



INTERSEAS



ANNUAL
REPORT
2017

*On the cover: prenatal consultation at the primary health center of Gaboru, Nigeria.
Photo by Valeria Scrilatti*

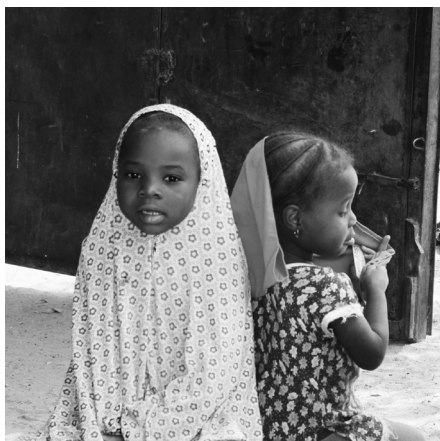
INTRODUCTION

#4



HELPING ON THE FRONTLINE

#6



SECURITY

#18

OUR FUNDERS

#26



**OUR
VALUES**
#8



**HUMAN
RESOURCES**
#14

**OPERATIONAL
APPROACH**
#20



**SECTORS OF
INTERVENTION**
#21



**FINANCIAL
STATEMENTS**
#28

INTRODUCTION

THE NEW CHALLENGES OF A GROWING ORGANIZATION

2017 marked the end of a three-year period in which INTERSOS experienced a profound evolution. INTERSOS grew significantly during the period of the 2015-2017 strategic plan: not only did the project portfolio double, but the staff also grew and, above all, the size of the interventions increased, both in terms of quality and quantity.

Without a doubt, this growth was made possible by certain characteristics of INTERSOS, including the desire to always be on the front line of emergencies, despite the difficulties of the context (for example: Borno State, Nigeria; Kandahar, Afghanistan; Mosul, Iraq - or Yemen, where we are the only Italian humanitarian organization still present both in the North and the South of the country - scenarios of great complexity in which we wanted to be and remain despite the logistical obstacles, security issues and humanitarian access restrictions that we had to face). Our modus operandi in the field, based on proximity to the struggling population, has certainly contributed to achieving this result, together with our ability to collaborate effectively with local actors, and the presence of a staff that is deeply connected to the mission and the values of the organization and is motivated in its daily work.





During 2017, we also celebrated our anniversary, since INTERSOS was founded 25 years ago, on 25 November 1992. We dedicated this anniversary to all the people in need that we have helped and are trying to help around the world. In all these years we have promoted and managed hundreds of humanitarian projects in almost 50 countries, meeting thousands of people along the way who have chosen to work for us and with us. In 2017 alone, INTERSOS operated in 17 countries, reaching over 2 million beneficiaries, through 178 projects.

The new INTERSOS 2018-2020 Strategic Plan comes at a time of considerable change, both for the organization and for the system in which it operates. The humanitarian context has become increasingly complex: prolonged crises in multiple contexts, a multitude of actors and ways of working, a convergence of different programmes that sometimes pursue conflicting interests. In this context, the transformation of the humanitarian system seems to accelerate, where the search for efficiency, effectiveness, transparency and accountability are the stakes for the organization.

In the coming years we will continue to work to increase our vocation as an organization that has its roots in Italy, trying to have an ever-increasing international presence and continuing the process of decentralization with the creation of operational hubs and branch offices in areas that are strategic for humanitarian action.

Lastly, of central importance for all that we have said so far, we want to communicate what we do, with passion and transparency, sharing with those who follow and support us our successes as well as the obstacles and the occasional mistakes that inevitably occur. We are aware that in such a changing environment, there are not many certainties. The only certainty is that without the utmost dedication and the maximum commitment of those who work with us and who are behind us - following and supporting us - we are unlikely to succeed in achieving the ambitious results we want to achieve.

Kostas Moschochoritis
Secretary General

HELPING ON THE FRONTLINE

INTERSOS is an Italian humanitarian organization that works all over the world bringing assistance to people in danger, victims of natural disasters or armed conflicts. INTERSOS, with its own humanitarian operators, intervenes to effectively meet the needs of people in crisis. It provides first aid, food and basic goods. It ensures that basic needs, as education, clean water and health, are met.

INTERSOS is officially recognized by the Italian Ministry of Foreign Affairs, the European Commission through ECHO, the United Nations High Commissioner for Refugees (UNHCR) and the other principal Agencies and Committees of the United Nations. Furthermore, it has the privilege of having advisory status at the United Nations Economic and Social Council (ECOSOC). INTERSOS is also a member of the international NGO networks VOICE and ICVA.

LEBANON, BEQAA VALLEY





NIGERIA



OUR VALUES

BORDERLESS

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

IMPARTIAL

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

INDEPENDENT

INTERSOS is not controlled by any political or ideological, national or international authority. This freedom of thought and opinion allows INTERSOS to report all human rights' violations and every form of injustice and breach, whilst not being unduly influenced. The same principle of independence determines the standards by which financial donors, both private and public, are chosen.

SENSITIVE TO LOCAL CULTURES

INTERSOS develops its actions by establishing methods and behavior that fully respect local cultural and religious traditions.

ATTENTIVE TO LOCAL CAPACITY

INTERSOS always places the value and dignity of human beings at the centre of its activities. This is why it immediately involves the local population when implementing actions, developing and strengthening the capabilities and expertise of individuals and of the community, thereby gradually eliminating dependence on external help. Its relationship with local populations is based on openness, dialogue, exchange and participation.

PROFESSIONAL IN SOLIDARITY

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

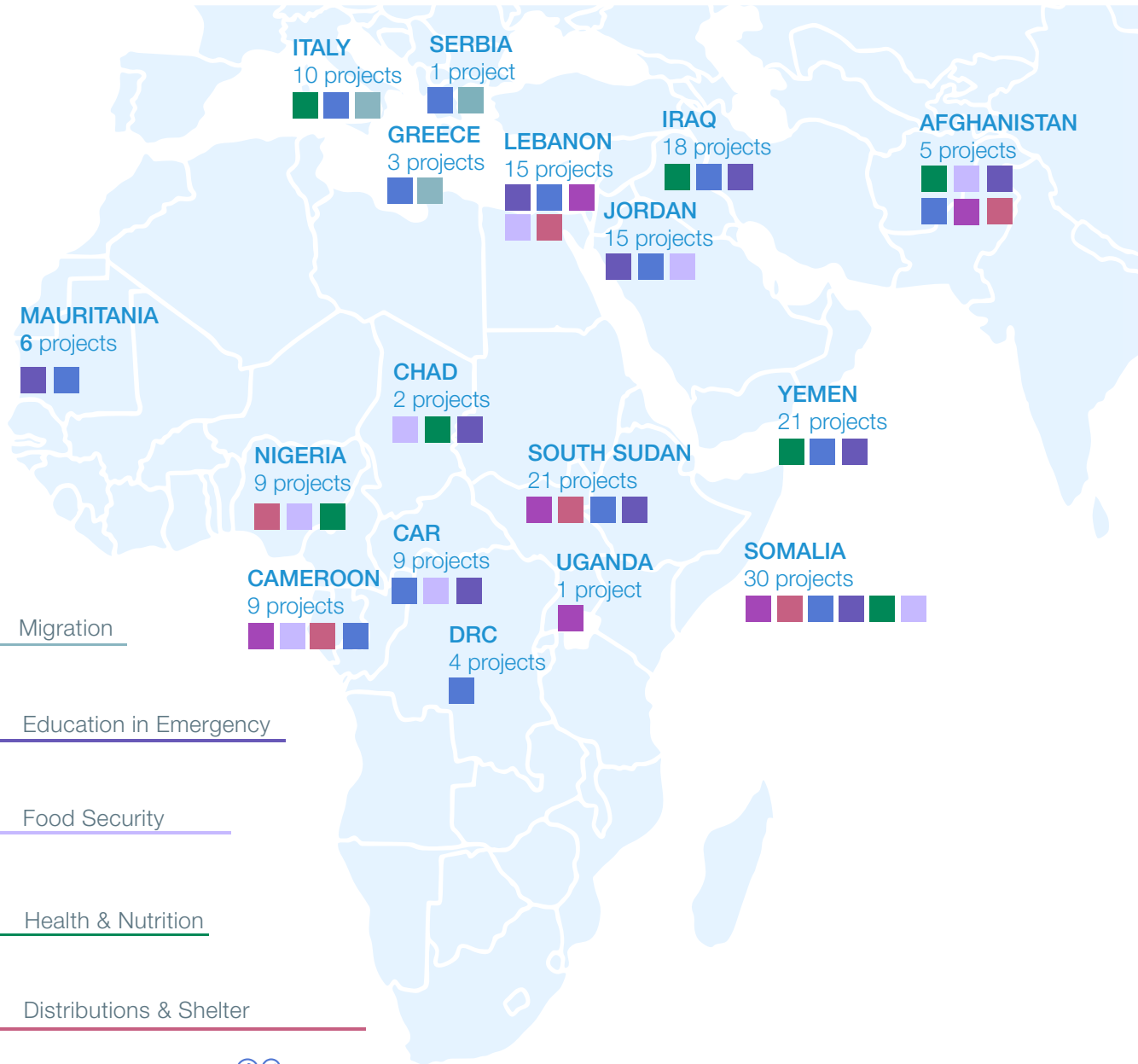
TRANSPARENT

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



YEMEN, ADEN





Migration



Education in Emergency



Food Security



Health & Nutrition



Distributions & Shelter



Water & Sanitation



Protection

OUR NUMBERS



63.436.528,31 €
EURO SPENT ON HUMANITARIAN
PROJECTS



2,034,861
PEOPLE ASSISTED



178
OF HUMANITARIAN AID
IMPLEMENTED



HUMAN RESOURCES

INTERSOS STAFF MANAGEMENT POLICY

In 2017, the number of personnel to be selected and managed by the Human Resources Department grew compared to the previous year, in line with the increased activities both in foreign missions and in Italy in relation to the migration programme.

