have low access to hygiene facilities. Additionally, there are more people living in informal settlements and in overcrowded housing conditions. During the first COVID-19 epidemic wave that affected Italy, INTERSOS teams have rapidly enhanced the response in the country to address the sanitary needs of the most marginalized people of the society, given that they are the most vulnerable and potentially at higher risk of exposure to contagion. The goal was to preserve not only the individual health of the most vulnerable parts of the population, but also the community health, hence supporting the local medical system by contributing to containment of the spread of the pandemic.

Between February and March, social and health responses focused on the implementation of anti-COVID-19 measures aimed at the homeless and socially excluded population.

These activities were carried out in a number of squats in the city of Rome, in informal settlements near railway stations, at the reception centers for vulnerable persons, asylum seekers and

unaccompanied foreign minors, as well as in the main informal settlements of rural areas near Foggia that host up to 6,500 people during the winter season. INTERSOS mobile teams carried out health surveillance, health education and promotion activities, and distribution of hygiene kits.

As of April, INTERSOS - recalibrated its activities in the Calabria region in response to the national health emergency in collaboration with the local public health authorities of Crotona and Cosenza and with Calabria Region. In Sicily the activities to tackle the pandemic started in May and took place in the countryside around Cassibile, in the province of Syracuse, where several hundred seasonal workers settle during the summer season.

RESULTS HIGHLIGHTS:



1,693 PEOPLE SUPPORTED BY MOBILE TEAMS IN ROME THROUGH MEDICAL VISITS AND HEALTH EDUCATION SESSIONS



173 PEOPLE HOSTED IN THE PONTE BARZILAI CENTER AND THEN INCLUDED IN THE RECEPTION SYSTEM



3,285 PEOPLE REACHED BY DISTRIBUTIONS OF HYGIENIC-SANITARY KITS IN CAPITANATA SETTLEMENTS

ACTIVITIES HIGHLIGHTS:

Since March 2020, the process of inclusion of migrants in the reception system in the city of Rome has been blocked due to COVID-19. Thanks to the collaboration of INTERSOS with the Department of Social Policies of the Municipality of Rome and the Local Public Health Authority, in July 2020 the Barzilai Bridge Centre was opened. This is an intermediate structure used for the COVID-19 preventative isolation of people who are candidates for reception in the reception and integration system - that provides services to refugees, asylum seekers, Unaccompanied Asylum-Seeking Children (UASC) and foreigners entrusted to the social services on reaching majority age. The identification of this intermediate structure allowed the safe resumption of reception.

At the Centre, INTERSOS guarantees medical screenings on entry and exit.

2020



SECTORS OF INTERVENTION



FIRST INTERVENTION IN THE COUNTRY
2011



PEOPLE REACHED
8,800



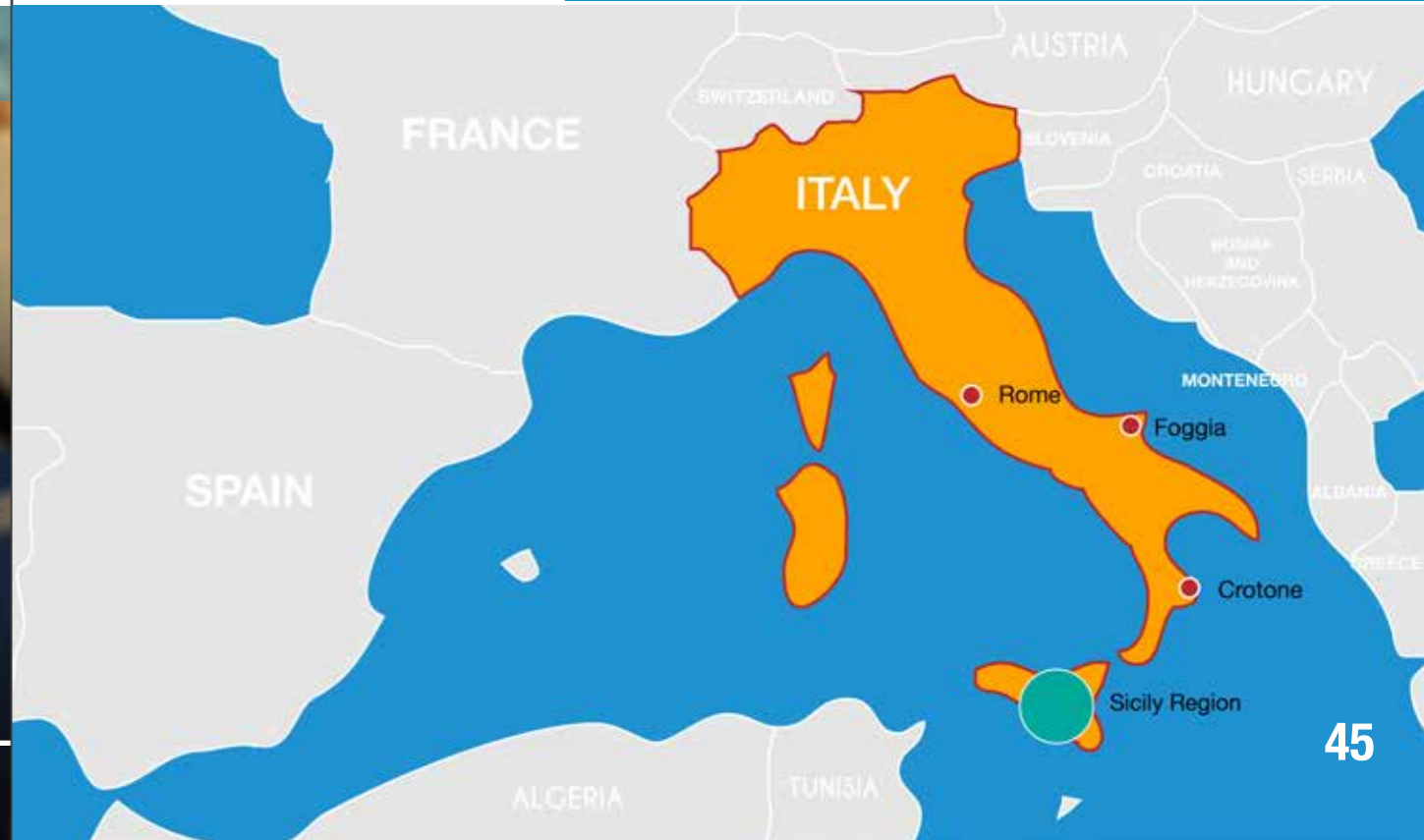
PROJECTS
46



BUDGET SPENT
2,000,227.45 €



ITALY © INTERSOS



ADVOCACY ACTIVITIES IN ITALY

One of the essential components of the intervention against the COVID-19 epidemic that INTERSOS set up in 2020 was a continuous advocacy activity, both at local and regional level, to help ensure the timely adoption of measures to prevent and contain the pandemic aimed at populations living in conditions of extreme marginality.

The institutional advocacy approach pursued by INTERSOS is based on collaboration between the public and private social sectors, other NGOs, supporting the health service and public policies while raising, when required, the criticalities and shortcomings that national and local institutions must overcome in order to guarantee the health wellbeing of individuals and communities.

For example, in the area around Foggia, the constructive dialogue with institutions has led to the activation of one of the first hotel facilities in Italy, located in San Giovanni Rotondo, for preventive isolation and quarantine of people living in the Capitanata settlements, and the launch by Puglia Region of hygiene and sanitation interventions for water supply in the Capitanata settlements.

The adoption of these risk mitigation measures was fundamental in contexts characterised by overcrowded housing and precarious sanitary conditions, both in the first months of the epidemic and especially in the summer months when the first positive cases appeared in the settlements. In addition, in response to the outbreak of COVID-19 positive cases in the informal settlement of Borgo Mezzanone a Special Continuity Care Unit's post was set up at the end of August. Additionally, a post to carry out PCR tests was active only for the period that saw a greater number of positive cases. Fifty isolation units (containers) were set up near the former track to ensure the temporary isolation of any suspected cases and, in addition, one of the 118 stations dedicated to the COVID-19 emergency was assigned exclusively to the Borgo Mezzanone site.

In Rome, right from the start of INTERSOS response to COVID-19, support from the Municipality of Rome was formalised, while operational collaboration was strengthened with the local public health authorities.

Among the most critical and complex issues faced in the Capital of Italy was the suspension of new admissions in the reception system, in March, with the exception of some particularly vulnerable categories. In collaboration with the network of organisations active on the territory and with the Municipality of Rome, INTERSOS initiated discussions with the Chief of Staff of the Lazio Region, the Councilor for

Social Policies, Welfare and Local Authorities, the Head of the Secretariat of the Department of Health and Social Health Integration and the Health Directorates of the local public health authorities. These discussions revealed the need to dedicate one or more facilities to the reception of homeless people with COVID-19 symptoms. As of early March, the Municipality of Rome proposed a collaboration agreement for the opening of a health emergency centre with 21 beds, intended for the reception of Italian and foreign homeless people in fragile conditions.

