

each life matters





DR Congo

© Medair/Patrick Harrison

“The heart of Medair is not health services, water, shelter—it is people.”

— David Verboom, Medair CEO



Bangladesh

© Medair/Banbara Tegeder

We believe every person is a unique individual created by God. Medair seeks to listen to people's stories, spend time in their presence, and treat them with the compassion and dignity they deserve.



Nepal

© Medair/Hanqing Bengler



Lebanon

© Medair/George Whithams

MESSAGE FROM DAVID VERBOOM, CEO



Being a humanitarian aid worker is one of the most rewarding jobs in the world. It's not always easy; the best jobs never are. In recent years, relief agencies and aid workers have needed to adapt to a rapidly changing humanitarian context.

Close to 132 million people worldwide need assistance today. Natural disasters have become more frequent and more severe. Prolonged crises in some countries have stretched people's capacity to cope, and taxed the generosity of donors. The sheer scale of needs is staggering, while the resources available to respond to them are falling short of the demand.

Despite these challenges, I'm pleased to report that, with your support, Medair was able to reach more people with direct assistance in 2018 than ever before. We adopted several measures to become more cost-efficient and scaled up our innovation approach through excellent partnerships.

When I visited our teams in the Middle East, Asia, and Africa, I was moved by the humanity of the people I met, the stories shared with me by people in crisis, and the commitment of our staff to deliver the highest quality of aid possible.

People and their dignity are at the core of our work. As we carry out our mission, we want people to know we care about them, that their lives matter, that they have not been forgotten.

In a remote part of South Sudan, my colleague John said, "Some organisations might fear to go somewhere because of the danger, but it doesn't stop Medair from reaching out to people in need. Because of Medair, a lot of people are still alive." As I listened to John, I thought, 'We can go to these difficult-to-reach places because of you, our committed, brave colleagues.'

Each life matters, and each contribution to saving lives matters. Medair is made up of people like John, just as it is made up of people like you: people who pray for us, who give us financial support, who work with us every day. You are lifting people up in their time of need. It's not always easy, but what could be more worthwhile?

Thank you for joining us on the journey in 2018.

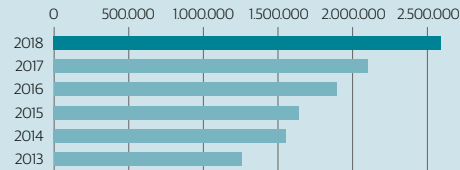
David Verboom

MEDAIR

in 2018

2,585,964

PEOPLE DIRECTLY ASSISTED



HEALTH & NUTRITION

1,217,838

consultations at Medair-supported clinics

554,165

people taught life-saving health and nutrition practices

105,233

malnourished patients treated

- Free primary health care
- Vaccinations
- Treatment of common diseases
- Malnutrition screening/treatment
- Infant and young children feeding support
- Disease outbreak detection/response
- Training local health workers
- Community-based teaching/support groups to prevent illness
- Care for pregnant and breastfeeding women
- Mental health/psychosocial support
- Support to survivors of sexual assault

WATER, SANITATION, & HYGIENE

254,051

gained improved access to safe water

535,347

gained improved access to sanitation

262,910

people taught life-saving hygiene practices

- Safe drinking water
- Sanitation facilities
- Teaching communities about hygiene
- Hygiene items
- Training people to maintain WASH infrastructure

CASH ASSISTANCE

63,130 received cash or voucher assistance

- Cash-for-work projects
- Unconditional cash assistance
- Cash for health services

SHELTER & INFRASTRUCTURE

295,113

received shelter assistance

444,741

people benefited from new or rehabilitated infrastructure

14,343

received training in disaster risk reduction

- Essential household supplies
- Emergency shelters
- Shelter supplies
- Transitional shelters constructed/rehabilitated
- Permanent houses constructed/rehabilitated
- Bridges
- Health facilities constructed/rehabilitated
- Schools constructed/rehabilitated
- Communal shelters
- Site improvements
- Mapping
- Training on safe reconstruction
- Livelihood support
- Disaster Risk Reduction (DRR) activities

13
countries
of operation
(2018)

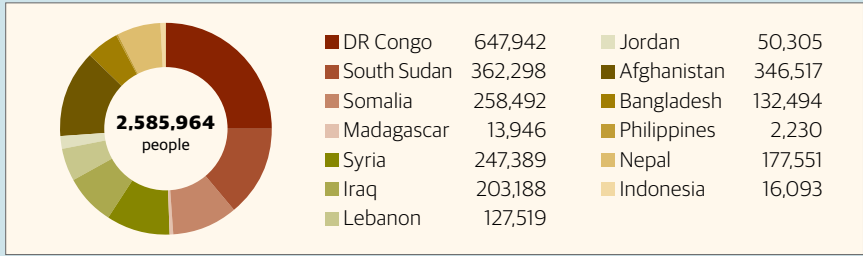
25
past countries
of operation

1
international
headquarters in
Switzerland, 135 staff
(119 full-time equivalents)

6
affiliate offices
in Europe and
North America

1,182
nationally recruited
staff

196
internationally recruited staff
in the field



“If we do not go, who will? Medair is the only organisation working in these faraway places. It is not the first time I’ve worked in dangerous areas; this is Afghanistan and security is always a problem. But if I say I will not go, then who does the responsibility get passed on to? When I see the children I am helping, I know it is the right thing to do.”

– Latifa, Medair nurse, southern Afghanistan



© Medair/Enclon

Afghanistan



© Medair/Lu Anne Cadd

Philippines

“How did you ever find us?”

– A young student in the disaster-struck village of Camunayan in the dense mountains of the Philippines.



No matter who they are, no matter where they live. We go the extra mile because each life matters.



South Sudan

© Medair/Amey/Chris New

South Sudan



© Medair/Heath Akyang



In 2018, Medair responded to 23 emergencies in some of the hardest-to-reach places in South Sudan.

SOMALIA

258,492 PEOPLE
DIRECTLY ASSISTED



Halima gave birth to a healthy boy at a Medair-supported health facility.



Severe drought



Conflict



Mass displacement



Acute malnutrition

"Alhamdulillah! My baby boy and I are in good health!" said Halima, hours after giving birth. She had good reason to be thrilled. Just 25 years old, she had already lost three children: "I prefer delivering in the health centres rather than at home because home deliveries are not safe."

