

# 2019

## ANNUAL REPORT



**“Humanitarian work is a common language that defines civilised humans from all over the world irrespective of race, religion or nationality.”**

**His Highness Sheikh  
Mohammed bin Rashid Al Maktoum**

Vice-President and Prime Minister of the UAE and Ruler of Dubai



# A WORD FROM THE BOD

Dear valuable members and partners,

The Board of Directors of the International Humanitarian City would like to extend its appreciation to the IHC community for yet another successful year of working together for One Humanity.

While new members have joined IHC, others have left our community. We would like to take this opportunity to express the warmest welcome to our new members and to wish those who left the best in their future endeavors.

We are very proud of the achievements of 2019, in particular the support and generosity of our community towards the populations affected by the Cyclone in Mozambique and the earthquake in Albania. As the world's largest humanitarian hub, we have further crystalized our focus on emergency preparedness and response by taking advantage of our strategic location which allowed us to respond to these disasters efficiently and in a timely manner.

We are also proud of the innovations of the humanitarian sector which were showcased at the Smart Cities Conference in Barcelona, along with the Dubai Smart Government. Our joint efforts will continue in order to obtain a more reliable and efficient Humanitarian Logistics Databank, which has mapped more than 4,700 line items with more to come. The Flash Studio, which was launched in 2019, was deployed to Mozambique and Albania and represents another milestone in our efforts to raise awareness about the UAE and the IHC's commitment

to the international humanitarian landscape.

In alignment with the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai positioning IHC as the vital hub for the humanitarian community, it is our responsibility to ensure that the future humanitarian workers are fully equipped with the knowledge and experience to shape the humanitarian sector. Thus, we opened our doors to over 1000 students from across the UAE to visit the IHC and meet our members while learning about our role in pioneering the humanitarian field. We also signed Memorandums of Understanding with many universities and partners that allow us to continue creating opportunities for students to accede to humanitarian studies.

We are looking forward to 2020 as it ushers in important opportunities for our community and for our country, with Expo 2020 around the corner, we are very optimistic to continue to ride the wave of our success as we propel the IHC to the future.

We members of the Board of Directors of the International Humanitarian City, would like to reiterate our sincere thanks for your continued support and wish to all of you a very fruitful 2020 by keeping in the center of gravity those in the need and by supporting them as One Humanity.

**IHC Board of Directors.**



## A WORD FROM THE CEO

Dear colleagues and friends of the IHC Community,

For the four consecutive year, it is my privilege and honor to present our IHC annual report, underlining our community efforts for serving the beneficiaries of our humanitarian actions.

2019 has been marked once again by “Working together for One Humanity”. We jointly continued to deliver and drive innovation in the humanitarian sector, but none of this would be possible without the contribution of each one of our valuable community members, the expertise of our citizens, the continuous support received from Dubai Government, from the Ministry of Foreign Affairs and International Cooperation of UAE (MOFAIC) and the guidance of our Board of Directors.

2019 represented an opportunity for consolidating some of our grassroots initiatives such as, emergency preparedness and response while also the launch and deployment of our Flash Studio. We actively participated in emergency response by sending the aid provided by our members, along with our communication team colleagues to the field. We began testing our Flash Studio equipment and collecting humanitarian stories of the daily lives of those living in the affected areas. We were proud to witness all the efforts, dedication and attention paid by our colleagues in assisting the population of Mozambique, Zimbabwe and Albania following the cyclone which struck the Austral African region and the Earthquake which affected Albania in the eastern Europe. We continued our support to the Rohingya in Bangladesh and we assisted the most vulnerable

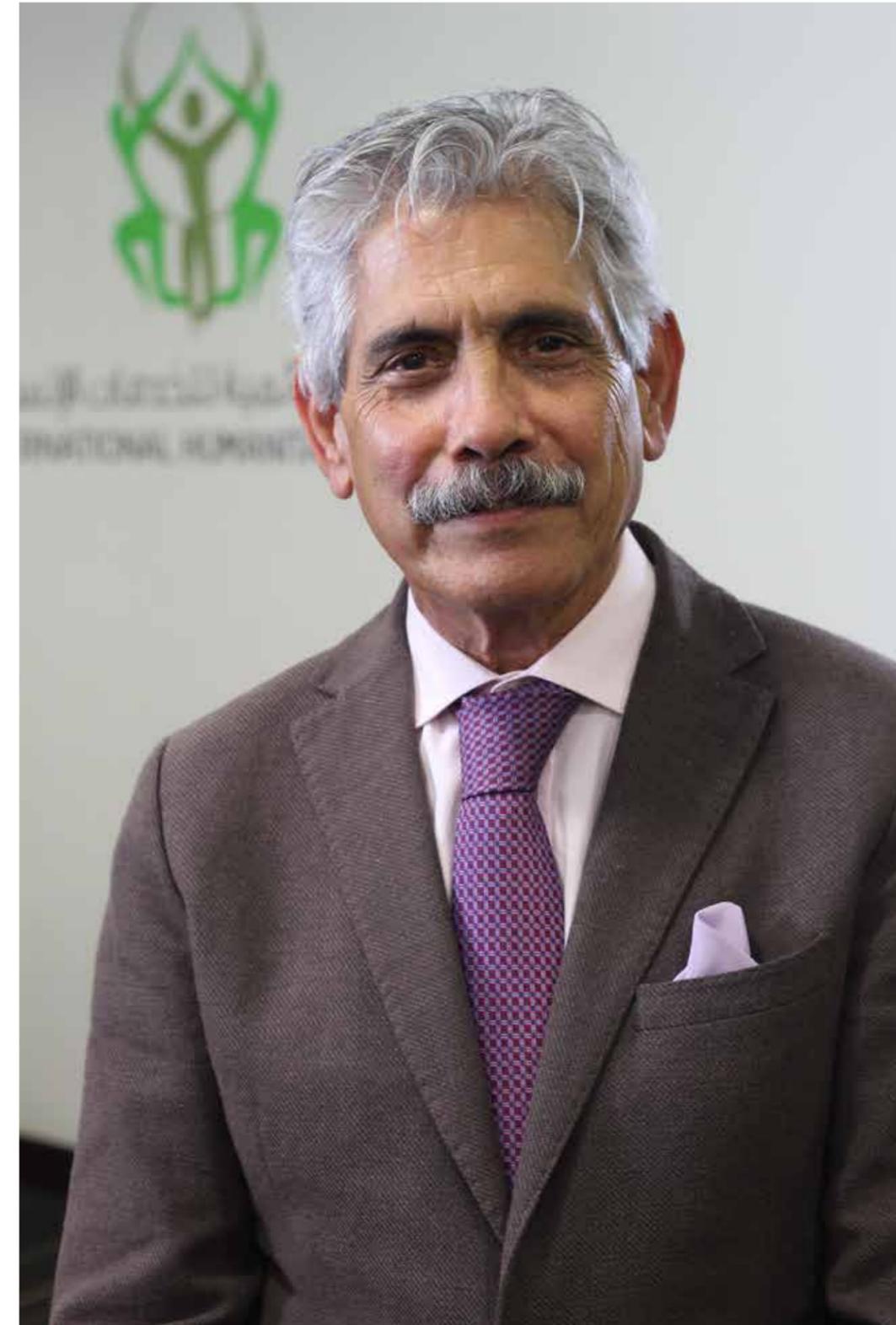
parts of the population: mothers and children in Nigeria.

Our strategic location, enabled the World Health Organization to set its main logistics humanitarian hub within the IHC for more cost efficient operations in the region. We confirmed our “International position” by serving populations worldwide; We are an “International Community” living in an “international City” populated by approximately 460 citizens, representing 68 different nationalities, coming from the South-East Asia & Pacific region, from Europe and Americas, from Africa and the Middle East. We are strongly committed to building up an International Community without borders and always “Working Together for One Humanity”.

It has been a honour and pleasure to work together with you in the past year and I have been privileged to bring our Community and our Citizens into the new decade which has just started. In 2020 we are expecting to receive millions of visitors in Dubai for the Universal Exposition “EXPO -2020” and the IHC together with its community are excited to contribute to the success of this landmark International event and to take all the opportunities offered.

Dear colleagues and friends of IHC community, thank you for your tremendous support.

