

ANNUAL REPORT 2023



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1. INTRODUCTION

2023 has been characterised by the continued lack of political resolutions to multiple ongoing conflicts and violence that are the main drivers of staggering humanitarian needs. The Sahel region, with increasing insecurity, drought conditions and economic stagnation, remains a dangerous 'hub' of interlinked crises that is likely to worsen. Conflicts in Ukraine, Syria and many countries in sub-Saharan Africa continue to cause prolonged misery, suffering and loss of dignity for hundreds of thousands of people, and generate large-scale humanitarian needs.

Sadly, 2023 also witnessed **new conflicts** of massive proportions. Worldwide, conflict is widespread and pervasive: 12% more conflicts occurred in 2023 compared to 2022, and ACLED¹ records an increase of over 40% compared to 2020. One in six people live in an area of active conflict. Of the 234 countries and territories covered by ACLED, the majority — 168 — experienced at least one conflict event in 2023. Over 147,000 conflict events were recorded, resulting in at least 167,800 fatalities.

On **7th October 2023**, Hamas-led gunmen carried out an attack in southern Israel, firing into crowds and shooting people down in their homes, killing 1,139 Israelis and foreigners and taking 248 hostages back to Gaza. Shortly thereafter, the Israeli authorities cut off essential services including water and electricity to Gaza's population and began airstrikes that have continued to pound Gaza, reducing the majority of neighbourhoods to rubble. The unprecedented level of shelling and attacks by the Israeli Armed Forces on the Gaza strip has so far² killed more than 36,000 people and injured almost 80,000. An estimated 1.7 million people that have been forcibly displaced on multiple occasions, are living in appalling conditions, with no or highly inadequate shelter, no access to health services, clean water and sanitation. With an estimated 1.1 million people at risk of starvation, humanitarian aid access pending at Gaza's borders remains largely blocked.

In April, **Sudan** plunged into a vicious nationwide war that has so far killed over 15,000 people, displaced 6.6 million internally and forced 1.8 million to seek refuge in neighbouring countries. Today, about half of Sudan's population, totalling some 25 million people, are in dire need of humanitarian assistance and protection and over 18 million people are acutely food insecure, with nearly 5 million at risk of famine.

2023 was also a year that incontrovertibly proved that **climate emergencies** are not a theoretical risk, but a reality that impacts countries around the world, regardless of their political or economic status. Ongoing climate change impacts, such as extreme and sudden weather events, rising sea levels, forest fires, flash floods and other disasters, have further exposed existing vulnerabilities, particularly in low-lying and developing countries.

By September 2023, more than **114 million people had been forcibly displaced**³ from their homes due to persecution, conflict, violence, and human rights violations - an increase of 5% in just 9 months. **Ongoing protection risks** have long become a reality for millions of people, especially children, women, the elderly and people with special needs. Sexual and gender-based violence is now a widespread weapon of war, with women and girls being the main targets. The scale of sexual and gender-based violence, including in DR Congo and Sudan, is alarming, while the call for funding to prevent, mitigate and respond to it remains largely ignored.

Driven by droughts, conflicts and economic crises, acute **food insecurity continued to rise for the fifth consecutive year to almost 282 million people in 2023**⁴, with millions of people affected in 14 countries experiencing deterioration, including in Afghanistan, DR Congo, the Occupied Palestinian Territory, Nigeria,

¹ <https://acleddata.com/conflict-index/>

² By the end of May 2024

³ <https://humanitarianaction.info/document/global-humanitarian-overview-2024/article/forced-displacement-record-levels-cause-and-consequence-increased-need>

⁴ <https://www.fsinplatform.org/sites/default/files/resources/files/GRFC2024-full.pdf>

South Sudan, Sudan and Yemen. Acute malnutrition among children and women continued to rise, especially in conflict-affected areas, with over 36 million children under 5 acutely malnourished, including nearly 10 million suffering from severe acute malnutrition. For example, **INTERSOS** witnessed these worrying trends in Zabul and Kandahar provinces in Afghanistan, where despite lower screening rates due to reduced funding and programming, the number of Moderate Acute Malnutrition (MAM) cases treated in 2023 increased by 49.5%, likely due to inadequate complementary feeding and micronutrient deficiencies. Furthermore, we see a massive increase in community-based Infant and Young Child Feeding (IYCF) consultations from 1,299 in 2022 to 34,360 in 2023, indicating an increase in malnutrition among children aged 0-24 months. Similarly, in Yemen, 5,165 children were screened from October 2023 to February 2024, with a Severe Acute Malnutrition (SAM) prevalence rate of 12.65% and a MAM prevalence rate of 28.96%. The Global Acute Malnutrition (GAM) rate reached 41.61%, well above the WHO critical threshold, indicating an alarming level of acute malnutrition.

In most humanitarian emergencies and protracted crises, **the impact on human health** is high, and health-related crises are on the rise, caused by a variety of interlinked risks, including climate emergencies, conflicts, poor water and sanitation conditions, poor health infrastructure, and other factors that exacerbate pre-existing vulnerabilities. For instance, cholera outbreaks were reported in 30 countries, resulting in thousands of deaths and severe illnesses, further weakening the affected communities. Access to health services, including primary health care, sexual and reproductive health, nutrition, routine immunisation, and other services, is inadequate for many communities, and humanitarian organisations often continue to fill gaps in providing essential health care for prolonged periods in the absence of sustainable long-term solutions.

In the absence of political solutions to resolve ongoing conflicts and in the absence of a conspicuous presence of development actors, local and international humanitarian organisations are often left on their own to scale up their response to growing challenges, with diminishing resources. Moreover, working to respond to humanitarian needs in the context of ever-increasing needs, ever-decreasing resources, politicisation as the new normal, and numerous barriers imposed by both governments and local authorities in the countries of operation, and by donor governments imposing complex compliance rules necessary to avoid legal risks related to counter terrorism measures, is a challenge in itself.

But our challenges are even greater than that. As we know, International Humanitarian Law and the humanitarian principles of humanity, impartiality, neutrality, and independence are at the very heart of the Geneva Conventions, ratified by 196 states. Yet, we continue to see double standards and unequal application and respect of IHL and other laws by states in different crises, where geopolitical interests are put before human life and dignity. The lack of respect for IHL poses a massive risk to the international humanitarian system, increasing suffering in many places around the world and potentially further compromising our ability to successfully negotiate humanitarian access and deliver humanitarian assistance in line with identified needs.

Before it is too late, the international community must acknowledge this major problem. It must recognise that **humanity must be at the heart of all international policies**. It must recognise that commitments to IHL and humanitarian principles are not just mere words on the paper, but a real commitment to protect civilians. We also urgently need to see collective action by all relevant stakeholders, whether development or humanitarian, each contributing with their own assistance to gradually help the most affected communities stabilise their lives and livelihoods, and only through this will we see a gradual reduction in humanitarian needs. Most importantly, States must commit themselves to promoting peace and calling for an end to the root causes of war and conflict.

At the end of 2023, **INTERSOS was operational in 23 countries**: 10 in Africa, 5 in the ME, 4 in Europe, 2 in Latin America and 2 in Asia. The total **operational budget of the Organisation amounted to 111,863,318 €**. In its operations, **INTERSOS** faced many of the challenges mentioned above, such as negotiating huma-



humanitarian access, navigating complex compliance rules, or managing increasingly difficult risks. Despite that, **INTERSOS** continued to provide humanitarian assistance in some of the most challenging contexts, resorting to pragmatic approaches, while balancing ethical issues and core humanitarian principles. In addition to our ongoing protection, health, nutrition and other humanitarian activities, that are detailed in our specific country sections, we were able to **respond to multiple new emergencies**: assistance to Syrians following the earthquake in February, or to the population impacted by the massive flooding and catastrophic ecological impact caused by the collapse of the Nova Kakhovka Dam in Ukraine, and in Libya after the floods that devastated the city of Derna. In Chad, Central African Republic and South Sudan we responded to the needs of people fleeing the war in Sudan and laid the groundwork for an intervention inside Sudan, planned for early 2024. By the end of the year **the newly established mission in Mali was fully operational** while the registration process in Ethiopia was still ongoing.

Recognising the need to provide additional guidance to enable consistent quality approaches to our interventions, the new **INTERSOS Programmatic Framework** was developed and disseminated during 2023, providing a comprehensive overview of the Organisation's operations, core sectors, approaches, and directions to be followed when implementing our activities.

The **INTERSOS Localisation Paper**, describing how the Organisation views and implements localisation in all contexts where we are present, was published and shared with donors, partners and other relevant stakeholders.

The **Safeguarding Framework** was finalised. The Safeguarding Framework and associated policies set out INTERSOS' approach to safeguarding, which is an ethical approach and set of practical measures to promote the safety and well-being of all those involved in providing and receiving **INTERSOS** humanitarian assistance, and to protect them from all forms of harm, including sexual exploitation, abuse, harassment, and other safeguarding concerns (including child abuse, bullying, discrimination and abuse of vulnerable adults).

Immunisation remained one of the key new priorities in our Global Medical Strategy 2022-2024, with vaccination campaigns conducted in Nigeria and Yemen. From June to December 2023, an internal Working Group defined a roadmap to enable the expansion of mass vaccination campaigns in newly selected operational contexts.



2. 2023 FIGURES



Protection



WASH



Emergency Shelter and NFIs



Health and Nutrition

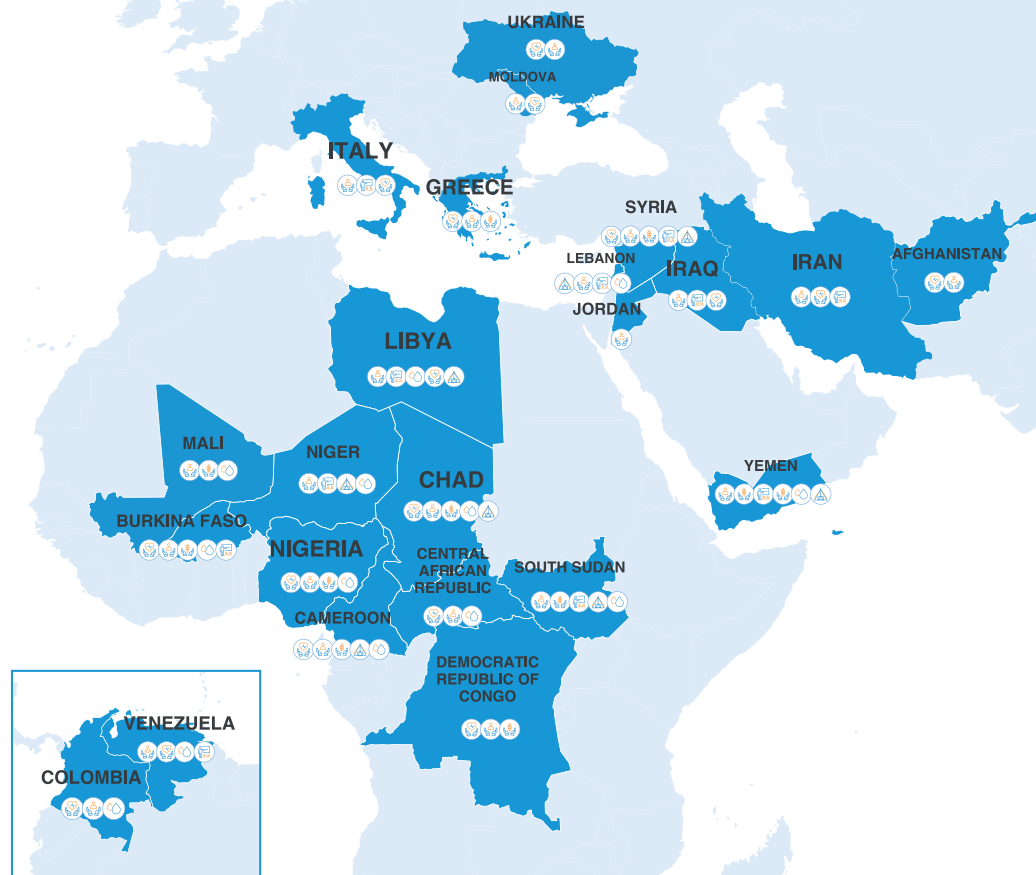


Food Security and Livelihoods



Education in Emergencies

Our intervention in 2023



111.863.318 €

BUDGET FOR IMPLEMENTED ACTIVITIES⁵

285

IMPLEMENTED PROJECTS

4.960.600

PEOPLE REACHED

3.835

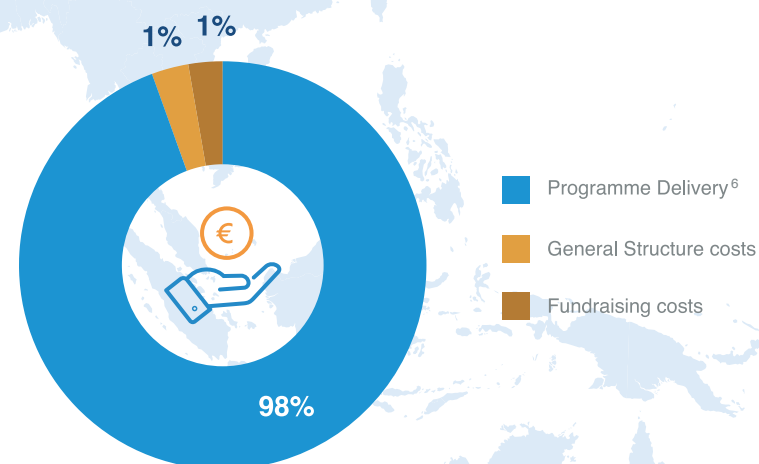
STAFF*

*AS AT 31.12.2023

Sustainable Development Goals



How funds are used



⁵ These are the costs shown in the Financial Report as Expenditures for Activities of General Interest.

⁶ Using the new classification of management accounts, as set out in the Law on Third Sector Organisations, costs for activities of general interest, i.e. costs directly or indirectly related to the implementation of projects, amount to 98% of the organisation's costs.

3. ABOUT US

INTERSOS is an international humanitarian organisation based in Italy, which intervenes in emergency and crisis situations to bring immediate aid and guarantee assistance to people threatened by conflict, violence, extreme poverty, natural or man-made disasters. Since 1992, we have been working alongside communities affected by humanitarian crises, offering integrated protection services and access to medical care, with particular attention to the most vulnerable, distributing basic necessities and emergency shelters. By providing operational capacity and resources, we help to guarantee fundamental rights such as the right to food, water and health.

INTERSOS aims to strengthen its presence in affected territories, improving the quality of interventions to reach an increasing number of people in vulnerable and dangerous conditions. At the same time, it intends to work to find durable solutions for displaced populations that support their resilience, restoring people's dignity and decision-making capacity. At the same time, **INTERSOS** wants to mobilise society on humanitarian values, fundamental rights and the dignity of every human being.

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

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

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

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

INTERSOS is an independent Organisation, partnering with numerous local associations and organisations as well as with the main European and international institutions and agencies. It is a member of ICVA⁷, VOICE⁸, LINK 2007⁹, has consultative status in the UN Economic and Social Council and observer status at the International Organisation for Migration.

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

⁸ VOICE stands for "Voluntary Organisations in Cooperation in Emergencies" and it is an NGO network promoting effective humanitarian aid worldwide since 1992. VOICE is the main NGO interlocutor with the European Union on emergency aid and disaster risk reduction, and it promotes the values of its 89 member organisations.

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



Chad © Mariangela Molinaro/INTERSOS



a. Our Values



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

*I am a human being, nothing human
is alien to me*

(Terence, 190-159 a.C.)

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

INTERSOS is:

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

Human Humanity is at the heart of **INTERSOS**' work. Our commitment is based on the centrality of the human being and the desire to prevent and alleviate suffering. Our workers are committed every day to protecting the most vulnerable people by listening, understanding and guaranteeing proximity to the populations in need.

Neutral **INTERSOS** activities guarantee a neutral approach. In conflict contexts we do not take sides, and we do not take part in political or religious disputes. Our activities aim to provide services to communities and aim to build a relationship of trust with people, without supporting or favouring anyone.