In addition, in May, INTERSOS signed a collaboration agreement with the Municipality of Rome to provide primary health support and training on COVID-19 preventative procedures for operators in 24 reception centres.

In July 2020, thanks to the collaboration with the Department of Social Policies and the local authorities, the "Centro Ponte Barzilai" was established, a facility for the preventive isolation of candidates for reception in the Reception and Integration System. This is a safe place equipped with single rooms and private services where candidates are able to conduct quarantine to ensure later on a safe entry into the reception circuit. INTERSOS guaranteed medical screening for these people, also providing orientation to services in response to the health needs detected.

The establishment of this type of reception has allowed the safe reopening of the centres for men and women with protection status, which would otherwise have been suspended for lack of prevention procedures, like all other reception facilities. The success of this experience led to the establishment, in January 2021, of a second structure dedicated to the insertion of single women or families, the "Centro Ponte Casa Bakhita", activated again through the protocol between the Social Policy Department of the Municipality of Rome and ASL RM2 with the support of INTERSOS for triage and health care.

LEBANON

During 2020 Lebanon has been characterized by multiple crises, creating a complex situation unlikely to be resolved in the imminent future. On one side the prolonged Syrian crisis made Lebanon the country with the highest number of refugees per capita in the world. On the other hand, there has been a massive impact on the most vulnerable (refugees and local populations) of the economic crisis that began in 2019 and worsened in 2020, in the midst of political instability, further compounded by the COVID-19 pandemic. The explosion at the Port of Beirut had devastating immediate and medium-term negative consequences on the local socio-economic environment.

The already complicated living conditions of the refugees in the country, together with a reduced ability of the central government and national authorities to provide basic services, created a constant need for humanitarian assistance for the most vulnerable. Responding to this deteriorated situation, INTERSOS further strengthened its protection assistance to the ongoing and new needs and vulnerabilities.

INTERSOS Lebanon was able to ensure the necessary flexibility, quickly converting projects in the areas of distribution and emergency shelter in response to the explosion in Beirut. It has also adapted to the conditions imposed by the COVID-19 pandemic for emergency education activities, basic assistance programmes, as well as protection and legal assistance activities carried out by mobile teams, particularly in the Bekaa Valley.

RESULTS HIGHLIGHTS:



923 HOUSING UNITS AND 21 COMMON AREAS REHABILITATED FOLLOWING THE BLAST IN BEIRUT



3,969 PEOPLE TAKEN CARE OF THROUGH PROTECTION ACTIVITIES THROUGHOUT THE COUNTRY

ACTIVITIES HIGHLIGHTS:

INTERSOS immediately intervened following the explosion in the port of Beirut, sending teams to the field to conduct rapid needs assessment, and gather data on the main humanitarian needs. Coordination mechanisms were immediately activated with the authorities and donors to obtain immediate funds for an emergency response. This enabled economic support to vulnerable families and individuals, with particular attention to survivors of violence, psychological counseling, psychosocial support, vulnerability monitoring, legal assistance, protection activities and rehabilitation of emergency shelters.

2020



SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY
2006

PEOPLE REACHED
321,800

PROJECTS
10

BUDGET SPENT
9,418,263.97 €



LEBANON © Parazar



LIBYA

The direct and indirect consequences of the global pandemic worsened the humanitarian crisis, already aggravated by the prolonged internal conflict, the forced displacement to other areas of the country, and lastly, the destruction of and damage to private property and public infrastructure, including water and energy supplies.

Libya hosts 348,000 migrants, identified and located by IOM, while the actual figures might be way higher, and 173,000 Internally Displaced People. Almost all of them need some form of protection and many of them do not have access to services.

In 2020, INTERSOS implemented programmes in the sectors of emergency protection and education. These involved informal education activities, psychosocial support, and parent and caregiver support.

INTERSOS has also worked on enhancing social cohesion and promoting mutual understanding among members of host communities, migrants and IDPs. In the areas dedicated to children INTERSOS

has offered Child Protective Services, psychosocial support, as well as outreach sessions for children and their families. Additionally, within these centers, boys and girls with particular vulnerabilities were identified and referred to other specialised services, including formal education and dedicated assistance to gender-based violence survivors. The centers also support outreach services to underserved outlying areas of Tripoli, Benghazi and Sebha.

RESULTS HIGHLIGHTS:



1,393 CHILDREN ATTENDED INFORMAL EDUCATION ACTIVITIES AND RECEIVED EDUCATIONAL MATERIALS AND SCHOOL SUPPLIES



1,685 CHILDREN RECEIVED PSYCHOSOCIAL SUPPORT



3,842 CAREGIVERS ATTENDED PARENTING AWARENESS AND SUPPORT SESSIONS

ACTIVITIES HIGHLIGHTS:

In 2020, INTERSOS in Libya opened a protected space dedicated to girls and women in Sabha and provided awareness sessions on the prevention of gender-based violence, as well as psychosocial support, both through group and individual sessions. Although discussing gender-based violence is still a very sensitive topic in the remote context of Sabha due to cultural norms and social stigma, the activities involved a significant number of participants, with 75 girls and women attending during last year, thus strengthening the awareness of women's networks in the area.

2020

FIRST INTERVENTION IN THE COUNTRY
2018

PEOPLE REACHED
8,400

PROJECTS
6

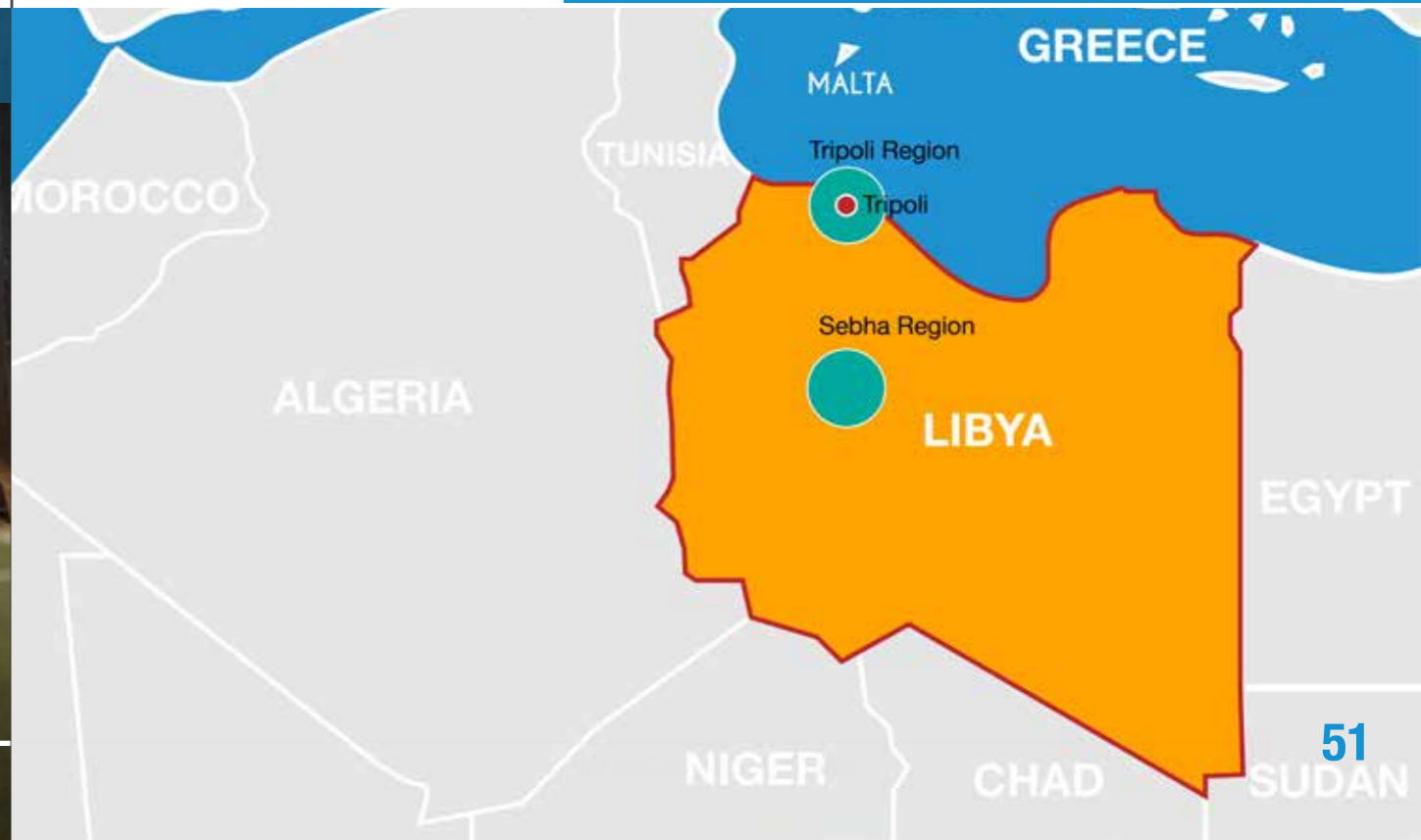
BUDGET SPENT
1,449,362.19 €



SECTORS OF INTERVENTION



LIBYA © INTERSOS



NIGER

In just one year, the humanitarian situation in Niger has deteriorated sharply, with an increase of people in need of humanitarian assistance from 2.9 million at the end of 2019 to 3.8 million people at the end of 2020, according to OCHA HNO. The country is experiencing several humanitarian crises, which have intensified in recent years, including the ongoing chronic food insecurity and malnutrition, seasonal epidemics, chronic drought, flooding as well as armed attacks, criminal activities and, in 2020, the COVID-19 pandemic. All this is worsening the existing poverty levels and increasing humanitarian needs.