**Giuseppe Saba**  
IHC-CEO



**Giuseppe Saba**  
IHC-CEO

# IHC

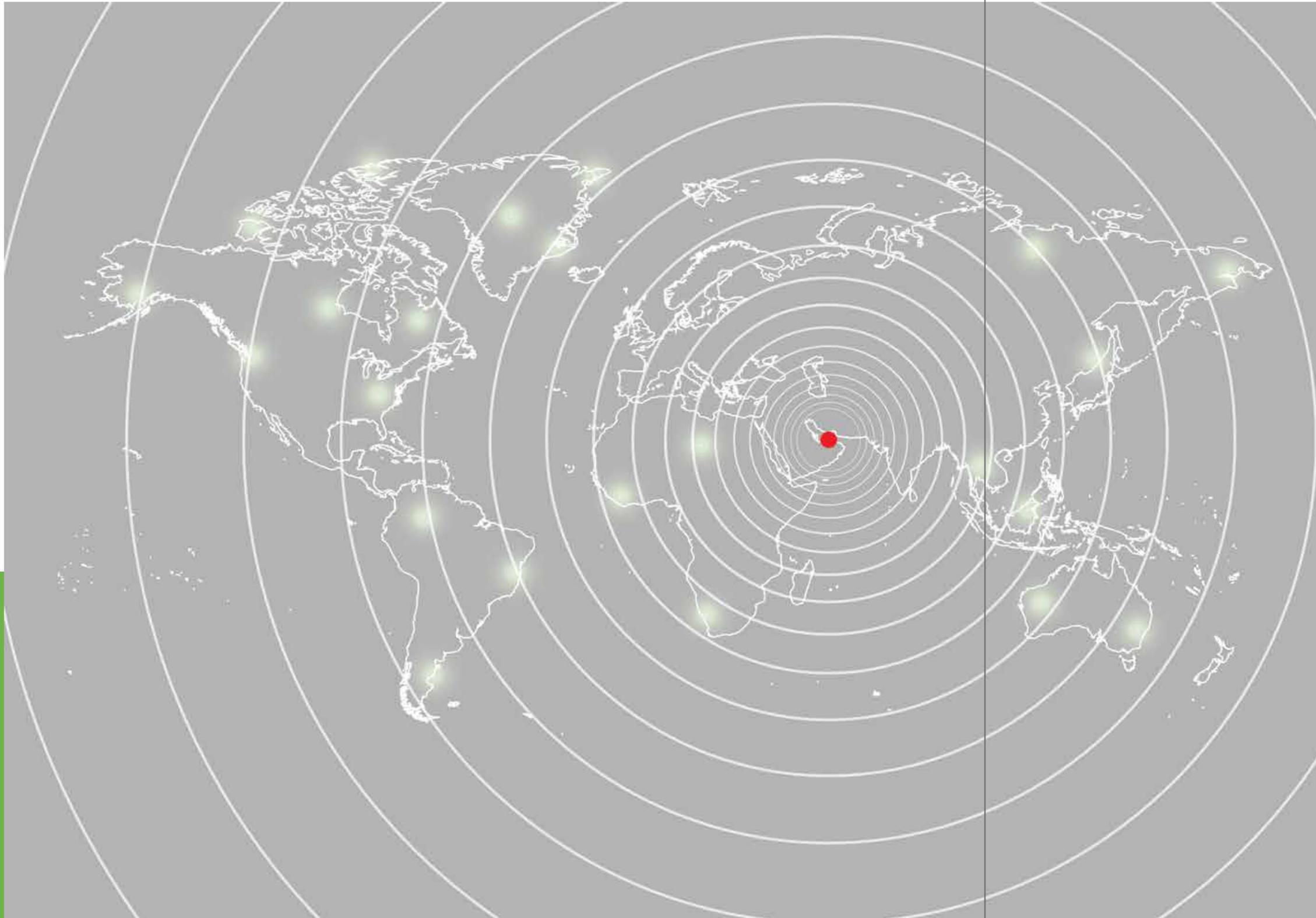
The International Humanitarian City (IHC) was founded in 2003 by His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the United Arab Emirates and Ruler of Dubai.

It is the one and only non-profit, independent, humanitarian free-zone Authority hosting a varied community of 76 members including UN organisations, international non-governmental organisations, intergovernmental organisations, and commercial companies.

Today, over 16 years later, IHC is the largest humanitarian hub in the world. As a logistics hub, it plays a pivotal role in facilitating first responses to crises at a global level efficiently. Benefiting from the position of Dubai as a hub for transport modes, logistics, and value-added services, it offers an innovative approach to support humanitarian response through its facilities, warehousing and close-knit network of partners in the private sector, local community, and government.

Given that IHC exists to support global humanitarian operations through its members, the core of its work is bound to the achievement of the Sustainable Development Goals, specifically Goal 17 through IHC's role as a platform for partnerships, innovation, and knowledge sharing.





## STRATEGICALLY LOCATED

**in Dubai on the migration path between Europe and Asia, IHC members can reach, within 4-8 hours, two-thirds of the world population living in hazard-prone areas in Asia or Africa, including the hotspot of conflicts, the Middle East.**

In 2011, IHC moved to its current location at 18 km from Al Maktoum Airport and 21 km from Jebel Ali Port, the largest man-made port in the world, giving our members the ability to move shipments from sea to air in as little as 10 minutes.

# IHC, THE LARGEST HUMANITARIAN HUB IN THE WORLD



# IHC SUPPORT FUNCTIONS

- GOVERNMENT SERVICES**  
[REGISTRATION, LICENSING, AND OTHER SUPPORT]
- FACILITATION OF EMERGENCY PREPAREDNESS, RESPONSE**
- AIRLIFTS INTERMODAL TRANSPORT FOR AID MOVEMENT**
- EVACUATION CENTER**

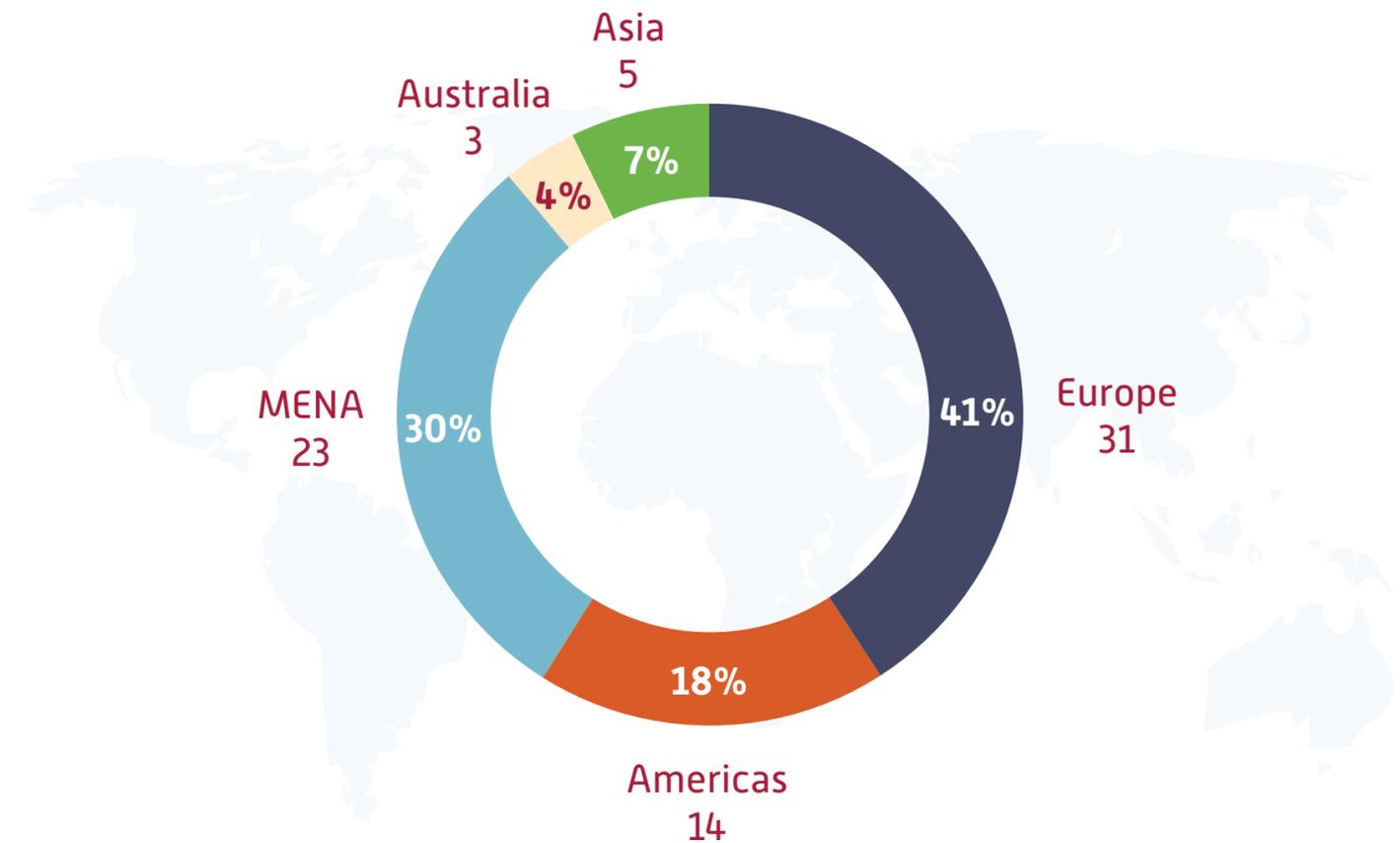
# IHC COMMUNITY IN 2019

IHC ISSUED 7 NEW LICENSES IN 2019



# IHC: AN INTERNATIONAL HUB

Geographical distribution of the organisations and companies registered in IHC by Country of Origin