In 2018, Medair supported 12 health facilities in Somalia that provided 24/7 maternity services. Halima was one of 9,911 women who safely gave birth under our care.

"I have never seen such a kind midwife in my life," said Halima. "I will never forget the way she supported me."



Mothers taught mothers about health, nutrition, and hygiene.



Medair partnered with four local NGOs to provide health care, nutrition, and safe drinking water in four states and eight districts in 2018. One of those districts was so remote that no other INGOs worked there.

Our community-based approach focused on putting people first. A network of over 1,100 trained volunteers visited households to promote health, nutrition, and hygiene, and refer people to clinics. Outreach teams carried out biweekly visits to remote communities to deliver much-needed aid.

After a near-famine in 2017, Medair continued delivering aid at a heightened level in 2018, even as better rains improved conditions and access. As a result, we reached over 100,000 more people with aid than we did in 2017.

"There is much to admire about Medair's work in Somalia," said Matthew Maury, CEO of TEAR Australia. "The work is saving lives and helping build healthier communities in one of the more complex settings in the world. It is incredible how much they are able to accomplish amidst the many challenges."



HEALTH AND NUTRITION

- **233,450** patient consultations at 12 Medair-supported clinics; 62 health staff trained
- **1,154** community health workers trained; 14,769 consultations by community health workers
- **34,620** people reached with health and nutrition promotion
- **16,012** people treated for acute malnutrition
- **9,911** women gave birth in Medair-supported facilities



WATER, SANITATION, & HYGIENE

- **7,533** people gained improved access to safe drinking water via 1,395 water filters



SHELTER AND INFRASTRUCTURE

- **13,063** people benefited from construction support for 2 new health facilities



© Medair/Amgeest Ottrow

Our ERT delivered essential supplies and improved access to safe water for displaced people in Ulang.

SOUTH SUDAN

362,298 PEOPLE
DIRECTLY ASSISTED


Chronic underdevelopment


Acute malnutrition


Conflict

7 million
need humanitarian aid


Linda walked for three hours in the scorching sun to reach the Medair emergency nutrition site, carrying her listless 22-month-old daughter Bakita in her arms. Over six million people in South Sudan are suffering due to food insecurity, sometimes resorting to eating water lilies or leaves.

To reach more children like Bakita, Medair added 12 new sites where more than 42,000 vulnerable

people were treated and cured of malnutrition. Medair midwives also provided safe deliveries for more than 1,000 women.

Our emergency response team (ERT) provided aid during 23 different crises: mass displacements, disease outbreaks, and emergency levels of malnutrition. "We go to very remote places, beyond where all the emergency relief is clustered," said Kim Heidekamp, Health Project Manager. "We just try to go further."

HEALTH AND NUTRITION

- **116,317** patient consultations at Medair-supported clinics 
- **104,405** people vaccinated
- **59,892** people reached with health/nutrition promotion; 870 community promoters trained
- **42,318** people treated for acute malnutrition; 144,436 children screened

WATER, SANITATION, & HYGIENE

- **44,227** people gained improved access to safe water
- **66,408** people gained improved access to sanitation
- **75,821** people reached with hygiene promotion; 1,110 hygiene promoters trained; 36,585 people received hygiene kits


SHELTER AND INFRASTRUCTURE

- **38,868** people received essential household items



© Medair/Jemma Ebbow

Volunteers diagnosed and managed common illnesses and acute malnutrition.

 In remote areas, an inspirational workforce of Medair-trained volunteers promoted good practices for health, hygiene, and nutrition, provided basic medical treatment, screened for malnutrition, and offered grass-roots level psychosocial support.

"We are just housewives and mothers here. We've never been to school because of the war," said a Care Group volunteer. "When Medair gave me training, I realised that I had a real value to my household. I never knew before that I could make such a difference."

DR CONGO

647,942 PEOPLE
DIRECTLY ASSISTED



Complex conflict



Ebola crisis



Mass displacement



Disease outbreaks

Marie and her children fled from home to escape the conflict that had killed her husband.

Marie's daughter fell seriously ill, but she hesitated to bring her to a health centre, fearing exposure to Ebola. Sadly, the Ebola outbreak was just one of many threats people faced this past year. Thankfully, Marie did bring her daughter to a Medair-supported clinic, and she safely received free treatment.

Our teams responded with courage to the second largest Ebola outbreak in history, supporting infection prevention and control and reaching nearly 34,000 people with Ebola prevention messages. Trusted by communities, we were among the first NGOs to equip and train traditional practitioners.

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In 2018, Medair provided nearly 648,000 people with emergency health, nutrition, and WASH services in Ituri, Nord Kivu, Sud Kivu, and Kasai provinces.

To reach displaced people, our teams overcame insecurity and arduous journeys to reach remote villages. "Medair is the first NGO to support us. When we had the influx of displaced people last year, we didn't know how we would manage," said Catherine, Iga Barrière Health Centre. "But the *Division Provinciale* told us not to worry, because Medair was coming!"

Our main project provided long-term support to vulnerable health centres while also responding flexibly to new emergencies. That flexibility was crucial in 2018, as the number of people in need rose sharply.

"It's amazing to see the expansion of areas where we work, and the development of staff members," said Esther Mourick, Base Manager. "We find ways to be present despite the security situation and to show that someone cares."



HEALTH AND NUTRITION

- **485,209** patient consultations at Medair-supported clinics; 34,787 people vaccinated
- **178,248** people reached with health or nutrition promotion
- **15,111** people treated for acute malnutrition
- **320** people received psychosocial support
- **33,926** people reached with Ebola prevention messaging
- **1,924** local health workers trained; 1,300 trained for Ebola response



WATER, SANITATION, & HYGIENE

- **118,630** people gained improved access to safe water
- **404,238** people gained improved access to sanitation
- **51,617** people reached with hygiene promotion



SHELTER AND INFRASTRUCTURE

- **11** health facilities rehabilitated, benefiting 140,816 people
- **8** bridges constructed, benefiting 62,123 people
- **400** people received cash for work



Béatrice, Medair Health Supervisor, trained hospital staff to work with Ebola patients.

MADAGASCAR

13,946 PEOPLE
DIRECTLY ASSISTED



Women and children gathering water during the drought.