INTERMEDIARY SOCIETY OF SOCIAL ORGANISATIONS has been working in the country since 2019 in the field of child protection and education of refugees and asylum seekers. Initially, the project was implemented in the humanitarian centre in Agadez and then, from June 2019, in the humanitarian centre in Hamdallaye. Activities in both centres continued in 2020.

Heavy rains in August 2020 caused flooding in many villages and towns around Madaoua, in the Tahoua region. Since October 2020, INTERMEDIARY SOCIETY OF SOCIAL ORGANISATIONS has been

contributing to improving the living conditions in six of the affected towns, through a project focusing on access to clean water and sanitation, distributions of basic necessities and prevention of the spread of COVID-19.

RESULTS HIGHLIGHTS:



214 MINORS RECEIVED VOCATIONAL TRAINING



1 PROTECTION CENTRE FOR UNACCOMPANIED ASYLUM-SEEKING CHILDREN (10-13 YEARS OLD) OPENED IN AGADEZ

ACTIVITIES HIGHLIGHTS:

In partnership with UNHCR, the Municipality of Turin, the Pastoral Care of Migrants (Office of the Diocese of Turin), the CPIA Piemonte Network, Terremondo cooperative, ASAI and Mosaico - Azioni per i Rifugi associations, INTERMEDIARY SOCIETY OF SOCIAL ORGANISATIONS has launched a pilot project aimed at creating humanitarian corridors to Italy for refugee minor students. Foster families will take care of them and support their studies and social inclusion.

2020



SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY **2019**

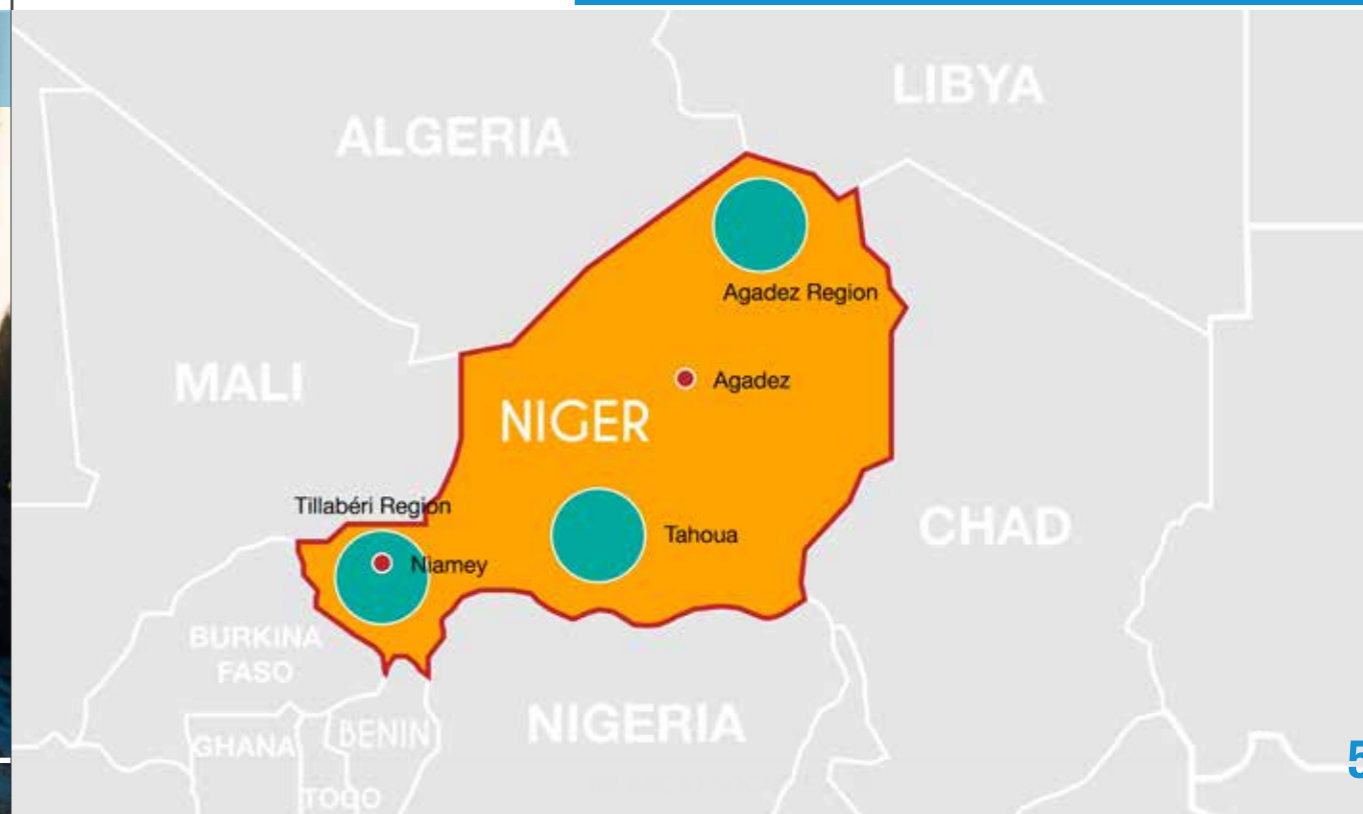
PEOPLE REACHED **17,600**

PROJECTS **5**

BUDGET SPENT **1,275,734.94 €**



NIGER © Pastonesi



NIGERIA

A decade-long armed conflict in North-East Nigeria has continued to cause vast population movements and has impaired access to essential services in the region during 2020. Last year there were approximately 7.9 million people in need of humanitarian assistance. More than 75% of people living in Borno State are without basic services, and many among them live in hard-to-reach locations. The situation in the region has been further aggravated by the negative fallout from the COVID-19 pandemic.

INTERSOS intervention included provision of life-saving health interventions in areas of the State of Borno where there are no health services, as well as malnutrition screening services and referral to specialized facilities in the areas of Magumeri, Bama, Ngala and Dikwa. In addition, the staff runs therapeutic outpatient programmes in the areas of Bama and Magumeri and a center for the treatment of cases of severe acute malnutrition with and without complications in Magumeri.

Responding to the high number of displaced people in the region, INTERSOS carries out Camp

Management and Camp Coordination (CCCM) activities in refugee camps in Banki, Ngala, Monguno, and Mobbaro, ensuring proper screening, registration, and housing of new arrivals.

COVID-19 and the resulting movement restrictions have had a negative impact on agricultural work and other self-supporting activities. For this reason INTERSOS supports food distributions in the areas of Magumeri, Damasak, Banki and Ngala, in Borno State, and creates livelihood opportunities for the most vulnerable people in Banki, Ngala and Damasak.

In the field of protection, INTERSOS carries out GBV prevention campaigns and provides care for survivors of gender-based violence in the areas of Monguno, Magumeri, Bama, Ngala and Dikwa. In addition, INTERSOS implements the monitoring of protection and safeguarding needs among new arrivals in the areas of Monguno and Ngala.

RESULTS HIGHLIGHTS:



380,906 OUTPATIENT VISITS TO SUPPORTED HEALTH FACILITIES



62,000 FOOD INSECURE INDIVIDUALS WERE ASSISTED WITH FOOD (19,814 MT)



5,765 PEOPLE ACCESSED GENDER-BASED VIOLENCE RISK MITIGATION SERVICES

ACTIVITIES HIGHLIGHTS:

In 2020, following the outbreak of the COVID-19 pandemic, INTERSOS adopted the Family/Mother MUAC (Mid-Upper Arm Circumference) approach. Seeing that families were reluctant to go to health centers due to fear of becoming infected with the coronavirus, family members (mothers and other caregivers) were educated on the use of simple tri-color MUAC tape to screen and identify malnourished children at home. From June 2020, when the approach was tested, to March 2021, 12,565 caregivers were trained, 9,275 MUAC tapes were distributed, 21,985 children were examined at home, and 4,964 children were referred to health facilities, 3,043 of whom subsequently accessed the nutrition programme.