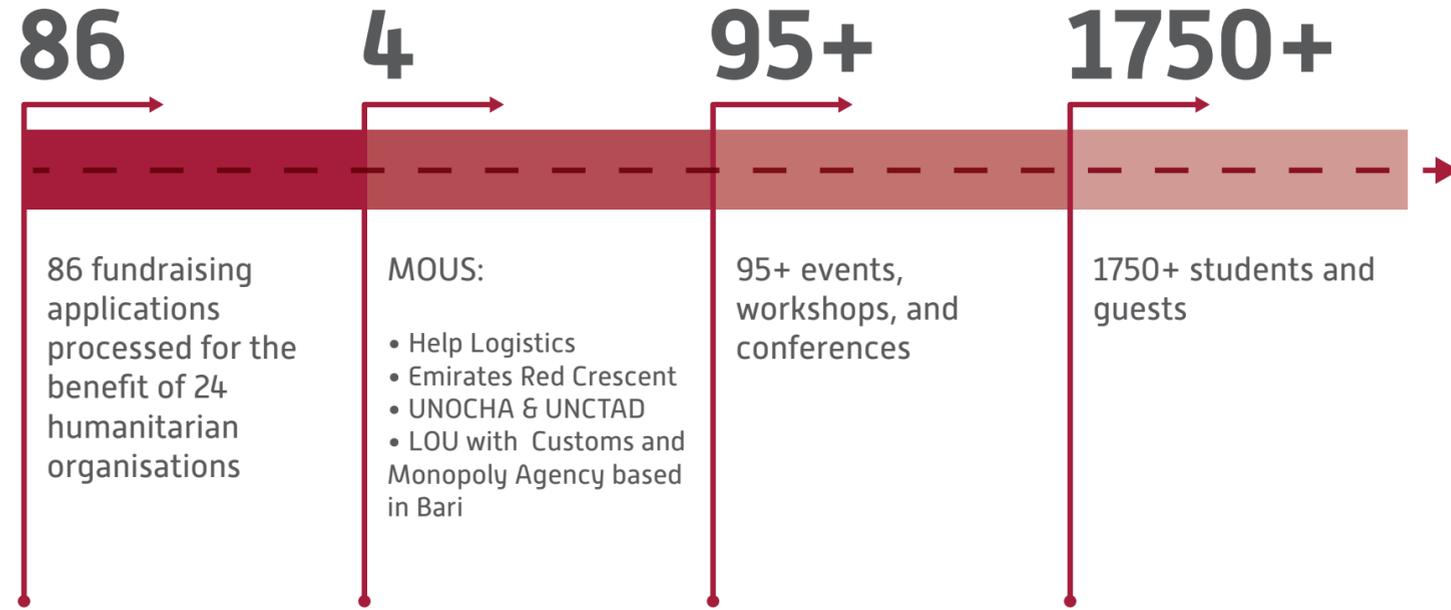


In 2019, IHC Community counted 460 citizens from more than 68 nationalities

# IHC MEMBERS



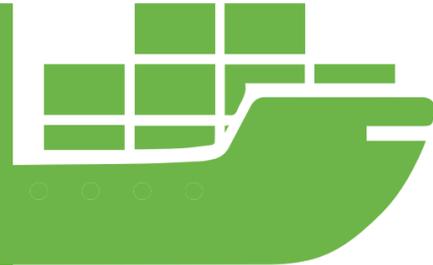
# 2019 IN NUMBERS





## 2019 IN NUMBERS

IHC SUPPORTED THE DISPATCH OF OVER  
**13 SHIPMENTS**



BY MOVING

**1000+ TONNES**

OF AID AND RELIEF ITEMS INTO 6 COUNTRIES

VALUE OF GOODS:

**USD 4.9M**



TRANSPORTATION COST:

**USD 3.97M**

## 2019 IN NUMBERS

Operations by IHC members:

USD

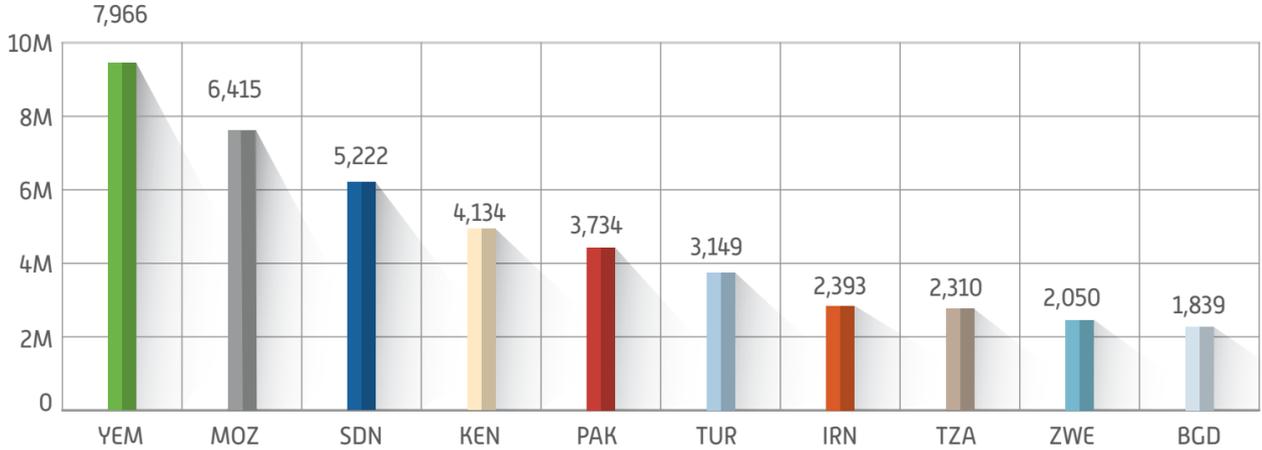
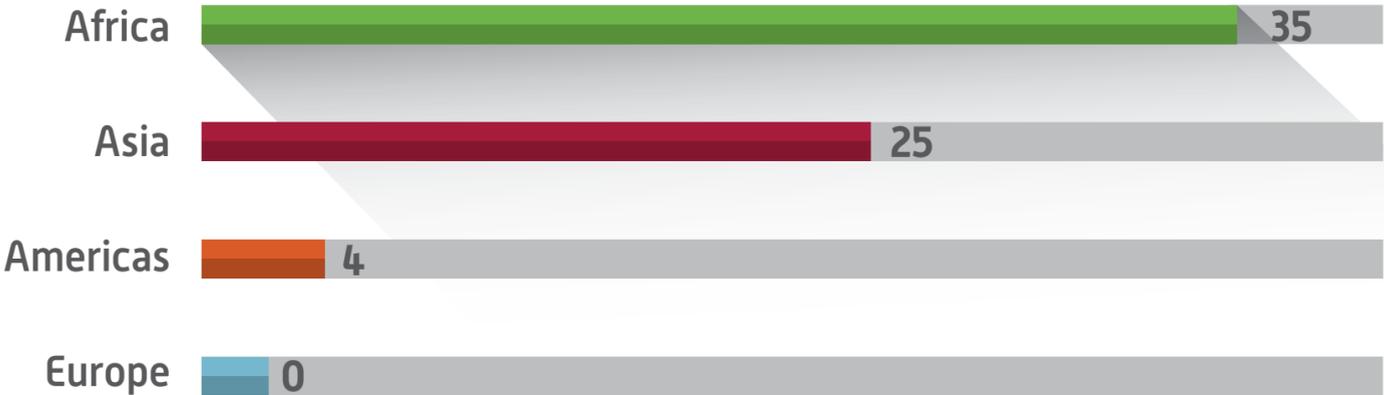
**67+**  
M