Severe poverty



Severe weather



Remote communities

Severe drought has devastated southern Madagascar, leaving the region in a state of emergency. After 12 years of life-saving work in the northeast, Medair opened a field base in Beloha town, one of the south's most vulnerable and remote areas. Reaching Beloha requires an eight-hour car ride from Fort Dauphin over badly damaged roads with deep potholes. "Dedicating yourself to saving lives means being ready to go where no one wants to go," said Klaas Overlade, Country Director.

In September, Medair launched the Rano Velo project in Beloha to improve access to safe drinking water for 10,000 people and

build community resilience. We trained nearly 600 volunteers and 200 community leaders to encourage behaviour-changing health and hygiene practices. "We are thankful for the health education as well as for giving us access to clean water," said Nirina, a woman in Marolinta town.

To prepare for severe weather events, we assembled a national emergency response team in partnership with the government and local community. The emergency responders received training in first aid and the use of drones in post-disaster evaluations, and they are now ready to take action when needed.

WATER, SANITATION & HYGIENE

- **45** water points rehabilitated after cyclone Enawo, benefiting 8,100 people
- **597** village volunteers and 211 local leaders trained on good hygiene practices
- **4,752** people reached with hygiene promotion messaging via 5 street theatre performances
- **33** people trained in first-aid interventions for emergency responses
- **286** people received training on project accountability

Street theatre is a great way to teach people about health and hygiene practices. Our entertaining performances attracted large crowds, with some children climbing trees to watch the public health presentations.



“Thanks to Medair’s cash support, we were able to pay the hospital bill and give the money back to our neighbour. Without that support, we would have been in trouble now.”

— Azeez, father of premature twins, Jordan



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Jordan



© Medair/Sita © Comhar

Iraq

“It feels like they are celebrating my baby with me. It is a very nice surprise.”

— Hannah (left) received a free baby kit with her postnatal check-up in Iraq



In 2018, Medair’s **Middle East Regional Programme** effectively oversaw humanitarian relief activities for over **625,000 people** whose lives had been touched by conflict and displacement in Jordan, Iraq, Lebanon, and Syria.

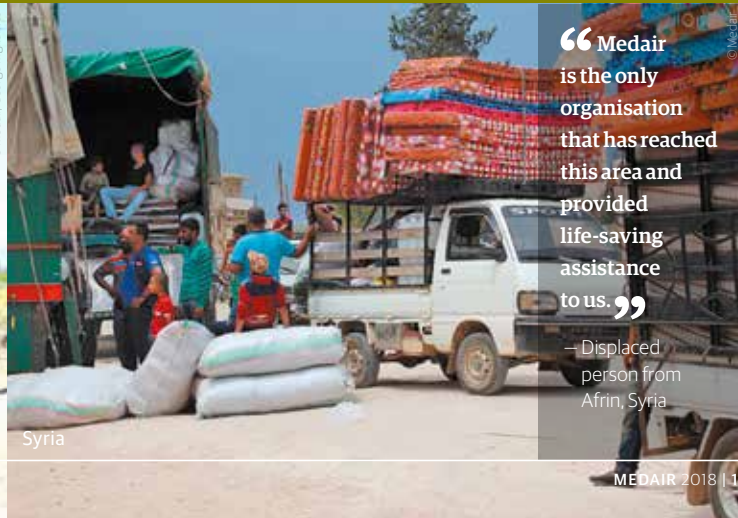
“When I see families trying to find safety, I feel motivated to help them, because refugees are just like me and you.”

— Ali, Medair relief worker, Lebanon



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Lebanon



© Medair

Syria

“Medair is the only organisation that has reached this area and provided life-saving assistance to us.”

— Displaced person from Afrin, Syria



Nasra holds baby Khaled.

© Medair/Desmond Highsmith

JORDAN



50,305 PEOPLE
DIRECTLY ASSISTED

671,000

Syrian refugees



Mass displacement



High costs



Living in limbo


Less than a week into his life, Khaled was dangerously ill. He had an intestinal obstruction and needed surgery right away, a surgery his parents could not afford. "I sat in front of the hospital and cried," said his mother Nasra. "It was the worst day of my life."

In 2018, Medair provided 4,400 people like Nasra with cash to pay for urgent health procedures

and support pregnant women with deliveries. Our community teams also visited families to deliver vital health messages about exclusive breastfeeding, nutrition, and vaccinations.

Nasra and her husband borrowed money for the surgery to save Khaled's life, but they couldn't pay the debt until Medair came to their door. "This was the first time we've been helped. Thank you!"

HEALTH AND NUTRITION

- **49,508** people reached with health and nutrition promotion by community health workers (CHWs)
- **85** CHWs trained in delivering health messages and case finding; 6 CHWs trained in supporting psychosocial sessions
- **272** people received psycho  support
- **4,400** people received cash assistance to pay for health services
- **633** people benefited from cash assistance for basic needs
- **114** people were referred to different social services; 82 people attended legal awareness sessions



© Medair/Lucy Bamforth

“It's important to spend time with the people we serve. Some of them are here alone, they don't have anybody, and they have suffered through

horrible situations. Lifting the burden of a hospital debt is a huge benefit. Taking the time to listen to people can be even more important. ”

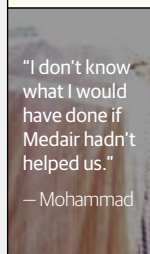
— Elsa (left), Medair Health Project Manager



In 2018, we began providing cash for 300 vulnerable families to pay for urgent expenses like rent and food.

We adopted a new "case management" approach to help families access different services and improve their overall well-being.

Our psychosocial sessions gathered people to share their experiences, address their traumas, and learn strategies to cope with life as refugees. "I had no idea there were programmes to help traumatised people like me," said Haleema. "I was able to open my heart in front of a lot of women, and I felt safe. Medair has given me a chance to be a different woman."



"I don't know what I would have done if Medair hadn't helped us."

— Mohammad

© Medair/Desmond Highsmith



Medair and Syrian Arab Red Crescent staff registered families receiving shelter kits in Aleppo.

SYRIA

247,389 PEOPLE
DIRECTLY ASSISTED

7

Years of crisis



Mass displacement



Devastated infrastructure

13

Million need assistance



The Syrian crisis experienced dramatic shifts in 2018, with the government regaining control over much of the country.

Through turbulent times, Medair used creative solutions to reach and respond to people in need. In October, we were one of the few INGOs granted access to Dar'a, where emergency needs were high with winter approaching. We responded in a remote area where others had avoided travelling because extreme caution was needed to reach it safely. Our team went from house to house to assess needs, then distributed blankets, stoves, and related items that helped 7,883 people stay warm and survive the winter.