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



Independent

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

Attentive to Local Cultures

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

Attentive to Local Potential

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

Professional in Solidarity

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

Transparent

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



b. Our History

1992

SOMALIA

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



1993

BOSNIA AND MOZAMBIQUE

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



1994

BURUNDI AND RWANDA

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



1995

CHECHNYA AND INGUSHETIA

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



1999

NICARAGUA

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



1998

ANGOLA

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



1997

ALBANIA

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



1996

MINE ACTION UNIT

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



1992-2023

2007

PAKISTAN

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



2006

SOUTH SUDAN AND LEBANON

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



2005

SRI LANKA

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



2004

SUDAN AND CHAD

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



2000

ERITREA

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



2001

AFGHANISTAN

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



2002

KOSOVO

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



2003

IRAQ

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



b. Our History

2008

YEMEN

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



2009

MAURITANIA AND THE DEMOCRATIC REPUBLIC OF THE CONGO

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



2010

HAITI

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



2011

ITALY

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



2015

NEPAL AND THE BALKAN ROUTE

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



2014

CENTRAL AFRICAN REPUBLIC

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



2013

MIDDLE EAST AND PHILIPPINES

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



2012

JORDAN

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



2016

GREECE AND NIGERIA

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



2017

ITALY

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



2018

LIBYA

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



2019

SYRIA E NIGER

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



1992-2023

2023

CHAD

In 2023, in the Zabout camp, we built 10,000 shelters and provided refuge from the extreme temperatures of the area for thousands of people displaced by the conflict.



2022

UKRAINE CRISIS

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



2021

COVAX

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



2020

COVID-19

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



c. Focus: Carbon Footprint Report, our commitment to environmental sustainability in humanitarian action

INTERSOS' total carbon emissions for 2022 amounted to 22,000 tons of CO₂e. This is the result of the Carbon Footprint Report, which serves as a compass for **INTERSOS** to navigate its environmental roadmap and to guide the development of tailored solutions to reduce its carbon footprint whilst addressing the pressing global issue of climate change. The publication of this report is an act of transparency and reinforces our commitment to addressing climate change and the environmental impact of our Organisation.

Of the 23 countries where we operate, 14 are among the 60 most vulnerable to the effects of climate change. In the Sahel, Afghanistan, and the Middle East, environmental degradation is an additional cause of forced displacement, exacerbating conflicts over the appropriation of natural resources and weakening community resilience. At the same time, it is these communities in crisis that are the most in need of support to adapt to current dynamics.

From this latter perspective, and guided by our Environmental Policy established in 2019, we are actively integrating sustainability into our supply chain, logistics and facilities management. We believe that sustainable logistics is essential for an effective humanitarian response and are committed to continuous innovation, collaboration and staff training to further reduce our emissions and support the well-being of the communities we serve.

The Organisation is taking significant steps to minimise the environmental impact of **INTERSOS** operations and build a more resilient future. These include: applying Carbon Footprint Accounting methodologies across our global operations, setting ambitious emission reduction targets for our vehicles, optimising routes and warehouse operations to minimise transport emissions, prioritising local sourcing of goods and services to reduce distances and associated carbon emissions, and investing in renewable energy solutions.

The use of operational tools to reduce the environmental impact of each project, such as NEAT+, is part of this approach. Furthermore, to better respond to the impact of environmental degradation on humanitarian crises, the Organisation will ensure that specific and measurable targets are integrated into the 2025-2027 programming.

This project was developed in cooperation with HELP Logistics, an organisation established by the Kühne Foundation to address specific humanitarian logistics and supply chain management issues through project and programme partnerships.

READ THE
REPORT



d. Our Governance

General Assembly

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

As of 31 December 2023, the **INTERSOS** Assembly consisted of 35 members. The Members of **INTERSOS** are classified into Founding Members, who participated in the establishment of **INTERSOS** by signing the relevant deed, Honorary Members, who have contributed through relevant acts to the development of **INTERSOS** and its activities and to the dissemination and defence of its humanitarian principles, and Ordinary Members. In 2023, the General Assembly met in June to approve the financial statements.

The Board of Directors

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

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

As of 31 December 2023, the **INTERSOS** Board of Directors consisted of 7 voting members and met 5 times during the year.

Composition of the **INTERSOS** Board of Directors as at 15.06.2024

| | |
|---------------------------------------|--|
| 1. Mamadou Ndiaye | President |
| 2. Konstantinos Moschochoritis | Director General |
| 4. Antonio Donini | Member |
| 5. Roberta Canulla | Member |
| 6. Lilla Florà | Member |
| 7. Alberto Angelici | Member |
| 8. Davide Gallotti | Member |
| 9. Nino Sergi | President Emeritus-Founding Member having advisory power |
| 10. Amedeo Piva | Founding Member having advisory power |
| 11. Tineke Ceelen | Permanent expert |
| 12. Apostolos Veizis | Permanent expert |



The Supervisory Body

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

INTERSOS' Board of Statutory Auditors was appointed by the General Assembly on 28 June 2023 and is made up of three standing members and two alternates, with requirements of honour, professionalism and independence, appointed by the Assembly.

Composition of **INTERSOS'** Board of Statutory Auditors as of 30.06.2024

1. **Giampaolo De Simone** - standing member
2. **Raffaele Del Vecchio** - standing member
4. **Angelo Chiocchi** - standing member
5. **Maria De Angelis** - alternate member
6. **Patrizia Vezzosi** - alternate member

The Board of Arbitrators

The Board of Arbitrators is entrusted with the task of working for the settlement and resolution of any dispute arising between the bodies of the association and within the framework of relations between the association and the operational structure. The Board of Arbitrators is provided for in the association's Bylaws but has not yet been appointed. The Board of Arbitrators was appointed by the General Assembly on 28 June 2023 and consists of three members:

1. **Davide Berruti**
2. **Alda Cappelletti**
3. **Luciano Costantini**



Surveillance Body

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

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

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

1. **Giampaolo de Simone**
2. **Gabriele Zito**
3. **Paolo Tartaglia**

Advisory Board

The **INTERSOS** Advisory Board is composed of people who share our values and humanitarian commitment, and voluntarily put their skills and professionalism at the service of **INTERSOS**. In 2023 the **INTERSOS** Advisory Board was composed of:

1. **Enrica Costantini**
2. **Raffaele Costantino**
3. **Nerina di Nunzio**
4. **Nancy Earle**
5. **Andrea Lanzone**
6. **Laura Maywald**
7. **Marco Momigliano**
8. **Paolo Petrocelli**
9. **Giulia Pigliucci**
10. **Andrea Schiavoni**



f. People

Our staff is composed of competent and passionate people, moved by the desire to do their part to help those in distress. They are professionals with experience in humanitarian crisis contexts, capable of managing complex projects and human resources. They are committed every day to responding to the needs of the people we help, according to international procedures and protocols.



**Konstantinos
Moschochoritis**

Director General

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



**Mamadou
Ndiaye**

President

Mamadou Ndiaye has more than 20 years of experience in the humanitarian sector, is currently **INTERSOS** Dakar Representative and acting President. He served in the Senegalese NGO OFADEC as Executive Director. He was a Board Member for ICVA, SPHERE and HAP (Humanitarian Accountability Partnership).



**Nino
Sergi**

President Emeritus

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

| | |
|-----------------------------|--|
| Martin Rosselot | Director Programmes Department |
| Sergio Vecchiarelli | Director Finance Department |
| Magda Bellù | Director Human Resources Department |
| Giovanni Visone | Director Communications and Fundraising Department |
| Filipe Louraço Costa | Director Logistics and Supply Department |
| Riccardo Mioli | Regional Director Middle East |
| Andrea Dominici | Regional Director Regional Office for Emergencies |
| Papy Kabwe | Regional Director West Africa |
| Andrea Martinotti | Regional Director East and Central Africa |
| Cesare Fermi | Regional Director Europe |
| Alda Cappelletti | Senior Humanitarian Advisor |
| Letizia Becca | Head of Medical Unit |
| Christina Nisha | Head of Protection Unit |
| Chiara De Stefano | Communication and Press Office Coordinator |
| Ilaria Moriconi | Fundraising Coordinator |
| Luciano Costantini | Head of Grants Control & Compliance Unit |
| Paolo Tartaglia | Internal Auditor |
| Romano Zampetti | Global Security Advisor |
| Miro Modrusan | Geneva Representative and Policy Advisor |

(data as at 31.05.2024)

4. HUMAN RESOURCES

2023 figures¹⁰



The total number of headquarters and missions staff is 3.835, divided into:

Total Staff HQ: **87** out of which **28** staff belonging to Regional Offices¹¹

Total Staff Mission Italy: **90**

Total Fundraising Support Staff: **4**

Total Consultants/Support Staff: **4**

Total International Mission Staff: **195**

Total National Mission Staff: **3.455**

Details of contracts:

Number of employees with permanent contracts (Men and Women): **41**



16
MEN



25
WOMEN

Number of employees with fixed-term contracts (Men and Women): **11**



1
MEN



10
WOMEN

Number of employees with project/casual work contracts (Men and Women): **238**



120
MEN



118
WOMEN

Number of consultants with VAT (Men and Women): **20**



4
MEN



16
WOMEN

Number of consultants/ Support staff (Men and Women): **8**



2
MEN



6
WOMEN

Number of employees with local contracts (Men and Women): **3.517**



1.943
MEN



1.514
WOMEN

¹⁰ Data as at 31.12.2023 in Full Time Equivalent

¹¹ Regional staff refers to the staff that make up the Regional Offices of INTERSOS: West Africa, East and Central Africa, Middle East, Regional Office for Emergencies. The four regional offices are based in Amman, Dakar, Nairobi and Rome.

Average age: **39 years**

Number of active volunteers (friendship): **11**



a. Training Activities

The consolidation and growth of staff development and training activities continued throughout 2023, confirming the trend of previous years. In particular, the initial training - Induction - of each new staff member joining **INTERSOS** was further developed, on a monthly basis and lasting one week. The objective of this induction course is to familiarise newly recruited staff with the humanitarian approach of the Organisation from day one, and also with its main administrative policies and working practices. In 2023, 239 new staff members participated in the Induction Training, including 40 national staff.

In addition to the Induction training, a specific role training was structured for all **INTERSOS** staff promoted to positions of greater responsibility, mainly coordination roles such as Regional Directors, Heads of Mission or Finance Coordinators.

In line with a lifelong learning approach and with the aim of supporting staff in updating skills related to their work, **INTERSOS** continues to invest in quality training activities provided by external organisations. In 2023, approximately 700 hours of external training were provided to 30 staff members, on various topics such as Grants, Protection, MEAL, Environment and Sustainability. Of these hours, 416 were provided by Umanaforma, through the mechanism of Financed Training (INPS).

On the other hand, as part of internal staff training - organised directly by **INTERSOS** for its staff on the basis of specific training needs identified - around 200 hours of field training were provided in 2023 in various missions, in sectors crucial to the Organisation's activities such as Protection, Health and Nutrition, Localisation, Security.

Staff development and capacity-building activities also included the implementation of online talent mapping tools, i.e. the identification of staff to be supported in capacity-building within each department. These tools are aimed at organising career development paths that include ad hoc training activities, including the possibility - for HQ staff - to spend time abroad working in missions to share experiences and good practices with other **INTERSOS** colleagues in the field. In 2023, 40 staff members were followed with career development paths.

Also within the framework of capacity-building paths, an in-person workshop on Community Based Protection was held for internal staff in Dakar in May 2023.



5. TRANSPARENCY AND INTERNAL CONTROL

Internal control in the Organisation is ensured by three independent bodies:

- **The Supervisory Board**, composed of three professionals from outside the Organisation, registered with the Register of Auditors, Chartered Accountants and Lawyers;
- **The Board of Arbitrators**, also composed of three members and chaired by a professional registered with the Register of Auditors and an expert on Law 231;
- **An Internal Auditor**, whose independence is reinforced by the fact that he reports directly to the Board of Directors and is not included in the Organisation's chart.

The humanitarian activities in the countries of intervention are subject to external audits, carried out by external auditors commissioned directly by **INTERSOS** donors. In 2023 alone, **INTERSOS** received 78 project audits in 19 countries.

For several years now, the Organisation has had an Organisation, Management and Control Model pursuant to Law 231. A review of the Model started in 2023 and will be completed in 2024.

In addition, in 2023 **INTERSOS** adopted a regulatory framework (Safeguarding Framework) which defines **INTERSOS'** approach to possible misconduct, violence or harm not only by the Organisation's staff but also by all those involved in its activities (suppliers, collaborators, people assisted, local communities, etc.), with the aim of promoting their welfare and protection.

The Safeguarding Framework is a set of 12 documents, reflecting **INTERSOS'** commitment to applying the principle of zero tolerance in cases of abuse and non-compliance. The aim is to prevent any kind of misconduct or abuse from occurring, but also - if it does occur - to ensure that everyone knows how to report and deal with such cases in a timely manner. This framework ensures that people who report cases of abuse are protected and that perpetrators are sanctioned.

The documents included in the framework are: The **INTERSOS** Code of Conduct; Policy for the Prevention of Sexual Exploitation, Abuse and Harassment; Child Protection Policy; Dignity at Work Policy; Equal Opportunities Policy; Anti Modern Slavery Policy; Ethical Images Policy; Whistleblowing Policy; Conflict of Interest Policy; Data Protection Policy; Environmental Policy; Misconduct Policy.

The new Code of Conduct is binding on all staff. It will be signed on appointment and entails a number of obligations. These include the humanitarian principles of impartiality, neutrality, independence and humanity.

The **INTERSOS** procedure for internal whistleblowing and investigation aims to:

- Enable all collaborators and staff to submit reports;
- Provide solutions to reported issues and receive feedback on the actions taken;
- Reassure all staff about the response they can expect when they raise a concern;
- Reassure all staff that they will be protected from possible retaliation for raising a concern.

The types of behaviour that should be reported include, among others:

- Non-compliance with individual safeguarding policies. This includes prostitution; all instances of sexual exploitation, abuse and harassment; child abuse, exploitation and harassment; modern forms of slavery or human trafficking;
- Financial irregularities, including fraud, corruption, theft, financial mismanagement, misappropriation of funds, computer crime, financing of terrorist activities or organisations;
- Forgery of documents;
- Serious mismanagement resulting from wilful misconduct or unethical behaviour (e.g. consumption of alcohol during working hours);
- Failure to comply with safety regulations;
- Engaging in dangerous acts or omissions that create a risk to health, safety or the environment;
- Corruption, blackmail or extortion;
- Undeclared conflicts of interest.

All whistleblowing will be handled professionally and confidentially, and **INTERSOS** will respond quickly and effectively to any issues raised. The whistle-blower or anyone else involved in the internal investigation will not be subject to any form of retaliation. **INTERSOS** will maintain the confidentiality of all reports and protect the identity of whistle-blowers.

Reports can be submitted by:

- Email to complaint@intersos.org;
- WhatsApp to this number +39 3808970033;
- Mail to the attention of the Internal Auditor, Intersos, Via Aniene 26A, 00198 Rome, Italy;
- **INTERSOS** website.



