

A photograph of two young girls with brown hair, smiling and hugging each other. They are in front of a tent, with a red vertical bar on the left side of the image.

MEDAIR

2024
ANNUAL REPORT
medair.org

Lebanon

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Our mandate

Medair is a Christian humanitarian organisation responding to conflict, disease, and disaster so that the world's most vulnerable and hard-to-reach people can live with dignity and hope.



Health care



Nutrition



Mental health support



Safe childbirth



Vaccinations



Public health promotion



Emergency response



Safe water



Sanitation



Hygiene promotion



Shelter



Clinics & infrastructure



Household essentials



Cash & voucher assistance



Disaster risk reduction



Training staff/ volunteers



Social protection



GIS-mapping

● **Going the extra mile:** After seasonal floods, Medair's Emergency Response Team travelled long distances by canoe to provide urgent services to isolated communities in need of assistance in South Sudan.

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South Sudan

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Anne Reitsema
Chief Executive Officer

Welcome

Some of the world's most vulnerable countries faced growing instability this year. Conflict escalated in Sudan, DR Congo, Ukraine, and the Middle East. Through it all, I was incredibly encouraged by our teams' responsiveness, courage, agility, and care for the people most impacted. When conflict erupted in Lebanon, our team distributed an average of 26 truckloads of relief items per day, while scaling up from two to six primary health care centres.

In 2024, Medair developed a new five-year strategy grounded in the question: "What do communities truly hope for when they receive support?" Those living through crisis want others to understand that this is their crisis, and that no one understands it better than they do. Communities want to know they have not been forgotten—that they are seen, valued, and cared for. This has shaped our new strategic direction.

Moving forward, we plan to double down on emergency response, lean into community engagement, improve how we measure and communicate our impact, explore new sources of funding, and join with others to address humanitarian challenges.

While global humanitarian needs grew in 2024, institutional aid funding decreased. We knew there was potential for future declines, but no one predicted the severity of cuts that would occur at the start of 2025. Navigating these difficult times, Medair has focused on preserving our mandate and responding to the most life-saving needs, which aligns well with our new strategy.

People are at the heart of our work. As we engage with people who are profoundly suffering in humanitarian crises, it is in the spaces between us, as we express care for one another and recognise each other's dignity, that hope begins to rise in the midst of despair, joy in the midst of grief, and beauty in the midst of brokenness.

I met with a colleague working in a Medair nutrition clinic in Chad who had lost her five-year-old son while fleeing Darfur. She shared of her immense loss, while at the same time expressing her joy in being able to care for people around her. It was remarkable to see her joy evident in the midst of her deep grief of losing her child, home, and community.

We are living through a volatile time but seeing these moments of joy is a reminder for us all, a reminder of light shining in the darkness.



Impact 2024

✓ 3,753,284

PEOPLE HELPED

Numbers can only tell part of the story. People are at the heart of Medair.

Each one of these numbers represents a unique individual, a person with hope and dignity.



HEALTH

✓ 2,617,569 PEOPLE

- 2,364,927 consultations at Medair-supported clinics
- 47,937 babies born with Medair support



NUTRITION

✓ 928,393 PEOPLE

- 111,371 people treated for malnutrition;
- 93% of patients discharged as cured



WATER, SANITATION, & HYGIENE

✓ 1,667,310 PEOPLE

- 1,173,398 people received safe drinking water



SHELTER & INFRASTRUCTURE

✓ 538,400 PEOPLE

- 215,015 people received shelter



CASH & VOUCHER ASSISTANCE

✓ 189,434 PEOPLE

- USD 9.58M distributed to people in need



88.9%

of Medair's expenditure in 2024 (USD 119M) was directed towards humanitarian activities

HUMANITARIAN TEAM

- GSO support team: 175
- Affiliate offices staff: 25
- GSO and affiliate office volunteers: 43

COUNTRY PROGRAMMES

- National staff: 1,497
- International staff: 129
- Country programme volunteers: 10,158

● Medair supports a thriving health facility in the remote village of Rusamambu, DR Congo.

DR Congo

© Medair/ Daniel Wakandu

“One of our most important responsibilities is ensuring quality of care—a key component of the right to health and access to life-saving health care. Quality is central to Medair’s ethos, as it is a reflection of the value of dignity.”

– Dr. Gabriele Rossi, Senior Medair Health and Nutrition Advisor

PEOPLE HELPED BY COUNTRY:

Afghanistan	502,643
Chad	18,961
DR Congo	1,054,609
Jordan	99,830
Kenya	3,752
Lebanon	465,234
Madagascar	170,988
Somalia	358,740
South Sudan	239,184
Sudan	143,990
Syria	360,166
Türkiye	12,983
Ukraine	180,762
Yemen	141,442

-  COUNTRY OF OPERATION (2024)
-  PAST AREAS OF OPERATION*
-  GLOBAL SUPPORT OFFICE (GSO): Switzerland
-  AFFILIATE OFFICES: France, Germany, Netherlands, South Korea, United Kingdom, USA

*Past areas of operation not shown: Chechnya, Ingushetia, North Ossetia, Vanuatu.

Medair is a registered charity in France, Germany, Netherlands, South Korea, Switzerland, United Kingdom, and the USA.