WORTH  
OF  
AID

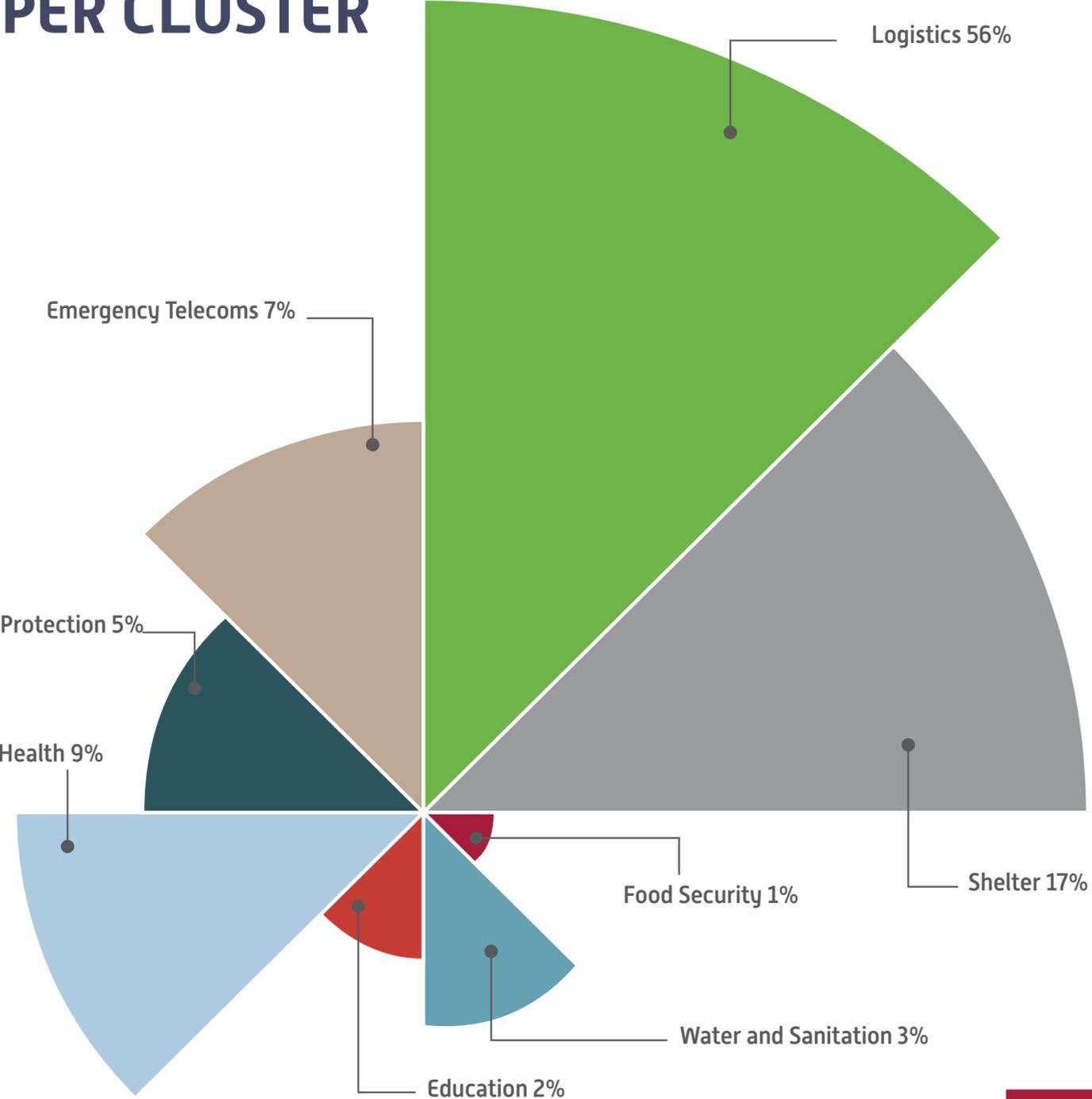
**1070+**

SHIPMENTS

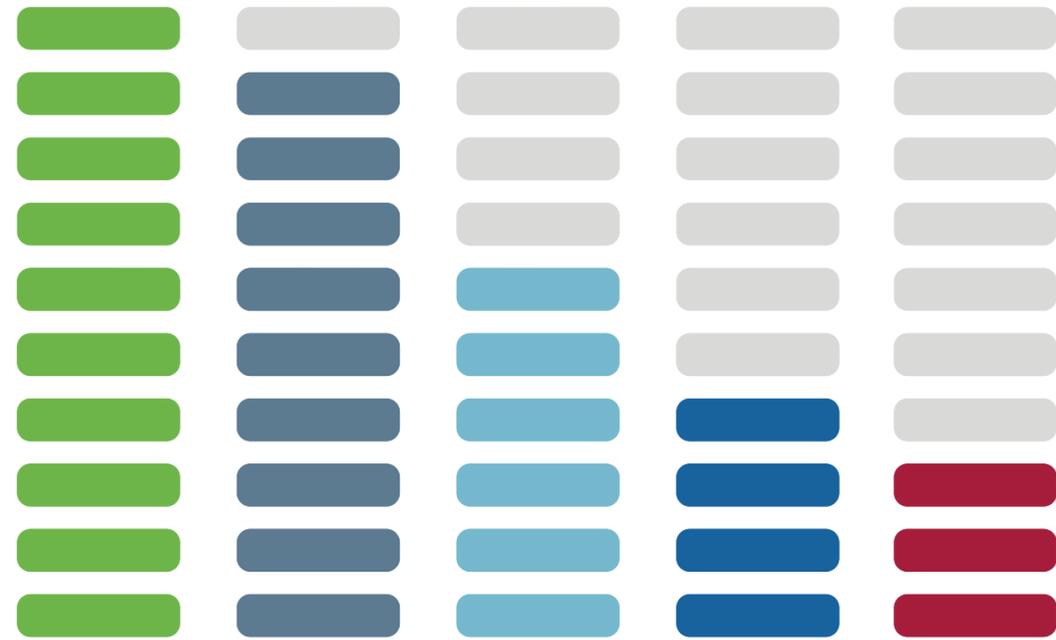
# AID SHIPMENT VALUE PER DESTINATION



# DISTRIBUTION OF AID VALUE PER CLUSTER



# TOP 5 SENT RELIEF ITEMS IN 2019



310K

Synthetic Blankets

300K

Water Purification Sachets

239K

Tarpaulins

177K

Soap

162K

Mosquito Net



# IHC: AN AVENUE FOR INNOVATION

## The Flash Media Studio Project

Developed and promoted by IHC, the Flash Studio project is configured within the framework of programmes and activities supporting a healthy approach to cooperation, capacity building, and information sharing amongst IHC members and other humanitarian organisations.

The Flash Studio came to life with the aim to communicate “stories from the field”, facilitate the dissemination of information and implement awareness.

It consists of a set of technology tools made available by IHC to different end-users, such as UN agencies, NGOs and other international organisations that are members of IHC. The service is provided at no charge, allowing the humanitarian community to broadcast and live-stream audio/video material collected directly on the territory of interest, for example as soon as a natural or human-made disaster strikes. It also allows them to share the content with any “receiving hub” across the globe, including media outlets.



The Flash Studio project covers two of equipment sets:

- a) Fly Away Kits: media toolkits destined to be used mainly in the field. Easily carried by the operator, guaranteeing efficient connectivity, enabling transfer of audio/video material to any receiving IP in the world.
- b) Mobile Flash Studio: media toolkit travelling on wheels (entire kit composed by tech equipment & vehicle), mainly located in the UAE, but ready to be transferred to countries of interest to guarantee media coverage in hardly reachable areas (unimog)



# HUMANITARIAN LOGISTICS DATABANK

The Humanitarian Logistics Databank provides the humanitarian community with a common database platform on humanitarian aid stocks and flows, to enhance emergency preparedness and response.

It was developed under the coordination of the International Humanitarian City (IHC) and launched in Dubai in 2018. It is currently being implemented in other humanitarian hubs across the world.