6. FINANCIAL RESOURCES AND FUNDRAISING

2023 figures

113.282.766 €

FINANCIAL STATEMENTS TOTAL INCOME

98%

EXPENDITURES FOR MISSIONS

1%

EXPENDITURES FOR FUNDRAISING

12.998.683 €

FUNDS RAISED FROM PRIVATE DONORS

305.202 €

FUNDS RAISED FROM COMPANIES

846.848 €

FUNDS COLLECTED BY CHURCHES

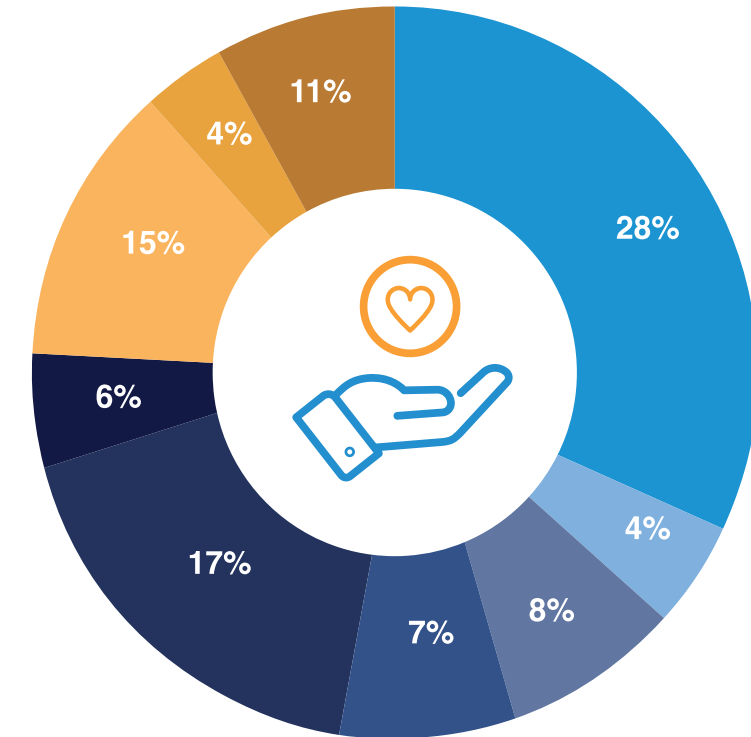
529

NUMBER OF 5X1000 SIGNATURES

To download the 2023 Financial Statements, Mission Report, and Report of the Supervisory Body,
USE THE QR CODE



Our Donors



7. SECTORS OF INTERVENTION



Protection

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



Health and Nutrition

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



Food security and Livelihoods

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



Emergency shelter and NFIs

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



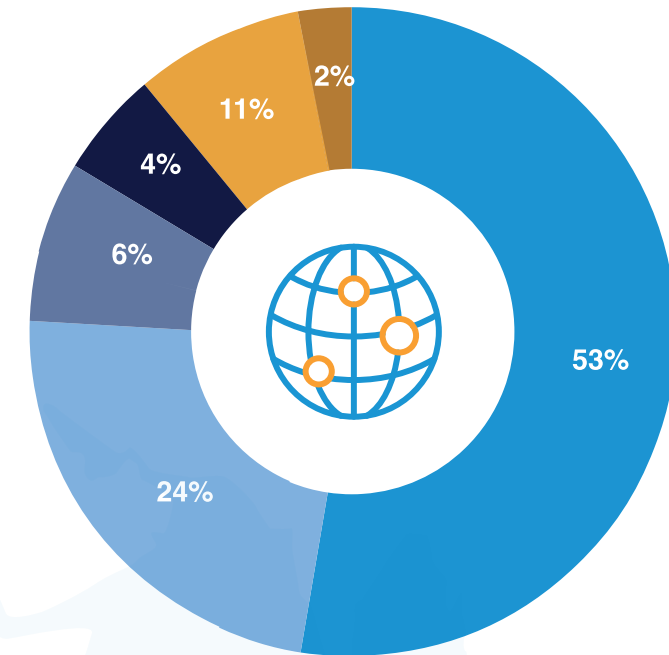
Education in Emergencies

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



Water, Sanitation and Hygiene (WASH)

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



8. FOCUS: HUMANITARIAN CONGRESS

The Humanitarian Congress is an annual event, organised by **INTERSOS**, with the aim of openly reflecting on the challenges of today, the changes in the humanitarian system and the role of our Organisation within it, always focusing on the reasons for our commitment: the people we assist and our ability to provide adequate and meaningful responses to their needs.

The Humanitarian Congress consists of debates with experts and professionals on today's humanitarian world and the challenges of the future.

The second edition of the event was held on November 10th, 2023 in Rome, in the Sala della Protomoteca at the Campidoglio, with the participation of experts, researchers and practitioners from the humanitarian world. The academic partner of the second edition of the Congress was the Scuola Superiore Sant'Anna in Pisa. Students have been involved in research work on issues related to humanitarian access, which were then presented during the Congress.

In recent decades, the management of humanitarian aid has become increasingly complex. Humanitarian workers are confronted with increasingly difficult security issues, reduced humanitarian access in crisis-affected countries requiring negotiations with multiple armed groups, political, administrative and bureaucratic obstacles, pressure on humanitarian principles, declining funding trends despite increasing humanitarian needs, and many other obstacles. Therefore, 2023 Humanitarian Congress focused on the challenges of the humanitarian world, with a focus on humanitarian principles, localisation and access.

QR CODE TO THE
WEBSITE PAGE



INTERSOS
AIUTO IN PRIMA LINEA

CONGRESSO

UMANITARIO

**UNA MISSIONE
IMPOSSIBILE?**

Indipendente, imparziale,
neutrale: l'azione umanitaria
tra guerra, politica e bisogni
in aumento

© Christian Tasso

10 novembre
Sala della Protomoteca,
Musei Capitolini, Campidoglio



9. OUR MISSIONS





Afghanistan © Martina Martelloni/INTERSOS

Sectors of intervention



AFGHANISTAN



2001

First intervention
in the country

238.900

People reached



9

Projects



9.685.978 €

Activities budget

Despite significant improvements in safety and security, 2023 remained a challenging year for **Afghanistan**, as it grappled with the aftermath of decades of conflict, political upheaval, and chronic poverty. The nation faced a compounding crisis, characterised by natural disasters, economic decline, and complex humanitarian challenges.

This year, the UN estimates that 29.2 million Afghans are in need of humanitarian aid—more than two-thirds of the national population. Of these, 17 million are severely food insecure, with 3.4 million in an emergency situation.

Additional pressures included a swarm of earthquakes, the deportation of 1.7 million undocumented Afghans by Pakistan, and the closure of health centres due to funding cuts, leaving 17.6 million in need of health assistance.

Legal challenges and interference by the de facto authorities severely hampered humanitarian access, impacting efforts to reach remote areas. Access to social and educational services for women and girls has been further hampered.



Activity highlight

In October 2022, the authorities in Afghanistan imposed a ban on female staff working in the humanitarian sector. **INTERSOS** was at the forefront of negotiations with local authorities, advocating for the right to work in accordance with our core principles. Through strategic engagement and an unwavering commitment to women's rights, we have effectively navigated these challenges in 2023. Our approach strongly focused on staff empowerment, community-based interventions, and a belief in gender equality. These efforts have not only facilitated the reintegration of our female staff, but have also ensured that women make up nearly 50% of our staff in Afghanistan.

In this context, **INTERSOS** continued to support communities in Kabul, Kandahar and Zabol provinces, with particular attention to boys and girls, mothers, people with disabilities and elderly people at risk, as well as displaced persons and returnees.

We carried out protection, health and nutrition activities, including the distribution of non-food items and cash assistance to the most vulnerable sections of the communities.

More specifically, we provided medical consultations, medicines, referrals to specialised services where needed, support to the local health system

on immunisation, as well as maternal, emergency and trauma services. In addition, our humanitarian staff assisted people in need through nutrition programmes for children, pregnant and lactating women.

Additionally, in terms of protection, we provided individual case management, mental health and psychosocial support services, support for survivors of gender-based violence, economic and entrepreneurial support. Children's safe spaces were created to ensure a safe environment for minors at risk.

Results highlight

557

survivors of gender-based violence benefited
from case management activities

7.063

children completed routine immunisation

616

assisted deliveries

5.801

malnourished children hospitalised and treated



Burkina Faso © Sofy Dia/INTEROS

BURKINA FASO

Sectors of intervention



2019

First intervention
in the country

248.500

People reached



14

Projects



3.420.302 €

Activities budget

Burkina Faso is facing a crisis caused by widespread insecurity, resulting in displacement, human rights violations and reduced access to livelihoods and basic social services such as health care and education. Several health facilities are closed or only partially operational, depriving nearly 3.6 million people of access to health care.

Burkina Faso, one of the poorest countries in the world with 7.3 million people living below the poverty line, is now experiencing a further decline in the country's two main livelihoods: agriculture and livestock.

The figures are alarming, with more than 2 million internally displaced persons (IDPs), 1.3 million people at risk of acute malnutrition and nearly 4.7 million people in urgent need of humanitarian assistance.

In order to address and reduce the protection risks associated with mass displacement, **INTEROS** worked on capacity building of institutional actors, partners and community actors through training sessions with a special focus on the prevention of gender-based violence. Awareness sessions were conducted for host communities and IDPs to im-



Activity highlight

INTEROS in Burkina Faso applies the community-based protection approach. This approach enables communities to identify protection risks and improve their capacity to sustainable self-protection strategies that reduce risks and vulnerabilities. A training session on community-based protection was provided to ten project staff, who then trained around thirty community workers in the Eastern Region. This helped to reduce the overall number of gender-based violence cases and to refer GBV survivors to specialised services for timely treatment. In 2023 we conducted community consultations in Fada N'Gourma, Bogandé, Diapangou and Tibga.

prove their understanding and knowledge of risks, preventive measures and attitudes, and to inform them of available services and how to access them. Our staff also provided case management services to survivors of GBV. We also provided legal assistance to GBV survivors and children to obtain official documentation.

In the Boucle du Mouhoun and North Regions, **INTEROS** built latrines and water points in schools and child-friendly spaces. Additionally, we carried out community psychosocial support sessions within child-friendly spaces, distributed protection kits and supported access to civil status documents.

The ongoing crisis has disrupted the healthcare system and exacerbated the food crisis, resulting in high levels of malnutrition among children and pregnant and lactating women. **INTEROS** supported the health centres at district level to ensure free health services for children, pregnant and lactating women. We supported community health promoters and traditional birth attendants to ensure prevention and early detection of the most common diseases (such as malaria and malnutrition), detect signs of complications and raise awareness at community level on good hygiene and nutrition practices.

Results highlight



44.880

people received financial assistance



4.000

people gained access to safe drinking water



162

malnourished people treated



1.159

hygiene kits distributed to girls



Cameroon © INTERSOS

CAMEROON

Sectors of intervention



2015

First intervention
in the country



310.700

People reached



10

Projects



3.997.244 €

Activities budget

In **Cameroon**, some 4.3 million people are suffering from the effects of conflict and violence, climate shocks, and disease outbreaks. There are nearly one million IDPs, half a million returnees, and half a million refugees and asylum seekers.

The crisis in the North-West and South-West continues to be characterised by human rights violations and abuses, short-term displacement as well as pendular movements due to fear of violence between parties. In the eastern regions the existing health centres are overburdened due to the refugee crisis in the Central African Republic and a lack of sufficient human and material resources.

In the Far North region, the number of IDPs has increased by almost 20 per cent in one year, reaching 454,000 people. The region also hosts nearly 117,000 Nigerian refugees.

The **INTERSOS** team supports IDPs, returnees, refugees, and host communities. Specifically, we intervened with activities aimed at preventing gender-based violence, providing legal assistance, psychosocial support and raising community awareness through radio broadcasts. We also trained women and girls to enable them to start income-generating activities. Our team also intervened in the Logone et Chari, Goulfey and Logone Birni



Activity highlight

INTERSOS implemented a mental health project in the Meme Division, Anglophone Region of South West Cameroon. The project targeted patients affected by psychosis, epilepsy, substance use disorders, depression, bipolar disorder, anxiety, child and adolescent mental disorders and suicidal tendencies. We supported 7 health facilities providing mental health services through the provision of medicines, payment of incentives to general practitioners, community health workers and focal points. Cash assistance was also provided to transport the most serious cases to the health facilities of reference.

departments, engaging men as agents of active change to prevent and fight against GBV in their communities.

Additionally, we provided case management for children experiencing protection risk and ensured access to birth registration at civil status centres. Psychosocial, recreational and educational activities were organised in child-friendly spaces.

INTERSOS focused on activities to support agricultural production and livestock breeding through the distribution of seeds and agricultural tools, as well as related capacity building and training sessions. These activities are essential for the population to increase their self-reliance and resilience

in the face of growing food insecurity. In the Far North, South and North-West of the country, we distributed food and provided cash assistance to buy food. Awareness sessions on proper nutritional practices were conducted.

Due to limited access to drinking water and inadequate facilities, Cameroon suffers from recurring cholera outbreaks. **INTERSOS** intervenes by constructing and rehabilitating of boreholes, monitoring and controlling water quality and setting up water points, which are then monitored by community committees.

Results highlight



1.000

civil status documents produced and distributed to children



6.887

households received food assistance through cash transfers



12.578

people assisted with water, sanitation and hygiene (WASH)





Central African Republic © Giacomo Franceschini

CENTRAL AFRICAN REPUBLIC

Sectors of intervention



2014

First intervention
in the country

295.000

People reached



14

Projects



3.105.786 €

Activities budget

Since the start of the conflict, in 2013, the **Central African Republic** has been marked by cycles of intense violence. Violence against civilians and the effects of climate change continue to cause displacement, with over 511,000 Internally Displaced Persons recorded as of December 2023.

Lack of access to basic socio-economic infrastructure and economic opportunities forces displaced people and host communities to adopt negative coping mechanisms to meet their needs, making them more vulnerable to exploitation and abuse, including widespread gender-based violence.

Instability on the borders with Chad, Sudan and South Sudan, which are the main supply routes for the supply of basic commodities to more remote areas, has a major impact on the local economy, which is also affected by high rates of inflation.

In 2023, **INTEROS**' team set up safe spaces, where women and girls can freely discuss their concerns without fear of reprisals, take part in psychosocial and learning activities as well as group counselling and functional literacy, and benefit from case management services.



Activity highlight

INTEROS in the Central African Republic provides treatment for Severe Acute Malnutrition (SAM) in children aged between 6 and 59 months: children suffering from SAM can in fact be treated with ready-to-use therapeutic food (RUTF), enabling them to recover at home and in their community rather than in a health facility. In 2023, **INTEROS** treated 1,103 children suffering from severe acute malnutrition (SAM) and screened 28,245 children aged between 6 and 59 months.

We also provided psychosocial support and case management to survivors of gender-based violence or sexual exploitation and abuse, through fixed and mobile listening centres. Vulnerable women and girls received cash assistance to cover the cost of transportation to health and legal services as well as accommodation during the care period.

INTEROS built water points, latrines and hand-washing facilities. Additionally, we organised awareness sessions on the importance of hygiene, the use of sanitary facilities and the link with water-borne diseases. Pregnant and lactating women

attended awareness sessions on deworming, food combinations, preparation of fortified meals based on local food, hygiene rules and malaria prevention.

Finally, we carried out Camp Management and Camp Coordination activities, in Haute Kotto e Ouaka, distributing Non-Food-Items and Shelter Kits to IDPs, monitoring population movements in the sites through a registration system, and setting up management committees, which play an essential role in the overall stability of the site, guaranteeing well-being and social cohesion.

Results highlight



4.414

cases of Gender Based Violence identified and managed



1.103

children suffering from severe acute malnutrition (SAM) treated



1.200

people gained access to safe drinking water



Chad © René van Beek

CHAD

Sectors of intervention



2004

First intervention
in the country

626.000

People reached



20

Projects



13.308.521 €

Activities budget

Chad is facing a humanitarian situation characterised by population movements, food insecurity and malnutrition, health emergencies and climatic shocks. The security situation remains fragile due to ongoing armed conflict, attacks by non-state armed groups and intercommunal tensions, which have contributed to an increase in internal displacement, particularly in Lac Province. The country also faces recurrent food crises, exacerbated by climate change-related events such as droughts and floods.

In the East, the outbreak of armed conflict in Sudan has led to an influx of people, mainly Sudanese refugees and Chadian returnees. Even before the conflict in Sudan, there were more than 400,000 Sudanese refugees in the country. In addition, between 23 April to the end of May 2024, nearly

600,000 refugees from Sudan entered the country and more than 170,000 Chadian returnees found shelter in camps and villages.

In 2023, 6.9 million people in Chad were in need of humanitarian assistance.

In N'Djamena, **INTERSOS** carried out activities to guarantee the rights of Cameroonian refugees, through the systematic monitoring of mixed cross-border movements. We ensured the identification and assessment of the needs of people with special needs, provided counselling and psychosocial support, in-kind and cash assistance to support people with special needs, and referred specific cases to the appropriate services.

An emergency project was also implemented in the capital in the first half of the year, to support IDPs



Activity highlight

In 2023, in response to the crisis in Sudan, **INTERSOS** built 10,000 emergency shelters in the Zabout camp, the largest in the Eastern region of the country, to host around 50,000 people displaced by the conflict. **INTERSOS** operators installed fire management systems in the shelters, built latrines and showers in the camp, constructed communal rubbish pits for waste management in the camp and strengthened community management of Water, Sanitation and Hygiene facilities in the camp.

affected by exceptional flooding, with NFIs distributions and WASH activities.