Medair is registered in Syria and provided health, nutrition, WASH, and shelter for over 247,000 people in Rural Damascus, Homs, Aleppo, and Dar'a. Some of our work involved repairing services that had suffered extensive damage such as health care facilities, water networks, and shelters. We also provided help to seniors and people with disabilities by making health clinics, services, and homes more accessible.

"What is great about Medair, which I admire, is that they look at the beneficiaries as human beings, not numbers as others do," said Bassel, Medair Finance Manager.



HEALTH AND NUTRITION

- **160,879** patient consultations at 12 Medair-supported clinics; 4,683 children vaccinated; 1,229 people received psychosocial support
- **8,022** people reached with health/nutrition promotion



WATER, SANITATION, & HYGIENE

- **46,861** people gained improved access to safe water
- **12,000** people gained improved sanitation



SHELTER AND INFRASTRUCTURE

- **32,467** people received essential household items
- **526** people benefited from rehabilitation of damaged homes
- **7** primary health care centres and 1 physiotherapy centre repaired and equipped

Ali, 4, is examined by a doctor in a Medair-supported clinic in Rural Damascus.

Medair supported 12 clinics in 2018, providing consultations to over 160,000 people, repairing and upgrading damaged clinics, and training and supporting clinic staff.



LEBANON

127,519 PEOPLE
DIRECTLY ASSISTED



Karima and her family lost their shelter in a fire.

#1

Most refugees per capita in the world



Rising tensions



Rising costs



Lack of income



In 2018, Medair continued bringing aid to Syrian refugees in the Bekaa Valley and expanded activities into Mount Lebanon and Saida. We helped refugees and vulnerable Lebanese cope with the ongoing crisis with dignity, providing health services, shelter, sanitation, access to safe water, and mapping of informal settlements.

In December 2018, a fire devastated an informal settlement. Our emergency response team helped families rebuild the settlement in one week, including shelters, latrines, water tanks, and fire extinguishers. "We lost everything, but not our hope," said Karima. "Your presence motivated us to move on. Despite the pouring rain, you were here every day beside us to help us recover."

Medair was the lead agency for shelter assistance in the Bekaa Valley, providing shelter kits and assistance to over 90,000 people. Our team mapped over 8,000 refugee settlements in Lebanon, and shared our data with the UN and aid agencies to ensure that no one would be forgotten.

Medair supported seven health clinics that offered families affordable medical care, free vaccinations, health promotion, psychosocial support, and reproductive health care for women. "If it weren't for the support I am getting from the clinic and the doctors here, I wouldn't know what to do," said Fatima, mother of 10.



HEALTH AND NUTRITION

- **63,789** patient consultations at Medair-supported clinics; 13,949 children vaccinated
- **13,916** people reached with health and nutrition promotion
- **6,961** women received antenatal/postnatal care via home visits from Medair midwives



WATER, SANITATION, & HYGIENE

- **4,346** people gained improved access to safe water
- **5,083** people gained improved access to sanitation



SHELTER AND INFRASTRUCTURE

- **93,446** people received shelter support; 6,092 people trained in fire safety
- **5,087** people benefited from cash assistance
- **8,089** informal settlements mapped, home to 294,192 Syrian refugees



© Medair/George Nighamas

“Majed has visited this centre five times, and has already changed in ways no one could

imagine. He was like a shy flower and now he has bloomed. Thank you for making this centre easily accessible for my son!” — Majed's father

In 2018, Medair improved accessibility and mobility for over 1,200 people with disabilities like Majed, using custom solutions like ramps, grab bars, and widened doors.



Mobile medical teams travelled each day to deliver free health care.

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IRAQ

203,188 PEOPLE
DIRECTLY ASSISTED



Conflict recovery



Mass displacement



Destruction of villages



Loss of savings

Iraqi families began returning home in 2018, but they found extensive damage and the loss of essential services. In

Riyadh, Medair rehabilitated a once-robust health clinic, including its water and sanitation facilities. We worked to strengthen Iraq's health care system, repairing damaged clinics and providing high-quality training for local health workers. "Since I have been working with Medair, my skill as a doctor has improved," said Dr Ali.



© Medair/Steve G. Campbell

Medair provided nearly 95,000 people with essential household supplies. "We lost everything and very much need the things you are giving us," said Jassim. "We stay hopeful that things will get better and we can rebuild our lives."

Medair adapted rapidly to a changing environment in Iraq. We worked in Hawiga, Sinjar, Telkaif, Telefar, and Mosul and provided health and WASH services, psychosocial support, household items, cash assistance, and emergency shelter. "We were in need of everything," said Khalil. "You listened to our concerns and you came to help. There was no one else here to help."

We restored vital services like safe water and school latrines, and we gave cash assistance to over 4,600 vulnerable people. "My house was burned but we must live in it anyway," said Yusra, a widowed mother of nine. "I will spend some of the money on fixing our house. I want my children to be safe most of all."

To help people deal with the mental trauma of conflict and displacement, we provided over 700 people with psychosocial support. "This is so good for us to get together and talk about what is in our hearts," said Raqqan. "We talk about our losses and share our feelings together. It helps us come together as a community."

HEALTH AND NUTRITION

- **94,780** patients treated at Medair-supported clinics
- **36,014** people reached with health/nutrition messages; 138 community promoters trained
- **67** children treated for acute malnutrition
- **726** people reached with psychosocial support

WATER, SANITATION, & HYGIENE

- **10,759** people gained access to safe water
- **39,743** people gained improved access to sanitation
- **42,969** people reached with hygiene promotion

SHELTER AND INFRASTRUCTURE

- **94,910** received essential household items
- **10,666** people received emergency shelter kits
- **11,954** people benefited from rehabilitation of 4 health clinics
- **4,621** people benefited from cash assistance

INNOVATIONS IN AID

Medair is uniquely positioned to drive innovations forward because we target the most remote and vulnerable communities, where creative solutions are often the only way to bring life-saving aid to the people who need it most.

Scaling Up Innovation

In 2018, Medair partnered with the newly created Airbus Humanity Lab to develop a precise infant-weighing scale for nutrition projects. It is currently very difficult to precisely weigh young children, making it harder to treat them for malnutrition in remote field locations. The Airbus engineers rose to the challenge and

designed a prototype for an improved infant-weighing scale which we are field-testing in 2019. "From the technical side, it could be just a measurement of one or two grams," said Enrique Maldonado, Airbus Humanity Lab Engineer. "In real life, it is an impact without measure."