To ensure an adequate response to the increased needs, the human resources department invested in expanding the new staff recruitment capacity, while also improving the tools for managing the existing staff, with the aim of increasing staff retention and commitment towards the organization.

Traditional recruitment processes were strengthened through actions of **“active”** recruitment, by identifying new channels such as local recruitment, the development of partnerships with the academic world and the implementation of courses organized by the organization to attract resources interested in working in the humanitarian field and/or to increase their knowledge.

All managerial lines within the organization were involved in promoting the evaluation, briefing, debriefing and training processes.

In particular, the training fosters the retention of internal staff and makes it possible to serve the beneficiaries with **highly qualified staff** capable of operating in complex scenarios.

In the management of staff, we apply the principle of “**duty of care**”. This means that INTERSOS assumes responsibility for safeguarding the physical and psychological well-being of its staff, while individual staff members remain personally responsible for their conduct, answering in person for any abuses they may commit, first and foremost abuses of power.

The 2016 Internship programme produced excellent results, not only in terms of support to the organization, but also by training new operators strongly committed to INTERSOS and to our ideals. In the course of 2017, 41 such collaborations were activated, of which 6 were subsequently transformed into paid work within the organization.



SERBIA

HEADQUARTERS STAFF, ITALY PROJECT STAFF AND EXPATRIATE STAFF

In 2016, the INTERSOS staff consisted of 2,229 people, 24 of whom employed at the Italian headquarters in positions of coordination, communication, administration, fund-raising and logistics, 30 in managing and implementing projects implemented by the organization directly in Italy, and 215 as expatriate staff (58% of whom are Italian nationals). The expatriate staff is selected on the basis of their technical and sectoral skills and experience gained in different international scenarios.

NATIONAL STAFF

Alongside the expatriate staff, we believe that to fully understand the specific needs of the communities we are assisting it is essential to employ a large number of local staff, highly qualified and able to be a link between host communities and our expatriate staff. This creates a closer connection with the beneficiaries, in

order to respond precisely to their needs and facilitate the handover processes. The organization is therefore investing in the growth and training of the national staff, through dedicated personnel within the human resources department, both at the headquarters and directly in the field missions. In 2017, about 4% of our national staff covered management positions.



35 (23 WOMEN + 12 MEN)
HEADQUARTERS STAFF



58 (31 WOMEN + 27 MEN)
ITALY MISSION STAFF



257 (98 WOMEN + 159 MEN)
EXPAT STAFF



2.069 (876 WOMEN + 1193 MEN)
LOCAL STAFF

TOTAL STAFF

2.419 (1028 WOMEN + 1391 MEN)



SECURITY

ACCESS AND RISK MANAGEMENT

During 2017, INTERSOS further strengthened the Security and Risk Management support by hiring a Senior Security Advisor who, in collaboration with the Office of the Secretary General and the Programmes Department, has the task of strengthening the security management at the headquarters and the missions.

In order to have a more decisive response during any incident management and a more detailed analysis of the current situation and problems, so as to promptly adapt the security measures, during the last months of 2017 an on-line reporting system was created connected to a database for processing statistics and analysing data.

Another important new resource available to the INTERSOS staff is the online Library, where you can find guidelines, documents concerning Security and Risk Management and training on Field Security Management.

In the spirit of sharing best practices and harmonizing the security management with other organizations, INTERSOS became a member of the European Interagency Security Forum.

Finally, INTERSOS started a process of updating the Global Risk Management Plan, which sets up a more effective Critical Incident Management Plan and introduces a Global Policy on Risk Safety and Management.

At the mission level, the inclusion of a Security Advisor figure has begun to give more support and stability to the management of security in the various countries.

Iraq, Afghanistan, Central African Republic, Yemen, Cameroon, Nigeria and South Sudan already have staff dedicated to security management.

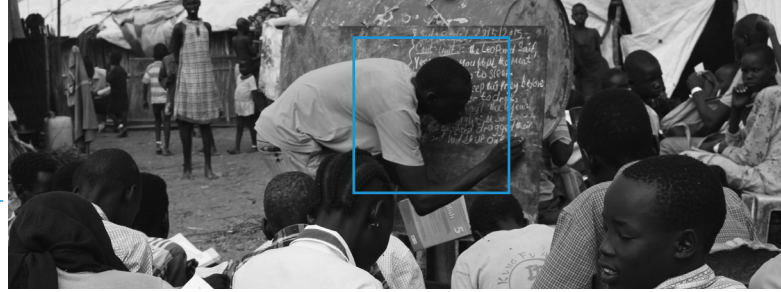
One of the most important tasks in security management is providing support in drafting country security plans; preparing the risk analysis in the various areas where INTERSOS operates; supporting the identification of suitable strategies to establish a fruitful dialogue with the populations supported by the INTERSOS humanitarian intervention and support during any incident management.