In the Lake Chad Province, **INTERSOS** carried out protection monitoring activities. Specifically, our staff worked on monitoring border movements and identifying persons in need of international protection; profiling and pre-registering asylum seekers and refugees in camps; monitoring protection cases in and out of camps; collecting reports on protection cases and incidents. From these reports, our staff carries out data analysis, which is useful for planning the activities of **INTERSOS** and other humanitarian actors. The most vulnerable cases are referred to specialised services. In addition, **INTERSOS** provided counselling and psychosocial support to people with special needs, while extremely vulnerable people were referred to specialised services and received assistance in kind or

in cash.

In the Lac Province we also provided food assistance to vulnerable displaced children and supported IDPs by ensuring access to free primary healthcare and laboratory services, reproductive health and integrated management of acute malnutrition, as well as promoting good health and nutrition practices at community level and in health facilities. Legal and judicial assistance to asylum-seekers and vulnerable refugees was provided in Guilmei (N'Djamena), Kalambari (Baguirmi Chari) and in Kaya, Mamdi and Fouli (Lac).

In the East of the country we also reached the most vulnerable Sudanese refugees and host populations with protection services and peaceful coexistence interventions in the Zabout camp, Daguesa return site and the Moundo host village in the Sila province.

Results highlight

 **4.280**

people affected by the humanitarian crisis in the Lake Chad Province received primary health care

 **28.506**

people in the Lake Chad Province received food assistance

 **999**

hygiene kits distributed to pregnant or lactating women and women at risk of gender-based violence in the department of Mamdi and N'Djamena





Colombia © Martina Martelloni/INTERSOS

COLOMBIA

Sectors of intervention



2019

First intervention
in the country

8.800

People reached



4

Projects



615.642 €

Activities budget

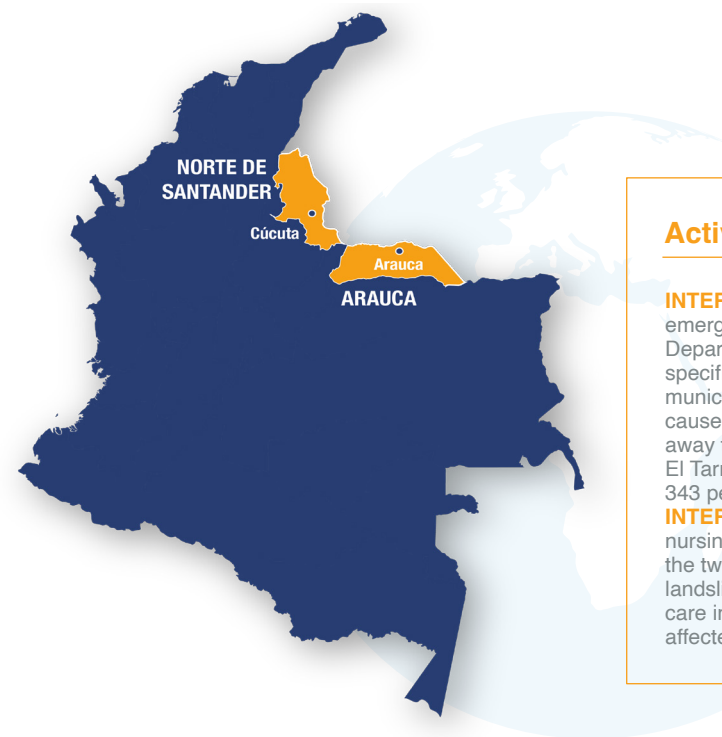
Despite the signing of the Peace Agreement between the Colombian government and the Revolutionary Armed Forces of Colombia in 2016, the nation continues to face a complex internal political crisis. In 2023, the country experienced an escalation of conflict between armed groups, leading to an increase in the number of displaced people.

Colombia is home to approximately 2.9 million refugees and migrants, who face difficulties in accessing food, shelter, employment opportunities and access housing assistance. In 2023 alone, almost

250,000 Colombians were internally displaced.

Colombia also suffers from frequent natural disasters. Rivers often overflow during the rainy season.

In 2023, **INTERSOS'** intervention focused on ensuring immediate access to protection and primary health care services, including Sexual and Reproductive Health, for people affected by the crisis, both migrants and nationals mainly in Norte de Santander.



Activity highlight

INTERSOS has provided support in the emergency caused by the winter swell in the Department of Norte de Santander, more specifically on the Cúcuta Ocaña route in the municipality of Villa Caro. Torrential flooding caused the River Tarra to overflow, sweeping away the population centres of the villages of El Tarrita and El Molino, and affecting at least 343 people (168 families) from nearby villages. **INTERSOS** provided medical assessment, nursing care and psychological first aid during the two days of rescue of people trapped in the landslide. In the following period, we provided care in shelters or transit areas for those affected by the emergency.

More specifically, our team provided general medical consultations and Sexual and Reproductive Health Consultations for pregnant and lactating women (ultrasound, anaemia screening, rapid urine and HIV/syphilis testing) as well as general humanitarian protection services for vulnerable girls, women and boys, including case management and specialised legal and psychological services. Cash assistance was provided to the most vulnerable people to access basic services which require payment of fees. The protection teams in Colombia and Venezuela have been working in close contact throughout the year, managing to carry out binational referrals of particularly vulnerable cases, mainly undocumented minors, between the states

of Arauca in Colombia and the state of Apure in Venezuela.

All activities were carried out in a direct and mobile operation modality, to reach out communities and individuals in hard-to-reach, underserved, neglected and marginalised areas. The mobile teams were composed of a General Practitioner, a Gynaecologist or Obstetrician, a Nurse and a Nurse assistant, a Case Manager, a Lawyer and a Psychologist. Our team also worked on preventive measures through awareness-raising sessions on Sexual and Reproductive care, Gender-Based Violence and Child Protection risks.

Results highlight



819

people received legal advice and assistance



721

people received sexual and reproductive health consultations



3.241

people received primary healthcare consultations



Democratic Republic of Congo © INTERSOS

DEMOCRATIC REPUBLIC OF CONGO

Sectors of intervention



2009

First intervention
in the country

788.300

People reached



18

Projects



6.088.141 €

Activities budget

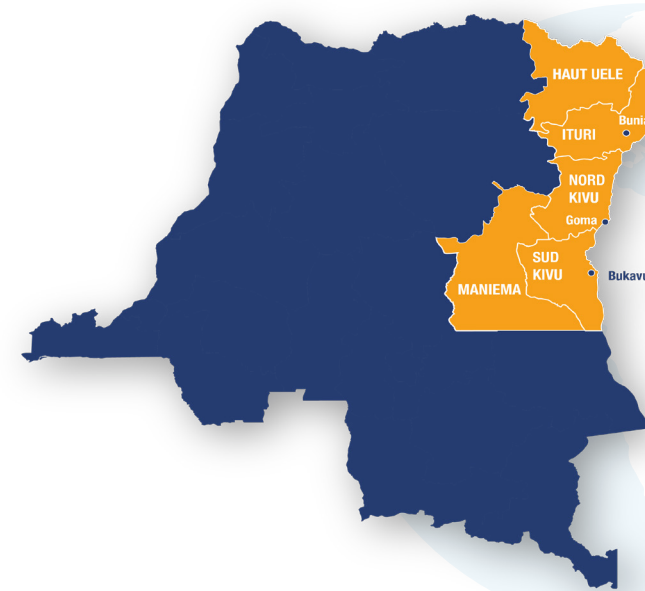
For decades, the population of the **DRC** has been paying the price of the armed conflict, particularly in the eastern provinces, which have been severely hit by violence and insecurity. By December 31st 2023, more than 9.6 million people were on the move in the Democratic Republic of Congo, including 6.5 million IDPs, 2.6 million returnees from other countries and 527.000 refugees.

The security situation deteriorated in 2023, with the scale up of M23 offensives in the provinces of North Kivu and Ituri, causing internal displacement of populations.

It is estimated that more than 25.4 million people a

quarter of the population – will need assistance in 2024. The spread of epidemics, such as cholera and measles and the climate-related shocks, such as heavy rains and river flooding intensify, are exacerbating the living conditions of vulnerable populations.

In 2023, our operators carried out protection monitoring activities, consisting of the identification and recording of protection incidents, as well as protection needs assessments with relevant analysis in order to ensure appropriate responses by the humanitarian organisations in the country.



Activity highlight

In 2023, at the Bushagara site, in Nyiragongo territory, near Goma, we transferred theoretical and practical entrepreneurial skills in baking and decoration to displaced people who had survived the violence of armed groups. The objective of these training was to provide displaced people with the tools to create low-cost sources of income while on the move, enabling them to meet their urgent needs wherever they were.

We worked to prevent and respond to Gender-Based Violence by identifying GBV cases and providing case management, referring survivors to specialised care structures where necessary. We provided cash assistance to the most vulnerable people to allow them to meet their most urgent needs.

INTERSOS also implemented community-based protection: community-based structures were established and trained in humanitarian protection principles, enabling them to carry out protection case referral, protection incidents reporting, and awareness-raising sessions.

Our staff also works in the Health and Nutrition sector, identifying focal points in the communities,

training them in nutrition counselling, and then conducting awareness-raising campaigns on malnutrition issues. We also carry out mass screening for the detection of oedema and provide support in cases of severe acute malnutrition covering the cost of transport, food, laboratory tests and other medicines for the patients and their carers. In addition, we have rehabilitated areas dedicated to hospitalised children, where we used emotional stimulation activities to help the children regain a good level of resilience.

Finally, we completed cash distributions to enable vulnerable people to meet their nutritional needs and facilitate access to food.

Results highlight



4.293

people received psychosocial assistance



447

survivors of Gender Based Violence received legal assistance



100.341

malnourished children treated



Greece © Martina Martelloni/INTERSOS

GREECE

Sectors of intervention



2016

First intervention
in the country

6.800

People reached



4

Projects



155.105 €

Activities budget

Greece serves as both a transit point and a final destination for a significant number of refugees, asylum seekers, and migrants. Since 2014, the Eastern Mediterranean route has become one of the main routes for migrants travelling to Europe from the Middle East, Africa and Asia. Over 1.28 million migrants have entered Greece through both land and sea borders. In 2023 alone, 41,561 refugees and asylum seekers arrived in Greece by sea¹².

The humanitarian needs of these people remain critical. Many endure prolonged stays in overcrowded camps and centres, facing dire conditions, while thousands struggle to access adequate housing, healthcare, and education.

In 2023, we implemented the *HELIOS* project, which aims to promote the integration in the Greek society of people benefitting from international and temporary protection. Our objective is to increase their self-reliance, through housing support, Greek language courses, employability skills, job counselling and raising-awareness in the local community to promote social cohesion.

Moreover, since December 2021, we have been implementing the *'Food for All'* programme, to address the food needs of the most vulnerable groups of migrants and refugees living in Athens and to ensure their food security.



Activity highlight

In 2021, **INTERSOS** initiated a Mental Health and Psychosocial Support intervention in Lesbos. The project supported vulnerable groups showing signs of psychological distress, survivors of gender-based violence and/or are the sole or primary caregivers of a dependent family member. The **INTERSOS HELLAS'** Mental Health and PsychoSocial Support team, composed of Psychologists, Case Managers and Protection Officers ensured that the mental health programme followed a holistic and rights-based approach. In 2023, 227 individuals received support from the project.

INTERSOS HELLAS has also participated in the programme: *'#Together'* to support refugees and migrants residing in Epirus in acquiring tools, information, and resources that will help them integrate into the labour market. As part of this, information sessions are conducted in the reception and accommodation centres in Epirus, as well as specialised workshops on CV writing, issuing of documents and the working environment in Greece. Our humanitarian workers also offer interview preparation sessions. Additionally, efforts are made to identify job vacancies and assist in making contact

with potential employees. These efforts are reinforced through the use of an online tool that allows employers to find suitable candidates and jobseekers to apply for available positions.

Finally, we have implemented *'Protection for All Minors'*, a project that provides comprehensive support to unaccompanied minors in Greece, who live in precarious or homeless conditions. We inform, support and empower unaccompanied minors to move out of precarious living conditions, by placing them in appropriate housing.

Results highlight



4.763

people received food



748

unaccompanied minors received
protection services

462

beneficiaries of international and temporary protection received housing assistance

¹² UNHCR data





Iran © INTERSOS

IRAN

Sectors of intervention



2022

First intervention
in the country



14.000

People reached



7

Projects



981.319 €

Activities budget

As a neighbouring country of Afghanistan, **Iran** is home to one of the largest refugee populations in the world. According to the most recent data available, 4.5 million people have sought refuge in the country, most of them Afghans. Despite the government policy of integration, the lack of documentation for Afghan refugees poses several obstacles to accessing health care, education and job prospects.

In recent years, the combined effects of the COVID-19 pandemic, unilateral economic sanctions and the very high inflation in Iran have contributed to a self-perpetuating cycle of poverty, leaving

many Afghans, as well as Iranians, unable to meet their basic needs.

INTERSOS operates exclusively through local partners in the country with the aim of fostering quality access to Health, Protection and Education services for vulnerable documented and undocumented Afghan populations and Iranian host communities.

In the course of 2023, **INTERSOS** supported the provincial health system in Tehran Province, through the rehabilitation of four health facilities and the subsequent provision of medical and non-medical equipment, to ensure higher quality medical services in Health facilities.



Activity highlight

In 2023, a protected children's playground, equipped with a dynamic playground for the recreational activities of 982 children was created in a health facility in the province of Tehran, Shahriar County. The purpose of this playground is twofold: to provide a safe space for parents to leave their children while they receive counselling on their health issues, and to enable **INTERSOS** staff to carry out counselling and case management activities for the children. This integration of child protection and health activities is unique in Iran.

Moreover, in the same province, we implemented cash-for-health activities to provide access to non-free health services by referring 1,638 vulnerable people to specialised services. In the health facilities we support, focal points were designated to identify patients with particular vulnerabilities, ensure the necessary medical procedures are carried out and then refer the patients to specialised medical facilities according to vulnerability and morbidity criteria, with a voucher to ensure that the medical expenses are covered by **INTERSOS**.

In the provinces of Kerman and South Khorasan, 35 classrooms were equipped, allowing 1,098 chil-

dren to attend school in safety. Additionally, children received school kits, containing the basic necessities for proper learning, such as notebooks and pencils, as well as hygiene kits, containing the necessary items to promote good health practices, such as toothbrushes, toothpaste and soap. In order to ensure a safe environment for children, awareness-raising campaigns were conducted on child protection issues, such as good parenting skills. Moreover, our case management activities identified children at increased risk of domestic violence and referred them to specialised services.

Results highlight



1.638

people received cash assistance to cover
health-related expenses



1.098

students received school kits and hygiene kits



4

health facilities were rehabilitated and equipped in Shahriar County, Tehran Province



Iraq © Christian Tasso

IRAQ

Sectors of intervention



2003

First intervention
in the country

94.400

People reached



10

Projects



9.299.286 €

Activities budget

It is predicted that by 2024, there will be more than one million internally displaced persons (IDPs) in Iraq. Most of these IDPs do not live in camps, but in informal settlements, and 9% are in precarious housing conditions. Restrictions on movement, fear and lack of livelihoods prevent these people from returning to their homeland.

In 2023, IDP camps in Ninewa, including Jeddah 5, were suddenly closed without adequate preparation or resettlement plans in place. This has left hundreds of families facing enormous challenges in securing safe living conditions. In its work, **INTERSOS** continues to prioritise assistance

to IDPs and Iraqi returnees, people in particularly complex situations, wives and children of people with alleged ISIL affiliations who are currently missing or detained, and ethnic and religious minorities (including Yazidi communities).

INTERSOS is a leading provider of protection services to vulnerable populations in the country, focusing on the provision of legal services, such as awareness raising, counselling, assistance and representation in obtaining civil and legal documentation. Additionally, our humanitarian operators provide case management services for children, survivors of Gender Based Violence and persons



Activity highlight

In Iraq, **INTERSOS** supports the implementation of the Refugee Education Integration Policy. Through the provision of Kurdish classes for students, teachers, and caregivers, as well as the provision of remedial and catch-up classes, **INTERSOS** enables refugee children to enrol and integrate into the national education system. Furthermore, **INTERSOS** strengthens social cohesion among students by facilitating peer-to-peer study groups in which children from different community groups (refugee and host community) help each other with homework.

with special needs, including psychosocial support and mental health services. In line with the localisation strategy, we also carry out capacity-building activities for national and international actors and local authorities on protection.