South Sudan

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CASE STUDY: MAMI

Kaka brought her infant son Sebit to the Pibor clinic in South Sudan. "I was worried that my baby was too small compared to my previous babies," she said.

The health team screened Sebit and Kaka and enrolled the pair in the MAMI programme. This includes:

- ✓ Screening infants and their mothers to identify those who are small and nutritionally at risk
- ✓ Assessing and diagnosing common feeding, health, and social issues in both infant and mother
- ✓ Managing and treating common problems as outpatients

Breastfeeding support is a vital part of the programme. Kaka was shown how to place her child skin-to-skin, attachment positions, and how to express breast milk, since Sebit was still too weak to nurse by himself.

After two months, Sebit was a much healthier baby. "Without this help, my baby would not have improved," said Kaka.

Going the extra mile with **MAMI**

Infant children are at a higher risk of death than other age groups. Not long ago, malnourished infants under 6 months were overlooked in most humanitarian programmes unless they became severely ill. At that point, it was often too late to save the child's life. Something needed to change.

What is **MAMI**?

MAMI stands for the Management of At-risk Mothers and Infants under 6 months—an integrated approach to identifying and supporting nutritionally vulnerable infants and their mothers.

A commitment to quality

Developed in 2014, *MAMI* is still in its early stages of adoption into humanitarian programming. Medair has been an enthusiastic proponent, first trialling it in Bangladesh in 2018, adapting its protocols and conducting research. We partnered with the London School of Hygiene & Tropical Medicine on research applications and shared our findings with other providers at MSF's Paediatric Day.

In 2022, we rolled out an integrated version of *MAMI* in Pibor, South Sudan, addressing a significant gap in life-saving services. Today, *MAMI* is embedded in our services in Pibor, and we have trained other NGOs on it, conducted operational research, and shared learnings via the *MAMI* Global Network. In 2024, we expanded into two nutrition sites in DR Congo.

Our determined commitment to the *MAMI* approach demonstrates another way Medair goes the extra mile—by going beyond standard protocols to reach an overlooked and vulnerable group of people with life-saving aid.

- *Medair staff care for a 1-month-old baby at the stabilisation centre in Pibor, South Sudan.*

South Sudan

✓ **PEOPLE HELPED: 239,184***

*received one or more humanitarian service(s)



Health
88,952



Nutrition
96,701



Water, sanitation, hygiene
162,951



Mental health support
23,855



CRISIS OVERVIEW: Over a decade after independence and six years after the revitalised peace agreement, people in South Sudan still face critical living conditions caused by converging crises: inter-communal conflicts, extreme weather, mass displacement, food insecurity, and disease outbreaks. In 2024, the economic crisis, conflict in neighbouring Sudan, and widespread flooding only deepened the needs of the population.

YOUR IMPACT: “They came at night to attack us,” said Rachael, in Tambura County. “It was too dangerous for us to stay home.” Rachael fled to a camp for safety with her nine children, and they were not alone. Over 21,000 people sought refuge from the brutal attacks in nearby camps.

The local health care clinic was rapidly overwhelmed with too many patients and too few supplies. The Emergency Response Team (ERT) was deployed to Tambura in May to deliver urgent health and nutrition support. “I know that since Medair started working here, they have been providing good services, giving free medicines, and referring people to the hospital,” said Rachael.

The ERT responded courageously to emergencies throughout South Sudan in 2024, bringing life-saving assistance to nearly 100,000 people. Before leaving Tambura, they provided training for staff at the clinic and conducted refresher training for other health staff working in the community.

Medair South Sudan also provided year-round assistance in multiple communities, including critical nutrition programmes in Leer and Pibor counties that treated more than 9,500 malnourished women and children.

“During the conflict, hospitals and other health facilities were destroyed. We are so happy to see that what we are giving is supporting the community and the community is appreciating it.”

– Jonathan Apollo Kumboy, Medair Health and Nutrition Manager

✓ **73,369**

people screened for malnutrition; 11,283 people treated

✓ **99,845**

people assisted by the Emergency Response Team



Health
224,229



Nutrition
18,298



Shelter & infrastructure
200,954



Cash & voucher assistance
55,255



"When the ceasefire was put into effect, families immediately returned south, only to find their homes reduced to rubble. Our home was also destroyed. We have nowhere to go now."

– Hana, 42, West Bekaa, Lebanon

- Your support provided essential winter items (blankets, warm clothing, mattresses) to families like Hana's who lost their homes in the conflict.

© Medair/Jaafar Hamdan

CRISIS OVERVIEW: Lebanon has been gripped by compounding crises since 2019—including a devastating socio-economic collapse, the Beirut Port explosion, a cholera outbreak, COVID-19, and the ripple effects of the Syrian crisis. In 2024, the country faced its worst conflict escalation since 2006, triggering a massive displacement crisis and killing over 3,800 people.

YOUR IMPACT: In September, cross-border tensions erupted along the southern Lebanese border and engulfed the country in two months of war. Intensified and deadly airstrikes damaged essential infrastructure and forced 1.4 million people to flee their homes.

"The sound of the airstrikes was horrifying," said Hassan, 41. "As a father how do you keep your children from feeling scared and terrified? I feel helpless."