IRAQ, NINEVEH GOVERNORATE

© Eugenio Grosso

OUR OPERATIONAL APPROACH

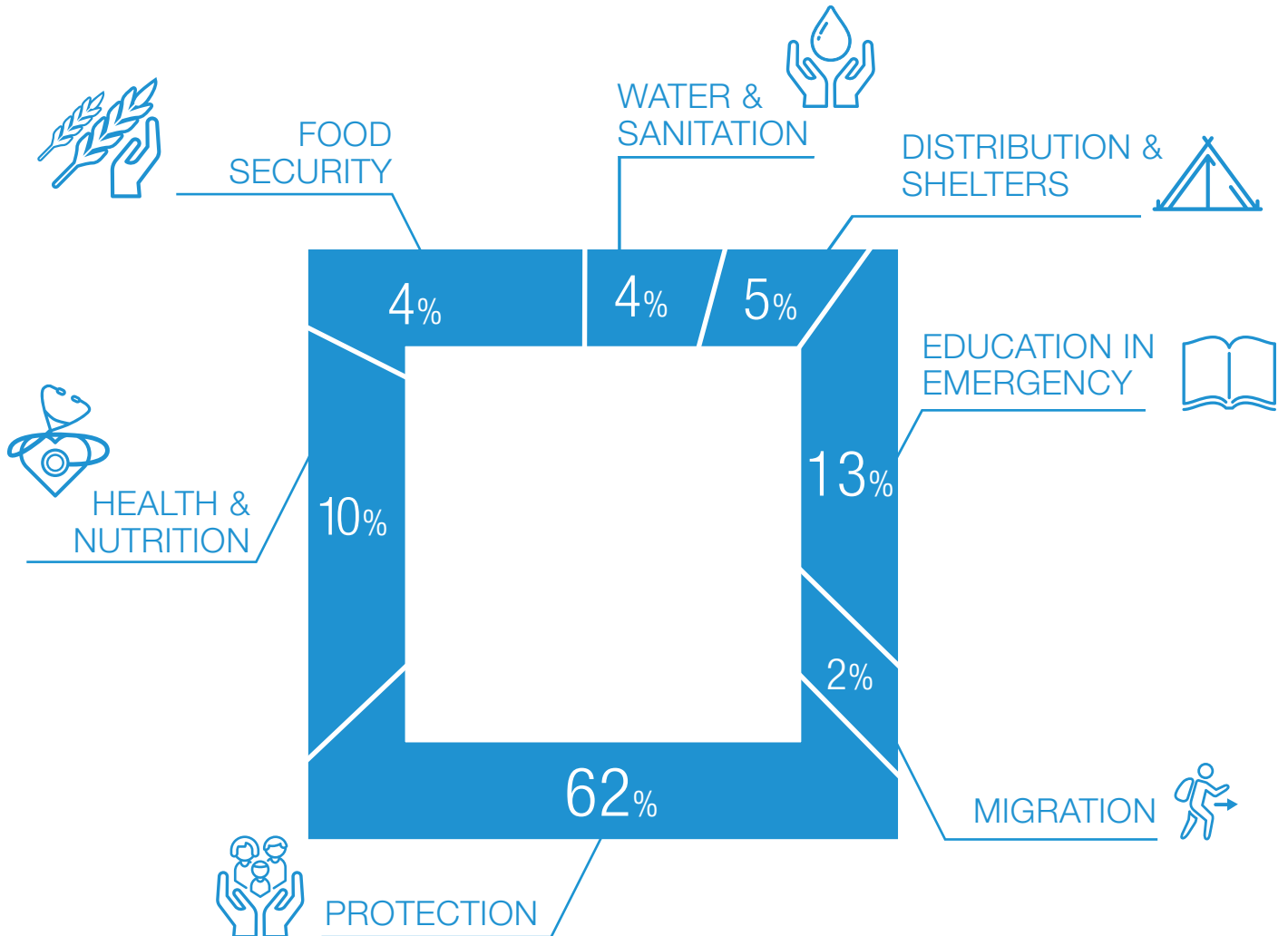


In our humanitarian operations, we use an operational approach based on the needs of the communities affected by the crisis, which in English jargon is defined as Community Based Approach. This approach has been developed by UN Agencies after years of field experience, based on the idea that the beneficiary of humanitarian interventions should not be considered as a passive party. On the contrary, they must actively participate in all phases of the intervention, both decision-making and operational. No one can know and understand the needs of the beneficiaries better than the beneficiaries themselves, and therefore it is crucial to support from the very start the active involvement of people in the projects, with two phases:

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

The Community Based approach is also closely linked to the principle of Do Not Harm. This allows humanitarian organizations to accurately identify the needs of the individuals and the communities by responding with activities suited to meeting these needs and not risking involuntary harm to communities.

SECTORS OF INTERVENTION





DISTRIBUTIONS AND EMERGENCY SHELTERS

When wars or natural disasters occur, we intervene in the shortest time possible, distributing goods essential to survival.

- Distributions of essential goods and supply of emergency shelters
- Ability to intervene in the shortest time possible to help the most vulnerable and most affected people.
- Fast response to the most urgent needs through the distribution of food, tents, blankets, mattresses, mosquito nets, water cans, health kits and sanitation kits. During more than 20 years of operations, more than 30 cargo aircraft brought to the field, the contents distributed to people in need.



HEALTH AND NUTRITION

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

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



FOOD SECURITY

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

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



WATER AND SANITATION

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

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



PROTECTION

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

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



EDUCATION IN EMERGENCIES

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

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



MIGRATION

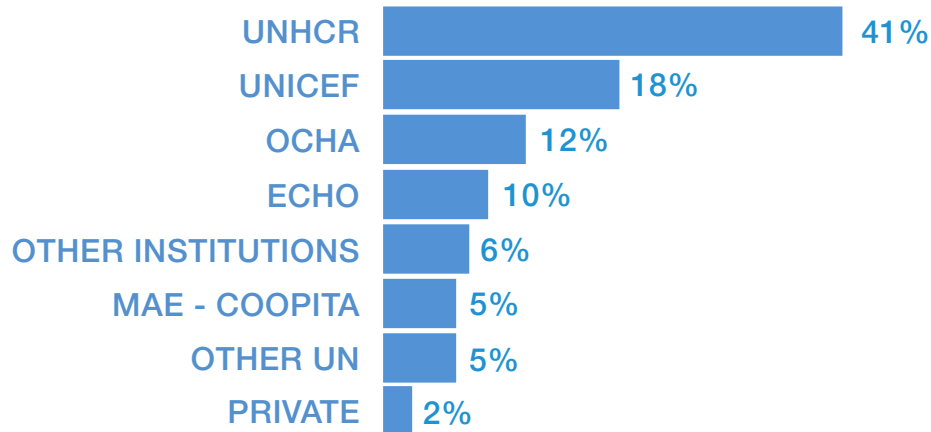
We are on the front line, to bring aid to populations fleeing from their countries in search of security and dignity.

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



OUR FUNDERS

In 2017 we have managed humanitarian projects amounting to a total of 63 million of euros. INTERSOS implements its own projects thanks to institutional donors' funds and private ones. In 2017, our main type of fund came from UNHCR, the United Nations agency that has the duty to provide and coordinate the international protection and the material assistance to the refugees, asylum seekers and IDPs on a global level. Altogether, the received funds by INTERSOS during 2017 can be divided as it follows:



FONDATION

Fondazione Intercultura, Amaris Foundation, Nando ed Elsa Peretti Foundation, E.J.Safra Foundation, Lds Charities, Fondo di Beneficenza Intesa San Paolo, Fondazione Johnson & Johnson, Prosolidar, Open Society, 8x1000 Valdesi, Fondazione Renato Corti, ITO Supporting Comity.

ENTERPRISES

IKEA, Medicus mundi attrezzature, Safilens, Terme Beach Resort, Pizzardi Editore, Banca Popolare, Etica, StudioSintesis, Conte.it - EUI LIMITED, Bottega Franchi, Casa Editrice Mammeonline.

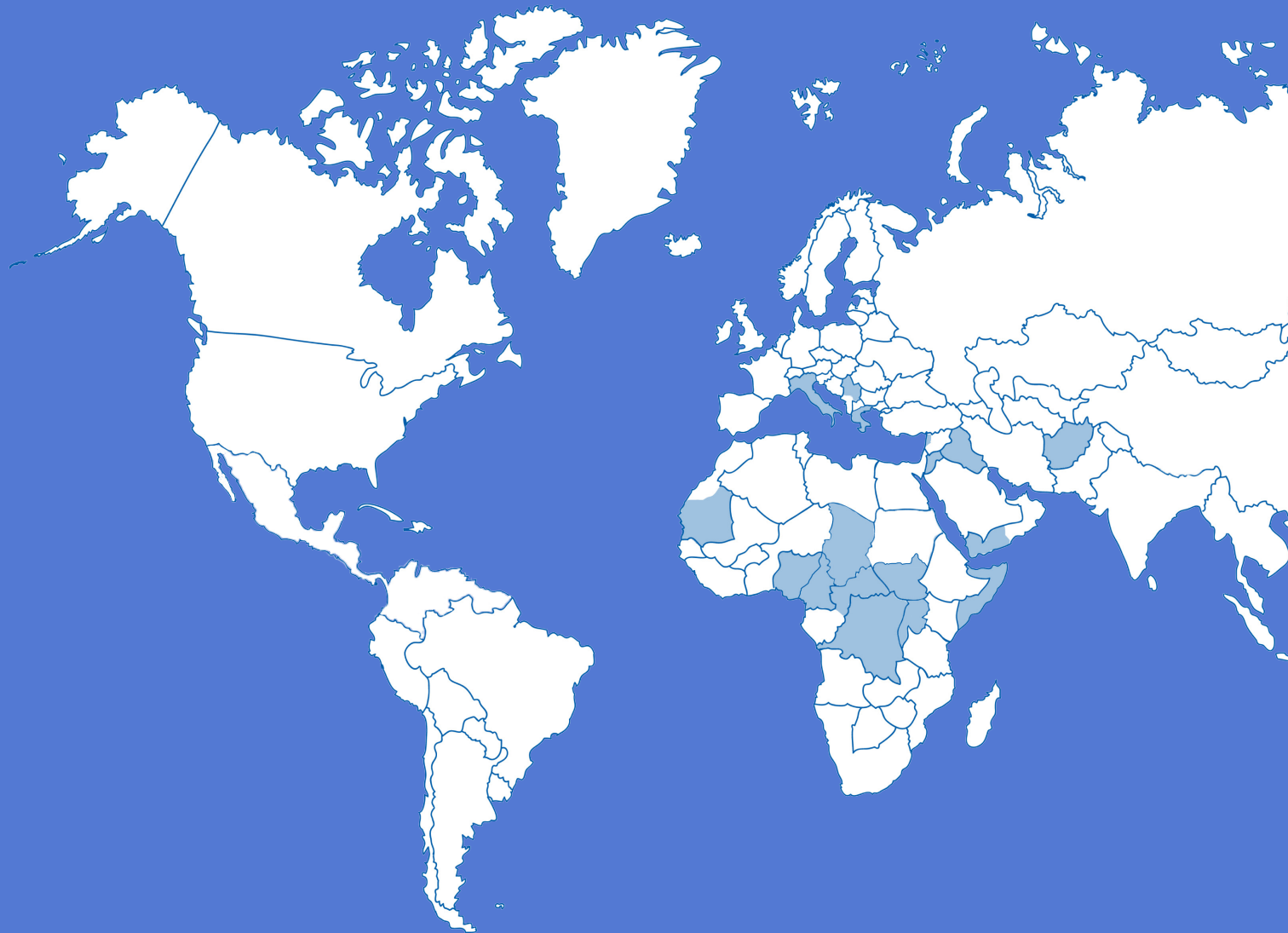
MAJOR DONOR

Nicolò Devecchi, Amalia Ghisani, Alberto Ambrosini, Tiziana Lorenzetti.