Traditional scale in South Sudan.



Designing a more accurate prototype.



Reine, Information Management (IM) Manager, meets with refugees in Lebanon.

Innovative Collaboration

In 2018, Medair Lebanon continued partnering with Qlik, an industry leader in business intelligence and analytics. Their software enabled us to scale resources and make a much wider impact with Syrian refugees in Lebanon.

"With the data and analytics we have now, we have managed to meet the needs of refugees much more quickly," said Reine Hannah, IM Manager. "What used to take around three weeks now takes one week, and sometimes even less time than that."

The Qlik-Medair project won the Most Innovative Collaboration at the Corporate Engagement Awards in 2018 and it continues to inspire a new way of working in the aid sector.

INDONESIA



16,093 PEOPLE
DIRECTLY ASSISTED



Earthquake



Tsunami



Loss of homes



Over 16,000 people received emergency assistance.



On 28 September 2018, a 7.5-magnitude earthquake triggered a deadly tsunami that struck Sulawesi island at a speed of 800 kph with six-metre waves. Over 4,300 people were killed and more than 100,000 homes were severely damaged or destroyed.



“ It all happened so fast. I saw the water coming towards us, washing people away and dragging them into the sea. In a second, everyone was gone, just gone. We lost our houses, we lost everything we had. Will we ever be able to rebuild our lives? ”

— Kiki, 20, Silae district

“Almost every family has been affected and most of the houses are uninhabitable now,” said Irman, Soulowe village. “Even if some houses seem to be standing, they are cracked inside and people don’t feel safe living there anymore.”

Medair deployed a team of experienced staff and was one of the first international organisations to reach the affected area. We partnered with World Renew and local NGOs to initiate a rapid emergency response that reached over 16,000 people with aid. Families in remote, underserved communities received emergency shelter, hygiene kits, and household supplies to help them survive and get back on their feet.

“What we appreciate the most is Medair’s approach,” said Fondi, 36. “You don’t just come and drop emergency items. You ask what we need and make sure we know how to use it. You follow up days after the distribution, and you always listen to us and to our concerns. I think this is the most important form of help you give us: you make us feel like we are active actors in our own reconstruction.”



WATER, SANITATION, & HYGIENE

• **14,242** people received hygiene items



SHELTER AND INFRASTRUCTURE

• **1,851** people received emergency shelter kits (tarpaulin, tools, rope, wire, pegs) and essential household items (blanket, mosquito net, sleeping mat, cooking set)



Our team assessed the extensive damage.

"When we arrived in Cox's Bazar, we had nothing," said Amina, 18.



© Medair/Tamara Berger

BANGLADESH



132,494 PEOPLE
DIRECTLY ASSISTED



Mass displacement

700,000
Rohingya refugees
in Kutupalong Camp



Severe weather



Living in limbo



Amina lives in Kutupalong, the world's largest refugee camp, home to over 700,000 Rohingya who fled Myanmar. In 2018, Medair and World Concern expanded relief assistance for displaced Rohingya families.

Fears were high that the monsoon season would devastate the camp. Medair supported 5,000 households with upgraded shelter kits and tie-downs to help strengthen their shelters before the monsoons. We also improved schools, clinics, nutrition sites, pathways, and drainage. Lives were spared thanks to many NGOs uniting to improve the camp, and a mild monsoon season.

Medair opened three health posts in a remote part of the camp, providing free health care, maternal and newborn care, and psychosocial support.

Our team travelled for hours each day through muddy conditions, by car and on foot, to reach the health posts. "The people have been through a lot and there are so many stories that they tell us," said Jesmin, a midwife. "I am happy they can share their often difficult experiences with us."

In June, we opened our first of three nutrition sites, providing food, malnutrition screening, and treatment. We recruited Rohingya people to provide outreach services, registration, and counselling, which built local relationships and provided people with much-needed income. "I love this job," said Amina. "I've seen mothers and children getting stronger and this makes me happy and makes me feel useful. I am proud to help my family and bring in some money."



HEALTH AND NUTRITION

- **20,283** patient consultations at Medair-supported clinics; 34,094 people reached with health and nutrition promotion
- **2,777** children and pregnant/breastfeeding women treated for acute malnutrition
- **229** infants under 6 months screened for malnutrition (C-MAMI)
- **20,735** received blanket supplementary food
- **134** people reached with psychosocial support



SHELTER AND INFRASTRUCTURE

- **22,373** people received shelter assistance
- **11,228** people received cash for work
- **82,134** people benefited from construction/repairs to infrastructure
- **5,016** people trained in disaster-risk-reduction (DRR) construction methods

"This is addressing a huge gap for families"

said Astrid, Nutrition Manager C-MAMI. In 2018, we launched innovative nutrition programming for vulnerable mother-infant pairs. Mothers and infants received weekly support via breastfeeding counselling and health check-ups.



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AFGHANISTAN

346,517 PEOPLE
DIRECTLY ASSISTED



Severe drought



Decades of conflict



Acute malnutrition



Remote communities



We distributed fruit trees and seeds to families in the remote Central Highlands.



Drought gripped the country in 2018. Our dedicated team responded by reaching twice as many people as the year before. While widespread insecurity remained a major challenge, our work took us to southern Afghanistan, three provinces in the remote Central Highlands, and Kabul city.

Nadia and Musa are parents to seven children who don't have enough to eat. Like most families in the Central Highlands, they lost their harvest and have been struggling to survive.

Medair travelled on steep mountain roads to reach remote communities and provide families with cash to buy food. We also promoted healthy nutrition and hygiene practices. "We were so happy to receive the help from Medair and we now pray for you daily," said Nadia.

In the Central Highlands and southern Afghanistan, Medair treated malnourished children while addressing the underlying causes. We encouraged thousands of people to adopt life-changing nutrition and hygiene practices, and our WASH team built or restored sources of safe water for over 13,000 people.

When a Medair mobile nutrition team arrived in Anoosha's village, her baby Fatima's life was in jeopardy. We treated Fatima for severe malnutrition and helped Anoosha with her breastfeeding. "My family is impressed at how quickly Fatima has recovered. It is as though a miracle is happening to my child!"