Furthermore, **INTERSOS** is expanding its education programmes in IDP camps in the Kurdistan Region of Iraq, in urban areas and in underserved regions of Federal Iraq. We provide access to quality education both within and outside the camps by facilitating classes for out-of-school children, providing learning materials, and training of children. We support the implementation of the Refugee Education Integration Policy (REIP) in KRI. By inte

grating education and child protection and promoting community engagement, we aim to improve children's well-being in a holistic way. We also advocate at national and local levels for children's access to documentation for education.

Moreover, in 2023 our staff worked in the health sector in Ninewa and Salah Al-Din governorates. Our projects aimed to improve access to essential health services, including mental health care, non-communicable diseases, sexual and reproductive health, infection prevention and control, care for the elderly and Basic Emergency Obstetric and Newborn Care (BEmONC).

Results highlight



28.781

people reached with legal assistance, advice and representation activities



6.387

children benefited from formal and non-formal education activities



47.139

people received medical consultations



Italy © Martina Martelloni/INTERSOS

ITALY

Sectors of intervention



2011

First intervention
in the country



4.800

People reached



35

Projects



2.685.520 €

Activities budget

In 2023, 157,000 people arrived in **Italy** via the Central Mediterranean route, an increase of 50% compared to the previous year. The main country of origin is Guinea, followed by Tunisia, Ivory Coast, Bangladesh, Egypt, Syria, Burkina Faso, Pakistan, Mali and Sudan. The number of arrivals from Guinea and Ivory Coast increased significantly compared to 2022, while the number of arrivals from the Middle East decreased. Regarding the data on departures in the Central Mediterranean in general, the arrivals of people of different nationalities from Tunisia increased by 200% across Europe, despite the Memorandum of Understanding aimed at curbing migration flows. Of those arriving

in Italy in 2023, 17% were minors, the majority of whom were unaccompanied (12%).

Thousands of arrivals from the Balkan route were also registered by the associations operating on the Italian-Slovenian border, although no definitive figure is available.

At the end of the year, about 139,000 people were accommodated in reception facilities, including Extraordinary Reception Centres, Reception and Integration System and Hotspots, a significant increase compared to 2022, when there were 105,000.



Activity highlight

Since 2023, in Campobello di Mazara, Ribera and the Ballarò district in Palermo, **INTERSOS** has been carrying out the activities of the Reach Out project, co-funded by the European Commission through the EU4HEALTH programme. Reach Out aims to reach vulnerable people (migrants, LGBTQIA+ communities, sex workers) with integrated health care services, facilitating prevention, early diagnosis and access to treatment for tuberculosis, HIV, sexually transmitted diseases, and hepatitis B and C. As part of the project, **INTERSOS** provided primary health care through its mobile clinic and socio-legal and psychological support. We also managed vulnerable cases and disseminated information on existing services, as well as providing referrals and accompaniment to services in the area and health promotion and prevention through information campaigns.

In 2023, **INTERSOS** consolidated its presence in Lazio, Puglia and Sicily, implementing several projects in the areas of protection, psychosocial and healthcare, social and economic integration, targeting people in situations of extreme vulnerability, including unaccompanied foreign minors and people who have survived or been exposed to gender-based violence and labour exploitation.

In the Lazio region, we are active in Rome, where we provide protection, healthcare, training and job placement services to migrants, refugees and local population, through our two centres - **INTERSOS24** and **INTERSOS LAB** - and a clinic and a mobile team as part of an intervention we carry out together with UNICEF Italy.

In the Apulia region, we continued our activities in the Capitanata area in Foggia, where we provide social and health assistance to people living in informal settlements in the province. In Sicily, in the provinces of Palermo, Agrigento and Trapani, we worked to ensure access to healthcare for migrants and refugees.

Together with UNHCR, we have coordinated two projects in Italy to strengthen community protection mechanisms for refugees, asylum seekers and stateless persons in Italy: PartecipAzione and VOC - Volunteers of Community. Both projects support networks of volunteers, associations and informal groups led by refugees in the regions of Lombardy, Piedmont, Emilia Romagna, Lazio, Campania, Calabria and Abruzzo.

Results highlight

1.735

people received social and health care

573

survivors of gender-based violence received specialised support

117

people found employment thanks to the support of our job counsellors



Jordan © Martina Martelloni/INTERSOS

Sectors of intervention



JORDAN



2012

First intervention
in the country

14.500

People reached



3

Projects



1.269.418 €

Activities budget

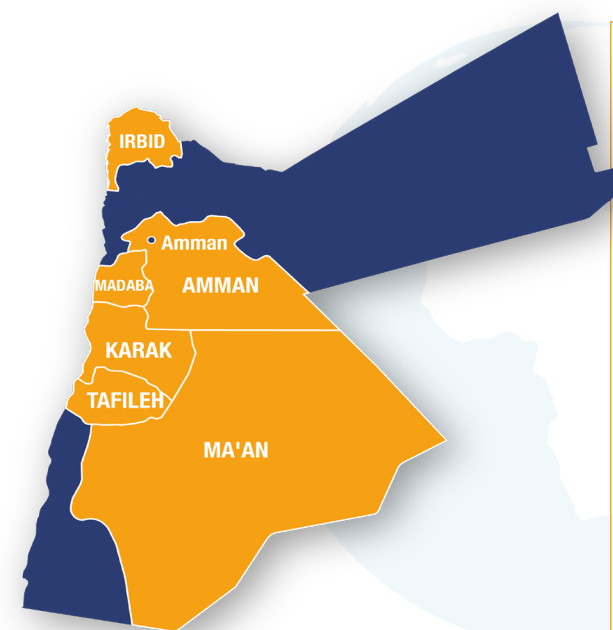
Jordan is a low-middle-income, resource-poor, food-deficit country that hosts the second-highest number of refugees per capita in the world. In 2024, this nation of 11 million people accommodated over 1.3 million refugees, mostly from Syria. More than 81% of Syrian refugees live in the governorates of Amman, Irbid, Mafraq and Zarqa. About 18% lives in Za'atari and Azraq camps, which host about 80,000 and 40,000 Syrian refugees respectively, while approximately 7,500 Syrian refugees, mostly women and children, are stuck in

Al Rukban camp located in a military zone on Jordan's North-Eastern border, with limited access to essential health and nutrition services.

In 2023, approximately 66% of Syrian refugees in Jordan were living below the international absolute poverty line for lower-middle income countries, facing barriers to health care, adequate shelter and livelihoods, and thus heavily relying on humanitarian assistance.

Activity highlight

Community-Based Protection Initiatives are context-specific activities aimed at engaging community members in discussions, debates and exchanges, with the aim of identifying the causes of specific vulnerabilities faced by individuals and groups in a specific location and community, as well as possible measures to address them, through a model that promotes a bottom-up approach and sustainability. In 2023, **INTERSOS** supported local organisations to design and implement such initiatives through financial and logistical support and capacity sharing. The creation of safe and inclusive community spaces, theatre performances, unstructured psycho-social support activities for refugees and vulnerable host communities, mass awareness campaigns involving community leaders and local stakeholders, were examples of activities designed and developed by the community groups.



INTERSOS supports both Refugees and the Jordanian population, thus promoting social cohesion, in Amman, Irbid, Madaba, Karak, Tafileh, Ma'an. We intervene in urban, peri-urban and rural areas with projects aimed at providing protection assistance especially to the most vulnerable individuals or groups at risk of marginalisation. Interventions were aimed at preventing and responding to Gender-Based Violence, through a Community-Based Approach.

In 2023, **INTERSOS** carried out community engagement activities, in the form of awareness-raising sessions and campaigns aimed at preventing gender-based violence. In fact, our staff organised discussion groups on topics related to gender-based violence in order to raise awareness on this issue

and to promote discussions with communities. With the aim of responding more effectively to gender-based violence and of strengthening the community ownership of interventions, **INTERSOS** has implemented capacity-building programmes for community groups and community-based organisations.

Prevention activities were complemented by direct response services, including counselling and legal assistance, aimed at both guaranteeing rights and obtaining the civil documentation necessary to access basic services. Individual and group psycho-social support and financial assistance were also provided to address specific vulnerabilities or incidents.

Results highlight

2.006

survivors of gender-based violence supported

1.685

people reached through community-designed and implemented protection initiatives

341

people received cash assistance





Lebanon © Christian Tasso

LEBANON

Sectors of intervention



2012

First intervention
in the country



549.200

People reached



14

Projects



10.915.269 €

Activities budget

Lebanon is facing a humanitarian emergency fuelled by socio-economic challenges and periods of heightened insecurity in its southern region, as a result of the war in Gaza and the spillover of the conflict on its border. Since at least 2019, rising public debt, a high fiscal deficit, and political turbulence have been the driving forces behind Lebanon's socio economic turmoil. This has led to rising unemployment, increased levels of poverty, business closures, inflation, restricted access to foreign currency and imports, and a decline in foreign remittances.

About 1.5 million Syrian refugees live in Lebanon, along with some 489,300 Palestinian refugees and about 11,600 refugees from other nations. With a population of 5.3 million, Lebanon has the highest

ratio of refugee to resident population. Nearly all Syrian refugees in Lebanon live on incomes insufficient to meet basic needs, with around 27% food insecure.

In Lebanon we support the Syrian refugee population and vulnerable Lebanese. In 2023, our staff ensured that people who have survived or are at risk of gender-based violence received psychosocial support, access to safe spaces for women and girls to learn new skills and guidance towards greater independence. **INTERSOS** also provides legal services and cash assistance to the most vulnerable. Children are also at the centre of our response: we created safe spaces for boys and girls, carried out case management activities and rehabilitated four schools in Beirut and Mount Lebanon,



Activity highlight

INTERSOS has been actively responding to the crisis in Southern Lebanon since October 12th, by activating an Emergency Response Team (ERT) composed of 23 frontline staff, including social workers, psychologists and protection experts. We provided an immediate response by distributing basic necessities, providing psychological assistance and psychosocial support services and managing the cases of vulnerable people identified. 3,989 people received hygiene kits, mattresses, blankets, cholera kits and sanitary pads. In parallel, over 2,000 people received cash assistance to meet their protection needs. Of these, 63% were of Syrian origin, while 37% were Lebanese.

distributed educational materials, provided financial support to families in need and organised remedial classes.

In addition, in the North, in Bekaa and Beirut, as well as in the South, we have conducted protection monitoring activities, which aim to fully understand the diversity of risks and needs of different groups and individuals according to age, gender and diversity (AGD), by regularly and systematically collecting, verifying and analysing information over a period of time in order to identify rights violations and/or protection risks for the populations concerned and to inform the humanitarian community's programming.

Refugees were also supported through housing rehabilitation. Agreements with landlords included

rent freezes for the most vulnerable. Cash-for-shelter activities were also carried out, consisting of supporting vulnerable families to pay rent for six months.

Finally, we carried out projects to rehabilitate and solarise major infrastructures, including sewage systems, schools and street lighting systems. These projects had a great impact on social stability as all communities, including host communities, benefit from these improvements.

In the South of the country, we have worked in the sector of Disaster Risk Reduction. More specifically, we responded to the emergency in the South through distributions of Non-food items, cash assistance to displaced people, psychosocial support and case management.

Results highlight



1.342

survivors of Gender Based Violence supported



4.970

people received cash assistance



6.194

people received psychosocial support



4.060

birth certificates issued



Libya © INTERSOS

LIBYA

Sectors of intervention


2018

First intervention
in the country


85.900

People reached


14

Projects


2.707.689 €

Activities budget

Since the Arab Spring uprising in 2011, **Libya** has been embroiled in a civil war. As a result, the country has experienced prolonged political instability, widespread violence, the proliferation of various armed groups seeking to control Libya, significant damage to vital infrastructure, and major disruptions to its oil production. On September 10th 2023, Storm Daniel struck North-eastern Libya, causing the collapse of two dams in the Derna district and displacing more than 884,000 people.

Libya remains both a destination and a transit country, hosting some 650,000 migrants, refugees and asylum seekers with limited access to basic

services. The country is also home to approximately 160,000 IDPs.

INTERSOS runs four Community Centres in Libya, in partnership with Civil Society Organisations, in Tripoli, Brak Al Shati, Sabha and Ajdabiya. Our humanitarian operators provide individual case management activities conducted by social workers, which include identification, psychosocial first aid, psychosocial counselling and referral to specialised services. In addition, the Psycho Social Support (PSS) team implemented a range of activities tailored to the needs of the children from different backgrounds, promoting inclusivity while address-



Activity highlight

In 2023, **INTERSOS** ensured a swift and prompt emergency response following Storm Daniel in Eastern Libya, deploying an emergency response team - composed by an Activity Coordinator, a Medical Doctor, two protection staff for Individual Case Management and Collective Psychosocial Support, as well as a Psychologist - from Tripoli to Benghazi to provide life-saving assistance to people affected by the storm and subsequent flooding. Collaboration with local Civil Society Organisations enabled **INTERSOS** to maximise outreach, accelerate the response and increase the number of community-based initiatives.

sing their psychosocial support needs.

INTERSOS social workers also conducted awareness sessions for parents and caregivers on better parenting practices, Child Protection, education-related issues, Gender Based Violence, Prevention of Sexual Exploitation and Abuse, bullying and the importance of mental health.

Activities were mostly conducted in Community Centres, however Psycho-Social Support and awareness sessions were also conducted in an outreach modality, targeting people who were unable to reach the centres due to distance or transportation costs.

Community Centres also hosted Non-Formal Education services, with catch-up classes in Arabic language, English Language, and mathematics for out-of-school children whose learning has been interrupted. The programme also includes the development and promotion of life skills¹³ for children and youth, teacher training, awareness sessions for parents on the importance of education and school enrolment, and facilitating the enrolment of out-of-school children.

INTERSOS also conducts health screenings, medical referrals and health awareness sessions in the Community Centres, focusing on children and mothers.

Results highlight


8.122

people received psychosocial support services


1.175

children received non-formal education services


607

children and their parents/caregivers received medical consultations/screenings at INTERSOS community centres in Ajdabiya and Sabha

¹³ Life skills refers to a range of activities aimed at developing basic skills that all members of society need in order to improve their ability to adapt to different circumstances and increase their ability to cope with everyday challenges by fostering a greater sense of personal control.



Mali © Paolo Marchetti

MALI

Sectors of intervention



2023

First intervention
in the country

4.600

People reached



4

Projects



114.416 €

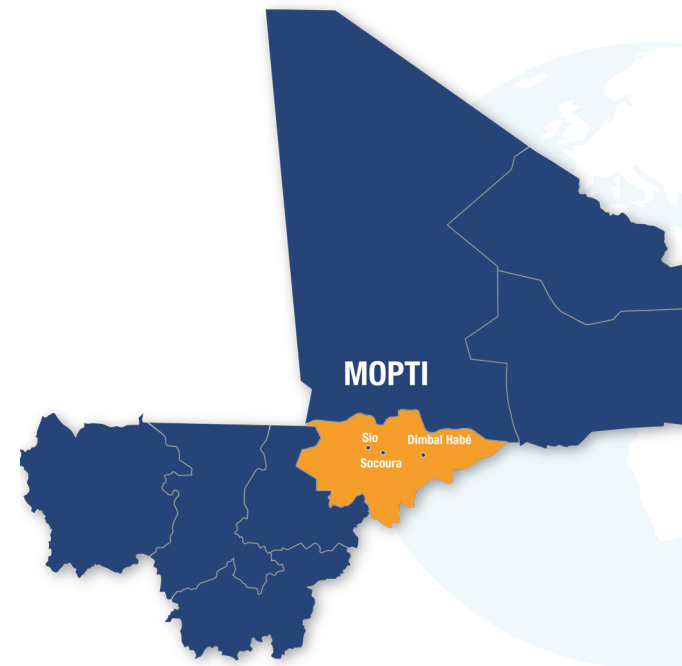
Activities budget

Since 2012, **Mali** has been experiencing a complex political crisis that has worsened over the years, resulting in two coups d'état between 2020 and 2021 and recurring conflicts between the different armed groups. The current transitional government has repeatedly postponed presidential elections as tensions in the country continue.

Since August 2023, the conflict has intensified in northern Mali, largely under the control of militant Islamist groups, with an unprecedented impact on civilians and the abandonment of entire settlements and towns.

Ongoing insecurity hampers access to agricultural land with serious implications for food security. 25% of the population suffers from moderate to acute food insecurity, and nearly one million children under the age of five are acutely malnourished.

In areas where non-state armed groups have a stronger presence, cases of sexual exploitation, recruitment of women and children, forced marriage, forced labour, and other forms of abuse are on the rise.