The databank was designed by a team of specialists engineers, IT advisers and subject-matter experts at the IHC in Dubai.

This project is led by Giuseppe Saba, CEO of the IHC, and former Head of the United Nations Humanitarian Response Depots, UNHRD, with the support of operational humanitarian agencies, including the World Food Programme, World Health Organization, UN Refugee Agency, the International Federation of Red Cross and Red Crescent Societies, UNICEF and the close cooperation of OCHA, the United Nations Office for the Coordination of Humanitarian Affairs.

The databank employs automated tracking of aid movements based on customs data from ports,

airports, and other entry points. It provides the global humanitarian community with information on the exact positioning of critical relief items such as food, medicine, and shelter, making them accessible to all cooperating parties. This platform improves collaboration and helps avoid bottlenecks in ports and airports.

The Humanitarian Logistics Databank gives to both, affected countries and humanitarian actors in crisis-torn areas, access to updated information on the availability of relief items in respect of their quantity, location, ownership and movement, so they can plan their action and response accordingly.

Countries affected by natural or man-made disasters benefits from the platform as it gives them access to relevant information on available aid.

When a crisis strikes, humanitarian agencies hurry to send relief such as medicines, food, shelter items, etc. to those affected countries. Aid should be sent with high priority and from the closest humanitarian hub to the affected area.



# A LOOK INTO IHC FUTURE

Our future will be earmarked by the opening IHC Doors to the youth, by building up the future generation of humanitarian workers, by following the vision of His Highness Sheikh Mohammed bin Rashid Al Maktoum, Vice-President and Prime Minister of the UAE and Ruler of Dubai in establishing IHC as the crucial hub for the humanitarian community thus enabling to serve those in the need.



# STORIES AND NEWS OF IHC MEMBERS

## UNITED AGAINST CANCER: NOW MORE THAN EVER

On Thursday October 17, 2019, the Lebanese took to the streets in protests that spread from the capital Beirut to the entire country within hours and to the diaspora within days.

For the first 3 weeks, roads were blocked making it extremely difficult for patients to reach the Children's Cancer Center of Lebanon (CCCL) in Beirut.

"Will you stop treating my daughter? What if you don't receive the needed donations? I am extremely worried we will have to stop her treatment!" said Dunia's mother on November 25, 2019.

From the first few hours, CCCL took the needed measures and set an emergency plan to ensure that our patients receive the needed medical care. Support was provided by the Lebanese Red Cross to safeguard transportation of the kids to and from the center, and for those who needed to stay close to the center, accommodation was secured at nearby hotels.

Today, most of our kids are able to reach the center. However, the fears and worries remain and even worsen

due to the deteriorating economy and political instability.

On average, the CCCL's monthly operating cost is 1.1 million USD covering the treatment and care for 300 patients with cancer, at no cost to their parents and only dependent on donations.

"We will not leave you; we promise to fight cancer with you," responded CCCL General Manager, Mrs. Hana Chaar Choueib; "... and thanks to bright-hearted supporters, all over the globe, we stand together to walk with you this journey."

The CCCL currently treats almost 40% of childhood cancer patients in Lebanon; and the projected drop in funding from Lebanon will have a tremendous impact on the survival of these young patients.

Urgent global support is needed to ensure continuity of services, access and coverage of treatment. It is only united that we can conquer cancer. Please check [www.cccl.org.lb/RescueFund](http://www.cccl.org.lb/RescueFund) PR and External Affairs Department- 2019



# SAVING LIVES, CHANGING LIVES WFP'S IHC ADVANTAGE 2019 SUMMARY REPORT



For the World Food Programme's office in UAE, 2019 was yet another successful year of close and fruitful collaboration with IHC and the UAE government in general. Thanks to their invaluable support, WFP's mission to save lives and change lives continued to be strengthened. Our partnership covered numerous initiatives and interventions, from Yemen food assistance to Mozambique Cyclone relief to Mozambique, Bangladesh and Niger.

During 2019, the UAE continued to be one of WFP's biggest partners, contributing more than US\$270 million to help WFP save lives in Yemen and avert an alarming famine situation. Thanks to its generous support, UAE is now ranking 6th top donor for WFP globally.

From its office in IHC, WFP continued to offer its range of services and support to crisis-stricken communities and to humanitarian agencies in many areas, including warehousing, logistical services and humanitarian procurement services; IT emergency, preparedness and response services and vehicle leasing and driver training services.

On the logistics front, WFP's humanitarian response hub (UNHRD) could deploy vital humanitarian cargo rapidly from its IHC warehouse to many areas around the world. During 2019, it dispatched more than 4,259 metric tons of relief goods over 370 shipments to 64 countries with a total value of more than US\$ 16 million. It has also sourced out relief goods and services from UAE-based vendors, on behalf of the humanitarian community, at very

competitive prices exceeding a total value of US\$119 million, of which more than US\$105 million for Food Items and more than US\$13 million for non-food relief goods and services, including IT and telecommunications equipment, heavy duty machinery, various types of trucks and vehicles, medical equipment and kits, port and airport equipment, etc).

On the IT emergency, preparedness and response (EPR) front, WFP's Fast IT and Telecommunications Emergency and Support Team (FITTEST) branch in Dubai continued to mobilize personnel, manage equipment, systems and resources to establish and maintain communications infrastructure and services for emergency response worldwide. In 2019, FITTEST carried out over 140 missions to more than 50 countries. It has also provided digital assistance services to more than 22 countries through WFP's beneficiary identity and benefit management system -SCOPE, to ensure the effective registration of beneficiaries, calibration of their entitlements and management of beneficiary data necessary for the design and implementation of effective programming.



## SMILE TRAIN

When Habeeba was born, the doctor gasped and told her father, Yassin, he'd never seen a baby like her before. "Seeing Habeeba for the first time was very difficult because I didn't know what was happening. I couldn't understand it."

The doctor told Yassin Habeeba was born with a cleft lip and palate and needed to go to Cairo to find someone who knew more about the conditions.

Back at home, people lined up to congratulate the family, but Ahlam told them Yassin wasn't up for receiving guests. For Yassin, this was only part of the reason. "People aren't used to these sorts of things in our village, so we kept her at home," she said.

The family was soon referred to Smile Train partner Kids Hospital in Cairo, where surgeon Dr. Mamdouh Aboulhassan answered every question they had about

clefts and told them Habeeba could have a cleft lip surgery in a few months at no cost to them.

As promised, Habeeba's cleft lip surgery was transformational. "I couldn't believe she was my daughter," said Yassin.

After Habeeba's stitches were removed, Yassin and Ahlam finally took her out of the house and introduced her to their community.

Habeeba returned to Kids Hospital later that year for her Smile Train-sponsored cleft palate surgery, which made it much easier for her to eat.

Yassin and Ahlam are forever grateful for the people who changed their lives forever. "May God reward all Smile Train donors with goodness," said Yassin.



# A WIND OF CHANGE AT CUMBERLAND HIGH

For many years, Cumberland High School – located in an area of Jamaica plagued by gang violence – had serious challenges with students being late, attending irregularly, carrying weapons and engaging in frequent fights and gang-like behaviour.

Today, the school is reporting significant positive change. Much of the transformation is thanks to the School-wide Positive Behaviour Intervention and Support (SWPBIS) framework, which has been rolled out in some 60 schools across Jamaica by the government, with support from UNICEF.

SWPBIS is a whole-school approach that focuses on encouraging and rewarding positive behaviour.

At Cumberland, one of the most successful strategies has been the implementation of a behavioural management programme dubbed “ENDS” (Engage, Discuss and Strategise) – the brainchild of Robert Mugabe, a Dean of Discipline.

ENDS, which began in early 2018, is a child-friendly space on the campus where students can meet with Mugabe and share openly about anything affecting them. He counsels them about negative behaviours and encourages better decision-making. Severe cases are referred to the Guidance Counsellor, Principal or external agencies for more support.

With the implementation of ENDS, along with other strategies, Cumberland High has seen a drastic reduction in the offences that were taking place regularly.

“I use my own experiences and knowledge to motivate them to move society’s labels and strive for excellence,” said Mugabe. “Transformation is taking place in the school, but I am more pleased about the impact that we

are having on the development of children that are in our care,” he said.

UNICEF is grateful to the Government of the United Arab Emirates for its ongoing support in ensuring more children in Jamaica have access to safe and quality education, including by funding the School-wide Positive Behaviour Intervention and Support programme.