© Alessio Cupelli

LIBANO, SUD



ON THE FRONT LINE OF HUMANITARIAN CRISES



This is a historical moment in which humanitarian needs are at an all-time high. Over the past 10 years the cost of conflicts in terms of human lives has increased exponentially. An increasing number of people are forced to leave their homes and their countries: at the beginning of 2018, 65.6 million people are displaced due to conflict and violence and 22.5 million are refugees, half of whom are under 18 years of age.

The growing number of conflicts and the scale of their impact influence the humanitarian assistance programmes. Today, about 97% of humanitarian assistance is dedicated to complex emergency situations: increasingly prolonged conflicts, which often last for decades, taking on regional implications; political solutions that are increasingly difficult to identify; increasingly frequent overlaps between crises produced by man and environmental crises.

In the short and long term, humanitarian needs will continue to be acute and widespread, difficult to fulfil. Part of the reason why this gap manifests itself, facing us with an enormous level of needs, is the fact that humanitarian action has essentially become a substitute for any significant political action to prevent or put an end to the crises.

Over the course of 2017, more than half of INTERSOS projects were dedicated to providing assistance to victims of conflict in Yemen, South Sudan, Afghanistan, Iraq and Nigeria. We have also provided assistance to people on the move, fleeing repression, poverty or violence, and in many cases subject to new forms of violence, exploitation or danger, due to the closure of borders. The launch of a new operation in Libya fits into this framework. Although 2017 was a complex year full of challenges, there were also positive developments: we were able to formally close our mission in Serbia as the population of that country is no longer experiencing a humanitarian crisis.

The projections for 2018 are alarming: it is estimated that around 136 million people will need assistance and protection, 6% more than in 2017, and this is due to new crises or the worsening of crises that we already work in. Conflicts and violence will continue to be the main factors of suffering to which humanitarian action will be called to respond.

Just to mention some of the most serious cases, the humanitarian situation in the Central African Republic, Cameroon, the Democratic Republic of the Congo and Somalia is worsening. Nigeria, South Sudan and Syria will continue to request sustained and continuous assistance, and once again in 2018 Yemen risks remaining the worst humanitarian crisis in the world for the number of people affected and the severity of needs.

In this situation, it is vital to think about how to preserve humanitarian action: the next decade will be crucial for international humanitarian organizations, such as INTERSOS, which intend to play a fundamental role in the humanitarian ecosystem between now and 2030. This is the context where our added value emerges: we are a concrete organization, able to intervene on the front line, where it is needed, in direct contact with the populations we want to help.

We know that we will increasingly have to deal with difficult scenarios and choices, but we want to be able to make our choices and translate them into timely, effective and efficient operations. Again in 2018, we will continue to promote and defend our principles and our way of working, on the forefront of the main front lines of conflict, continuing to invest to improve the quality of our intervention and facing with enthusiasm, competence and professionalism the challenges that this increasingly complex world will face us with.

Alda Cappelletti
Programme Director

ITALY

CONTEXT

More than 60 million people in the world are forced to flee their homes due to wars, violence and climate change. Over the course of 2017, over 119,000 people reached Italy via the Mediterranean Sea. In 2017, more than 3,190 people lost their lives during the crossing. The migratory flow increased until the middle of 2017, undergoing a drastic reduction in the summer and autumn months, which continues in the early months of 2018. However, this does not seem to be due to a sudden dignified resolution of the problems that cause and exploit the Central Mediterranean route. Instead it appears to be caused by an attempt by the European Union to outsource the border control at any cost.

With the growing economic crisis and the intensification of migratory flows, the migrants and refugees seeking asylum in Italy are subjected to extreme poverty and social

exclusion. The social and health conditions in which this large number of migrants and asylum seekers live is mostly precarious. This situation burdens the local social and health system, which does not always respond adequately to what has become a real emergency.

Of the 17,000 foreign minors who arrived in Italy in 2017, more than 15,000 were unaccompanied (MSNA) children fleeing conflict, persecution or forced enlistment. Many of them want to reach northern European countries and therefore remain invisible to the authorities to avoid identification. This exposes them to exploitation and abuse.

INTERSOS' INTERVENTION

In 2011, in Rome, we established A28, our night centre which has hosted more than 4,000 unaccompanied minors in transit to northern Europe. This project ran its course, and in 2017 it transformed itself into a new project that continues its legacy while amplifying its scope and objectives: the new INTERSOS24 centre.

INTERSOS24 opened its doors in October 2017 and hosts 3 project levels: the continuation of A28 with the protection of MSNAs in transit in Italy, as well as mothers and foreign women in situations of serious need; a daytime section of social activities with the local territory and with the vulnerable Italian and foreign resident population, for training and education activities; a free Social Clinic open to the public starting in 2018 with INTERSOS doctors, psychologists and volunteers of “Medici Sulla Strada” [Doctors on the Streets].

In 2014, in Crotone we opened the first INTERSOS polyclinic, which offers medical assistance, social services and psychological support to migrants, asylum seekers and Italians living in poverty. We also provide medical assistance to guests from several centres. Today the centre has been included in a FAMI project (Fondo Asilo, Migrazione e Integrazione - Asylum, Migration and Integration Fund) managed by the ASP (Provincial Health Authority) of Crotone, which replicates its impact on the territory, including and integrating into the local health system the important component of psychological support. The project is approaching its end (March 2018) with the final handover of the service to the Provincial Health Authority.

In 2017, we expanded the project, which was launched in 2016 in collaboration with UNICEF to provide assistance to unaccompanied mi-

nors on a national scale. It began with relief operations in the Central Mediterranean on board of the Italian Coast Guard units, and continues with an extensive monitoring and improvement of standards in the reception centres all over Sicily, in the provinces of Palermo, Trapani, Agrigento, Messina, Catania and Siracusa in particular. Furthermore, the project assists the MSNAs in Italy at the main hub and transit points of their informal migratory flow. In Rome, it does so with a mobile team that has been active for years, and in Ventimiglia and Como it provides a constant support presence.



ITALY, VENTIMIGLIA



1612

MSNAs ASSISTED IN 142 RECEPTION CENTRES IN WESTERN SICILY

475

RECEPTION CENTRE OPERATORS AND 20 TRAINED VOLUNTEER TUTORS

2764 MSNAs* AND
1242 WOMEN ASSISTED ON THE ITALIAN COAST GUARD SHIPS IN RESCUE OPERATIONS

2648

MSNAs ASSISTED IN THE TRANSIT SITES IN VENTIMIGLIA AND COMO

**12,000 (OF WHICH
7418 MSNA*)
ASSISTED
PERSONS**

**10
NUMBER
OF PROJECTS**



STAFF

58 (31W + 27M)

BUDGET

1.681.696,76 EURO

**SECTORS
OF INTERVENTION**

HEALTH, PROTECTION,
MIGRATION

347

MSNAs HOSTED IN ROME AT THE A28 CENTRE BETWEEN JANUARY AND SEPTEMBER AND 47 HOSTED AT THE INTERSOS24 CENTRE BETWEEN OCTOBER AND DECEMBER

794

FIRST MEDICAL EXAMINATIONS CARRIED OUT AT THE SOCIAL CLINIC IN CROTONE

1480

MEDICAL EXAMINATIONS CARRIED OUT WITH THE MOBILE CLINIC IN VENTIMIGLIA

**Unaccompanied Foreign Minors*

AFGHANISTAN

CONTEXT

Afghanistan is one of the countries with the lowest values in the Global Human Development Index.

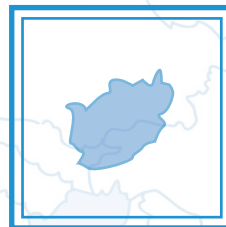
In 2017, about 507,000 Afghans were forced to leave their homes because of violence. 2017 was the fourth consecutive year with over 10,000 civilian victims since the conflict broke out in the country: women and children continue to represent the section of population that pays the highest price of war, accounting for 30% of all civilian casualties. Another negative trend we saw in 2017, highlighting the intensifying violence in the country, is the forced closure of health facilities, increasingly affected by the conflict, which has prevented 1.4 million people (65% of them women) from accessing essential health services. 3.3 million Afghans suffer from chronic malnutrition: 73% of them are under 18 and 23% are women. Another sector that directly suffers the consequences of conflict is education, with at least one thousand schools closed or inactive due to the fighting. At the same time,

the continuous internal migratory flows, combined with the huge population influx returned from Iran and Pakistan (162,000 in 2017 alone), have contributed to a significant increase in the number of people living in informal settlements, reinforcing the need for lasting solutions that support their social and work reintegration.