Activity highlight

In 2023, as part of **INTERMOS**'s localisation strategy, we worked extensively with FeDe (Femmes et Développement) to develop and implement a capacity building plan focusing on Protection, Protection from Sexual Exploitation and Abuse, and financial management. We also supported the Organisation in analysing, mitigating and managing security risks to ensure the safety of its field operations. FeDe was the first organisation to be identified as a partner. It is an NGO created and run by women which helps Malian women in their emancipation process by, among other things, promoting the recruitment of young women graduates and providing them with training to facilitate their professional integration. FeDe also works with village women's 'self-help' networks, enabling it to provide protection and assistance services even in the most vulnerable areas, where security constraints often prevent traditional NGOs from entering.

In 2023, the **INTERMOS** provided sustained support to populations affected by the humanitarian crisis in the most remote and insecure areas, where many needs remain unmet and where the State is absent or has little presence. Our humanitarian operators implemented Protection, Food Security and Water, Sanitation, and Hygiene (WASH) projects, targeting the most vulnerable households, especially women, girls, children, and displaced persons, and contributed to strengthening the capacity of local actors to ensure access to basic quality services.

INTERMOS operational strategy in the country focused on localisation. Therefore, throughout the year, strategic partnerships were established with local and national organisations in order to strengthen their operational, technical, and organisational capacities.

In 2023, activities were carried out in partnership with the local NGOs Femme et Développement (FEDE), AMSS, and Delta Survie.

In 2023, food and kitchen tools were distributed to vulnerable people, as well as hygiene kits (containing personal hygiene products) and dignity kits (containing essential hygiene items for women and girls). These food and kit distributions were supported by training for people in need of nutrition to ensure a balanced diet and good family practices, community awareness-raising sessions on protection risks, including the identification and referral of cases of Gender-Based Violence, and on good hygiene practices.

Results highlight



4.573

people received food assistance



585

households received cooking and hygiene kits



1

local NGO benefited from operational capacity building



Moldova © INTERSOS

MOLDOVA

Sectors of intervention



2022

First intervention
in the country



50.200

People reached



5

Projects



4.514.352 €

Activities budget

Following the outbreak of hostilities in Ukraine in February 2022, millions of people have been displaced both inside and outside Ukraine. Since the first days, **Moldova** has received a massive influx of people fleeing Ukraine.

Since 2022, Moldova has received more than 850,000 refugees from Ukraine. At the end of May 2024, approximately 120,000 were registered in the country. The vast majority of the refugees are women, who make up about 60% of the refugee population, and 46% are under the age of 18. Of the remaining refugees in Moldova, around 2,400 are currently hosted in refugee reception centres.

In 2023, **INTERSOS** worked to expand its activities and access to service for people fleeing the war in Ukraine and the vulnerable host community.

INTERSOS provided primary healthcare consultations and medical case management, supporting access to the existing national health system. As part of the health programme, **INTERSOS** established cooperation with the national health institutions and set up fixed medical consultation points in several districts of the country, providing therefore access to all those in need of health services in the surrounding areas.



Activity highlight

INTERSOS has developed a significant component of support for ethnic Roma, a community that faces specific challenges related to discrimination and stereotypes associated with its members. Since January 2023, **INTERSOS** Moldova has co-lead the Roma Task Force (RTF), an inter-institutional working group that focuses on interventions related to ethnic Roma refugees and advocates for the rights of Roma people. In 2023, **INTERSOS** led the advocacy efforts for the social inclusion of Roma people by launching the 'Amare Amala¹⁵: Roma Culture Week', a series of more than 20 events organised in April 2023, reaching more than 1,500 people in ten districts of the country.

Mobile medical teams and two mobile clinics reached the most remote areas¹⁴. Throughout the year, we also sought to improve the quality of the medical services in the country by making substantial donations to health facilities working under the local Ministry of Health, including donations of medicines and medical equipment. We conducted health promotion sessions on several topics aimed at preventing the apparition of chronic diseases. Mental health was also a major focus, with specific activities dedicated to the well-being of the people

we assist, including self-care techniques and coping mechanisms for depression.

Our team provided mental health and psychosocial support sessions and case management, including non-food items donations for the most vulnerable. In 2023, **INTERSOS** Moldova helped renovate and equip 12 safe spaces at the national level and carried out capacity-building activities with the space managers to ensure self-sustainability for the future.

Results highlight



17.010

medical consultations provided



15.791

people participated in psychosocial support activities



19.609

people attended awareness-raising sessions on protection, rights and available services

¹⁴ Medical teams are teams of health personnel who move around the territory offering services within existing facilities. Mobile clinics, on the other hand, are actual mobile health clinics that reach the most remote and underserved areas.

¹⁵ "Our friends" in romani language.



Niger © Martina Martelloni/INTERSOS

NIGER

Sectors of intervention



2019

First intervention
in the country



21.300

People reached



6

Projects



1.696.575 €

Activities budget

Following the coup d'état on July 26th 2023, the Economic Community of West African States imposed severe sanctions on the country. These sanctions, which were lifted on February 24th 2024, had a profoundly negative impact on the population, particularly through the increase in the cost of living and the shortage of electricity.

The security situation in **Niger** remains fragile due to the presence of armed groups, particularly in the Liptako Gourma area and in the Lake Chad Basin, where there is a high concentration of displaced persons. The same area is severely affected by the

effects of climate change, water scarcity and the food crisis.

In 2023, 4.3 million people were in need of humanitarian assistance. In January 2024, Niger hosted nearly 690,000 refugees, asylum seekers and internally displaced persons, most of them in the regions of Tillabéri, Tahoua and Diffa.

For asylum seekers, the humanitarian crisis affecting the country makes it difficult to meet basic needs. With a multi-sectoral approach, **INTERSOS** assists asylum seekers by providing a range of pro-



Activity highlight

In the Tahoua region, more specifically in Tchintabaraden, which is home to a growing number of displaced people, refugees, and asylum seekers, **INTERSOS** has intervened to meet the needs in terms of water, sanitation, and hygiene. The intervention has prioritised semi-durable shelters, with iron frames instead of the usual wooden frames which require the cutting of eucalyptus wood in desert areas. The aim is to ensure the durability of the shelters while limiting the environmental impact of desertification. 382 vulnerable households gained access to semi-durable emergency shelters.

tection services in response to rights violations: from legal assistance in obtaining civil documents to access to basic services, psychosocial support, and economic assistance for refugees, whether they are in refugee camps or urban refugees. In the Agadez camp, we provide educational and recreational activities for children and child protection services.

Part of our protection work involves creating safe spaces for women and girls. These spaces are particularly important in Niger, a country with one of the highest rates of gender-based violence in the world.

To integrate sub-Saharan migrants who have no job opportunities or access to education, **INTERSOS** provides training in personal skills development, non-formal education activities, and language courses.

Community protection structures, community leaders, and administrative and local authorities have benefited from capacity building on child protection and gender-based violence issues, to raise awareness in the communities where they are based and to facilitate the identification of cases of child protection and gender-based violence.

Results highlight



365

women at risk of violence received dignity kits



7

people living with disabilities received medical equipment



3.442

people received semi-durable emergency shelters

NIGERIA

Sectors of intervention



2016

First intervention
in the country



808.200

People reached



24

Projects



8.723.545 €

Activities budget

Fourteen years after the start of the conflict in the North-East of the country, **Nigeria** is experiencing devastating humanitarian consequences in Borno, Adamawa, and Yobe states. More than 7.9 million people face significant protection challenges and ongoing threats to their safety and wellbeing. Borno is the most affected state, with more than half of the population – 3.9 million people – classified as people in need. Non-state armed groups are increasingly targeting civilians, particularly in Borno. Women and children, especially girls, remain the most affected, accounting for 83% of those in need.

By the end of 2023, about 1 million children under 5 were identified as suffering from severe acute

malnutrition, with a significant number of health facilities damaged in the armed conflict.

In 2023, **INTERSOS** supported 1,378 survivors of gender-based violence. We provided individual psycho-social support, group counselling, art therapy, recreational activities, and skills acquisition to vulnerable people. We also distributed dignity kits to women and girls. We carried out community-based protection activities, including the installation of 64 solar-powered lights in strategic facilities in camps, reception centres, and host communities.

INTERSOS also provided life-saving health and nutrition services. We provided antenatal consultations and assisted in 1,692 deliveries at basic



Activity highlight

INTERSOS provided sexual and reproductive health services in north-eastern Nigeria, in particular through the operation of two emergency basic obstetric and neonatal care (BEmONC) centres in Bama and Dikwa. These services included antenatal care, postnatal care, delivery support, routine immunisation, health education and referral for complicated obstetric cases. **INTERSOS** operated 24/7 BEmONC centres in Dikwa and Bama. This service improved hospital deliveries and reduced maternal and neonatal mortality, as most complicated cases were managed in hospital or referred to secondary care. The sexual and reproductive health facilities supported by **INTERSOS** also provided routine immunisation services and malnutrition screening for both mother and child.

emergency obstetric and neonatal care centres. Additionally, we fully vaccinated 255,071 people against COVID-19. **INTERSOS** supported twelve Outpatient Therapeutic Programme (OTP) sites and three Stabilisation Centres for malnutrition, where 75,564 children were screened for Severe Acute Malnutrition.

INTERSOS staff also implemented Food Assistance activities, such as cash transfers and in-kind food distributions, as well as supplementary feeding programmes for children suffering from moderate acute malnutrition and pregnant and lactating women.

Our staff conducted camp coordination and camp management activities reaching over 367,513 people.

In the WASH sector, **INTERSOS** worked to provide access to clean and safe water as well as improved sanitation services for vulnerable people.

We supported flood-affected people by distributing hygiene kits, dignity kits, shelter kits and cash assistance in Ngala, Monguno and Dikwa in Borno State. We also set up hygiene clubs, training 60 students in good hygiene practices and empowering them to be agents of change in their schools and communities. Finally, we supported ten health centres through the construction and maintenance of water points and ten communities in Dikwa and Ngala through the rehabilitation of twenty hand pumps and ten solar-powered boreholes.

Results highlight



234.691

food-insecure people received food assistance



1.692

safe deliveries supported through our emergency obstetric and neonatal care centres



255.071

people were fully immunised against COVID-19



151.634

medical examinations provided



South Sudan © Fabio Bucciarelli

SOUTH SUDAN

Sectors of intervention



2006

First intervention
in the country

116.500

People reached



11

Projects



2.370.633 €

Activities budget

Twelve years after independence and five years after the signing of the peace agreement, the South Sudanese population continues to face endemic violence, conflict, climatic shocks, and health challenges such as measles and cholera outbreaks.

At the same time, **South Sudan** is grappling with one of Africa's largest refugee crises, with more than 2.2 million South Sudanese refugees hosted in neighbouring countries. With the onset of the Sudan crisis in April 2023, coupled with a combination of violence and the suspension of food distributions in parts of Ethiopia, thousands of people have returned to South Sudan. In addition, South Sudan continues to receive refugees from Sudan, with arrival rates reflecting the dynamics and intensity of the conflict. By the end of May 2024, more than 140,000 Sudanese refugees fled to South Sudan and more than 500,000 South Sudanese

returned to the country to escape conflict.

In South Sudan, **INTERSOS**' intervention has focused on preventing and responding to gender-based violence. We carry out community awareness-raising activities and provide case management and psychosocial support to survivors of cases of gender-based violence in safe spaces for women and girls. We also provide in-kind assistance to the most vulnerable members of the community, including non-food items and emergency shelter kits to the most vulnerable people in the communities of intervention.

INTERSOS works in the Upper Nile State, where 90% of the arrivals of people fleeing the conflict in Sudan are registered. Here, in Malakal, we have assisted returnees from Sudan through child protection and protection activities, directly managing



Activity highlight

We carry out activities to promote the empowerment and economic autonomy of displaced and vulnerable women: we assist them in starting small businesses by providing start-up capital, basic business supplies, and training to develop the skills needed to run and sustain a business. Our staff monitor and support the whole process. In 2023, we supported 8 businesses - employing 96 people - run by displaced women and girls in four counties of Jonglei State.

cases of vulnerable children, facilitating access to psychosocial support services, distributing hygiene kits and raising awareness of measures to prevent and mitigate gender-based violence. In the sector of child protection, we have also rehabilitated several safe spaces for children.

In Jonglei State, on the other hand, we have carried out border monitoring by identifying people in need of international protection, assisting asylum seekers and refugees with pre-registration procedures, monitoring and collecting information on protection cases, and providing psychosocial support to victims of gender-based violence. These activities target both South Sudanese returnees coming from Ethiopia and Sudan, and internally displaced people.

To promote social cohesion, we have also supported the establishment of joint businesses run by re-

turnees and members of the host community, such as women's salons, restaurants and tea shops.

Other income-generating activities included the distribution of fishing kits, seeds for crop production, sewing machines, and grinding mills in Jonglei State.

As part of our WASH activities, we rehabilitated boreholes and constructed ventilated improved pit latrines. We conducted hygiene promotion activities, and distributed water sanitation and health emergency kits (including baskets, soaps, and water filters) and hygiene kits.

In Bentiu, the **INTERSOS** team worked on the construction and rehabilitation of temporary learning spaces in primary schools. We provided training on school management and the implementation of school development plans.

Results highlight



489

survivors of gender-based violence benefited from case management activities



11.208

children participated in socio-recreational and educational activities



1.033

hygiene kits distributed



2.540

people received psychosocial support



Syria © Bayan Kseibi

SYRIA

Sectors of intervention



2019

First intervention
in the country



122.800

People reached



16

Projects



3.237.751 €

Activities budget

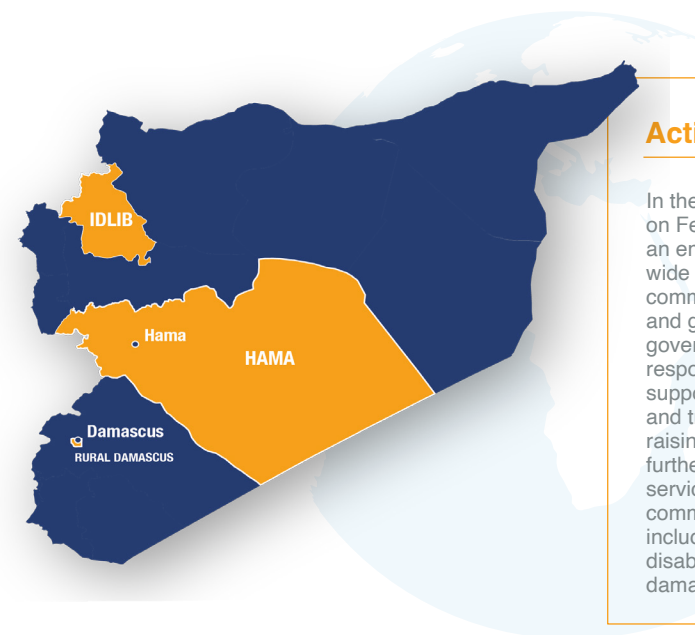
As the Syrian crisis enters its thirteenth year, the scale and complexity of the humanitarian needs have reached its highest. With a population of 22.1 million inhabitants, **Syria** counts 16.7 million people in need.

Such deterioration in the humanitarian situation is due to multiple factors. In the second half of 2023, protracted hostilities have hampered humanitarian access and caused displacement and a further escalation of active conflict and military operations have been reported across several frontlines and in different areas across the country. The earthquake that hit Syria in February 2023 killed almost 5,900 people, injured more than 12,800 people

and displaced at least 265,000. It caused extensive damage to essential infrastructures, disrupted food production and livelihoods, especially in rural areas, and led to widespread psychological distress and trauma.

The worsening economic crisis, with spiralling inflation, currency collapse and severe fuel shortages, increased the need for humanitarian assistance.

INTERSOS began operations in Syria in 2019, targeting internally displaced people, returnees, and host communities in the governorates of Hama, Idlib and Rural Damascus.



Activity highlight

In the aftermath of the earthquake that hit Syria on February 6th 2023, **INTERSOS** carried out an emergency response intervention with a wide range of services for disaster-affected communities, particularly in Hama governorate and government-controlled areas of Idlib governorate. Among the other interventions, this response included the provision of psychosocial support to address the psychological distress and trauma caused by the disaster, awareness-raising sessions on how to react in case of further earthquakes, primary health care services for the injured and severely affected communities, distribution of essential NFIs, including medical devices for persons with disabilities, as well as the rehabilitation of damaged schools.