Medair rapidly transitioned and scaled up to provide a coordinated and large-scale emergency response, while continuing regular programming. We began operating an 8,000m² UNHCR humanitarian warehouse supporting a dozen aid agencies under their coordination.

"This emergency response was intense—particularly given the rapidity at which it escalated, the scale of the impact, and the extent to which it also personally affected our staff, many of whom were also displaced," said Anna Chilvers, Medair Lebanon Country Director.

Schools and public buildings across the country were converted into collective shelters where families took refuge. Medair provided repairs and shelter support in 92 collective shelters and we distributed more than 18,000 mattresses and blankets. We tripled our health response from two to six health centres and added five mobile health units to assist people in the collective shelters.

"The agility and courage of our team has been inspiring in the face of adversity. It is a remarkable response to this crisis."

– Anne Reitsema, Medair CEO

✓ **183,290**

people received shelter support

✓ **39,174**

patient consultations at Medair-supported clinics

Afghanistan

✓ **PEOPLE HELPED: 502,643***

*received one or more humanitarian service(s)



Health
376,860



Nutrition
288,290



Water, sanitation, hygiene
266,404



Cash & voucher assistance
91,676

“Before this project, women and children had to walk over 90 minutes to reach a pond where the water was contaminated, often leading to diseases.”

– Samad, 57, Southern Afghanistan



● *In remote Southern Afghanistan, a child delights at the clean water from his community's new water source compared to the pond water he used to drink.*

© Medair

CRISIS OVERVIEW: Decades of conflict have left Afghanistan deeply impoverished, and the situation has been worsened by prolonged drought and limited access to health services or safe water. Nearly 23 million people are in need of urgent humanitarian assistance, the second largest emergency in the world. More than three million children under 5 suffer from acute malnutrition.

YOUR IMPACT: To survive and thrive, a family needs a source of safe drinking water close to home. In Afghanistan, however, only 1 in 5 households have enough water for their daily needs.

Medair has a long history in Afghanistan and continues to support its most vulnerable and hard-to-reach communities. In 2024, our teams went the extra mile to reach isolated mountain villages in Southern Afghanistan and the Central Highlands. Working hand-in-hand with community members, we built water systems that now supply safe water to 35 villages.

Clean water makes a massive health difference, but it's not enough on its own. Afghan families need better access to health care and proper nutrition as well. In 2024, your contributions supported over 376,000 patient consultations at health clinics and delivered life-saving treatment to more than 29,000 malnourished children and women.

“When we began offering our services in this area, the news spread rapidly,” said Farzana, Medair medical staff.

“By the next day, patients were already arriving. Many people in the community are unable to afford paid care, so we provide our services free of charge.”

“I come from a faraway village where there is no clinic. When I see my daughter getting better every day it gives me a feeling that I cannot put into words.”

– Zarena, mother of Afsana, Southern Afghanistan

✓ **17,542**

children under five treated for acute malnutrition

✓ **13,401**

people gained access to safe water



Health
112,131



Water, sanitation, hygiene
48,271



Shelter & infrastructure
68,304



Cash & voucher assistance
7,220



● Anna, one of Medair's mental health and psychosocial support (MHPSS) staff, equips women with tools to cope with stress and anxiety from the trauma of war.

© Medair/Oleksandra Panchenko

CRISIS OVERVIEW: Conflict in Ukraine has damaged homes, health facilities, and water and wastewater systems.

It has strained Ukrainians' coping capacity to the limit. Families in high-risk areas continue to flee to find safety. Essential services have been further disrupted by underfunding, military conscription, and professionals fleeing the area.

YOUR IMPACT: As the war in Ukraine approached its third year of upheaval, over 8 million Ukrainians relied on humanitarian aid in 2024 to survive and cope with the effects of relentless conflict.

In 2024, Medair sought to fill gaps in essential services and respond to unmet needs in the population, helping over 180,000 people. We supported hospitals and health facilities with critical supplies and equipment. "Medair is a very serious organisation, they immediately came and studied our problems, and made a needs assessment," said Natalia, a doctor in the Sumy region. "They coordinated everything with us, asked our opinion, and we made decisions together."

A children's hospital in the Kharkiv region refused to close its doors, yet its obstacles were overwhelming. One of the greatest challenges was securing water—a lifeline for any hospital. Medair sent a team to assess the needs and together, we installed a borehole and water system, securing a steady supply of clean water.

Your contributions also provided safe water to small, forgotten villages in eastern Ukraine, where we built a new water tower, drilled a new borehole equipped with a pump, and rehabilitated the damaged waterlines. "Once my daughter was born, the need for water became critical," said Alina. "We have enough water now, and I'm grateful."

"It was incredibly important for us that you recognised a small community like ours. Sadly, smaller communities often go unnoticed."

— Oksana Suprun, Head of Hromada, eastern Ukraine

✓ **47,219**

people received essential household supplies

✓ **10,122**

people gained access to safe water

Kenya

✓ **PEOPLE HELPED: 3,752***

*received one or more humanitarian service(s)



Health
1,514



Nutrition
1,993



Water, sanitation, hygiene
1,054



Cash & voucher assistance
1,508



● Mother Godana gives a portion of ready-to-use therapeutic food to her son Ibrahim during the outreach in Arapal.