# A WILL UNSHAKEN



As the sun came up in Jhangesar, a small fishing village in Sindh, anxiety started creeping up on ten-year-old Shaheen. It is her nikkah (marriage) today.

“It is common for girls in our village to be married at a very young age. That often means the end of education for them,” recounts Shaheen, who is 20 years old now. “Soon after my nikkah, my relatives started persuading my father to arrange my rukhsati so I could move in with my husband. My parents were about to give in to the pressure but I stood up for myself; I wanted to continue my studies and become a teacher,” she says.

Every year Shaheen’s parents would insist that she quit school. With support from Ms. Farzana, her principal at the

TCF Secondary School – Al Maktoum Academy, she was able to convince her parents to let her stay a little longer.

Today, Shaheen is pursuing a Bachelor’s in Arts. She now lives with her husband who is also a TCF school graduate and stands by her side to support her dreams. For the last three years, Shaheen has also been teaching at the same TCF school – helping other girls pursue their dreams.

“I want to be a pillar of support for my students just like Ms. Farzana was for me,” she says. “My struggle is not just for myself, but for all the girls in my community who have the right to learn and become what they want to be,” reaffirms Shaheen.



# NEW HEIGHTS IN COMBATING THE CAUSES OF BLINDNESS



Amina Jack, a girl at the age of flowers in her thirteenth spring, from the city of Colac in Senegal, walks slowly and her level of education is very low due to the white water in both eyes, ten minutes after the operation and with the grace of God Almighty, she started a new story after seeing the doctor's hand Without blurring after removing the bandage from her eyes on Tuesday, January 21, 2020. Amina is an example of stories that remained stuck in the minds of all members of the team, Amina added an extra weight of responsibility that pushes us to exert more efforts to fulfill our roles, it doesn't only consist of surgeries to get the patients sight back, the issue is deeper than it seems, it is mainly getting the individuals lives back.

Nigeria, Djibouti ..... In areas that lack the simplest conditions of living, during which the team accumulated a good experience in dealing with the difficult environment for people who have nothing, as our intervention became obligatory. To do this duty through advanced equipment and a young and professional medical staff, the team seeks to benefit a large number of patients in record time and in high quality, the latter which the team raised as a slogan during all camps, where we believe that people's lives are

the priority, and this is what we focus on when signing new partnerships.

The team not only exhausts operations, but also tries to transfer the experience as much as possible to local health frameworks of the hosting countries. This is what we focus on during visits by officials of these countries during the organization of the camps, who welcome the idea, the last of which is the Minister of Public Service and modernization of administration in the government of Senegal Mrs. Mariama Salle.

We hope that we will have a serious contribution with our partners in developing poor countries, by fighting blindness and delivering treatment to a sufficient number of patients. Therefore, the Eye of the World team today has an integrated vision to work in the field and in different environments with high quality.



# UNHCR

In March 2019, devastating Cyclone Idai struck the eastern coast of Southern Africa, affecting parts of Zimbabwe, Mozambique and Malawi, causing massive flooding, destroying houses, infrastructure and farms. The cyclone caused killing hundreds, and displacing tens of thousands of people who left their villages and fled into more secure areas to save their lives.

In response to the emergency, humanitarian organizations and United Nations agencies rushed into providing urgent assistance to cyclone survivors. Through collaborative efforts, agencies provided essential humanitarian needs such as portable water, medicine, food and shelter.

UNHCR sent four urgent airlifts from its Global stockpile in Dubai- hosted by the International Humanitarian City (IHC). Through a generous contribution of more than US\$ 500,000, IHC supported UNHCR by covering the transportation costs of 2 out of 4 airlifts. In total, the four airlifts included nearly 302,000 kilograms of core relief items, including family tents, blankets, sleeping mats, kitchen sets, solar lamps, buckets and jerry cans, and have responded to the needs of about 40,000 people affected by the cyclone.



© UNHCR/Luiz Fernando Godinho

Mother and children survivors of Cyclone Idai stand outside their family tent, supplied by UNHCR, with hopes to recover and rebuild their lives.

# SOS CELEBRATING 70 YEARS OF IMPACT



Since SOS founding in 1949, we have supported four million children and young people to grow up in a safe and caring family environment.

As a result of our work between 1949 and 2019, a total of 13 millions lives will have benefited through their network of relatives and Community.

We have achieved this impact in four key ways:

- "Breaking the cycle" through care
- Enabling self-reliance through education and employability
- Securing basic needs
- Building a foundation for a happy life

Our work is contributing to attaining the Sustainable Development Goals, and we project that from 1949 to 2030 we will have supported :



4.8 million children and young people to live without poverty

5.3 million to have quality education

4.4 million to have access to decent work

6.1 million to live in a more equal society

5.7 million to live free from violence

## Celebrating 70 years of impact was the perfect occasion to shed light on SOS Children's Villages heroes: Here is one story of many:

A Girl from SOS Syria Julia is ten years old and lives in Damascus, Syria. Her parents really struggled to care for her and her siblings. Not only did they have financial constraints, but their poor health also prevented them from caring for the children. It fell on Julia to care of them all.

Carrying such a responsibility made Julia live very difficult days. In early 2018, she and her siblings moved in with an SOS family.

"For me, life has always been gloomy and sad, and I used to run away to daydream. I have discovered that daydreams can become true. I am really happy here and I have not cried since I came to live here, whereas, in the past, I used to cry several times," says Julia.

# GLOBAL EYESIGHT CHARITY

Global eyesight charity The Fred Hollows Foundation, based at International Humanitarian City in Dubai, recently opened a new operating theatre at Baitush Sharaf Eye Hospital in Cox's Bazar, Bangladesh.

The new operating theatre will mean local doctors can increase the number of cataract surgeries from about 250 per week to 350 a week, restoring sight to more people.

The Foundation has been working in Bangladesh for 11 years and in 2017 was the first eye health organisation to assist the Rohingya refugees who fled from Myanmar to Bangladesh.

Local authorities estimated up to 50,000 refugees were blind in a region which already had one of the world's highest rates of untreated cataract. The new theatre will serve both the refugees and local community members.

"We are very much pleased to have this operation theatre thanks to The Fred Hollows Foundation. Thank you from the host people as well as the Rohingya people," said Baitush Sharaf Hospital Chairman M.M. Sirajul Islam.

The new theatre includes a waiting area, visual acuity testing room, an area for nursing mothers to feed babies and the theatre for cataract surgery. The Foundation renovated the space and provided all of the equipment.

The Foundation has also opened two new eye screening clinics inside the sprawling camps, taking to four the number of locations where eye screening for Rohingya refugees is held.

"The refugees' situation is harrowing, but imagine fleeing in fear and also being blind. We knew we needed to help," said Foundation CEO Ian Wishart.



# "I AM NO DIFFERENT THAN ANYONE ELSE"



Faris Ibrahim seldom shares his story, not for fear he will be judged, but because he doesn't feel different than anyone else.

Ten years ago, Faris, 26, lost his leg to an insidious tissue infection known as Mycetoma. Three years earlier, Faris' mother passed away from heart disease, leaving him and his siblings to fend for themselves. The infection came slowly: first, his foot swelled, then his leg. Eventually, it became so painful that he could no longer walk, only crawl.

"My family took me to traditional healers," Faris said. "This made the situation worse. I was then taken to Bashaier Hospital in Jebel Awlia (40 kilometres south of Khartoum) where they did some tests and then transferred me to a bigger hospital in Khartoum."

"They told me that the infection had severely damaged my leg and that it needs to be amputated," he said.

The International Committee of the Red Cross (ICRC) has

worked with the National Authority for Prosthetics and Orthotics (NAPO) centre in Sudan since 1990 to provide prostheses, orthoses and other mobility devices and physical therapy services. It was this centre where Faris was fitted for his first prosthesis in 2010.

Last October, Faris was fitted with a new prosthesis that uses a polycentric knee joint, which mimics a real human knee and will allow him to kneel, squat, and all-round move more efficiently.

"I never lose hope," said Faris. "I am planning my future. I have ambitions to work in the electronics trade, continue my studies, and hopefully start a family."



# MSF



On an annual basis, MSF Scientific Days bring together researchers, practitioners, academics and patient representatives to catalyse improvements in the quality of care provided to patients and populations at risk. By supporting research and innovation in our projects, we aim to improve outcomes, find efficiencies and create a culture of best practice, across our humanitarian programmes.