INTERSOS' INTERVENTION

INTERSOS's intervention in Afghanistan began in October 2001 and continues today with projects of assistance to the population, with particular attention to its most vulnerable section. After completing its intervention in Herat province, where it supported the local population on issues of water access, combating malnutrition and food security, in 2017 INTERSOS focused its efforts in the southern province of Kandahar, at the centre of the armed conflict, where the humanitarian needs are greatest. The intervention in the province of Kandahar, and in particular in the white areas, namely the areas disputed between the national government and the armed

opposition groups, has focused on providing health services, both through support to local facilities and through the use of mobile clinics to reach rural areas. At the same time, INTER-SOS started its activities in Kabul, supporting an education project for displaced and returned children.



EXPAT STAFF

6 (3W + 3M)

LOCAL STAFF

50 (18W + 32M)

BUDGET

1.224.042,44 EURO

SECTORS OF INTERVENTION

HEALTH AND NUTRITION, FOOD SECURITY,
WATER AND HYGIENE, PROTECTION,
EDUCATION IN EMERGENCIES, INCOME
GENERATION

38.721

ASSISTED PERSONS

5

NUMBER OF PROJECTS



96

**FUNCTIONING SCHOOLS AND 8640
CHILDREN WITH ACCESS
TO EDUCATION**



3,218

**CHILDREN UNDER THE AGE OF
5 RECEIVED TREATMENT FOR
MODERATE OR SEVERE ACUTE
MALNUTRITION**

3

**MOBILE CLINICS AND 1,289
CONSULTATIONS WERE CARRIED
OUT IN THE FIRST MONTH OF
ACTIVITY**



300

**FAMILIES IMPROVED THEIR ACCESS
TO DRINKING WATER**



CAMEROON

CONTEXT

Since 2014, the violence launched by the armed group Boko Haram in northeastern Nigeria and the counter-insurgency operations initiated by the Nigerian army, as well as the conflict between communities in the Central African Republic, have put thousands of people in search of refuge in the neighbouring countries, including Cameroon. In addition, the attacks and violence related to the presence of Boko Haram in Cameroonian territory have caused the displacement of thousands of people in the north of the country. This growing flow of displaced persons and refugees has also negatively affected the local host population, already vulnerable due to the scarce economic resources available and factors such as food insecurity, malnutrition, epidemics, drought and cyclical floods, aggravated by limited access to basic social services. In the Far North region, around 329,000 people have fled their lands due to Boko Haram attacks, military operations and natural disasters, and only 24% of internally displaced persons intend to return to their regions of origin.

INTERSOS' INTERVENTION

Since the beginning of 2015, we have been working in Cameroon to help the thousands of displaced people and refugees in the north of the country. To guarantee the food security of displaced families and of the local population that received them, agricultural seeds and tools were distributed to 1,500 families, as well as implementing training activities on the main cultivation techniques. Furthermore, since April 2017, construction work has been carried out on 800 homes and latrines, coupled with sanitation activities. We also distribute essential goods such as tents, blankets, mosquito nets and water cans. We provide psychological support and protection to women and children who, during the attacks and the escape, have been subjected to violence or who have ended up alone and are at risk of abuse.



532
UNACCOMPANIED MINORS
ASSISTED

5
COMMUNITY CENTRES FOR
WOMEN VICTIMS OF VIOLENCE

2.217
PERSONS ASSISTED WITH
LEGAL OR PSYCHOSOCIAL
SUPPORT SERVICES

1.411
DOCUMENTED AND ACCEPTED
PROTECTION CASES

127.837
ASSISTED PERSONS

9
NUMBER
OF PROJECTS



EXPAT STAFF
18 (5W + 13M)

LOCAL STAFF
176 (76W + 100M)

BUDGET
2.700.785,46 EURO

**SECTORS
OF INTERVENTION**
WATER AND SANITATION, FOOD
SECURITY, DISTRIBUTIONS AND
SHELTERS, PROTECTION



CHAD

CONTEXT

The conflict in the Lake Chad basin has intensified over the past two years due to violent clashes between the armed group Boko Haram and the Chadian army, which have driven millions of people from their homes, preventing them from gaining access to essential services and destroying the local infrastructure. The conflict has hit the four countries of Lake Chad - Cameroon, Chad, Niger and Nigeria, and in Chad alone there are 70,000 displaced persons in the entire Lake region and about 7,000 refugees from Nigeria. The displacement accentuates the pressure on the already scarce resources and on the weak basic infrastructure, negatively affecting the region's food and health situation. This food and nutrition crisis, the displacements, epidemics and natural disasters contribute to exacerbating the humanitarian needs and amplifying the existing vulnerabilities.

INTERSOS' INTERVENTION

Since 2016, Intersos has resumed its activities in Chad to respond to the emergency related to the presence and attempts of territorial expansion by Boko Haram and other armed groups in the region. The approach adopted in the country includes the health treatment of moderate and severe acute malnutrition while also acting on some of the main causes of malnutrition, such as food insecurity, poor knowledge of nutrition and childcare, and little access to drinking water. This is coupled with the distribution of agricultural kits, training on agricultural techniques and the reorganization/expansion of the irrigation system.



4332
FAMILIES RECEIVED
AGRICULTURAL KITS



8137
PEOPLE RECEIVED FREE
CONSULTATIONS AND CARE
THROUGH MOBILE CLINICS



EXPAT STAFF

9 (3W + 6M)

LOCAL STAFF

13 (5W + 8M)

BUDGET

434.887,64 EURO

SECTORS OF INTERVENTION

FOOD SAFETY, HEALTH AND NUTRITION,
WATER AND HYGIENE

49.686

ASSISTED PERSONS

2

**NUMBER
OF PROJECTS**



JORDAN

CONTEXT

Jordan is the second country in the world for levels of concentration of refugees per capita. Since the beginning of the conflict in Syria in 2011, over a million Syrians have fled to Jordan (about 655,624 registered as refugees with the UNHCR), representing about 10% of the Jordanian population. Of these, 79% live in the host communities, while the remaining 21% live in the camps, mainly in those of Za'atari and Azraq (JHF, Annual Report 2017).

The continuous increase in the number of refugees in the country over the past six years has severely tested the economic and institutional system of Jordan, causing social tensions on the management of available resources.

Access to Jordan is also one of the biggest obstacles for refugees. At the end of 2017, there were about 50,000 Syrians blocked at the Jordanian northeastern border waiting to enter the country, with basic needs of every kind. Women and children remain the most vulnerable, with 31% of Syrian children not having access to formal or informal

education (UNICEF, 2018), a condition that aggravates the risk of child labour, while exposing children to abuse and violence.

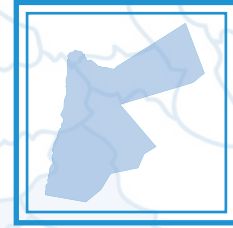
INTERSOS' INTERVENTION

We have been operating in Jordan since 2012, engaged in the humanitarian assistance of Syrian refugees located in urban and rural areas.

We are present in Amman, Madaba, Karak, Tafilah and Ma'an, committed to guaranteeing humanitarian protection and assistance to women, men and children. In particular, INTERSOS is one of the few humanitarian organizations that provides assistance to the refugee population living in informal settlements in remote areas of the country, ensuring that these people have access to the main basic services such as health, education and protection.

Our interventions pay particular attention to the most vulnerable populations, offering educational, recreational and psychological support to women and children at

risk of violence and abuse. In addition, we provide financial support and bring aid to refugee families living in extreme poverty, also through the distribution of thermal blankets and other materials needed to face the winter. We constantly carry out monitoring and analyses to identify gaps and vulnerabilities and work to solve them. We also provide assistance to the most vulnerable cases through a system of mobile teams, in close collaboration with local leaders and organizations.



3.200

CHILDREN WITH ACCESS TO EDUCATION, PROTECTION AND PSYCHOSOCIAL SUPPORT

10.000

PEOPLE SUPPORTED THROUGH FINANCIAL AND LEGAL ASSISTANCE TO RECTIFY THEIR PERSONAL DOCUMENTATION

800

FAMILIES FINANCIALLY SUPPORTED TO ACHIEVE DECENT LIVING STANDARDS

14.150

PEOPLE PROVIDED WITH FINANCIAL SUPPORT FOR THE WINTER

3.864

PEOPLE SUPPORTED WITH EMERGENCY KITS TO COPE WITH EXTREME WEATHER CONDITIONS DURING THE WINTER (SNOWFALL, FLOODING, ETC.)

EXPAT STAFF

16 (9W+7M)

LOCAL STAFF

123 (46W+77M)

BUDGET

5.558.347,76 EURO

SECTORS OF INTERVENTION

EDUCATION, PROTECTION, WATER AND SANITATION

47.675

ASSISTED PERSONS

15.