© Medair/ Stefan Kewitz

CRISIS OVERVIEW: Marsabit County in remote northern Kenya is a land of extremes—scorching droughts, sudden floods, and hardship. Communities heavily rely on pastoralism, and the lack of water and pasture has contributed to emergency levels of acute malnutrition and a severe shortage of food. Access to clean and safe water is a daily struggle.

YOUR IMPACT: Northern Kenya was reeling from its worst drought in 40 years. In 2022, Medair began working to support small nomadic communities in remote locations, travelling through harsh terrain and unpredictable weather.

From a base in Marsabit town, we recruited, trained, and supervised teams to conduct regular nutrition outreaches to 11 sites in the region. The outreach followed an integrated approach where we screened and treated mothers and children for malnutrition and also provided essential health services like vaccinations and public health promotion.

Your support also improved access to water and sanitation in this drought-parched region. By the end of the project, rates of acute malnutrition had dropped and returned to pre-drought levels, and communities had taken ownership of the projects, with trained water committees ensuring sustainability.

"Medair has built latrines and pumped water to the hospital, built the incinerator, provided the medicines, and they did the mobile clinic too," said Godana.

When severe floods hit Kenya in 2024, Medair provided families in and around Nairobi with cash assistance and offered psychological first aid to help reduce the emotional stress of the trauma.

"A beautiful outcome of this project was seeing local health workers and water committees step up with confidence. Where Medair once led them, they now lead themselves. Our work doesn't end when we leave."

– Stefan Kewitz, Medair humanitarian aid worker

✓ **2,656**

people assisted after severe floods

✓ **1,478**

people screened for malnutrition; 644 people treated

Outbreak in DR Congo

In 2024, Medair was at the epicentre of an escalating mpox outbreak that the World Health Organisation (WHO) declared “a public health emergency of international concern” in August.

A new variant of mpox called *Clade 1b* was detected in Goma city, DR Congo, where Medair provides health care services to people in need. The WHO warned that this variant posed a greater risk due to its increased transmission rate and potential for severe illness, with a 3% fatality rate.

WHAT IS MPOX? Mpox is a viral illness that spreads through close contact, causing painful skin and mucosal lesions, fever, headache, muscle aches, back pain, fatigue, and swollen lymph nodes. Although historically transmitted from animals, human-to-human transmission has become more common.

OUR RESPONSE: Medair identified the first case of mpox in Goma in June and mounted a rapid and effective response, including a 40-bed mpox treatment centre on the outskirts of Goma. Our response featured:

- ✓ Strong coordination with the Ministry of Health
- ✓ Supportive care and treatment of mpox patients
- ✓ Disease surveillance and community monitoring of cases
- ✓ Support for diagnostic testing and for infection prevention & control in health facilities
- ✓ Maintaining essential health care services
- ✓ Community engagement to reduce transmission

THE RESULTS? We treated over 1,400 patients in 2024 with a 0% fatality rate. We expanded to a 65-bed treatment centre, despite significant security concerns and mass displacement in the region.

The community lacked awareness about the new variant, leading to fearful speculation and stigma. Medair played a crucial role in dispelling myths and fears by providing key epidemiological data to the Ministry of Health and WHO. Their findings revealed that this strain predominantly affected children (82.4% of infections recorded by Medair), with transmission generally occurring within households through skin-to-skin contact.

MEET DR OLIVIER: Dr Pierre Olivier Ngadjole, Medair Health Advisor in DR Congo, has over 15 years of experience in responding to public health emergencies in the country. In 2024, he was interviewed by the BBC and dozens of other news outlets around the world for his first-hand perspectives on the mpox outbreak.

“We have more than 100 people visiting each of our health facilities each day,” he said, “so we need to be very strict in terms of personal protective equipment for all staff, as well as leading by example when it comes to simple measures like handwashing and social distancing.”



“We have seen zero deaths. People are coming to Medair early, so our messaging is landing well. It helps that we have been working here for a long time, so we are trusted.”

– Dr Pierre Olivier Ngadjole, Medair Health Advisor, DR Congo



Walking through Bushagara camp, August 2024



Health
1,054,559



Nutrition
246,829



Water, sanitation, hygiene
354,718



Shelter & infrastructure
85,465



"Community engagement plays a crucial role in combatting the spread of mpox. It builds confidence and encourages active participation in efforts to prevent and control the disease."

– Ariane, Medair Community Engagement Supervisor

● In Mudja camp, Medair's Community Engagement Supervisor, Ariane, educates the public about mpox.

© Medair/Daniel Wakandu

CRISIS OVERVIEW: DR Congo remains one of the world's most severe humanitarian crises, with millions of lives affected by conflicts, massive population displacements, and epidemics like cholera, measles, and mpox. Armed clashes force people from their homes to live in camps. In 2024, more than 25.4 million people were severely food insecure, and more than 9.9 million people were internally displaced.

YOUR IMPACT: "Life here is hard enough, but I wasn't prepared for what was going to happen to me," said Clarice, 22. "It all started with a few rashes on my hand..."