MSF Scientific Days was established in 2004 in London (UK). The event was then held with an audience of around 200 people. In 2018, the event drew over 10,000 people from 102 countries who participated through live streams. The Innovation day was introduced to London's event in

2014 to highlight the healthcare innovation fostered by individuals in our field teams. The London 2019 edition was held last May, and included sessions on 'Taking Refuge in the City: The Humanitarian Response to Urban Crises' and 'Failing Interventions, Resistant Bugs'. MSF Scientific days Asia was held for the first time in July 2019 in New Delhi, and included sessions on 'Gearing up for the Biggest Fight - Drug Resistance and Expensive Drugs' and 'Our Planet is the Patient Now'. There are also a Latin America and Southern Africa editions of the event.

In 2020, the MSF Scientific Days Asia will be held at Mahidol University, in Bangkok, Thailand on May 9th.



# BRINGING COLOR TO CHILDREN'S LIVES



Ana and Marie (pseudonyms), two counselors who underwent The Red Pencil's Train-the-Trainer (TTT) programme in 2016 were struck by the lack of color at Qushtapa Camp, Kurdistan, which is dominated by row after row of white tents. They were determined to "bring color to the children's lives" with artmaking, using the creative tools they learned from the TTT programme.

After actively engaging the children in artmaking in small groups, Ana gathered all of the twenty children and twenty counselors into a large circle, holding hands. She then presented a kite that she had left as a surprise for the group. On the kite she glued drawings and paintings that the children had done earlier—houses in Syria, landscapes and the Kurdish flag—themes that were widely seen amongst the children's artworks. Ana explained to the children that they were going to use the kite to fly to Syria and send their love, wishes, thoughts and colors to brighten their homes and families. As she

spoke, the children were noted as clapping and looking up at the kite while smiling and laughing. She then closed the larger group by directing everyone to take a couple of deep breaths, and then squeeze the hands that they were holding. With the use of the creative artmaking, art materials, and symbolic activities, the counselors at Qushtapa were able to successfully provide a safe time for the children to express and share a piece of their story, identity and memories of their lives in Syria, as well as their hopes and dreams for the future.

This arts therapy intervention in Kurdistan is just one of the many missions that The Red Pencil has conducted worldwide. Since 2011, the organization has brought the healing power of arts therapy to thousands of children, adults, families and communities in vulnerable situations. To find out more about The Red Pencil, visit [www.redpencil.org](http://www.redpencil.org).



# IN 2019, DHL GLOBAL FORWARDING

In 2019, DHL Global Forwarding, the leading international provider of air, sea and road freight services, has consolidated its portfolio of humanitarian logistics services within its first Global Competence Center for Humanitarian Logistics, designed to meet growing global demand for these logistics services. The Center, operating from Dubai, will see close coordination across all DHL business divisions to provide all related services and products, to meet customers' needs.

The Center offers non-governmental organizations, aid agencies, and their suppliers and manufacturers a broad range of services including air and ocean freight, customs clearance, warehousing and local distribution of humanitarian shipments. These services will be backed by control tower and data analytics services designed to offer heightened levels of freight visibility for humanitarian situations of any level of urgency and

complexity. Organizations can also use the Center to tap into DHL Global Forwarding's global network of freight connections for rapid, efficient transport of resources; as well as sector-specific services including temperature-controlled and cold-chain shipments for life sciences and healthcare – critical for public health assistance projects involving the long-term delivery of medicines and medical equipment to developing areas.

DHL has extensive experience in disaster management activities – which includes the deployment of its Disaster Response Teams (DRT) consisting of DHL experts to provide on-ground logistics support in natural disaster zones; and the Get Airports Ready for Disasters (GARD) program, which runs joint workshops with the UN Development Programme to prepare local airport management for the logistical issues associated with natural disaster situations.



# SOLIDARITY THAT WILL BE REMEMBERED



“Solidarity that will be remembered” - IHC supports Albanian Red Cross with emergency airlift during earthquake response

The strongest earthquake to hit Albania in 30 years struck in the early hours of 26 November 2019, centred 30 km west of the capital Tirana. The 6.4 magnitude quake, which was followed by hundreds of aftershocks, claimed the lives of 51 people, injured more than 750, and destroyed the homes of at least 10,000.

The Albanian Red Cross immediately deployed volunteers and staff to assist the emergency effort. Local branches mobilized 350 volunteers providing first aid and psychosocial support for vulnerable people, with Red Cross teams also distributing food, blankets, hygiene kits and other essential items to people staying in tent camps in all the affected areas.

The Albanian Red Cross has received support from many donors in the form of cash, emergency aid and human resources. International Humanitarian City (IHC) covered the costs of two emergency shipments in the value of 71,000 US dollars from the global logistics hub of the International Federation of Red Cross and Red Crescent Societies (IFRC) in Dubai to Tirana on 8 and 9 December, providing winter blankets for 6,500 people sleeping in temporary shelters.

The Secretary General of the Albanian Red Cross, Mr. Artur Katuçi said: “During this emergency we have witnessed extraordinary solidarity that we will remember for a long time. We were deeply touched by the generosity of our donors who stepped up to help the people of Albania in a time of need, and enabled the life-saving work of our volunteers and staff.”



# SAVING YEMEN’S CHILDREN: LOW COSTS BRING HIGH RETURNS



By Samuel Mbuto, Abdullah Ibrahim and Tyler Marshall, International Medical Corps

Yemen is the poorest country in the Middle East, a place where too many children suffer from the most extreme form of malnourishment: severe acute malnutrition. Far too many Yemeni children die from the condition, which is tragic, considering cures are inexpensive and technically straightforward.

For example, a three-week treatment International Medical Corps provided to rescue a 17-month-old toddler named Shamekh totaled just \$511.

This included all direct treatment costs during his three-week stay at Al Dorah Hospital, east of Yemen’s capital, Sanaa, where International Medical Corps operates a therapeutic treatment center. Care included staff costs, special therapeutic food, diagnostic laboratory services, diapers for Shamekh and snacks for family members.

Antibiotics, medicine to control a high fever and a nasty cough, and IV fluids to stop Shamekh’s vomiting and bolster his immune system cost just \$50. When he first arrived at the center, Shamekh’s weight—just 10 pounds, 5 ounces—was closer to that of a newborn than an infant well into his second year. But gradually he gained weight,

and his strength began to return. He began eating ready-to-use therapeutic foods—first a starter formula, high in carbohydrates, then a “catch-up” formula higher in protein to rebuild wasted tissue.

After three weeks, he had gained almost 5 pounds and was transferred to an outpatient nutrition program for continued treatment. The months of anguish his parents had endured in their search for help had ended with success. Their son had survived.



# “BAG OF HOPE” CARRIES A HEAVY LOAD



To mark World Refugee Day (20th June 2019), NRS Relief and The Dubai College of Fashion Design (CFD) collaborated with IHC to host a sustainable fashion show. The “Bag of Hope” event took place at the IHC showroom to raise awareness for refugees, promote a sustainable supply chain and create social impact through the power of fashion.

For NRS Relief, the show was one link in the chain of our larger “Bag of Hope” campaign, that began with a simple “TentTote” made of offcuts from our tent fabric. Fast forward one year, and we have produced thousands of “bags of hope” for international clients including INGOs and leading UN agencies.

Proudly produced in Pakistan, the bags are made from upcycled tent material offcuts such as poly-cotton and

mud flap fabric. When deployed as refugee tents, the same materials bring warmth and comfort to displaced people around the world. By upcycling these materials to create “bags of hope”, we believe we are able to serve a much bigger purpose.

Thanks to UNICEF and Carrefour, the bags have been picked up as a fundraising tool. Proceeds from the sale of each bag will provide access to education for more than 100,000 out-of-school children in the region. This simple upcycled bag carries a heavy load, drawing attention to the unprecedented number of displaced people in the world, as well as being a catalyst of hope for a child’s better future.

Suggested Pictures (as requested by IHC):



# A CATALYTIC OPPORTUNITY FOR REDUCING HEALTHCARE-ASSOCIATED INFECTIONS

Every year, an estimated 46 million people who enter healthcare facilities leave with an infection they contracted while there. The results are incalculable: deaths, debilitating illnesses, tremendous cost burdens for national health systems and an overuse of antibiotics contributing to the alarming rise in antimicrobial resistance.

In 2019, Save the Children is leading a consortium of four best-in-class organizations to develop an initiative that will dramatically cut the number of healthcare-associated infections in four low income countries.