NUMBER

OF PROJECTS

GREECE

CONTEXT

Over the course of 2015, the Syrian crisis resulted in an extraordinary flow of refugees to Europe, the vast majority of which crossed Greece and the Balkans, headed for northern Europe. Following the closure of the border with Macedonia and the agreement between the European Union and Turkey on the rejection of refugees arriving to the Greek islands, some 50,000 people have been stuck in Greece, where they will have to remain indefinitely.

91% of these refugees are fleeing from Afghanistan, Iraq and Syria, countries affected by conflicts, and are therefore entitled to refugee status under international conventions. 60% are women and children, fleeing from conflicts and violence.

INTERSOS' INTERVENTION

INTERSOS began its intervention in Greece in early 2016 by activating mobile teams

consisting of operators and mediators in the reception camps established in the area between Thessaloniki and the Macedonian border.

It distributed essential goods and identified the most vulnerable cases such as women, children, the elderly and the disabled, to ensure their dignity and protection. As the crisis stabilized, the intervention focused on the general management of the camps, as in the case of the Agia Eleni camp, and on the creation of local entities to manage community services, in coordination with local Greek associations and groups of migrants. This gave the immediate aid activities a tone of integration and communication between cultures.



400
PEOPLE SUPPORTED
IN AGIA ELENI

80
80 PEOPLE SUPPORTED WITH
HOUSING INTERVENTIONS IN
SALONIKA

10
COLLABORATIVE PROJECTS
OF AID AND INVOLVEMENT
OF MIGRANTS IN CENTRAL
MACEDONIA, SUPPORTED
WITH LOCAL GREEK
ASSOCIATIONS

4.000
ASSISTED PERSONS

3
NUMBER OF PROJECTS



EXPAT STAFF
6 (2W+4M)

LOCAL STAFF
80 (35W + 45M)

BUDGET
3.717.550,53 EURO

**SECTORS
OF INTERVENTION**
PROTECTION, MIGRATION



IRAQ

CONTEXT

Since 2014, Iraq has been the theatre of a conflict between the ISIS armed group and the government forces that has caused more than 4 million internally displaced people, reaching the most critical year for the number of vulnerable people in 2017: estimates indicate about 11 million individuals in need of humanitarian aid, of which over 5 million are children (Humanitarian Needs Overview, OCHA). In 2017 alone, the clashes and fighting in the areas occupied by ISIS have caused the escape of about 3 million women, men and children, continuously exposed to situations of extreme violence and in need of urgent humanitarian assistance: shelters, food and water, clothes, medical assistance and care, psychosocial support and legal assistance. In particular, the recapture of Mosul, which began in October 2016 and ended in July 2017, was considered the longest urban battle since the Second World War. Furthermore, at the end of 2017, about 240,000 Syrian refugees have been hosted in Iraq, most of whom live in Iraqi Kurdistan with basic needs of every kind.

THE INTERSOS INTERVENTION

Since November 2016, we are on the forefront of the response to the humanitarian emergency caused by the military offensive on the city of Mosul. Throughout 2017, our mobile medical assistance, protection and education teams have been operating in the areas of the country most affected by the conflict and with a high concentration of displaced persons. In particular, our medical, educational and protective services have been offered both in the camps for displaced people and in urban and rural areas under government control. Women, men and children have benefited from basic medical care, educational activities and psychosocial support, as well as specific legal assistance. Among the most vulnerable groups, we have given particular attention to women and children who are victims of violence, organizing activities aimed at safeguarding and protecting their psychophysical state. At the same time we have been active with protection and education activities in the Syrian refugee camps of the Erbil governorate.



38.323

CHILDREN WITH ACCESS
TO EDUCATION



2.024

CHILDREN WHO RECEIVED
NUTRITIONAL SCREENING

6

OPERATIVE MOBILE CLINICS
AND 4 SUPPORTED HEALTH
CENTRES

50.151

PEOPLE WITH ACCESS TO
HEALTH SERVICES



10.644

WOMEN VICTIMS OF VIOLENCE
SUPPORTED



EXPAT STAFF

42 (24W+18M)

LOCAL STAFF

226 (79W+147M)

BUDGET

7.209.607,01 EURO

SECTORS OF INTERVENTION

HEALTH AND NUTRITION,
EDUCATION, PROTECTION

211.830

ASSISTED PERSONS

18

NUMBER
OF PROJECTS

LEBANON

CONTEXT

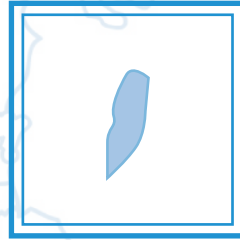
Due to the continuing Syrian crisis, Lebanon is the country with the highest rate of refugees per capita in the world: in January 2018, the Lebanese government estimated that more than 1,500,000 people escaped from the conflict in Syria (including 995,512 registered as refugees with the UNHCR), 34,000 Palestinian refugees from Syria and more than 277,985 Palestinian refugees already in Lebanon (LHF, Annual Report 2017). More than 76% of Syrian refugees live below the poverty line and 91% of them lived in food insecurity in 2017.

The deterioration of the country's economic situation, along with high levels of unemployment, has accentuated tensions between host communities and refugees, exacerbated by the fact that Syrian refugees are housed in the poorest areas of Lebanon, further deteriorating the levels of poverty. 64% of the population in Lebanon does not have access to drinking water services, while the health sector struggles to meet all the demand. The socioeconomic vulnerabilities of the country, coupled with the current crisis, have resulted in an increase in levels of violence against women and children.

INTEROSOS' INTERVENTION

Since 2013 we have been operational in responding to the humanitarian crisis triggered by the Syrian conflict, supporting both Syrian refugees and the most vulnerable Lebanese. During 2017, our projects covered several areas of the Governorates of Beirut, Mount Lebanon, Beqaa, Tripoli, Aakkar, Hermel and Tyr.

Our interventions focus on the protection of the most vulnerable groups, with special attention to children and the fight against gender violence, with specific activities of psychological and psychosocial support, legal assistance and informal education. These activities are carried out also thanks to the many community centres and safe spaces for women and children managed by INTEROSOS. Over the course of the year, the refugees also benefited from our economic support linked to actions in the nutritional field aimed at improving their general health conditions. At the same time we have guaranteed access to drinking water and basic sanitation for women, men and children, also supporting local municipalities in improving the supply of water to the local population.



EXPAT STAFF

26 (17W+9M)

LOCAL STAFF

186 (100W+86M)

BUDGET

12.181.603,91 EURO

SECTORS OF INTERVENTION

PROTECTION, WATER AND HYGIENE,
FOOD SECURITY, COMMUNITY
CENTRES, EDUCATION

335.563

ASSISTED PERSONS

15

NUMBER OF PROJECTS



7.402

RECIPIENTS OF VOUCHERS OR FOOD
PACKAGES (FOOD SECURITY)



15

SUPPORTED COMMUNITY CENTRES

32.357

PEOPLE ASSISTED IN THE
COMMUNITY CENTRES

1.879

ASSISTED MINORS VICTIMS OF
VIOLENCE



9.026

PEOPLE REACHED
BY DRINKING WATER

MAURITANIA

CONTEXT

Mauritania is one of the poorest countries in the world. Its territory is almost completely desert, with an ethnically diverse population with strong contrasts and social disparities. At the end of 2017, around 829,000 people still need humanitarian assistance and about 1.2 million are at risk of food insecurity. The conflict that began in Mali in 2012 forced millions of people to seek shelter in neighbouring countries, including Mauritania. Over 52,000 people crossed the border to find protection from the Malian conflict and poured into the Mberra camp in southwestern Mauritania, where INTERSOS is focusing its efforts. The likelihood of exposure to drought remains high throughout the country and is linked to socio-economic factors such as development and fair access to basic social services.

INTERSOS' INTERVENTION

INTERSOS has been active in Mauritania since 2009. Currently our focus is on providing assistance to Malian refugees in the Mberra camps and host communities in the villages of the Bassikounou district, with protection activities for women and children at risk of violence or abuse, construction and management of schools and children's centres and community services. Our projects are based on a community approach, according to which the refugee community is involved as much as possible in the various aspects of life in the camp. This includes the planning, implementation and management of assistance activities. In schools and children's centres, the teachers, parents and volunteers are involved in the management and the activities.



5.533

CHILDREN ENROLLED IN
PRIMARY SCHOOL



608

DOCUMENTED AND ASSISTED
CHILD PROTECTION CASES

1.914

PEOPLE WITH SPECIFIC
NEEDS RECEIVED MATERIAL
HELP OR HOME VISITS FOR
PSYCHOSOCIAL SUPPORT



EXPAT STAFF

6 (2W+4M)

LOCAL STAFF

40 (18W+22M)

BUDGET

1.127.282,49 EURO

**SECTORS
OF INTERVENTION**

EDUCATION, PROTECTION

61.000

ASSISTED PERSONS

6

NUMBER OF PROJECTS

NIGERIA

CONTEXT

The ongoing humanitarian crisis in Nigeria has its epicentre in the states of Yobe, Adamaua and Borno. Of the nearly 3 million displaced persons in these areas, 80% are in the state of Borno. Almost three years of occupation by the armed group Boko Haram and the subsequent military operation launched in January 2016 by the Nigerian army to bring these states under government control have produced a massive displacement of fleeing people and a devastating impact on the population. For nearly three years, in the areas under the control of Boko Haram, the population has had no access to any service, particularly healthcare, medical supplies, and social and educational services. The instability of the area and the ongoing attacks by armed groups have blocked food production and crops, emptying markets and leaving 3.9 million people without any food security. Malnutrition among women and children has reached extreme levels, especially among displaced persons, who fled into the forests and later found their homes and businesses completely destroyed. Much of the displaced population survives only thanks to humanitarian aid.