INTERSOS provides psychosocial support, humanitarian assistance to the most vulnerable groups, and legal support. We also conduct awareness-raising sessions for the local communities on protection issues, including informing them about the risks of unexploded ordnance, which is unfortunately widespread in the country.

In Hama and Idlib governorates, we provide health care through our clinics and mobile medical teams, while in Hama, Idlib and Rural Damascus we carry out activities to improve access to medical and reproductive health services. We also distribute medicines and medical equipment, train health

workers, and conduct awareness-raising sessions on health promotion to support the country's health system.

To facilitate access to education for boys and girls who have been forced out of school due to displacement or school closures, our teams have rehabilitated schools and provided furniture, and school supplies for the children. In 2023, we rehabilitated 17 schools and distributed more than 6,000 school kits.

We also distribute hygiene and dignity kits for women and girls as well as winter kits.

Results highlight



17

schools were rehabilitated, providing a safer and more inclusive learning environment for 3,200 children



22.732

people received primary health care consultations



14.304

earthquake-affected people received in-kind assistance, including winter kits, dignity kits, hygiene kits, education kits or basic NFIs



Ukraine © Fabio Bucciarelli

UKRAINE

Sectors of intervention



2022

First intervention
in the country

322.500

People reached



13

Projects



8.806.795 €

Activities budget

More than two years after the invasion of **Ukraine**, which happened in February 2022, military operations in the country continue. Throughout 2023, bombing and fighting caused widespread damage to homes, schools and hospitals, and injured many civilians - especially in the eastern and southern regions.

In 2024, over 14.6 million people will be in need of humanitarian assistance. Of those, more than 3.3 million belong to the frontline communities in the East and the South of the country including those living in the occupied territories. Needs are also high among the nearly 4 million internally displaced people throughout Ukraine, with 111,500

people currently living in collective centres.

By the end of last year, about 720,000 people in the most affected areas lacked adequate shelter. Education has also suffered, with only a third of children attending classes regularly, while health services have faced severe challenges, with many facilities damaged or closed.

The conflict has taken a heavy toll on mental health, affecting nearly 10 million people. Children are particularly vulnerable: more than 1.5 million boys and girls need support to cope with stress, anxiety or other mental health issues.



Activity highlight

Since April 2023, **INTERSOS**' Rapid Response unit has provided humanitarian assistance to the inhabitants of hard-to-reach and high-risk areas in the oblasts of Kharkiv, Donetsk, Zaporizhzhia, Dnipro and Kherson, responding to the most acute humanitarian needs. More specifically, **INTERSOS** and its partners provided assistance to internally displaced people and the vulnerable population of Kupiansk, Bilozerka, Kherson, Beryslav, Pokrovsk, Kramatorsk, Kostianstynivka, and Orihiv. Following the activation of the Rapid Response Mechanism, **INTERSOS** delivered and distributed medicines, food kits, hygiene kits, bottled water, and other basic necessities - such as household kits, shelter kits, clothing, bed linings, solid fuel, heaters, and generators. Between April and August 2023, our team reached 48,678 people.

In 2023, **INTERSOS** continued to operate across Ukraine through four field bases in Vinnytsia, Kharkiv, Odesa and Dnipro, and one representation office in Kyiv, together covering the oblasts of Vinnytska, Odeska, Kharkivska, Dnipropetrovska, Mykolaivska, Khersonska, Zaporizhzhska and Donetsk.

All **INTERSOS** interventions are based on a multi-sectoral approach to respond to the needs of the conflict-affected population. **INTERSOS** provides Protection services through mobile teams that consist of psychologists and social workers. **INTERSOS**' comprehensive Protection package consists of general protection case management, gender-based violence case management, individual assistance, psychosocial support, and legal assistance.

INTERSOS has also implemented medical activi-

ties. The medical mobile unit consists of one medical doctor and two nurses who visit the different Hromadas (municipalities) according to a monthly schedule based on the needs and capacity of the local health authorities. The medical mobile unit provides primary health care consultations, distributes medicines (free of charge) and refers patients to the relevant specialised services when needed.

Through dedicated teams, we also bring emergency humanitarian assistance to the frontline and to newly accessible areas, as part of the Rapid Response Mechanism.

In line with its localisation strategy, **INTERSOS** works with seven local partners across all oblasts of intervention, and 50% of all ongoing projects are jointly implemented with local partners.

Results highlight



57.861

people reached with psychosocial
support sessions

2.127

vulnerable households reached with
winterisation assistance

7.938

people assisted through a full case management process

INTERSOS
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ANNUAL REPORT 2023



Venezuela © Martina Martelloni/INTERSOS

VENEZUELA

Sectors of intervention



2019

First intervention
in the country

21.500

People reached



8

Projects



1.321.064 €

Activities budget

In recent years, **Venezuela** has been experiencing a socio-political and economic crisis that has led to one of the largest refugee crises in the world. 7.7 million Venezuelans have fled the country, mostly to other countries in Latin American and the Caribbean. Even in host countries, however, Venezuelans struggle to find stable housing and jobs and, consequently, some people choose to return to Venezuela.

There are currently 7.6 million people in need of humanitarian assistance in the country and millions of people do not have access to adequate food or health care. According to the Famine Early

Warning Systems Network, food insecurity will reach crisis levels for about 2 million people by 2024. Access to school is becoming increasingly difficult due to inadequate infrastructure and lack of teachers. It is estimated that 900,000 children are out of school, and at least 1.3 million are at risk of dropping out.

INTERSOS' intervention in Venezuela focuses on improving access to specialised, and comprehensive protection services, including case management, psychosocial support, legal aid and response to Gender-Based Violence.



Activity highlight

INTERSOS offered assistance in obtaining birth certificates and identity documents in the state of Amazonas, providing legal orientation to indigenous riverine communities and then providing transportation to obtain identity documents. Access to Venezuelan nationality was also provided for children born outside Venezuela, through an integrated referral system between the legal teams of the states of Apure (Venezuela) and Arauca (Colombia).

Our staff played a crucial role in responding to the needs of the crisis-affected communities by providing comprehensive health services and strengthening the response capacity of health structures, including general medical consultations, nutritional screening for children (0-59 months old), general and nutritional screening visits for pregnant women, and other essential medical care. In addition, specialised gynaecological and paediatric services have been integrated into primary care and protection services.

The **INTERSOS** Team has carried out community

sensitisation sessions on health issues such as prevention of sexually transmitted diseases, contraceptive methods, community diagnosis of malnutrition and breastfeeding, as well as training for health centre staff on updated protocols for the management of hypertensive and diabetic pregnant women, management of puerperal infections and postpartum haemorrhage.

Mobile Health and Protection Units have been formed in order to provide an articulated and integrated medical, psychological and social response to selected vulnerable communities.

Results highlight

162

survivors of gender-based violence
received support

7.217

people received medical consultations

863

people received Psychosocial Support

146

people received birth certificates





Yemen © INTERSOS

Sectors of intervention



YEMEN



2008

First intervention
in the country

207.200

People reached



22

Projects



12.921.123 €

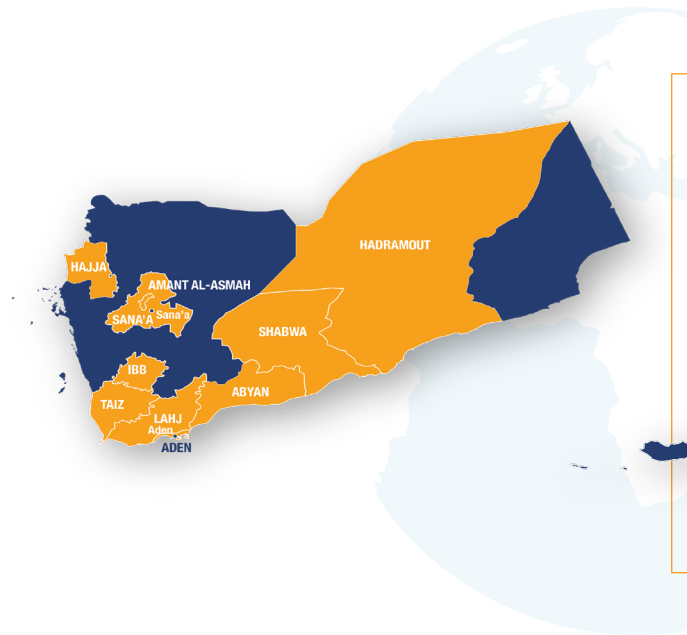
Activities budget

Yemen remains one of the largest humanitarian crises in the world. In 2024, more than 18.2 million people, more than half of the population, require humanitarian assistance. Since the last months of 2023, the crisis has been further complicated by the hostilities in the Red Sea and their impact on aid through the ports of Hodeida and Aden.

On April 2nd 2022, the warring parties agreed to a UN-mediated truce, which expired on October 2nd the same year. Despite the non-extension of the truce, large-scale conflict has not resumed. The current conflict is characterised by tribal, ethnic, political, and religious fragmentation.

Yemen is also a transit country on the East African migration route to Saudi Arabia and other neighbouring countries, with around 308,000 undocumented migrants and 72,000 refugees and asylum seekers registered in 2023.

In 2023, we assisted people - including the most vulnerable groups, IDPs, refugees and migrants - in both the North and the South of the country, providing an integrated, multi-sectoral humanitarian response to help the population to cope with the immediate and long-term effects of war and climate change, including malnutrition, drought, and difficulties in accessing basic services.



Activity highlight

In response to the escalating health risks, including water-borne diseases such as diarrhoea and cholera, exacerbated by inadequate sanitation and hygiene practices, **INTERSOS** has focused its efforts in Al-Rumaid, an area hosting 170 households displaced from various regions. We have been actively conducting Hygiene Education Sessions, which have been crucial to changing long-term behaviours and reducing the risk of disease, distributing hygiene kits equipped with essential items to promote cleanliness and prevent disease transmission, and managing solid waste collection to contribute to the overall health and well-being of the camp residents.

INTERSOS has worked to protect the rights and well-being of individuals by providing legal assistance, psychosocial support and child protection services. We also provide emergency shelter and basic necessities to people affected by conflict or natural disasters.

We improved access to basic health services and nutrition for malnourished children and pregnant women through mobile health clinics, immunisation campaigns and nutrition education programmes.

We support the resilience of communities by im-

proving their ability to secure food and create sustainable livelihoods. Activities included agricultural training, livestock distribution, and cash assistance to purchase food. We have also worked to ensure access to safe water, improve sanitation facilities, and promote hygiene practices to prevent disease outbreaks through the construction of water points and latrines and the distribution of hygiene kits.

Finally, we focused on access to education for children affected by emergencies by setting up temporary learning spaces and training teachers.

Results highlight



152.400

people received medical consultations



666

GBV survivors received specialised support



23.474

people received hygiene kits

a. Focus: **INTERSOS** work in the immunisation field

The COVID-19 pandemic had a strong impact on health systems around the world. The effect the pandemic had on fragile systems in low- and middle-income countries has been disruptive. The negative impact could be detected in several components of health systems that are fragile by definition. Human resources, competing priorities and supply were among some of the areas affected by the negative effects of the pandemic. The most vulnerable were the hardest hit, with the implementation of the Expanded Programmes on Immunisation (EPI) suffering the worst setback in global childhood immunisation in the last 30 years. EPI services include procedures for disease control and surveillance, procurement of vaccines and the necessary supplies for vaccine administration.

The number of unvaccinated children rose from 19 million in 2019 to almost 23 million in 2020 and 25 million in 2022. The pandemic set the clock back to 2008 levels, with the number of zero-dose children¹⁶ (ZDC) increasing from 13 million to 18 million globally between 2019 and 2021. A key metric to understand the decline is the percentage of children fully vaccinated against diphtheria, tetanus and pertussis (DTP), which fell from 86 to 81%, with a similar trend in measles vaccination coverage. The coverage data are clear: UNICEF estimates that between 2019 and 2021, 67 million children missed some or all of their routine immunisation; 48 million of these children live in the most remote communities; 1 in 5 children is ZDC and 1 in 5 children has no protection at all against measles. It is worth noting that education has a major impact on these statistics; in fact, children of mothers with little or no education are much less likely to be vaccinated. 23.5% of ZDC have mothers with no education, whereas only 6.9% of ZDC have mothers with secondary education.

In 2023, **INTERSOS** completed its experience in the vaccination campaign against COVID-19 in Yemen and in Nigeria and in both countries the results have been positive. In Borno State, **INTERSOS** administered almost 400,000 doses for a total of 255,071 fully vaccinated people, achieving the considerable result of covering 8% of the total target of the State. The majority of the vaccinations were administered in hard-to-reach areas due to the ongoing conflict. In Yemen, thanks to the support of the Soka Gakkai Buddhist Institute, the absolute numbers were lower (14,392 people fully vaccinated in the Governorate of Lahij), but **INTERSOS** made a concrete contribution to the difficult start of the vaccination campaign. It should be noted that in both contexts, **INTERSOS** achieved more than 100% of the initial target. Based on the experience gained in the field, **INTERSOS** presented a report in 2023 reflecting on the lessons learnt and a set of recommendations to be shared with the international humanitarian community, highlighting 6 key challenges that can have an impact in the future: strengthening of health systems in fragile countries, ensuring the availability of trained health workers, providing a rapid access to funds to enable actors in the field to act promptly, the need to invest in information activities and tools to combat misinformation, the collection of updated and integrated data, the implementation of a global epidemic surveillance system.

INTERSOS was invited to participate in the Joint Convening on COVID-19 vaccination in humanitarian settings, which resulted in an action plan for broader pandemic preparedness. The introduction of COVID-19 vaccination has been marked by inequities in vaccine distribution and administration, and the aim of the Convening was to assess the barriers and propose solutions to improve vaccination delivery to PoCs during pandemic responses. **INTERSOS** has participated in the steering committee of the Convening together with stakeholders such as Africa CDC, CoVDP, FCDO, GAVI, GIZ, ICRC, ICVA, MSF, Global Fund, World Bank, UNICEF, USAID, WHO¹⁷. **INTERSOS** also co-chaired with GIZ one of the three working groups on strengthening

¹⁶ According to WHO definition: zero-dose children are defined as those that lack access to or are never reached by routine immunisation services. They are operationally measured as those who did not receive their first dose of DTP.

¹⁷ Africa Centres for Disease Control and Prevention, COVID-19 Vaccine Delivery Partnership, Foreign, Commonwealth and Development Office, Global Alliance for Vaccine Immunization, Gesellschaft für Internationale Zusammenarbeit, International Committee of the Red Cross, International Council for Voluntary Agencies, Médecins Sans Frontières, Global Fund, World Bank, United Nations International Children's Emergency Fund, United States Agency for International Development, World Health Organisation.

ning health systems and pandemic prevention, preparedness, and response (PPR). WHO published the final report, which identified solutions and developed an action plan to improve the delivery of vaccines to persons of concern during pandemic responses; the proposed actions focus specifically on improving the delivery of vaccines in humanitarian settings. The work of the Convening is continuing in 2024 and the results achieved in the Convening can build on this plan and extend it to other public health interventions.

INTERSOS is working with donors and local authorities in order to increase our medical footprint through immunisation or reducing malaria impact in humanitarian settings, such as in Burkina Faso.

INTERSOS is willing to build on the experience developed in this field and increase the impact of our medical operations. Immunisation is an area in great need of support, especially for populations living in humanitarian settings that are severely affected by conflicts, generalised violence or climate change and have access to disrupted health systems. Vaccination campaigns not only save lives (4.4 million lives per year and 5.8 million if the goals of the 2030 Immunisation Agenda are met), but also have a positive and incremental impact on health systems, rather than increasing the burden of need on fragile systems. The impact on public health does not end here, but we also aim to leave assets on the ground that become a resource for the national system: support for the cold chain, training of vaccinators or Acute Flaccid Paralysis (AFP) surveillance campaigns, useful data to monitor the emergence of possible polio outbreaks, are examples of this approach.



Afghanistan © Nava Jamshidi



10. GLOSSARY

AWARENESS SESSIONS: Awareness sessions aim to provide groups of people with the knowledge they need in a given field. For example, awareness sessions can be conducted to prevent infectious diseases, improve public health and safety in communities, prevent or identify possible cases of gender-based violence.