Medair delivers a multi-layered humanitarian response in DR Congo and is well-known and trusted in the country. In 2024, your contributions supported over one million patient consultations at Medair-supported health clinics and brought vital assistance to forgotten people living in remote and hard-to-reach communities.

When a new variant of the mpox virus began spreading in overcrowded camps, Medair responded to the outbreak with life-saving treatment for over 1,400 patients and public health campaigns to help the community understand the symptoms, risks, and treatment options.

Clarice was repeatedly misdiagnosed for her rash until a woman from Medair's community engagement team came to her

house. "She immediately understood what I was going through," said Clarice. "She spoke to me with gentleness and compassion, making me aware of the danger I was in—and that I could be treated for free at the Medair clinic. It was like a ray of hope in the darkness."

"Back home, we say that you recognise a good friend in times of trouble. Thank you for your presence to help us in this time of uncertainty. "

– Feza, mother of Imani, who received medical treatment at Baraka camp

✓ **264,917**

people reached with public health promotion

✓ **1,435**

patients treated for mpox, 0 deaths



Health
162,366



Nutrition
85,638



Water, sanitation, hygiene
215,989



Shelter & infrastructure
27,541



"Her face is glowing now and full of life. Thank you so much for letting me know about my child's condition. I never would have guessed."

– Waad, mother of Doo'a, Deir ez Zor

● Nada (left), a community health worker, referred baby Doo'a for malnutrition and recommended that she be treated at the newly rehabilitated Al Ashara primary health care centre.

© Medair/Lubna Zarzour

CRISIS OVERVIEW: Years of conflict, devastating earthquakes, families displaced from home, and a crippled economy have left millions of Syrians facing multiple crises. Access to reliable health care and safe water are still very limited. In 2024, 16.7 million people needed humanitarian aid. In December, the Assad regime fell after 54 years of rule, sending shockwaves through the region.

YOUR IMPACT: In 2024, Medair assisted over 360,000 vulnerable people in Syria, providing families with life-saving health care, restoring health facilities, and bringing shelter, access to safe water, cash for immediate needs, and other vital services to the population.

In Deir ez Zor, we responded to a major need by rehabilitating the Al Ashara and Marrat primary health care centres. We provided the furniture, medical equipment, and supplies, and now the community are receiving health services, including vaccinations, treatment for illnesses, and essential medicines.

To maximise impact, community health workers like Nada were trained to spread positive health messages door-to-door and inform their neighbours about diseases, screen for malnutrition, and refer people to the clinic for treatment.

Your contributions helped over 210,000 vulnerable people gain access to safe water throughout Syria. In Aleppo, Deir ez Zor, and Quneitra, we repaired water networks, boreholes, and water stations, and installed solar panels to power them.

"I am so pleased to get clean water for the first time in years," said Yusra. "Even when we used to buy water, it was not clean, and my children got sick many times."

"I will never forget what the trainer said to me in one of our mental health group sessions: 'You are strong, and you can do what you want. Don't listen to negative comments. Be kind to yourself.'"

– Ilham, 42, Syria

✓ **212,000**

people gained access to safe water

✓ **15,178**

people served through health facility rehabilitations

Sudan

✓ **PEOPLE HELPED: 143,990***

*received one or more humanitarian service(s)



Health
108,281



Nutrition
6,832



Water, sanitation, hygiene
54,987



Shelter & infrastructure
46,144



● Medair provides health care and nutrition support to vulnerable families in Blue Nile state.

© Medair



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Medair found creative ways to overcome risks and deliver vital supplies to displaced families in conflict-affected Khartoum.

CRISIS OVERVIEW: Sudan's alarming conflict began in 2023 when fierce fighting broke out in the capital Khartoum and expanded across the country. As conflict raged on in 2024, Sudan faced the largest internal displacement crisis in the world. Vulnerable families continue to lack access to health services, food, or water and sanitation. An estimated 25 million people need humanitarian assistance.

YOUR IMPACT: Soraya lost loved ones in the conflict. She lost her home, her cattle and crops. She fled with her children to the safety of a camp, but when one of her children died, she lost her hope.

The violence that has ripped this country apart has had a crushing effect on its people. In 2024, our team cared for over 140,000 vulnerable people, listening to their stories of loss and desperation, and offering relief wherever we could. We launched new projects in Khartoum and White Nile State and maintained operations in Blue Nile.

When a cholera outbreak was declared in White Nile state, our team took swift action to save lives in the affected areas. We gave out cholera hygiene kits, including soap and chlorine, supplied local health facilities with essential hospital supplies, and trained hygiene promoters to educate the public.

In Blue Nile, Medair is known for providing an integrated response, restoring health facilities and providing free health and nutrition services. In 2024, we helped over 63,000 people

in Blue Nile state, including Soraya, who gave birth to a healthy child this year. Flashes of hope have returned to her eyes: "I will always keep Medair and their donors in my prayers."

"I do not have any place to stay, and no way to work and earn money for my family. This is a major challenge we now face. Your kits brought an improvement—we were in big need of them."

– Zahra, Sudan



83,669

patient consultations at Medair-supported clinics



8,908

people gained improved sanitation facilities

Global emergencies

Medair's Global Emergency Response Team (G-ERT)

monitors conflicts, disasters, and disease outbreaks worldwide, deploying rapidly and responding at scale to large emergencies.