2020

SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY
2016

PEOPLE REACHED
625,200

PROJECTS
19

BUDGET SPENT
8,201,495.75 €

NIGERIA © INTERSOS



CENTRAL AFRICAN REPUBLIC

During 2020, the Central African Republic faced increasing internal security problems which, combined with the consequences of the COVID-19 pandemic, resulted in mass displacement and further deterioration of basic services. In December, when the Constitutional Court invalidated François Bozizé's candidature in the presidential elections, armed opposition groups launched a series of attacks and took control of almost the entire country. Some 200,000 people have fled, 50% of whom are internally displaced. In response to this situation, INTERSOS has implemented emergency responses in various sectors.

The monitoring activity conducted by INTERSOS highlighted major protection issues of children and women, with more than 40% of children identified as vulnerable and 3,552 protection incidents recorded (47% of which were cases of gender-based violence). INTERSOS response included the distribution of emergency kits and financial support to survivors of gender-based violence. Among the numerous psychosocial support activities implemented in the settlements of Ouham Pende,

Ouham, Nana Grebizi, Kemo, Ouaka, Bamingui and Haute Kotto, specific psychosocial support and community and socio-economic reintegration activities were targeted unaccompanied minors and children escaped from armed groups.

INTERSOS supported 20 health centres in Bozoum district with nutritional care of displaced children and women from the area. Finally, INTERSOS built emergency latrines and showers, conducted awareness-raising activities and distributed hygiene kits against COVID-19 in the camps for displaced people in Kabo and Sido. In addition, 1,321 radios and USB sticks with messages on COVID-19 prevention were distributed to families in Nana and Kemo. Awareness-raising activities on gender and inclusion of people with disabilities were included in

RESULTS HIGHLIGHTS:



11,483 DISPLACED HOUSEHOLDS RECEIVED SHELTER AND HYGIENE KITS (COVID-19 PREVENTION)



152 UNACCOMPANIED MINORS AND 214 MINORS PREVIOUSLY ENROLLED IN ARMED FORCES AND GROUPS REUNITED WITH THEIR FAMILIES



10,267 MOTHERS RECEIVED SENSITISATION SESSIONS ON INFANT FEEDING PRACTICES IN 20 HEALTH CENTRES

ACTIVITIES HIGHLIGHTS:

INTERSOS organised 10 Temporary Spaces for Learning and Child Protection in the settlements for displaced people controlled by MINUSCA (United Nations Multidimensional Integrated Stabilisation Mission in the Central African Republic) in Birao (Vakaga Prefecture), for emergency education of vulnerable children. Remedial classes were provided for 1,540 children (464 girls), divided into 12 classes, who had dropped out of school in Nana Gribizi Prefecture. In addition, 238 parents and 116 teachers (including 13 women) were trained in specialised pedagogy and psychosocial support.

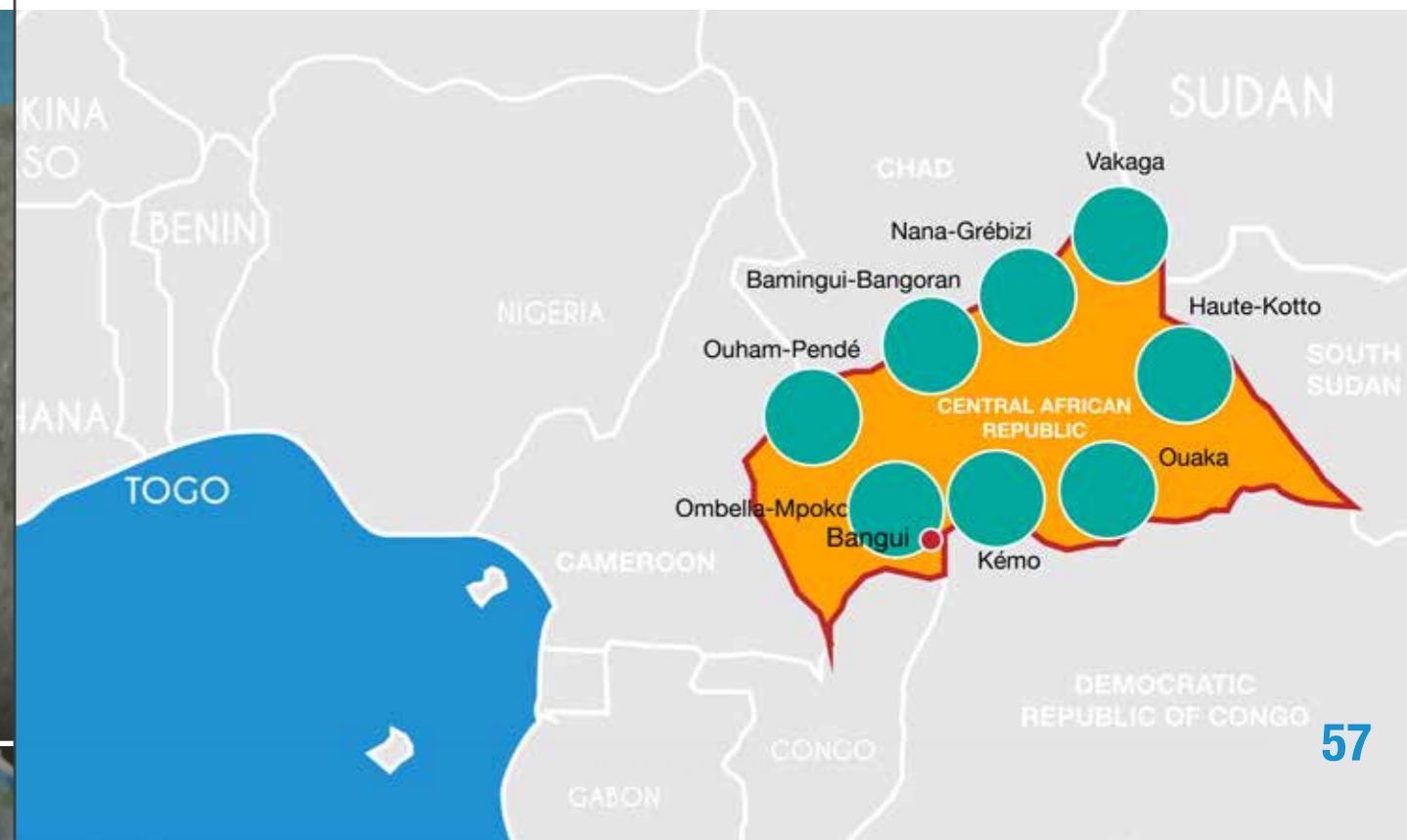
2020



SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY 2014**
- PEOPLE REACHED 53,600**
- PROJECTS 12**
- BUDGET SPENT 2,902,153.35 €**

CENTRAL AFRICAN REPUBLIC © INTERSOS



DEMOCRATIC REPUBLIC OF CONGO

The Democratic Republic of Congo (DRC) continues to face a complex humanitarian crisis.

In 2020 the situation was exacerbated with worsening levels of violence in several areas of the country, particularly in the eastern regions, leading to a rise in the estimated number of internally displaced persons to 5.2 million, plus 1.4 million returnees to the country at the end of 2020.

The current crisis is aggravated by food insecurity and epidemics. DRC is currently the country with the highest number of food insecure people (21.8 million), with 4.4 million people suffering from acute malnutrition, 3.5 million of whom are children under five.

In 2020, the Congolese health system also faced five epidemics: COVID-19, Ebola, measles, cholera and malaria. All these diseases, with the exception of COVID-19, were concentrated primarily in the east of the country, where humanitarian needs are most significant.

In order to respond to the humanitarian crisis, INTERSOS has concentrated its efforts in the four most affected provinces of the East, through extensive monitoring of vulnerabilities and humanitarian needs, which contributed towards informing the entire humanitarian response. On the basis of the data collected, INTERSOS carried out interventions in response to gender-based violence, and provided referral of people to specialist services.

In order to address the food crisis, nutrition and livelihood support activities were strengthened in South Kivu, and distributions of basic necessities and cash for food were carried out in South Kivu and Ituri.

Finally, in response to COVID-19, INTERSOS supported three health centers in Tanganyika to combat the spread of the virus.

RESULTS HIGHLIGHTS:



7,000 HOUSEHOLDS SUPPORTED THROUGH EMPLOYMENT OPPORTUNITIES IN AGRICULTURE



24,029 CHILDREN TREATED FOR MALNUTRITION AND SUCCESSFULLY DISCHARGED



590,414 PEOPLE MADE AWARE OF PREVENTIVE MEASURES AGAINST COVID-19

ACTIVITIES HIGHLIGHTS:

In response to COVID-19, INTERSOS supported the local health system through the provision of personal protective equipment (PPE) and medical equipment in Tanganyika province, and a hotline to provide affected populations with timely and reliable information regarding the virus and available medical services. Through the hotline, communities also had access to telephone counseling, which sometimes included redirection to specialized services. Such activity proved effective in countering the negative impact of COVID-19 and its restrictive measures with respect to increased issues related to gender-based violence and child protection.