INTERSOS' INTERVENTION

INTERSOS has been present in Nigeria since the beginning of 2016 and has started an intervention in the State of Borno to create emergency shelters for displaced persons. Furthermore, in order to ensure food security and support the fight against malnutrition, especially among children, food and supplements were distributed. Finally, in this region INTERSOS implemented life-saving activities with a focus on primary health and nutrition, including neonatal and maternal care and an emergency response to infant mortality caused by acute severe malnutrition. Furthermore, INTERSOS has supported hundreds of families with the construction of housing.



11.788

MEDICAL CONSULTATIONS FOR CHILDREN UNDER 5 YEARS AT RISK OF MALNUTRITION



6.750

PEOPLE ASSISTED WITH EMERGENCY SHELTER



40.585

PEOPLE RECEIVED FOOD ITEMS



EXPAT STAFF

20 (3W+17M)

LOCAL STAFF

198 (86W+112M)

BUDGET

2.086.446,43 EURO

SECTORS OF INTERVENTION

FOOD DISTRIBUTIONS, SHELTERS, FOOD SECURITY, NUTRITION AND PRIMARY HEALTH

179.335

ASSISTED PERSONS

9

NUMBER OF PROJECTS



CENTRAL AFRICAN REPUBLIC

CONTEXT

Since 2012, the Central African Republic has undergone a deep and complex crisis. The security situation in the country remains unstable and unpredictable, making humanitarian access difficult and limiting the response to the population's needs. Since January 2017, there has been a serious deterioration in the number of internally displaced persons, which reached a total of 600,000 people. The number of refugees also increased to 521,000, bringing the total number of internally displaced persons to 1.1 million, the largest number ever recorded in the country. On a population of 4.6 million, 2.5 million people need humanitarian aid. Basic services are dysfunctional or non-existent in many areas, and 22% of the population has no sustainable access to health facilities, which are not functional due to the lack of equipment, personnel and medicines. About 1.1 million people are in a situation of food insecurity, and in more than half of the prefectures the level of Severe Acute Malnutrition has reached the emergency threshold of 2%.

INTERSOS' INTERVENTION

INTERSOS's first intervention in the Central African Republic dates back to the beginning of 2014, to assist the population fleeing from the violence of the internal conflict. In 2017, we monitored human rights violations for displaced persons and border control in 3 areas (Ouham, Nana Gebrizi and Kemo). Furthermore, support activities were implemented for education and to promote school reintegration. Finally, food was distributed to displaced families in the Ouham region.



1.165

DOCUMENTED AND FOLLOWED
PROTECTION CASES



414.713

TONNES OF DISTRIBUTED FOOD

45.187

PEOPLE RECEIVED FOODSTUFFS



8.174

CHILDREN RECEIVED SCHOOL
KITS

87

TEACHERS RECEIVED TEACHING
KITS

60

ORGANIZED RECREATIONAL
SPACES

119.701

ASSISTED PERSONS

9

NUMBER OF PROJECTS



EXPAT STAFF

23 (4W+19M)

LOCAL STAFF

95 (45W+50M)

BUDGET

2.233.693,72 EURO

**SECTORS
OF INTERVENTION**

PROTECTION, FOOD SECURITY,
EDUCATION IN EMERGENCIES

DEMOCRATIC REPUBLIC OF CONGO

CONTEXT

The Democratic Republic of the Congo is going through a long and complex humanitarian crisis that can now be considered chronic. 82% of the population still lives below the national poverty level and the per capita income is one of the lowest in the world. The succession of traumas in recent decades has intensified the humanitarian needs and vulnerability of the population, gradually increasing the percentage of those affected by violence, epidemics, acute and persistent malnutrition and food insecurity.

About 6.1 million people are severely affected by the impact of violence, conflict and natural disasters on a precarious socioeconomic infrastructure. 3.5 million people are in “food crisis” and need assistance; 2.9 million children need emergency education; 2.8 million people do not have access to water and sanitation; 2.1 million require emergency housing and essential goods. Common to all is the need for protection.

INTERSOS' INTERVENTION

INTERSOS has been working in the Democratic Republic of Congo since 2010, in support of internally displaced persons and returnees. In 2017, the action focused on protection measures, mainly related to the monitoring of human rights violations in the eastern part of the country, in the Haut Uélé, Bas Uélé and Ituri areas and in the provinces of North Kivu and South Kivu (territories of Uvira and Fizi). This monitoring made it possible to identify and take in the victims. Many protection committees received supplies and work materials; women and girls victims of violence benefited from assistance to start income-generating activities with the support of dedicated staff.

1.270.060
ASSISTED PERSONS

4
NUMBER OF
PROJECTS



7.268
INDIVIDUALS WERE DIRECTED
TOWARDS THE MANAGEMENT
STRUCTURES IN THE PROVINCE
OF SOUTH KIVU

31.023
CASES OF PROTECTION WERE
COLLECTED IN HAUT UÉLÉ, BAS
UÉLÉ AND ITURI

100
WOMEN AND YOUNG GIRLS
PARTICIPATED IN INCOME-
GENERATING ACTIVITIES IN THE
PROVINCE OF NORTH KIVU



EXPAT STAFF
8 (2W+6M)

LOCAL STAFF
112 (43W+69M)

BUDGET
1.704.853,27 EURO

SECTORS
OF INTERVENTION
PROTECTION



SERBIA

CONTEXT

With the Syrian crisis worsening, in 2015 the Balkan route was the main gateway to the European Union countries for thousands of refugees fleeing from Syria, Iraq and Afghanistan. During that year, 885,386 migrants and asylum seekers followed this route to reach northern Europe. With the progressive closure of the borders along the Balkan route, in March 2016 thousands of refugees were stopped and pushed back into Serbian territory, forced to face bad hygienic conditions, as well as abuse, violence and generally difficult living conditions.

INTERSOS' INTERVENTION

Our first intervention in Serbia dates back to 1998 and was aimed at responding to the humanitarian emergency after the conflicts in the region. We also pursued projects to promote the economic independence of refugees. In July 2015, we started working in northern Serbia to assist refugees in transit to northern Europe with a mobile team operating along the entire border with Hungary, Croatia and Bulgaria. In 2016, the intervention focused on refugees who were stuck in the country following the closure of borders so that these people could be treated as the humanitarian standards provide, guaranteeing their security and dignity. The intervention at the Šid Transit Centre, on the border with Croatia, ended in April 2016. In 2017 we were active with support projects for the Serbians displaced by the Balkan wars. The intervention ended in February 2018 with the definitive closure of the INTERSOS mission in Serbia.

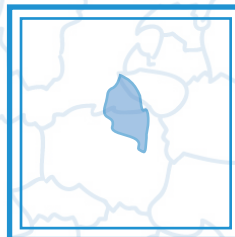


5.000

PEOPLE HELPED IN THE ŠID
TRANSIT CENTRE

1

NUMBER
OF PROJECTS



EXPAT STAFF

1 (1M)

LOCAL STAFF

5 (2W+3M)

BUDGET

312.073,55 EURO

SECTORS OF INTERVENTION

PROTECTION, MIGRATION



SOMALIA

CONTEXT

The serious and chronic internal conflict that has hit Somalia in the last two decades has led to the collapse of all state structures, with an inadequate infrastructure that is unable to offer basic services to the population.

The Al-Shabaab armed group continues to maintain control of many areas of the country. Furthermore, the severe drought that hit most of the country in 2017 has deteriorated the already fragile humanitarian situation. A significant part of the Somali population has been forced to leave their homes, increasing the already high percentage of displaced population with limited access to basic services, including Health and Nutrition.

To date, it is estimated that more than 2 million Somalis have left the country, plus 1 million internally displaced persons and around 2.7 million people in extreme need. Although the government is trying to gradually take on more responsibilities, NGOs and civil society actors remain the main bodies able to guarantee the coverage of primary services.

INTERSOS' INTERVENTION

INTERSOS has been operating as a humanitarian organization in Somalia since 1992, when it began to support the Jowhar Regional Hospital in the Middle Shabelle region. The hospital, supported to this day by INTERSOS, remains the only health facility and the centre of reference for all the primary health centres of the region, covering a basin of over 250,000 people.