We believe that maintaining a standing emergency response capacity is critical to staying true to our mandate.

The G-ERT relies heavily on private donations to deploy and save lives. In the past decade, Medair has responded to 19 of the 21 largest global emergencies. (Source: IASC)



Speed is a key priority in an emergency response and we desire to provide quality assistance while working at a rapid pace.

We work with technical specialists to ensure quality standards and engage with the community before, during, and after a response to maximise impact and accountability.

● In June 2024, the first refugees moved from their temporary camps to live in the newly created *Dougui* camp in eastern Chad.

Türkiye

✓ **PEOPLE HELPED: 12,983***

*received one or more humanitarian service(s)



✓ **12,552** people received mental health and psychosocial support



✓ **423** people received shelter

In 2024, the G-ERT concluded its response to the devastating 2023 earthquake in Türkiye. Working in Gaziantep and Hatay through local partners, we provided emergency support to nearly 13,000 people and durable housing for more than 400 people at the end of the response.

Chad

✓ **PEOPLE HELPED: 18,961***

*received one or more humanitarian service(s)



✓ **18,942** people reached with safe water, sanitation, and/or hygiene activities



✓ **5,128** people received nutrition support

In Chad, we responded to the emergency needs of Sudanese refugees who fled across the border. The G-ERT established a base in Adre and worked primarily in a hard-to-reach camp called *Dougui*, providing families with critical nutrition, water, sanitation, and hygiene services.

OTHER ACTIVITIES

In 2024, the G-ERT filled critical senior management gaps in eight of our country programmes, indirectly supported several other Medair emergency responses, and helped kick off a flooding response in Kenya in May.



Chad

© Medair



● Women and children who fled from Sudan take refuge at a temporary camp in Chad in May 2024.

© Medair

Community engagement in action



Engaging with the communities that we serve is a foundational part of how Medair delivers projects. Our approach grows out of a heart-first attitude that springs from our organisational values. As a Christian organisation, we put our faith into

action through our relationships and by recognising the dignity and value of all people.

In 2024, Medair's CEO Anne Reitsema visited the Dougui camp in eastern Chad where she was able to bear witness to the effects of community engagement in action.

When Medair responds to an emergency, we know we are coming alongside a community that is walking through a crisis. In Dougui camp, our team took the time to go door to door to explain our project and what people could expect from Medair, talking both to refugees from Sudan and to people from Chad living in nearby villages.

The effectiveness of this community interaction allowed Medair to quickly screen over 3,000 children and almost 1,800 mothers for malnutrition. In reaching out to the host community, we discovered more malnutrition in that group than in the refugee population, helping us make better decisions. Our effective screening activity enabled an effective

and rapid treatment approach for malnutrition. In 2024, Medair was able to treat almost 600 children and 30 mothers at our treatment centre in Dougui camp.

Taking time to talk and to listen to those we serve helps build trust. Trusting involves listening and being accountable to those we serve, as well as building trust in our integrity.

After visiting the nutrition screening and treatment centre, Anne met with the Prefect of the Ouara Department in Chad, who spoke with gratitude for the way Medair had involved the communities under his authority.

"We are frustrated when people ignore us and don't involve us or allow us to participate," said the Prefect. "We have done a huge thing here, offering our land and offering to host. And you respect us and listen." As a result, he expressed his willingness to use his influence to facilitate our work.

The quality of our relationships with the communities we serve is vital to our work having an impact. Trust and ownership enable us to do more with the resources available and to ensure that the impact endures and brings the joy of mutual encouragement and celebration.



Health
96,355



Mental health support
2,053



Public health promotion
94,114



Cash & voucher assistance
7,915



"While we still struggle to cover all our needs, I am grateful that we can now afford the treatment and hospital costs for our oldest daughter."

– Kholod, Amman, Jordan

● Marwa, Medair Social Protection Officer, visits Kholod (right) and Ahmad (not shown) and their children. They received six months of in-depth support and cash assistance to help them recover from crisis.

© Medair/Salsabeel Hanatleh

CRISIS OVERVIEW: Living conditions are challenging for Syrian refugees and vulnerable Jordanians alike.

Financial barriers are the greatest challenge for families on the path to recovery, many of whom are unable to access life-saving services, food, or rent. To survive, people sometimes resort to negative coping strategies, such as taking on debts, removing children from school, or foregoing essential services altogether.

YOUR IMPACT: Before fleeing to Jordan, Ahmad and his wife Kholod owned a sewing workshop with 20 staff. They lost everything when they left Syria. As refugees, the cost of rent, electricity, and medical bills for their daughter sent this once-successful family into debt. They dreamed of owning just one sewing machine again, to continue the work they loved.

In 2024, Medair assisted nearly 8,000 refugees and vulnerable Jordanians with targeted support. As the last agency providing financial support for health services, we were a lifeline for over 4,700 pregnant women and patients with non-communicable diseases. We also reached over 94,000 individuals with vital public health messaging.

Your contributions supported people with disabilities, providing them with assistive devices and offering sign language courses for people with hearing impairments and caregivers. Our transformative and holistic case management practices provided support for six months to families like Ahmad and Kholod's, including one-on-one strategic counselling.