HEALTH AND NUTRITION

- **7,066** patient consultations
- **137,937** people reached with health and nutrition promotion
- **209,875** children and pregnant/breastfeeding women screened for acute malnutrition; 28,113 treated




WATER, SANITATION, & HYGIENE

- **13,595** people gained improved access to safe water
- **53,766** people reached with hygiene promotion



SHELTER AND INFRASTRUCTURE

- **35,216** people benefited from cash assistance
- **2,700** women grew  in gardens and received relevant training, benefiting 21,600 people



“ I see my future much brighter, now that I have learned so much. We learned how to get a good harvest from our kitchen garden. ”

— Zahra, Central Highlands

Medair provided 2,700 women with seeds and training to grow vegetable gardens and improve dietary diversity.



© Medair/Tamara Berger

Nepali families rebuilt safer, stronger homes.

NEPAL



177,551 PEOPLE
DIRECTLY ASSISTED



2015 earthquakes



Loss of homes



Severe poverty



Remote communities



Rasmita was only six when the earthquake destroyed her house. “For more than two years, we slept outside under the shelter we use for the animals,” said her mother, Lok. They dreamed of building a new place to call home.

Medair and our local partner CDS helped support people like Lok and Rasmita to rebuild safer, stronger homes in the remote mountain locality of Bijulikot in Ramechhap district. Using an owner-driven approach, we encouraged groups of eight to 10 families to work together in clusters and help build each other’s homes.



© Medair/Tamara Berger

Lok and her daughter Rasmita love their new home.

To build back better, we trained hundreds of masons in earthquake-resilient construction methods and supervised their work. “There is a great sense of ownership,” said Carl Adams, Country Director. “Seeing the sense of achievement that homeowners have when they finish rebuilding makes it all worth it.”

In 2018, 780 homes were completed and over 950 household latrines were built. We trained people in safe sanitation and hygiene, and the entire community was declared “Open-Defecation Free.” Challenges included scarce building materials, rising market prices, and a long monsoon season, but so many families saw their hopes fulfilled with a safe new home. “I am happy because my house is *ramro*,” said Rasmita, which means both beautiful and good/right.

“Medair is the Usain Bolt of housing reconstruction in Nepal, and a model for other agencies to follow,” said Parikshit Kadariya, DLPIU Building Chief, Ramechhap. “The houses being constructed are better than in other areas I have visited, in terms of quality.”



WATER, SANITATION, & HYGIENE

- **967** earthquake-resilient latrines constructed, benefiting 4,835 people
- **981** people reached with hygiene promotion through trainings, video presentations, and special event days



SHELTER AND INFRASTRUCTURE

- **780** permanent earthquake-resilient homes constructed, providing safe shelter to 3,900 people
- **1,545** people benefited from cash assistance to rebuild their homes
- **2,110** people received training on earthquake-resilient reconstruction and/or earthquake safety
- **177,551** people reached with safe shelter promotion via radio broadcasts



PHILIPPINES

2,230 PEOPLE
DIRECTLY ASSISTED



Isolated families received emergency shelter and rice provisions.

© Medair/Lu Annac Cook



Super Typhoon Mangkhut



Widespread devastation

117,000

Homes damaged



Loss of harvest



On 15 September 2018, a category-5 "super typhoon" devastated the east coast of Luzon in northern Philippines. Over 500,000 people were affected; houses, crops, and fishing boats were destroyed. A Medair team arrived within 24 hours to begin an emergency response.

"Nothing really prepares you for that moment when you meet families who are standing by their flattened homes and no longer have a way of feeding their children or earning an income," said Medair's Jonathan Genet.

"Nothing really prepares you for that moment when you meet families who are standing by their flattened homes and no longer have a way of feeding their children or earning an income," said Medair's Jonathan Genet.

Using a helicopter, Medair identified some of the hardest-hit and hardest-to-access communities in Luzon. Over the next few weeks, Medair reached six isolated communities accessible only by air, boat, or on foot. We provided over 2,200 people with emergency shelter support and provisions of rice. "Thank you so much for coming here," said Sorina, in Bolos Point. "We have lost our trees, our rice crops, and the closest market is five hours by boat."

We repaired and strengthened the roofs of three schools that served as storm shelters, and trained people in disaster-resilient building techniques. "My favourite part was learning about the foundations and the braces," said Mani. "We will use them to make our buildings and our school stronger."

"When we found out that Medair was going to rebuild the school, after having distributed rice and shelter kits to all homes, most of us school teachers cried," said Elpido, a teacher in Valley Cove. "This was an answer to our prayers. We don't know what we would have done without Medair's help."



SHELTER AND INFRASTRUCTURE

- **505** families and 27 teachers in 6 communities received emergency shelter kits, benefiting 2,230 people
- **3** schools/storm shelters rehabilitated in Bolos Point, Linawan, and Valley Cove
- **1,657** people received disaster-risk-reduction training on how to build back better after a disaster
- **505** families received rice and rice sacks for harvesting salvageable crops



People shared their stories and needs with us.

© Medair/Naeth Fanyebu



We delivered urgent aid to remote villages.

© Medair/Lu Annac Cook

FUNDING PARTNERS

Organisational partners listed alphabetically ≥ USD 20,000

United Nations, Intergovernmental, and Governmental Partners

German Federal Foreign Office (AA)
Afghanistan Humanitarian Fund
Australian Department of Foreign Affairs
and Trade
Democratic Republic of Congo
Humanitarian Fund
Dutch Ministry of Foreign Affairs
EU Civil Protection and Humanitarian Aid
EU Regional Trust Fund in Response
to the Syrian Crisis
Global Affairs Canada
International Organization for Migration
Iraq Humanitarian Fund
Jordan Humanitarian Fund
Lebanon Humanitarian Fund
Principality of Liechtenstein
Slovak Agency for International
Development Cooperation
South Sudan Humanitarian Fund
Swiss Agency for Development
and Cooperation
Syria Humanitarian Fund
UK Government
UN Children's Fund
UN Development Programme
UN High Commissioner for Refugees
UN Office for the Coordination of
Humanitarian Affairs
US Agency for International Development

US Department of State
World Food Programme
World Health Organization

Other Institutional and Public Partners

Agence de l'eau Rhône Méditerranée
Corse (FR)
Canton of Aargau (CH)
Canton of Basel-Stadt (CH)
Canton of Zürich (CH)
Elrha's Research for Health in
Humanitarian Crisis Programme (UK)
Johns Hopkins University (US)
Republic and State of Geneva (CH)
Swiss Solidarity
Ville de Carouge (CH)
Ville de Lausanne (CH)
Ville de Meyrin (CH)