2020



SECTORS OF INTERVENTION

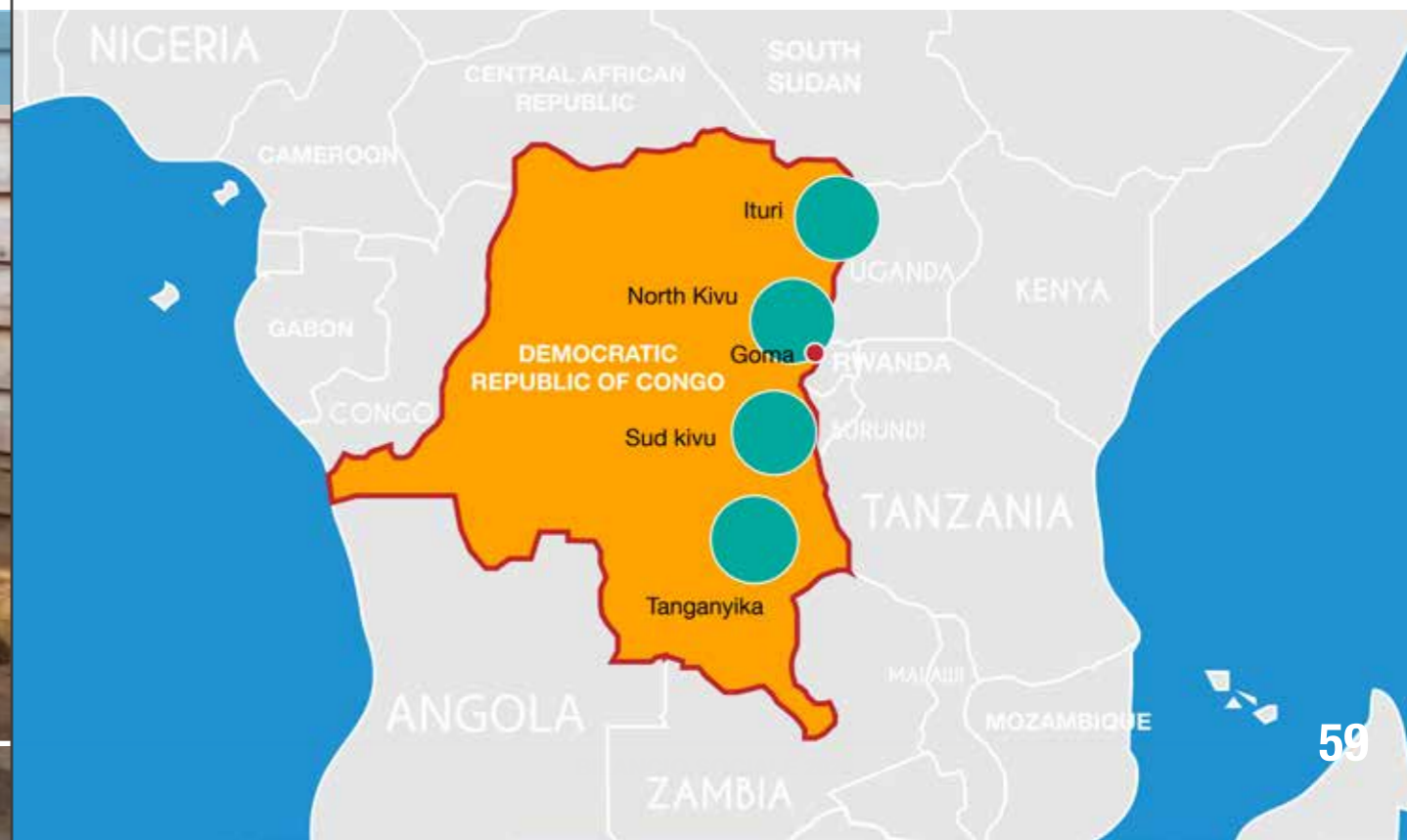
FIRST INTERVENTION IN THE COUNTRY 2009

PEOPLE REACHED 662,900

PROJECTS 14

BUDGET SPENT 3,683,684.91 €

DEMOCRATIC REPUBLIC OF CONGO © INTERSOS



SYRIA

In 2020, there were 6.1 million internally displaced people in Syria and 11.1 million people were in need of humanitarian assistance (4.7 million among them acutely).

Due to the ongoing conflict, essential civic infrastructure, including schools, water mains, health facilities and homes, suffered extensive damage or destruction.

Living conditions remain tragic, due to limits in access to essential services and livelihoods. It is estimated that more than 80% of the population lives below the poverty line. The economic crisis has further slowed the chances of recovery for the Syrian population and increased the number of vulnerable communities.

INTERSOS was officially registered in Syria in 2019, with the main office established in Damascus with a field base opened in the city of Hama. In 2020 INTERSOS implemented multiple interventions in various sectors, including protection support to the most vulnerable people; health capacity building

(in particular for infection prevention and control, starting with COVID-19, and risk communication); distribution of winter non-food items to help the affected population cope with difficult winter weather conditions.

RESULTS HIGHLIGHTS:



5 HEALTH CENTERS STRENGTHENED THROUGH TRAINING OF HEALTH WORKERS ON PREVENTION AND RESPONSE TO THE COVID-19 PANDEMIC



11,415 CHILDREN, BOYS AND GIRLS, RECEIVED PSYCHOSOCIAL SUPPORT



8,125 PEOPLE WERE REACHED THROUGH THE DISTRIBUTION OF 1,625 NON-FOOD WINTER KITS

ACTIVITIES HIGHLIGHTS:

Responding to COVID-19, in cooperation with SARC (Syrian Arab Red Crescent), INTERSOS has developed and disseminated communication campaigns as part of its prevention and response strategy. Using a participatory approach, the campaign seeks to decrease the exposure and misinformation related to COVID-19 among vulnerable populations.

2020

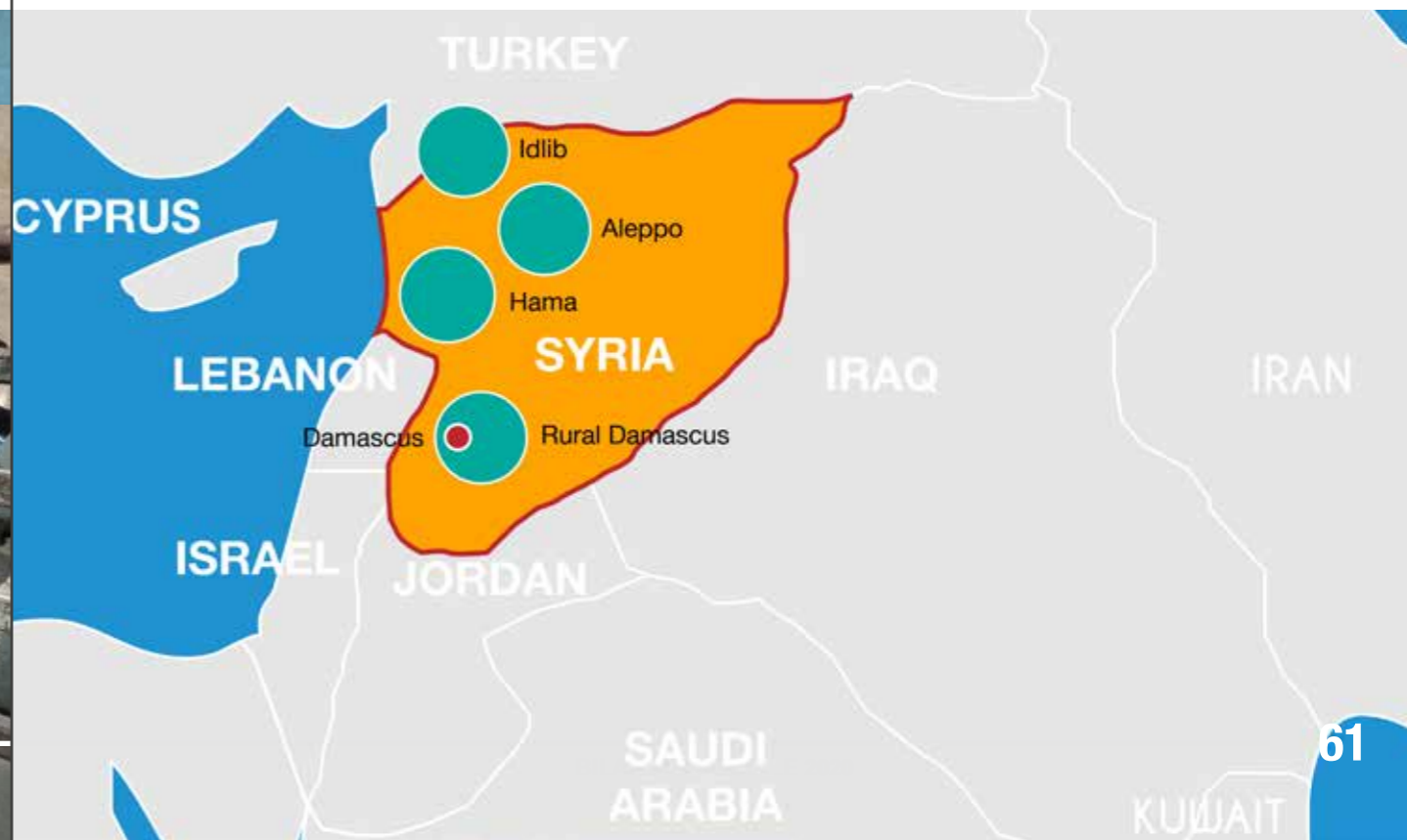


SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY**
2019
- PEOPLE REACHED**
31,400
- PROJECTS**
8
- BUDGET SPENT**
877,064.76 €



SYRIA © INTERSOS



SOMALIA

In 2020, the humanitarian crisis in Somalia due to ongoing conflict was further exacerbated by extensive flooding, a desert locust infestation, and the COVID-19. Furthermore, climate change continues to be a major cause of displacement and food insecurity in Somalia.