Thanks to this proactive strategy, Ahmad bought a sewing machine and his skilled work bore immediate fruit; he began working around the clock to earn extra income. Today, they have four sewing machines, and the family works together to earn income and support each other.

"I always believe that we should hold onto our dreams. We felt despondent and we cried, but we should never lose hope."

– Kholod, Amman, Jordan

✓ **4,753**

people accessed critical health services

✓ **474**

people received assistive devices or sign language courses

Somalia

✓ **PEOPLE HELPED: 358,740***

*received one or more humanitarian service(s)



Health
271,171



Nutrition
157,726



Water, sanitation, hygiene
334,127



Shelter & infrastructure
95,890

"I have known this facility for a long time. I am happy that I can come here for free treatment."

– Fadumo, mother of Hassan, central Somalia

● In central Somalia, Fadumo receives follow-up care for the malnutrition treatment she received during her pregnancy.

© Medair

CRISIS OVERVIEW: Somalia is the most vulnerable country in the world to climate change, according to the INFORM

Climate Index. Prolonged droughts and severe floods wreak havoc in the country, displacing families and causing food scarcity. Conflict also plays a significant role in this crisis, as ongoing violence forces people to flee and disrupts access to essential services like health care and safe drinking water.

YOUR IMPACT: "I used to have seven children, but one died in the floods," said Ayan softly. "There was a lot of water, he couldn't swim."

Ayan and her surviving children ran from the floodwaters to a crowded displacement camp, but a cholera outbreak forced them to flee once more. "Years ago, we had better seasons," said Ayan. "We grew crops and we could survive. But the rains stopped and there was a long drought, and now there is flooding."

In 2024, Medair supported several health and nutrition facilities run by local partners in Somalia. Your contributions helped provide safe water to nearly 300,000 people in need, built up the capacity of local staff and health care workers, and restored hospital facilities serving almost 90,000 people.

Our network of over 1,400 trained volunteers visited households in remote areas to promote health, nutrition, and hygiene, and refer people for urgent care. This community-based approach saved Omar's life, another of Ayan's sons who

had become severely malnourished. Omar was referred to the nutrition clinic for free treatment. "I am glad to find help here for my boy," said Ayan.

"The wind blows hard here and the sand can come into our tent because it has holes and then it contaminates the food and other things. The shelter kit will protect us from that."

– Fartum, internal displacement camp, southern Somalia

✓ **253,015**

patient consultations at Medair-supported clinics

✓ **127,728**

people received public health and nutrition messages



Water, sanitation, hygiene
161,376



Shelter & infrastructure
11,384



Cash & voucher assistance
14,023



Disaster risk reduction
25,425



- After Cyclone Gamane flooded villages, Medair provided families with kitchen kits and other vital supplies to safeguard their health.



"All my kitchen utensils and bed linens were washed away. Thankfully, I received hygiene and cooking kits, so I can regain some semblance of my former life with dignity."

– Marie Jeanette, 74, Maroantsetra district

CRISIS OVERVIEW: A country of striking beauty, Madagascar is deeply affected by the climate crisis. Remote communities on the island, already affected by extreme poverty, face recurrent drought, cyclones, and floods that impede their ability to meet their vital needs.

YOUR IMPACT: "For years, our community has struggled with poor hygiene and open defecation," said Méline, 55, a breadmaker in Behazomanga village. "But everything changed this year."

Medair has persistently provided humanitarian aid to the most vulnerable and hard-to-reach families in Madagascar. Almost every year, cyclones devastate parts of the island. We routinely respond to these emergencies and work to strengthen the resilience of communities to better withstand future disasters.

In 2024, your contributions helped improve health in remote Malagasy villages. We trained people to travel to small communities and encourage healthy hygiene practices.

"These small changes have transformed our daily lives," said Méline. "For example, I now provide water for my customers to wash their hands before buying and eating my bread, ensuring better health and hygiene. Our village is noticeably cleaner, and we have all become aware of the importance of maintaining these new hygiene practices."

In the aftermath of Cyclone Gamane, families received emergency supply kits and our response team disinfected contaminated water sources. "The well that we use was flooded by the cyclone, so Medair came to clean it," said Bao Zorline, 72. "Since then I only drink this disinfected water. Their work is a guarantee of quality."

"I'm proud of the progress our village has made. We have improved our living conditions and hygiene, and strengthened our sense of community around this shared goal."

– Ravaosoa, 35, Bevaro 2 community

✓ **63,970**

people learned safe hygiene practices

✓ **27,607**

people benefitted from improved sanitation



Health
108,599



Nutrition
20,958



Water, sanitation, hygiene
44,403



Mental health support
5,081



"They were hesitant at first, their eyes wide with apprehension. But as they began to play, their faces lit up with joy."

– Amina, mother of two children

● Young people play in a "child-friendly space" set up next to a health clinic in the middle of a displacement camp.

© Medair

CRISIS OVERVIEW: After a decade of conflict, over 21 million people in Yemen lack sufficient food, safe water, or access to basic health care. More than 4.5 million people have been displaced, and nearly 8 million Yemenis need mental health services and psychosocial support—the worst mental health crisis in the world, according to the UN Inter-Agency Standing Committee.