BORDER MONITORING: Actions taken to improve the understanding of the profiles, migration patterns, and threats (including but not limited to trafficking, terrorism, and illegal immigration) of a given population on the move. These activities are carried out through the collection of data at carefully and strategically selected land border crossing points. Border monitoring activities aim to raise awareness of the needs of migrants, including raising awareness of available humanitarian and development programmes and resources for the safe passage and integration of migrants.

CAMP COORDINATION AND CAMP MANAGEMENT (CCCM): Teams that ensure the effective and efficient delivery of all services within camps for refugees and displaced people. CCCM is implemented to ensure the protection of displaced populations in all types of settings and communities where these populations will be settled. This includes rural or urban settings, planned or informal sites or transit centres.

CASE MANAGEMENT: Case Management is a holistic process defined as ‘a way of organising and carrying out work to meet the needs of an individual and/or their family/caregiver by empowering them and building their self-reliance or independence in an appropriate, systematic and timely manner through direct support, counselling and referral. It is a consistent and ongoing professional relationship with the individual and/or household. It is a collaborative, coordinated and multi-sectoral process that takes place between the case worker and the individual(s) at risk’.

CASH ASSISTANCE: Cash payments made to people affected by disasters or crises to help the most vulnerable populations. These cash payments are transparent, efficient, can provide assistance quickly and allow people the freedom and dignity to independently decide for themselves how best to use their assistance according to their personal preferences. Cash transfers allow individuals to plan and prioritise their family’s needs and can be used for a wide range of activities, including rent, food, education and healthcare.

COMMUNITY-BASED PROTECTION: Community-based protection is a process of meaningful engagement with communities to identify protection risks, improve their ability to respond and provide them with the tools to develop sustainable self-protection strategies that reduce and mitigate protection risks and vulnerability.

COVAX: The COVID-19 Vaccine Global Access (COVAX) is a global initiative to coordinate international resources to ensure fair and equitable access to COVID-19 diagnosis, treatment and vaccines. COVAX funds (through numerous donors) the participation of 92 low- and middle-income countries (AMC countries) for the access to COVID-19 vaccines.

It started as a collaboration between the Coalition for Epidemic Preparedness Innovations (CEPI), Gavi, the Vaccine Alliance and the World Health Organization (WHO) with UNICEF. **INTERSOS** has been a key player in the COVAX initiative in the areas of our missions, participating in the administration of vaccines and raising awareness about the COVID-19 pandemic.

EMERGENCY SHELTERS: Emergency shelters are covered living spaces (structures or tents) for groups, families and individuals fleeing conflict or climatic emergencies. An emergency shelter is not just a structure or a tent, but a means of protecting displaced or migrating people. In emergencies, the provision of shelter is essential as part of the responsibility and mandate of humanitarian actors, so that displaced people can enjoy a safe and healthy living environment that protects them from weather conditions and provides them with privacy dignity, and emotional security.

FOOD SECURITY: Food security is a sector that addresses the persistent lack of access to sufficient and nutritious food for an active or healthy life for each person in a household, which can be temporary or protracted. Food insecurity is one of the thresholds used to measure how many people are unable to access or afford food, and is measured by the Integrated Food Security Phase Classification (IPC), which has a scale that goes from 1 (Generally Food Secure) to 5 (Famine/Humanitarian Catastrophe).

GENDER BASED VIOLENCE: Gender-based violence consists of acts of physical, psychological, sexual or institutional violence perpetrated against a person or group because of their sexual orientation, gender identity or sex. All people might experience gender-based violence, but the majority of victims are women and girls. This phenomenon is deeply rooted and linked to gender stereotypes. It is considered as one of the most significant and common human rights violations in all communities and societies.

HUMANITARIAN ACCESS: There is no universally agreed definition of the term ‘humanitarian access’, either in practice or in public international law. However, UNOCHA and many humanitarian actors use and promote a general definition of humanitarian access, which has been adopted by **INTERSOS**: humanitarian access refers to the ability of humanitarian actors to reach people affected by crises, as well as the ability of the affected population to access humanitarian assistance and services, in line with the humanitarian principles.

INFORMAL SETTLEMENT: An informal settlement is a place not formally recognised by the authorities, where people on the move or in conditions of social exclusion settle for varying periods of time. Generally speaking, informal settlements are places that are particularly exposed to situations that threaten people’s physical safety and psychological stability, as well as protection risks, and are characterised by inadequate sanitary conditions.

INTERNALLY DISPLACED PERSONS (IDPs): IDPs are people who have been forced to flee or leave their homes or places of habitual residence due to armed conflict, situations of generalised violence, persecution, human rights violations or natural or man-made disasters, and who, unlike ‘refugees’, have not crossed a state border.

KITS: Kits are packages that are often distributed within communities and among populations facing humanitarian crises. Some of the most common kits are hygiene kits (toothbrush, toothpaste, soap, shampoo, hand sanitiser, tissues, feminine hygiene products), dignity kits (buckets, soap, menstrual hygiene management items such as wipes and multi-purpose pads) and seasonal kits, e.g. winterisation kits (blankets, sleeping mats, solar lanterns and insulation for tents) and protection kits, which include items to reduce protection risks, such as torches and whistles. These kits provide specific resources to meet immediate or personal needs.

LEGAL ASSISTANCE: The provision of legal advice, assistance and representation with the aim of protecting vulnerable people from risk. Legal assistance can be provided, for instance, by raising awareness of legal information and rights, assisting in obtaining necessary documentation, such as birth or marriage certificates, or providing mediation and legal support for housing or land issues. In cases of gender-based violence (GBV), legal support is part of a comprehensive package of assistance to survivors.

MALNUTRITION (ACUTE-SEVERE AND ACUTE-MODERATE): Malnutrition refers to deficiencies or excesses in nutrient intake, imbalances of essential nutrients, or impaired nutrient utilisation. The double burden of malnutrition consists of both undernutrition and overweight and obesity, as well as diet-related noncommunicable diseases. Malnutrition manifests in four broad forms: wasting, stunting, underweight, and micronutrient deficiencies.

Moderate acute malnutrition (MAM), also known as wasting, is measured by means of a weight-to-height ratio (z-score) or by the mid-upper arm circumference (MUAC), which is below average according to reference

tables. If left untreated or uncorrected, MAM can easily lead to Severe Acute Malnutrition (SAM). SAM results from insufficient energy (kilocalories), fat, protein and/or other nutrients (vitamins and minerals, etc.) to meet individual needs. SAM is frequently associated with medical complications due to metabolic disorders and compromised immunity. It is a major cause of morbidity and mortality in children worldwide. SAM is also measured by means of a weight-to-height ratio (z-score) or by the mid-upper arm circumference (MUAC), which, according to reference tables, are much lower than the average.

MENTAL HEALTH: It consists of states of mental well-being that enable people to cope with the pressures and stresses of life, to contribute to their communities, to work and learn effectively, and to realise their abilities and potential. Mental health is one of the essential pillars of health and well-being, enabling individuals to form relationships and shape the communities and world we live in. Recognising mental health as a basic human right and its importance for personal, community and socio-economic development, **INTERSOS** continues its work to improve the mental health and well-being of people in vulnerable situations.

MOBILE CLINIC: Mobile clinics are vans equipped with medical equipment and supplies, allowing us to reach remote and underserved areas and to intervene in emergencies where people are isolated and cut off from essential services. In addition to primary health care, the mobile clinics provide antenatal and postnatal consultations and identify cases of malnutrition to be referred to appropriate structures. Generally, a mobile clinic team consists of doctors, nurses and midwives. The specific activities of mobile clinics may vary according to local needs and contextual challenges.

MORBIDITY: Morbidity is the number of cases of a disease recorded during a given period in relation to the total number of people examined. The morbidity rate can be determined in two ways: either by relating the total number of people who have the disease in question to the population studied (prevalence), or by relating only the number of people who have the disease for the first time during a given period (incidence).

NON-COMMUNICABLE DISEASES: Non-communicable diseases (NCDs), also known as chronic diseases, are the result of a combination of genetic, physiological, environmental and behavioural factors. Some of the major types of NCDs are cardiovascular diseases (including heart attacks and strokes), cancers, diabetes, and chronic respiratory diseases (including chronic obstructive pulmonary disease and asthma). NCDs disproportionately affect people in low- and middle-income countries and communities, where more than three-quarters of the global NCD deaths occur (31.4 million).

NON-FOOD ITEMS: Non-Food Items (NFIs) are items other than food used in humanitarian contexts to provide assistance to people affected by all types of crises, conflicts or natural disasters. When people migrate or seek refuge in places far from their homes and communities, displaced people often leave behind their livelihoods, possessions, and main sources of income. **INTERSOS** prepares Non-Food Items to be available to displaced people upon their arrival in formal or informal settlements. Non-food items include, for example, soap, sanitary and personal hygiene items, clothing, blankets and kitchen utensils.

PEOPLE WITH SPECIAL NEEDS: People with special needs are individuals who face difficulties of various kinds (such as physical, emotional, behavioural or learning disabilities or impairments) and who therefore require additional or specialised services.

POVERTY THRESHOLD: The poverty threshold is a normative parameter that seeks to establish the level of income below which a family or individual can be considered poor. This threshold has different values depending on the country in question: developed or developing countries.

PSYCHOLOGICAL FIRST AID: PFA is provided to people who have recently experienced stress and trauma. PFA consists of non-intrusive practical care and support, assessing needs and concerns, helping people to meet basic needs, listening without pressure, comforting and reassuring people, helping people to access information, services and social support, and protecting and preventing people from further harm.

INTERSOS recognises the importance of providing PFA as mental health is one of the main pillars of health and well-being of individuals.

PROTECTION MONITORING: This essential activity aims to thoroughly understand the diversity of risks and needs of different groups and individuals in line with age, gender and diversity (AGD), by regularly and systematically collecting, reviewing and analysing information over an extended period of time to identify violations of rights and/or protection risks for populations of concern. Protection monitoring activities cover key issues, such as legal, material, psychological and physical protection needs, human rights violations, detention, durable solutions, housing land and property rights, population movements/border monitoring, child protection, as well as gender-based violence monitoring.

PROTECTION: Protection consists of specific actions aimed at restoring the most basic rights of people in situations of violence or crisis, and overcoming and preventing exposure to physical and/or psychological harm. Protection means ensuring human dignity, respect for the rights of each person, access to legal assistance and overcoming the consequences of the abuse suffered, with a view to finding lasting solutions. Protection activities are carried out by professionals such as psychologists, social workers, legal advisors, mediators, etc.

PROTECTION RISKS: A protection risk is an actual or potential exposure to violence, persecution or deliberate deprivation. The harm resulting from these risks may adversely affect a person's physical or mental integrity, their material safety and/or violate their rights. Some protection risks are: child, early or forced marriage; gender-based violence; human trafficking; forced labour or slavery-like practices.

PSYCHOSOCIAL SUPPORT: Psychosocial support is the process of facilitating and strengthening the resilience of individuals, families and communities to adapt to and recover from adversity with potential long-term effects. **INTERSOS** provides psychosocial support based on the ideology that mental health is a basic human right.

RAPID RESPONSE MECHANISM (RRM): The Rapid Response Mechanism (RRM) is an operational model that allows for the provision of immediate and life-saving humanitarian assistance during or immediately after shocks related to conflict or climate change, in areas of conflict and in hard-to-reach areas. Typically, RRM is implemented in several modalities, including: rapid deployment of **INTERSOS** personnel through internal missions or embedded in humanitarian convoys; pre-positioning and stockpiling of non-food items and life-saving drugs or medical equipment ready for rapid deployment; and support to last-mile delivery teams.

REFERRAL TO SPECIALISED SERVICES: A referral to specialised services is a process by which an individual or family is referred to another organisation or facility because they require further action to meet an identified need, which is beyond the competence or scope of the Organisation that has received the person/family.

RISK COMMUNICATION: Risk communication is the exchange of information, advice and opinions between experts or humanitarian workers and people facing a threat (from a hazard) to their survival, health or economic or social well-being.

Risk communication is used to enable individuals and communities at risk to make informed decisions to mitigate the effects of a hazard and to take proactive preventive measures.

SAFE SPACE: A place or environment where a person or group of people can feel safe from being exposed to discrimination, criticism, harassment or any other emotional or physical harm. A safe space is a place where people can express themselves freely without fear of prejudice or negative judgement. Examples of safe spaces include child-friendly spaces (spaces set up in emergency contexts to help support and protect children; whose aim is to restore a sense of normality and continuity to children whose lives have been disrupted by war, natural disasters or other emergencies) and safe spaces for women and girls (spaces

where the physical and emotional safety of women and girls is respected, where women and girls feel protected and are supported through empowerment processes).

STATIC APPROACH - MOBILE APPROACH: The mobile approach is an operational modality for service delivery used as a response strategy in humanitarian emergencies, aimed at providing assistance to vulnerable people with limited access to services.

The static approach, on the other hand, consists of providing assistance to populations in need within existing infrastructures. These operational modalities can be used alone or combined in different sectors (Health, Protection, WASH, Education) and in an integrated manner.

VULNERABLE PERSONS: In the context of international protection, vulnerable persons are minors, unaccompanied minors, elderly persons, pregnant women, single parents with minor children, victims of trafficking, persons suffering from a serious physical or mental illness, persons who have been subjected to torture, rape or other serious forms of psychological, physical or sexual violence, and victims of genital mutilation.

WATER POINTS: Water points are water sources that provide safe and equitable access to sufficient water for drinking, cooking and personal and household hygiene for people living in a given area. Water points are located close enough to households to meet minimum water needs.

WINTERISATION: Winterisation is the preparation of individuals and communities for the winter seasons and has become a major priority for humanitarian organisations, including **INTERSOS**. Preparing for winterisation involves the distribution of NFI kits and cash assistance, improving infrastructure to avoid regular winter flooding, and providing fuel and stoves to individuals who will face with the upcoming winter months.



11. METHODOLOGY

This document is intended to comply with the provisions dictated by Legislative Decree no. 117 of July 3rd 2017, which are mandatory for Third Sector organisations as of the 2020 financial year. In the wake of the adjustments put into practice last year, **INTERSOS** has therefore completed the process of drawing up and producing the 2023 Annual Report in accordance with the provisions of the Italian Ministry of Labour and Social Policies through the Guidelines set out in the Decree of July 4th 2019, published in the Gazzetta Ufficiale Serie Generale no. 186 of August 9th 2019.

The main objective of this Report is to report on our activities and achievements in 2023. Underlying this is the desire to be a transparent and accountable organisation, towards all external and internal stakeholders involved in the implementation and management of activities. Through the representation of what has been done, we want to bring out and above all make known the social added value generated, the social changes produced and the sustainability of the social action undertaken.

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

The information on structure and administration is mainly derived from the Association's Bylaws, approved by the General Assembly on the 17th of July 2020, which met in extraordinary session to approve the amendments to the Bylaws in order to comply with Legislative Decree 117/2017. In addition, the following documents were used to incorporate information on the management and governance of the Organisation:

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

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

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

- For the purpose of counting the number of projects in 2023, **INTERSOS** took into account the competence of the funding contracts of institutional donors;
- Activities considered particularly significant in relation to the context of intervention were highlighted. Specifically, the aim was to highlight the innovative activity (for **INTERSOS** or for the Country); the activity that deals with issues considered sensitive; the unique activity in relation to other humanitarian and non-humanitarian actors present in the field;
- When calculating the population assisted by our projects, it was decided to focus on the people who directly benefited from the activities. However, this should not minimise the impact that very often the activities also have on the wider community, or simply on households. The total number also includes awareness-raising sessions, especially considering all interventions aimed at promoting good hygiene. Finally, the choice was to round the total to the hundreds, by default, and thus avoid an unfair (and hardly realistic) precision to the unit.

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

The economic and financial information comes from the annual financial statements, which are approved by the Board of Directors and the General Assembly, and are subject to audit by the external consulting firm Crowe Spa. The 2023 annual financial statements, as well as those of previous years, are published and available on the organisation's website at www.intersos.org.

The reporting process that led to the drafting of this document was characterised by a participatory approach, involving all departments and units at Headquarters, as well as all missions. The coordination work was carried out by the Editorial Committee consisting of Susanna Barnabà, Giulia Gemelli, Chiara Troiano and Giovanni Visone. A special acknowledgement goes to all the staff who contributed to the collection of data and information for the creation of this document.

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