In 2020, floods displaced 919,000 people and destroyed essential infrastructure, negatively impacting access to water and sanitation services. The ongoing conflict has continued to deteriorate community resilience and increased the incidence of the protection sector threats (particularly in the form of severe gender-based violence and significant numbers of unaccompanied migrant children), often in correlation with armed groups.

During 2020 INTERSOS Somalia focused its efforts in the Middle Shabelle and Bay regions, delivering health services through the management of the Jowhar Regional Hospital, including immunization campaigns, support to nutrition centers, and primary and secondary health care.

INTEROS' response has also focused on the provision of services to Somali children. The activities included school enrollment and the provision of school meals, child protection services that included addressing gender-based violence cases, support to returnees, as well as vocational training for children formerly associated with armed groups.

Following a careful analysis of operations and the level of risk in the country in relation to the activities implemented and the value of impact, 2020 saw the final year of INTERSOS presence in Somalia, with main projects, including the Jowhar Hospital, handed over to other humanitarian actors.

RESULTS HIGHLIGHTS:



3,123 CHILDREN PLACED IN THE FORMAL EDUCATION SYSTEM.



333,440 CHILDREN UNDER ONE YEAR OLD ACCESSED ROUTINE IMMUNIZATION SERVICES



36,905 PEOPLE BENEFITED FROM IMPROVEMENTS IN ACCESS TO SAFE WATER

ACTIVITIES HIGHLIGHTS:

INTEROS Somalia in 2020 hosted two temporary vocational training and care centers for minors formerly associated with armed groups. Before the pandemic, minors regularly attended schools in their communities, but due to COVID-19 this activity was suspended. During the lockdown, the staff trained them in making protective masks and designing innovative handwashing prototype points, which when rolled out to the communities, supported the prevention of the spread of the virus.

2020

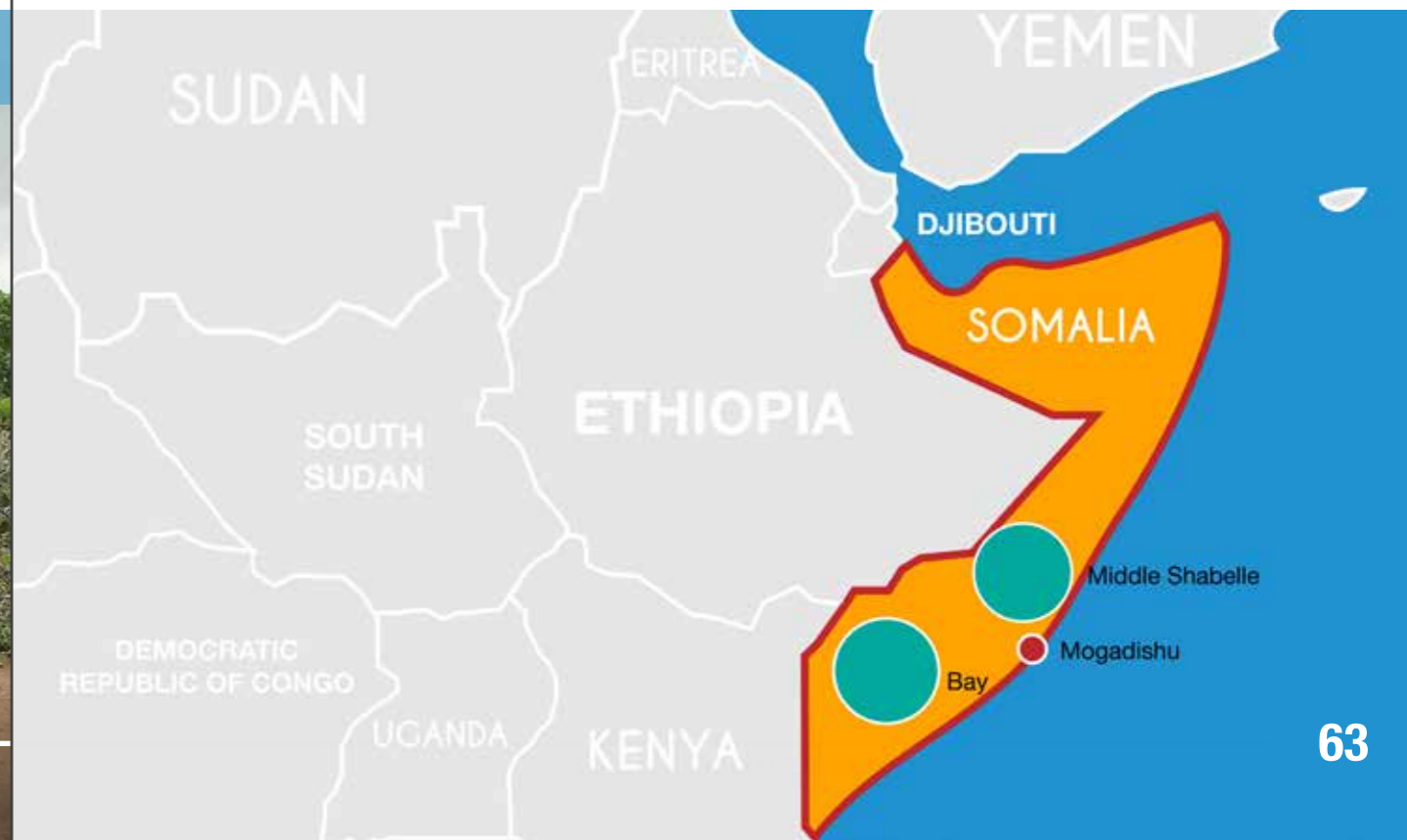


SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY 1992
- PEOPLE REACHED 648,500
- PROJECTS 20
- BUDGET SPENT 4,590,101.47 €



SOMALIA © INTERSOS



SOUTH SUDAN

Since gaining independence from Sudan in 2011, South Sudan has been considered a country in humanitarian crisis. In 2020, communities were hit by a triple shock: the escalation of armed conflict and intercommunal violence, extensive flooding for the second consecutive year and the impact of COVID-19. These three concomitant factors have significantly worsened an already serious food insecurity situation. By the end of 2020, pockets of famine had been identified in five counties, mainly in Jonglei State, and the situation is expected to deteriorate further in 2021. As the situation has deteriorated, the resilience of the population has weakened, prompting families to adopt negative coping practices such as child labour and child marriage, thereby increasing the number of women and girls experiencing extreme levels of gender-based violence and psychosocial distress. Poor humanitarian situation in South Sudan is illustrated by a rise in the number of people requiring humanitarian assistance in 2021 from 7.5 million to an estimated 8.3 million people.

In response to the ongoing humanitarian crisis, INTERSOS activities during 2020 focused on Jonglei State, which has been the most affected by flooding and intercommunal violence. The leading sector of intervention remained protection, with a particular focus on services related to gender-based violence, in three different localities: Akobo, Ayod and Lankien. In Akobo, in addition to protection activities, INTERSOS also carries out immediate food security assistance for the most vulnerable families.

RESULTS HIGHLIGHTS:



1,175 HOUSEHOLDS BENEFITED FROM EMERGENCY RELIEF IN RESPONSE TO FLOODING IN AYOD



8 SCHOOLS WERE EQUIPPED WITH CLEAN WATER AND SANITATION FACILITIES TO MITIGATE THE SPREAD OF COVID-19



303 UNACCOMPANIED MINORS WERE IDENTIFIED AND BENEFITED FROM FAMILY TRACING AND REUNIFICATION SERVICES

ACTIVITIES HIGHLIGHTS:

In response to the restrictive measures to fight COVID-19, new methods had to be developed to continue the delivery of protection services (including case management for vulnerable individuals and awareness raising). Since April 2020, all these activities have been implemented door-to-door by social workers and community volunteers, ensuring social distancing. This methodology allowed for the continuous identification of vulnerable households receiving financial support to buy food, which was much needed during the first months of the pandemic.