Non-Governmental and Network Partners

All We Can (UK)
EO Metterdaad (NL)
Fonds StopPauvreté d'Interaction (CH)
Integra (SK)
Läkarmissionen (SE)
Mennonite Central Committee (CA)
Mercy Corps (US)
Mission Aviation Fellowship (SE)
Red een Kind (NL)

TEAR Australia
Tearfund (NZ)
Tearfund (UK)
Transform Aid (AU)
Woord en Daad (NL)
World Concern (US)
World Relief (US)
World Relief Canada
ZOA (NL)

Corporate, Foundation, and Private Organisational Partners

Alfred und Anneliese Sutter-Stöttner
Foundation (CH)
Aligro (CH)
Basel gegen Hunger campaign (CH)
Campus for Christ (CH)
Caritatis Foundation (LI)
CGK Christian Reformed Churches (NL)
Evangelische Landeskirche in
Württemberg (DE)
Ferster Foundation (CH)
Fondation de bienfaisance du groupe
Pictet (CH)
Fondation Demaurex Frères (CH)
Fondation du Protestantisme (FR)
Fondation Ernest Matthey (CH)
Fondation Pierre Demaurex (CH)
Fresh Leaf Charitable Foundation (UK)
Gebauer Foundation (CH)

Globus Foundation (DE)
Humanitas Foundation (CH)
Lancaster Foundation (UK)
Maiores Foundation (LI)
Medair Invest in Aid Foundation (CH)
Medicor Foundation (LI)
Migros (CH)
Morgan Hill Bible Church (US)
Qlik
Fondation Philanthropique Famille
Sandoz (CH)
Souter Charitable Trust (UK)
Stanley Thomas Johnson
Foundation (CH)
Teamco Foundation (CH)
Wellcome Trust (UK)

Gift-in-Kind Partners

ADRA (US)
Bain and Company (CH)
Lebanon Ministry of Public Health
Mondial de l'Auto - Paris (FR)
Qlik
South Sudan Ministry of Health
UN Children's Fund
UN High Commissioner for Refugees
World Food Programme
World Health Organization



© Medair/Sarah Davis

South Sudan

“ Medair is on the front lines in tough places delivering life-saving assistance with empathy, commitment to principles, and high levels of professionalism. Highly admired by all humanitarians. ”

— Kate Farnsworth, South Sudan Office, US Agency for International Development



© Medair/Jean Manson

Bangladesh

“ We decided to work with you because you are really focused on the people in need, and you deliver quality. We see it when we go with you to the field. You know people... you know the local people, and you know your local staff. ”

— Rudolf Gsell, Swiss Agency for Development and Cooperation, on a field visit to Medair Jordan



© Medair/Deema Abdallah

Jordan

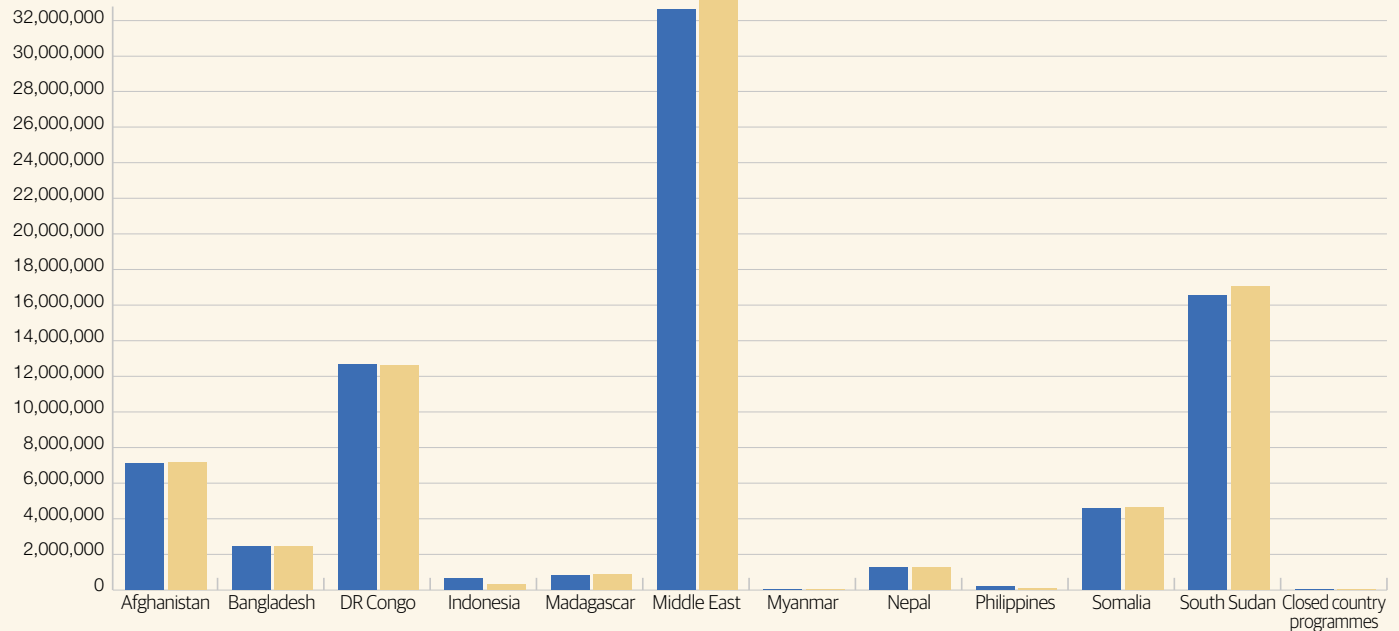
“ I have huge regard and respect for the way Medair does its work, serving people impartially and based only on assisting those most in need. ”

— Andrew Robinson, Bangladesh Programme, Tearfund New Zealand

Visit www.medair.org/2018_info for a complete list of Medair's accreditations and affiliations in 2018.