Our projects focus on the two key areas of protection, and health and nutrition. In particular, INTERSOS provides medical and health assistance, nutritional programmes and access to water and adequate sanitation, as well as protection of women and children, documentation and reunification of unaccompanied minors, reintegration of minors in their communities and families, and formal and informal education. In addition, our programme provides support to refugee families in neighbouring countries, particularly in Kenya, for a safe, dignified and voluntary return to the villages of origin in Somalia and for their reintegration into the community.

Our interventions are concentrated in the Middle and Lower regions of Shabelle, Bay, Bakool, Banadir and Puntland.



287.214

PEOPLE WHO HAD ACCESS
TO HEALTH SERVICES

17

MOBILE CLINICS AND HEALTHCARE
FACILITIES



113.892

CHILDREN UNDER AGE 5
MONITORED FOR MALNUTRITION



25.976

PEOPLE WITH ACCESS TO WATER
AND SANITATION

303

WELLS, LATRINES, SHOWERS,
SINKS AND WATER KIOSKS BUILT
AND REPAIRED



781

UNACCOMPANIED MINORS
ASSISTED

368

FAMILIES REUNITED

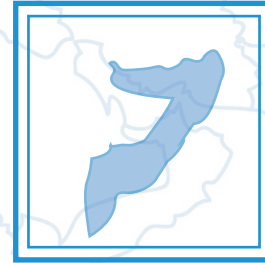
17.978

PEOPLE ASSISTED IN VOLUNTARY
REPATRIATION AND REINTEGRATION
INTO THE COMMUNITY



14.762

MINORS WITH ACCESS TO
EDUCATION



EXPAT STAFF

12 (12M)

LOCAL STAFF

382 (169W+213M)

BUDGET

5.897.578,52 EURO

SECTORS

OF INTERVENTION

WATER AND SANITATION,
DISTRIBUTIONS AND SHELTER,
PROTECTION, EDUCATION, HEALTH,
FOOD SECURITY, RETURNS

329,476

ASSISTED PERSONS

30

NUMBER OF PROJECTS

SOUTH SUDAN

CONTEXT

South Sudan, officially recognized as the Republic of South Sudan, is the youngest state in the world, born in 2011 after gaining independence from Sudan, following a long civil war, one of the longest and most devastating of the continent.

The end of the civil war, which initially promised to bring peace and better living conditions for the population, instead left the country in a state of extreme poverty, lacking infrastructure and basic services.

In December 2013, a fierce internal conflict broke out, and despite the signing of a peace agreement, it remains unresolved. The condition of the population has dramatically worsened: from the beginning of the conflict, about 2 million internally displaced persons and more than 4 million people are in need of humanitarian aid. In the reception camps, the state of overcrowding and humanitarian conditions worsen by the day, affecting particularly women and children. The conflict was marked by indiscriminate killings of civilians and exposed thousands of women and children to all kinds of violence.

The UN recently declared that about 18,000 minors were recruited as child soldiers.

INTERSOS' INTERVENTION

INTERSOS started operating in the country in 2006 with protection programmes. Since then we have been working in the states of Upper Nile, Lakes, Unity, Jonglei, Western, Eastern and Central Equatoria, in response to the tragic humanitarian crisis that is still under way as a result of the internal conflict that began in 2013. We bring help to thousands of displaced people fleeing the atrocities of war through interventions to protect against gender violence, child protection, primary and secondary education programmes for the reintegration of children into the school system coupled with the rehabilitation of the schools. We also distribute basic necessities, guaranteeing access to clean water.



92
SCHOOLS REHABILITATED

96.427
MINORS WITH ACCESS
TO EDUCATION



53.467
PEOPLE ASSISTED WITH
SHELTERS AND ESSENTIAL
GOODS



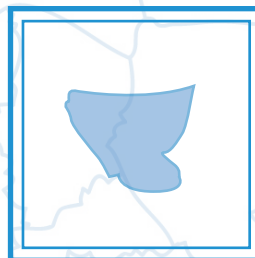
35.897
PEOPLE WITH ACCESS TO
WATER AND SANITATION

131
WELLS AND LATRINES BUILT



4.631
UNACCOMPANIED MINORS
ASSISTED

362
MINORS VICTIM OF
VIOLENCE OR AT RISK
IDENTIFIED AND ASSISTED



EXPAT STAFF
46 (18W+28M)

LOCAL STAFF
110 (43W+67M)

BUDGET
5.328.359,89 EURO

**SECTORS
OF INTERVENTION**
WATER AND SANITATION, DISTRIBUTIONS
AND SHELTERS, PROTECTION,
EDUCATION

326.045 **21**
ASSISTED PERSONS **NUMBER OF PROJECTS**



UGANDA

CONTEXT

In 2016, almost 490,000 refugees found refuge in Uganda because of the violent clashes that broke out again in July of the same year in South Sudan. Over 90% of refugees are women and children. As of December 2016, a total of 84,127 refugees were housed at the Rhino settlement, located in the north of the country. Because of the dramatic and unstoppable flow, the resources that the country makes available to refugees are painfully thinning: in Rhino, refugees are assigned rocky or sandy plots, difficult to use to start any sustenance farming, and access to drinking water is limited. Malaria remains the leading cause of morbidity among refugees (43%) and host communities (44%).

INTERSOS' INTERVENTION

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



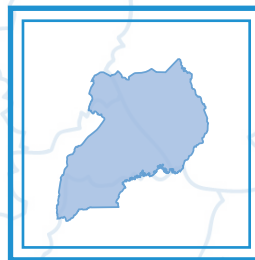
33.200
PEOPLE HAVE ACCESS
TO BASIC SANITATION
SERVICES



45.000
SANITATION
CONSULTATIONS OF BASIC
LEVELS ALSO PROVIDED
THROUGH MOBILE CLINICS

90
PEOPLE SELECTED AT THE
COMMUNITY LEVEL FOR
HEALTH TRAINING
PROVIDED

4
RENOVATED MEDICAL
CLINICS EQUIPPED WITH
MEDICINES AND MEDICAL
INSTRUMENTS



EXPAT STAFF
1 (1W)

LOCAL STAFF
3 (1W + 2M)

BUDGET
12.896,55 EURO

**SECTORS
OF INTERVENTION**
WATER AND SANITATION

58.938
ASSISTED PERSONS

1
NUMBER OF PROJECTS

YEMEN

CONTEXT

Since March 2015, a violent conflict in Yemen is bringing the country to its knees, leading it to a social, economic and institutional collapse. 18.8 million people need humanitarian assistance, about 70% of the country's population, including 2.2 million displaced persons and almost half a million refugees and migrants. Since the beginning of the conflict, the air strikes have intensified, destroying schools, hospitals and airports. Water and electricity supplies are often interrupted, and medicines and fuel are difficult to find. Bombings and ground clashes make the security conditions extremely volatile and many areas are unreachable and isolated from humanitarian aid.

INTERSOS' INTERVENTION

INTERSOS's intervention in Yemen began in 2008 to assist refugees in the Kharaz and Basateen camps. We then launched a programme to identify and support victims of human trafficking in Aden, Kharaz and in the Mayfa reception centre.

Since the outbreak of the conflict in March 2015, we are one of the few international organizations that have not abandoned the country, continuing to provide humanitarian aid to thousands of displaced persons and refugees fleeing from ongoing clashes and bombings.

Our efforts focus on providing medical and food assistance, support and organize school and professional classes for children and teenagers, psychological care and protection for the most vulnerable women and children and for the victims of abuse and violence, and support for families at risk. INTERSOS intervenes both in the north and south of the country, bringing aid to the most remote and hard-to-reach locations in the Governorates of Sana'a, Aden, Hadramout, Taiz, Ibb, Hajja, Mahweet and Lahj.



287.234

PEOPLE ASSISTED THROUGH
MOBILE CLINICS

1,886

MALNUTRITION CASES TREATED



38

CHILDREN RECEPTION SPACES

17.689

PERSONS ASSISTED WITH LEGAL
OR PSYCHOSOCIAL SUPPORT
SERVICES

527

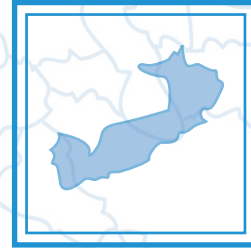
MINORS VICTIM OF VIOLENCE OR
AT RISK IDENTIFIED AND ASSISTED

516.278

ASSISTED PERSONS

21

NUMBER
OF PROJECTS



EXPAT STAFF

12 (4W+8M)

LOCAL STAFF

260 (110W+160M)

BUDGET

10.024.822,38 EURO

SECTORS

OF INTERVENTION

HEALTH AND NUTRITION,
PROTECTION, EDUCATION







Recycled paper CyclusOffset



INTERSOS  S

AIUTO IN PRIMA LINEA

WWW.INTERSOS.ORG