2020



SECTORS OF INTERVENTION

FIRST INTERVENTION IN THE COUNTRY
2006

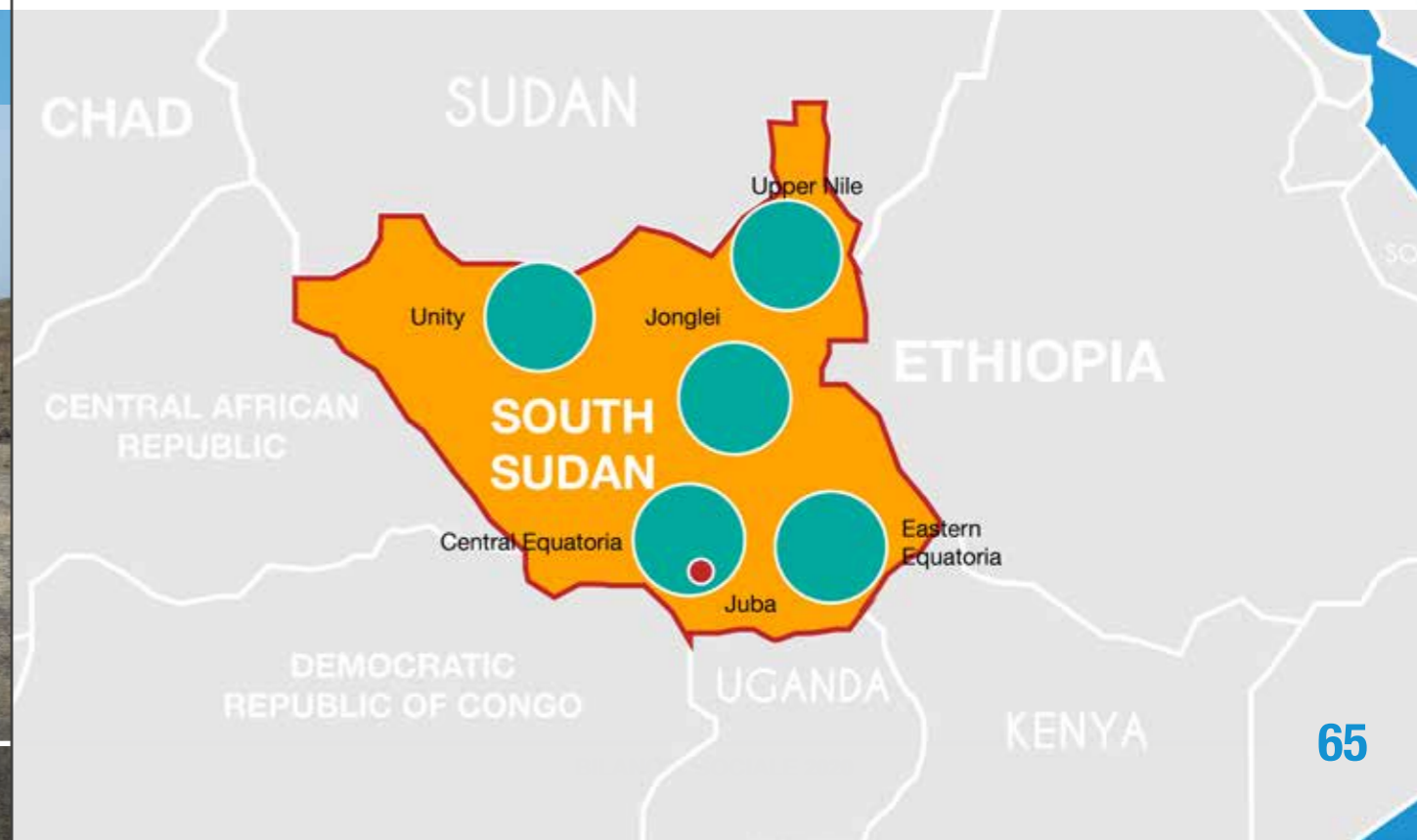
PEOPLE REACHED
148,500

PROJECTS
12

BUDGET SPESO
2,615,169.25 €



SOUTH SUDAN © INTERSOS



VENEZUELA

Venezuela is experiencing an unprecedented political and economic crisis, which has led to the collapse of services, including health facilities, and has created major difficulties for the population with regard to food security and nutrition. This crisis has triggered one of the largest migration flows in history, with 5.4 million Venezuelan migrants and refugees leaving Venezuela for the countries in the region. Great number of migrants remain in a situation of irregularity and lack access to services and protection routes, leaving them vulnerable to exploitation and abuse. The increasing number of migrants crossing the border is also having an impact on host communities, putting pressure on essential services and the provision of public goods. In Venezuela INTERSOS is active in the sectors of protection, access to water and sanitation and distribution of basic necessities, in the regions of Táchira, Apure, Merida and Barinas. Protection activities target minors and aim to strengthen the level of empowerment of communities and families and to prevent, mitigate and respond to cases of violence, abuse and exploitation of children.

INTERSOS provides access to water and hygiene in Venezuela through provision of tanks, hygiene kits and mosquito nets, as well as the assessment of hygiene needs in schools, canteens, medical centres and emergency night shelters. Furthermore, INTERSOS provides financial support to people requiring legal documents, access to primary services, the purchase of basic necessities, as well as temporary housing for families at risk of eviction.

RESULTS HIGHLIGHTS:



462 VENEZUELAN UNACCOMPANIED MINORS RECEIVED PSYCHOSOCIAL SUPPORT



201 PERSONS WERE ORIENTED AND INFORMED ABOUT THEIR RIGHTS AND EXISTING PROTECTION PATHS



214 PERSONS RECEIVED PSYCHOSOCIAL SUPPORT RELATED TO STRESS MANAGEMENT, ANXIETY AND COPING MECHANISMS

ACTIVITIES HIGHLIGHTS:

INTERSOS provided individual psychosocial support to 214 people in Venezuela, out of which more than 60% were women. Depending on the specificities of the case, initial assessment tried to identify the resources available in the community in an effort to strengthen it and enable a more sustainable support.

2020



SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY 2019**
- PEOPLE REACHED 32,400**
- PROJECTS 3**
- BUDGET SPENT 308,153.87 €**



VENEZUELA © INTERSOS



YEMEN

Yemen remains one of the worst humanitarian crises in the world. The conflict has been ongoing for more than 6 years, with devastating impact on Yemen's institutions and economy. An estimated 80% of the population, 24 million people, are in need of humanitarian assistance.

Yemen is also a transit country for migrants arriving from the Horn of Africa, in particular from Somalia, Ethiopia, Eritrea and Djibouti. As a result, it hosts a significant number of refugees, asylum seekers and migrants.

In 2020, INTEROSOS in Yemen continued to implement programmes in different areas of the North and South. The multi-sectoral response approach includes integrated health and nutrition programmes (with support to static facilities and through mobile teams); support to health facilities; identification and care of vulnerable people in need of protection (in particular with programmes to respond to gender-based violence and child protection); access to water and hygiene; economic support to vulnerable families; as well as technical training and vocational education.

After the outbreak of the COVID-19 pandemic, INTEROSOS initiated a response that included provision of personal protective equipment, triage and referrals to specialist services, and awareness raising on infection prevention and control.

INTEROSOS interventions in the country are directed at people affected by the conflict (IDPs, returnees and host communities), both in rural and urban areas, refugees, asylum seekers and migrants, with a specific focus on women, girls and children (including unaccompanied minors) and people with special needs.

RESULTS HIGHLIGHTS:



11,104 PEOPLE RECEIVED PROMOTIONAL SESSIONS ON PROPER HYGIENE PRACTICES



3,170 REFUGEES AND ASYLUM SEEKERS WERE SUPPORTED THROUGH PROTECTION SERVICES



13,273 MIGRANTS WERE IDENTIFIED AND SUPPORTED WITH EMERGENCY DISTRIBUTIONS OF FOOD AND ESSENTIAL GOODS AFTER THEIR ARRIVAL ON THE SHORES OF SOUTH YEMEN



113 STUDENTS WERE SUPPORTED THROUGH SCHOLARSHIP IN ADEN, SANA'A, AND AL-MUKALLA TO ACCESS UNIVERSITY EDUCATION

ACTIVITIES HIGHLIGHTS:

In 2020, INTEROSOS began operating in Al-Ribat IDP camp, the largest IDP camp in Lahj governorate hosting approximately 3,500 displaced people. Although most of the people have been living in the camp for many years, the services available are extremely limited and most families cannot afford the cost of health and nutritional services at nearby health facilities. INTEROSOS has activated a mobile clinic that provides the camp population with these services, also activating an ambulance service for the transfer of cases in critical condition to hospitals.

