



MEDAIR

We believe each life matters

We relieve human suffering in hard to reach places.

How we help

We employ experts in health and nutrition; shelter and infrastructure; water, sanitation, and hygiene. We provide cash assistance that enables families to meet their basic needs quickly during crises.



Shelter
















Water & Sanitation



Health & Nutrition

IMPACT 2021

 **3,362,158** PEOPLE ASSISTED

Afghanistan		116,171
Bangladesh		107,168
DR Congo		472,148
Ethiopia		4,200
Honduras		18,109
Jordan		71,081
Lebanon		651,113
Madagascar		547,937
Somalia		262,918
South Sudan		534,807
Sudan		43,292
Syria		450,087
Yemen		83,127

Amidst all the challenges Afghanistan faces, there is also breathtaking beauty.



1,880,054

HEALTH AND NUTRITION

66,747 people treated for acute malnutrition; 93% discharged as cured



1,405,696

WATER, SANITATION, AND HYGIENE

1,161,246 people gained improved access to safe drinking water



1,627,760

SHELTER AND INFRASTRUCTURE

854,470 people received shelter assistance



82,983

CASH ASSISTANCE



951,480

COVID-19 AID



Experiences and challenges - Legal Framework

Legal Framework

Ongoing country of operation

- ✓ Legally registered as INGO
- ✓ Familiar with importation process
- ✓ Fairly stable project activities
- ✓ Established relationship with officials

Emergency situation

- ✗ Usually not legally registered as INGO
- ✗ Unfamiliar with importation process
- ✗ Constantly changing requirements

- ✗ Emergency decree's with blanket exemption for emergency related supplies not always issued
- ✗ Government transitions leading to delays due to vacant government positions
- ✗ Introduction of new requirements not entrenched in policy without reason and guidance
- ✗ Pharmaceutical importation: extensive sample testing or banning of essential medicines

Experiences and Challenges - Documentation

Documentation

Ongoing country of operation

✓ Fairly stable requests / documentation

✓ Experienced team on the ground

✗ Proforma documents not matching final documents → start importation process from scratch

✗ Original waybills accompanying cargo lost (cargo arriving without original documents)

✗ Wrong INGO name indicated on the Waybill (mistake with supplier or transporter)

✗ Quantity or weight on Waybill not matching cargo as items got removed from plane the last minute

Emergency situation

✗ Constantly changing documentation

✗ No experience with context

Lessons Learned and Future Help

Ongoing country of operation

Emergency situation



Preparedness (learn before disaster happens)

What is helpful



Communication / Information sharing with other (I)NGOs via Logistics working groups (IMPACCT Working Group, Logistics Cluster, etc.) → **can this be government-supported?**



Single point of contact for disaster relief



Daily relationship building to build trust and transparency → **more formalized / digital process?**



Use of reputable and well connected forwarding agent with good standings in the government



Digital website that facilitates the process through upload of documents → **streamline further?**



Clear step-by-step guidance documentation (such as the IMPACCT bulletin)



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