The project, called BASICS (Bold Action to Stop Infections in Clinical Settings), weaves together proven, low cost approaches for hygiene improvement into one practical, scalable solution for the first time. This approach will make a huge difference in infection prevention in low-resource countries saving millions of lives. The consortium members are Save the Children, the London School of Hygiene and Tropical Medicine, WaterAid and KinnoS, each has decades of experience in global health; water, sanitation and hygiene infrastructure; training and behavior change.

Designed by behavior scientists, BASICS continually reinforces proper cleaning and hygiene. It embeds system-wide changes so that all staff – from cleaners to doctors – make effective infection prevention practices part of their daily routine.

BASICS seizes on the global movement to reduce healthcare-associated infections and antimicrobial resistance. The countries where deployment is planned – Bangladesh, Cambodia, Nigeria and Tanzania – have committed to reducing infection risk and improving the quality of health care.



BASICS is projected to cut infection rates in half, cut costs for families and health systems and reduce patient stay times, antibiotic use and healthcare staff time. By demonstrating these savings, BASICS will establish a blueprint for governments to expand and sustain quality service across health systems.



## MEET SOHAIL

Meet Sohail, probably around eight years old, though he could be as young as six, or as old as ten. In this district of Jaipur, Rajasthan in India, we are told it isn't uncommon to not have a date of birth on record.

Sohail's aunt, who accompanied him to this Vision Centre in Jaipur, told us that he is living with her, because his parents had both passed away from tuberculosis. His aunt had given up hope of him ever being able to see again since the cost of surgery was between INR 15,000 to 25,000 (approximately £150 to £250), money which she didn't have, nor could have earned.

Sohail's aunt then met Suman, one of the link workers in their community. Link workers are volunteers who go door to door and speak with families to inform them that there are free eye camps and Vision centres made available to all and they would be able to diagnose and treat Sohail.

At the Vision Centre once Sohail was assessed, he was referred to Sightsavers' partner hospital in Jaipur. Sohail

had his first sight-restoring surgery in October 2019 on his left eye. He had been born with cataracts and had been completely blind for a year before this sight-restoring surgery. The other eye will be operated on in January and Sohail will then be able to return to school.

Before this surgery, Sohail used to bump into people and cars and trip over stones. He had no friends. We asked what the best thing was since he had his sight restored. "I have friends to play with now, five of them, when before I had none" he tells us. He also told us how he is able to fly kites now. Jaipur is famous for its kite flying festival where people try to cut the lines of others' kites. Sohail proudly told us he's managed to cut five kites already. He also plays Ludo and cricket with his friends in the lane outside their house, as well as hide-and-seek.

When asked what he would like to do when he grows up, Sohail told us he would like to study and become a doctor. He would then come back and work in the same hospital that treated him for his cataracts.



## IF RESILIENCE HAD A FACE



"I was five when I was going to a relative's house with my mother. When we were crossing the road, it was empty; but as we reached the middle of the road, a 25-wheel trailer appeared out of nowhere. It seemed as if it had lost control and was speeding like a monster towards us and even before we thought of escaping, it ran over us. I don't remember what happened next. When I became conscious after a few days, I found myself crippled. Both of my legs were removed. My mother died on the spot. The accident did not only take my legs but it also transformed my life. I couldn't study and I had to take refuge in domestic work."

This is the story of Maria – a 25-year-old girl hailing from Multan. Her father tried to get her artificial limbs from a local vendor but the wooden legs were so painful that she stopped using them. In 2016, one of her relatives told her that a hospital in Karachi offers free prosthetic limbs to disabled patients.

Maria's father brought her to the Indus Hospital, Korangi and in a few weeks she received custom-made limbs and her life became easier. The happy girl got another stroke of good luck when she got married. Now, she is blessed with a healthy baby and lives in Karachi.

Maria is all praise for her doctors, physiotherapists, and donors who helped her in standing tall. She says being independent is the best thing in the whole world.



# TENTS AND OTHER RELIEF ITEMS FOR ALBANIA



On November 26th, Northwestern Albania was struck by a strong 6.4-magnitude earthquake with an epicentre 16 kilometres from Mamurras. 52 people were killed, about 3000 injured, 14,000 became homeless and throughout the entire country 14,000 buildings and properties were heavily damaged.

There has been a wide humanitarian response following the earthquake, with national, European and international support. Alpinter supplied several hundred tents to NGOs active in the area, serving as temporary homes for the affected families. The day after the earthquake, family tents were already dispatched from our stocks and en route to the disaster zone. Thanks to our significant prepositioned stocks of tents and the quick reaction of our logistics teams, the first tents already arrived in Albania on November 29th. In the following days, Alpinter

supplied more HUBÒ multipurpose tents and REDÒ tents for several humanitarian organisations. We also supplied additional winterization kits, containing an insulation inner liner and insulation mats to make the family tents more comfortable during the cold Albanian winter months.

This emergency again has proven the advantage of worldwide warehousing and stocks. That's why we maintain a constantly replenished global stock at our warehouses in the UAE, Belgium, Pakistan, China, Uganda and Bulgaria. These strategic locations allow us to have exceptional flexibility and efficiency for transportation. Combined with our in-house logistics team, we do whatever is needed to ensure the humanitarian goods for families in need reach their destinations as soon as possible.

MIND THE GAP: GOOD MEN vs JUST EDUCATED MEN

## “RAISE BOYS TO BE GOOD MEN” – THE CONVERSATION VERY FEW ARE HAVING.



Bring Hope Humanitarian Foundation's UAE-based educational initiative -Boys of Sondara Project- aims to stand out as a Lighthouse to foster conversation and activities about the way men's roles are changing—and the way those changes affect everyone especially at the grassroots.

Boys of Sondara Project kick -started its journey with re-imagining educational support for the boys studying in a Sondara Gurukul- a rural residential school in Maharashtra, India . Majority of the students belong to regions struck by farmer suicides due to drought conditions.

In spite of the rural patriarchal system , the project is dedicated to raising boys as allies who can be role models in elevating women's access to employment, appropriate working conditions and full participation in decision-making.

Graduating beyond the idea of formal or informal education for boys, the objective was dedicated to development of respect and responsibility not only for women but for the community as a whole.

Currently, more than 175 boys across 5th to 10th grade and 25 local staff members reside within the under-resourced educational setup. Hence, Bring Hope is also contributing to the upgrade of classrooms, kitchen, toilets designed carefully for a more hygienic, environment friendly and progressive learning experience for the rural boys.

Gender equality can become a natural way of life, only if we do not forget to Raise a few Good Men along the way! The time is NOW!



# TWO BLIND SISTERS SEE FOR THE FIRST TIME



Toma 11, and Nada, 7, are two sisters living in rural Sudan. Both of them were born with childhood cataracts; a condition which clouds sight with the build-up of protein in the eyes. A simple surgery that took less than 15 minutes (for each eye) could have restored their sight a long time ago; but their parents who live on less than a \$1 a day could not afford to take their children to hospital for the operation.

Their father, Omar, expresses the same fears and aspirations for his children as any parent, "I worry about their future, because we want them to see and read and to be able to achieve things in our community".

All this was to change when the family heard of a cataract outreach camp being carried out by Al Basar International Foundation; It is an international non-governmental organization based in the United Kingdom and its executive office in the International Humanitarian City (IHC) in Dubai and works on restore vision to blind children and adults in some of the world's needy countries.

Eye care services are out of reach for millions of people in the developing world, and it is even more challenging for rural communities. Which is why Al Basar International Foundation carries outreach camps (over 85) annually in Asia and Africa. The simple procedure took 15 minutes and involved the removal of the cloudy lens and replaced with new clear artificial lens.

As the bandages are removed, Toma and Nada begin

to slowly observe their surroundings. Their father attempts to test their sight by holding a bottle and asking them to reach for it. They grab the bottle. Mother and father both shout out in happiness, "they can see!".



# RAMADAN BACKPACK CHALLENGE

During Ramadan this year, we collected 1654 backpacks filled with educational and hygiene supplies for the children that benefit from our 2019 projects. Thank you to all individuals and companies that supported our campaign: Ajeej Capital, Arbor Dubai, Bishop Design Me, Bloom Education, Brighton College DHL, Dubai, Cracknell Design, Dar al Marefa School, Dubai London Clinic, Emirates HR, Gems Jumeirah Primary, House of Comms, Kindergarten Starters,