2020

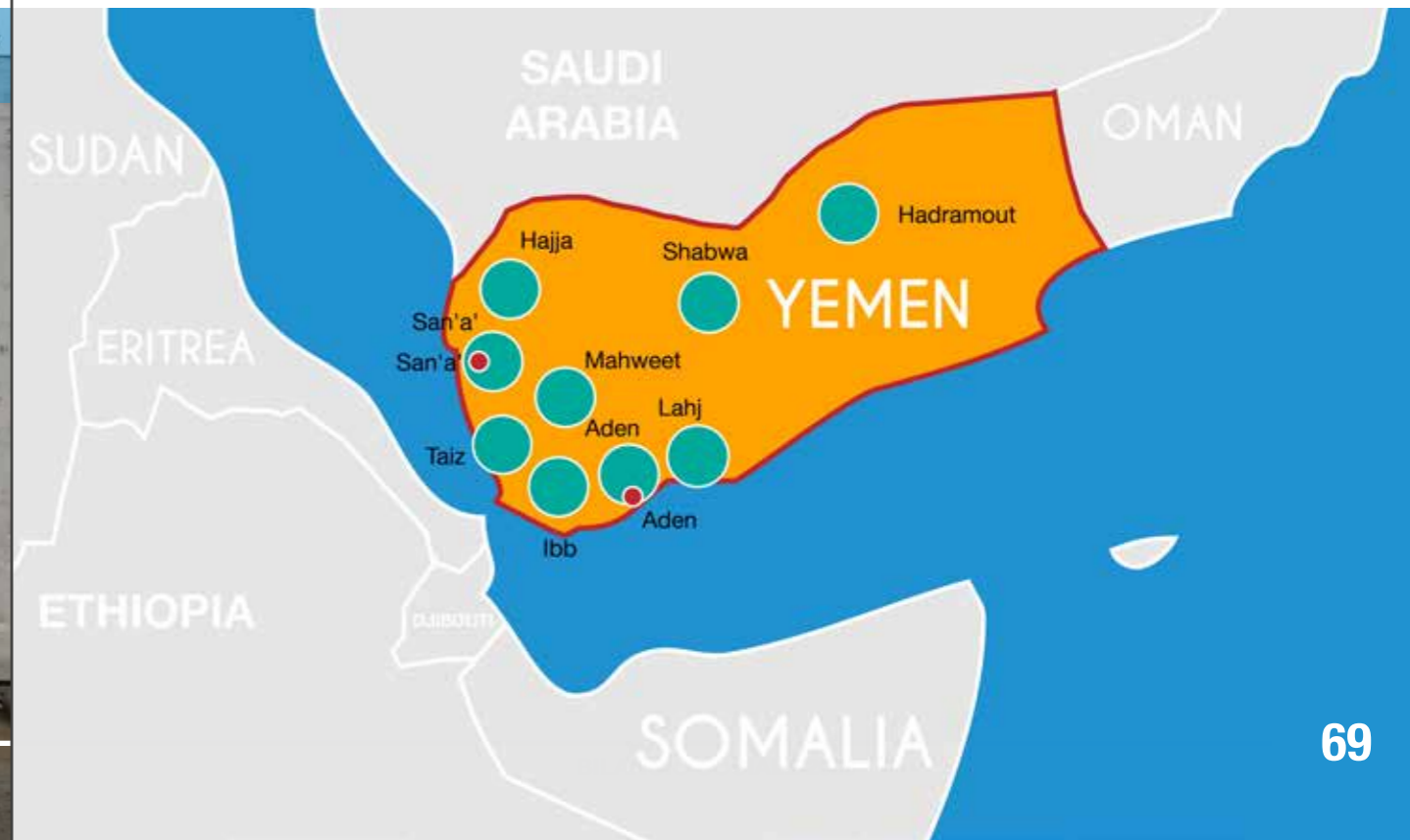


SECTORS OF INTERVENTION

- FIRST INTERVENTION IN THE COUNTRY 2008**
- PEOPLE REACHED 771,900**
- PROJECTS 21**
- BUDGET SPENT 14,839,700.62 €**



YEMEN © INTEROSOS



GOVERNANCE

ASSEMBLY

The Assembly is the statutory body that deliberates on the general course of INTERSOS humanitarian activities to achieve the goals of the Association, approve the annual budget and the related report, 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, for the possible renewal of the Association positions, to present the budget for the current year and to resolve any further powers delegated to it.

As of 31 December 2020, INTERSOS Assembly consisted of 34 members. INTERSOS members are classified as **Founding Members**, who have participated in the establishment of INTERSOS by signing the relevant deed, **Honorary Members**, who have contributed to the development of INTERSOS, its activities and the dissemination and defence of its humanitarian principles, and **Ordinary Members**. The member's status is permanent. During 2020, the Assembly met in July for the approval of the amendments to the Statute in compliance with Legislative Decree 117/2017 and the appointment of the Supervisory Body, as well as in October for the approval of the final financial statement and the election of the members of the Board of Directors.

THE BOARD OF DIRECTORS

The Board of Directors shall take the necessary and appropriate measures to achieve the aims of the Association, according to the Assembly directives. It is composed of between a minimum of seven and a maximum of nine members, including the Director General, and gathers at least 3 times per year.

The founding members, if not already elected, participate by right in the meetings of the Board of Directors with advisory and proactive powers. The Board of Directors can avail itself of the support of other persons, also non-members, distinguished for their professionalism, experience and affirmation of humanitarian principles, to be permanently involved 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 can be no more than two permanent experts. The members of the Board of Directors are in charge for four years and each member may be re-elected for a maximum of three consecutive terms.

As of 31 December 2020, INTERSOS Board of Directors consists of nine members and gathered eight times during the year.

COMPOSITION OF INTERSOS BOARD OF DIRECTORS AS OF 30.06.2021

1. Marco Rotelli, President
2. Konstantinos Moschochoritis, Director General
3. Mamadou Ndiaye
4. Antonio Donini
5. Federico Colosi
6. Roberta Canulla
7. Paola Florà
8. Alberto Angelici
9. Davide Gallotti
10. Nino Sergi - president emeritus, founding member with advisory powers
11. Amedeo Piva - founding member with advisory powers
12. Tineke Ceelen - permanent expert

SUPERVISORY BODY

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

INTERSOS' Supervisory Body 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 SUPERVISORY BODY AS OF 30.06.2021

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

ABOUT US



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 ICVA NGO Network. He regularly gives lectures and lessons at international universities and think-tanks.



KONSTANTINOS MOSCHOCHORITIS - Director General

Born in Patras, Greece, in 1963, after serving as Director 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

KONSTANTINOS MOSCHOCHORITIS (AD INTERIM) – DIRECTOR OF LOGISTICS

MARTIN ROSSELOT – REGIONAL DIRECTOR MIDDLE EAST

ALDA CAPPELLETTI (AD INTERIM) – REGIONAL DIRECTOR YEMEN, AFGHANISTAN AND LIBYA

ANDREA DOMINICI – REGIONAL DIRECTOR WEST AFRICA

MARCELLO ROSSONI (AD INTERIM) – REGIONAL DIRECTOR EAST AFRICA

CESARE FERMI – REGIONAL DIRECTOR EUROPE

MARCELO GARCIA DALLA COSTA – HEAD OF EMERGENCY UNIT

LETIZIA BECCA – MEDICAL UNIT COORDINATOR

FILIFE LOURAÇO COSTA – HEAD OF LOGISTICS UNIT

DANIELE TARZIA – FUNDRAISING COORDINATOR

LUCIANO COSTANTINI – GRANT CONTROL & COMPLIANCE COORDINATOR

PAOLO TARTAGLIA – INTERNAL AUDITOR

ANDREA MARTINOTTI – SENIOR SECURITY ADVISOR

MIRO MODRUSAN – GENEVA REPRESENTATIVE & POLICY ADVISOR

MAMADOU NDIAYE – DAKAR REPRESENTATIVE

(DATA UPDATED AT 30 JUNE 2021)

CONTACTS

ROME

Via Aniene 26 A
00198 Roma
Tel: +39 06 853 7431
segreteria@intersos.org

PRESS OFFICE

Chiara De Stefano
Tel: +39 06 85374330
ufficiostampa@intersos.org

SUPPORTER SERVICES

Tel: +39 06 85374330
Cell: +39 3283206557
sostenitori@intersos.org

GENEVA

Route de Morillon 1-5
1211 Geneva, Switzerland
miro.modrusan@intersos.org

DAKAR

Cité Keur Damel N° 67
Dakar, Senegal
mamadou.ndiaye@intersos.org

TUNIS

B2-2, bloc B de la residence
Farah, rue du Lac Huron,
1053 les berge du Lac, Tunis
tunisia@intersos.org

AMMAN

Al-Sharif Naser Ben Jamil
St., n.12 - 3rd floor
Amman, Jordan
jordan@intersos.org

NAIROBI

44 Riverside Drive
(Westland's)
00200 Nairobi
Kenya - PO BOX 57801
kenya@intersos.org

INTERSOS HELLAS

31, Ermou str.
54624, Thessaloniki, Greece
info@intersos.gr



INTERS  **S**

HUMANITARIAN AID

HEADQUARTERS Via Aniene 26 A, 00198 Rome • **TAX CODE** 97091470589 • **VAT NUMBER** 12731101007