FINANCIAL REVIEW

PROGRAMME INCOME AND EXPENSE 2018 (USD)



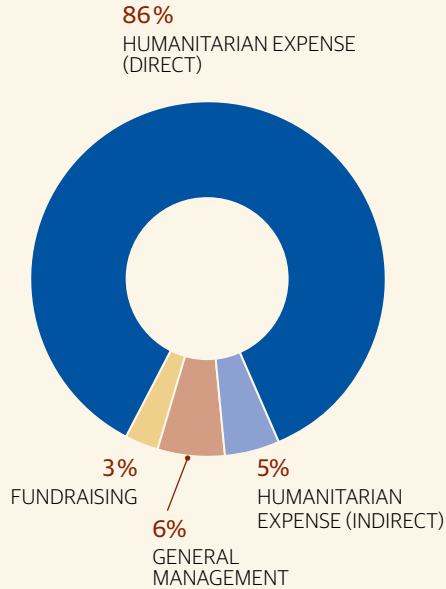
INCOME	7,220,131	2,522,828	12,843,195	761,780	935,975	32,264,762	91,858	1,304,890	247,801	4,602,072	16,503,465	4,551
EXPENSE	7,234,987	2,486,477	12,795,669	305,245	958,429	32,656,891	91,866	1,313,684	107,914	4,686,601	16,912,256	10,135

Medair
 up an Ebola
 screening
 station at a
 health clinic in
 DR Congo.

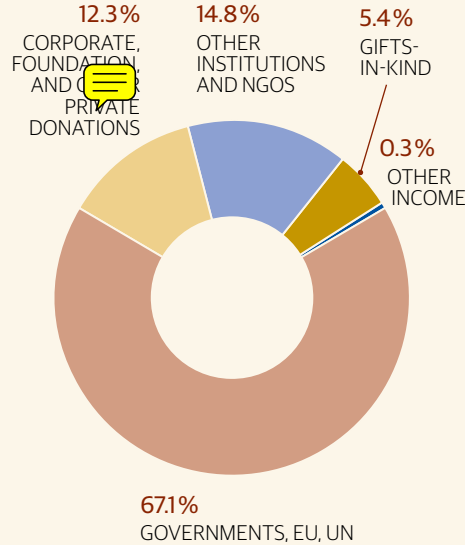


© Medair/Peter Parrison

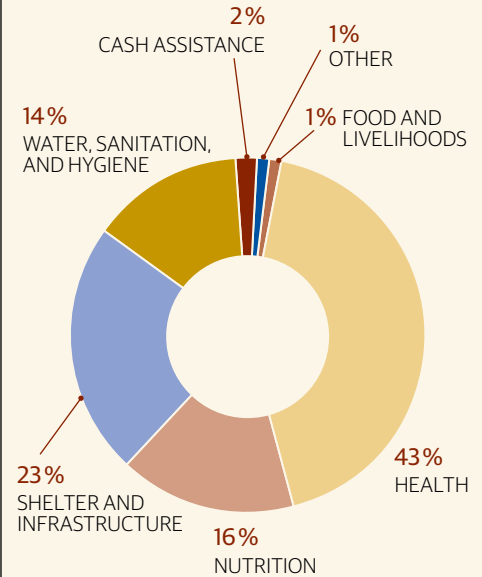
OPERATING EXPENSE 2018



OPERATING INCOME 2018



BENEFICIARY EXPENSE BY SECTOR 2018



CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 31 DECEMBER 2018

All figures shown are in USD

31.12.2018

31.12.2017

ASSETS

CURRENT ASSETS

Cash and bank accounts	13,829,813		9,902,751
Donor receivables	10,350,344		7,725,684
Other receivables	514,364		880,408
Inventory	66,814		70,240
Prepayments	1,061,711		1,234,283
		25,823,046	19,813,366

LONG-TERM ASSETS

Financial assets	170,595		141,927
Capital assets	908,813		1,068,038
		1,079,408	1,209,965

TOTAL ASSETS

26,902,454 **21,023,331**

LIABILITIES, FUNDS, AND CAPITAL

CURRENT LIABILITIES

Accounts payable	1,396,245		1,239,624
Donor payables	116,776		569,710
Short-term debt	1,994,695		-
Accrued liabilities	2,044,793		1,172,913
Deferred revenue	10,074,256		9,155,674
Provisions	931,000		216,750
End-of-contract benefits	188,090		499,615
		16,745,855	12,854,286

LONG-TERM LIABILITIES

End-of-contract benefits	438,877		1,165,768
		438,877	1,165,768

TOTAL LIABILITIES

17,184,732 **14,020,054**

RESTRICTED FUNDS

Restricted income funds	662,183		578,764
Restricted programme funds	384,927		557,744
		1,047,110	1,136,508

CAPITAL/UNRESTRICTED FUNDS

Unrestricted capital	-		-
Allocated capital	8,670,612		5,866,769
		8,670,612	5,866,769

TOTAL FUNDS AND CAPITAL

9,717,722 **7,003,277**

TOTAL LIABILITIES, FUNDS, AND CAPITAL

26,902,454 **21,023,331**

CONSOLIDATED INCOME STATEMENT

2018

All figures shown are in USD

	2018	2017
	Total	Total
OPERATING INCOME		
Grants (restricted)	66,650,558	57,301,831
Private Donations	9,378,829	10,569,041
<i>Unrestricted</i>	4,720,393	5,353,268
<i>Restricted</i>	4,658,436	5,215,773
Gifts-in-kind	4,352,205	4,321,316
Other income	281,713	330,426
	80,663,305	72,522,614
OPERATING EXPENSE		
Humanitarian expense	-73,914,162	-65,509,044
Administrative expense	-6,899,339	-6,262,131
	-80,813,501	-71,771,175
OPERATING RESULT	-150,196	751,439
FINANCIAL RESULT		
Financial income	9	338
Financial expense	-46,687	-10,499
Realised gain/(loss) on exchange	-65,738	433,730
Unrealised gain/(loss) on exchange	678,971	-419,008
	566,554	4,561
RESULT BEFORE EXTRAORDINARY INCOME	416,358	756,000
Extraordinary income	2,298,083	
RESULT BEFORE CHANGE IN FUNDS	2,714,441	756,000
FUND ALLOCATIONS		
Withdrawal from/(allocated to) restricted funds	89,399	-931,558
ANNUAL RESULT BEFORE ALLOCATION TO CAPITAL	2,803,840	-175,558
Allocated to/(withdrawal from) unrestricted funds	-2,803,840	175,558
RESULT AFTER ALLOCATION	-	-

Visit www.medair.org/2018_finances for the 2018 Audited Consolidated Financial Statements.

MEDAIR

each life matters



Bangladesh

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