YOUR IMPACT: Living in a camp, Amina and her children, Khaled and Omar, were in a constant state of anxiety, and suffering from recurring illness. Their lives took a positive turn when they were referred to the Kod Bihan clinic, known for its comprehensive approach to health care. Omar received free treatment for severe malnutrition, and Khaled received regular check-ups and vaccinations until his persistent infections cleared up.

Attached to the clinic was a "child-friendly space" (CFS), an oasis full of colourful toys, books, and games where children affected by war were encouraged to play, to express themselves, to heal. Amina and her children loved the CFS. More than just a place to play, its trained staff provided individual and group counselling to help children cope. "My children were able to forget their troubles for a little while, and rediscover the simple pleasures of childhood," said Amina.

In 2024, Medair supported nine health facilities, along with nutrition services, community health workers, and mental health and psychosocial support. Your contributions provided safe water via water trucking, solar-powered water systems,

distribution networks, and a desalination plant. The CFS programme was particularly successful, exceeding all our targets, with 300% more girls attending than expected.

"The people of the village were very happy when they heard about the desalination project. We were pleasantly surprised by the cooperation committee and the local council, who carried this out in cooperation with Medair."

– Safia, 87, Yemen

✓ 3,018

people used the child-friendly spaces

✓ 9,646

gained access to safe water

Key financial indicators (2024)

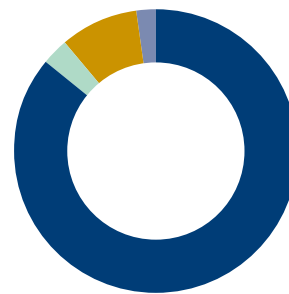
(All figures shown are in USD)



“Our teams consistently bring joy into difficult spaces. Whether it’s a nurse singing to a crying child, a WASH technician helping rebuild a borehole with the community, or a nutrition officer encouraging a weary mother, joy becomes an act of resistance in the face of despair.”

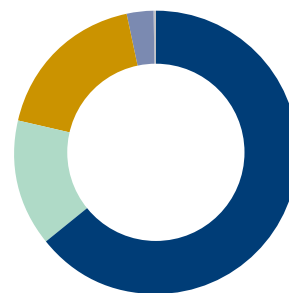
– Stefan Kewitz, Medair humanitarian aid worker

OPERATING EXPENSE



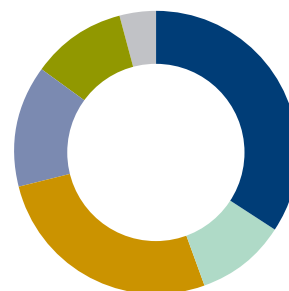
Humanitarian expense (direct)	86.0%
Humanitarian expense (indirect)	2.9%
General management	8.9%
Fundraising	2.2%

OPERATING INCOME



Governments, EU, UN	64.2%
Corporate, foundation, and other private donations	14.4%
Other institutions and NGOs	18.0%
Gifts-in-kind	3.1%
Other income	0.3%

HUMANITARIAN EXPENSE BY SECTOR



Health	34.3%
Nutrition	10.4%
Shelter and infrastructure	26.5%
Water, sanitation, and hygiene	14.0%
Cash assistance	10.9%
Other	3.9%



PROGRAMME EXPENSE (USD)

Afghanistan	\$18,759,571
Chad	\$1,384,874
DR Congo	\$15,678,620
Jordan	\$7,134,959
Kenya	\$764,358
Lebanon	\$11,508,264
Madagascar	\$2,240,120
Somalia	\$9,100,151
South Sudan	\$11,299,635
Sudan	\$2,865,764
Syria	\$6,644,751
Türkiye*	\$1,847,706
Ukraine	\$13,524,150
Yemen	\$3,167,781
Other**	\$33,638

*Earthquake response in Türkiye

**Expenses on closed/dormant programmes and/or humanitarian activities not assigned to a specific country

● Above: In Yemen, children participate in Global Handwashing Day activities to promote proper hygiene practices. Below: Medair staff disinfect a flooded well after Cyclone Gamane struck Madagascar.



Consolidated statement of financial position

as at 31 December 2024

(All figures shown are in USD)

ASSETS	31-12-2024	31-12-2023
CURRENT ASSETS		
Cash and bank accounts	11,918,738	14,095,243
Financial assets	1,353,065	-
Donor receivables	18,860,845	17,828,583
Other receivables	153,504	380,390
Inventory	48,135	57,665
Prepayments	2,154,623	2,506,928
	34,488,910	34,868,809
LONG-TERM ASSETS		
Financial assets	363,090	343,545
Fixed assets	1,087,435	1,454,071
	1,450,525	1,797,616
TOTAL ASSETS	35,939,435	36,666,425
LIABILITIES, FUNDS, AND CAPITAL	31-12-2024	31-12-2023
CURRENT LIABILITIES		
Accounts payable	1,671,906	1,968,307
Donor payables	-	132,780
Short-term debt	3,977,231	1,273,890
Accrued liabilities	4,773,999	4,672,081
Deferred revenue	8,839,501	7,732,332
Provisions	1,313,907	1,471,850
End-of-contract benefits	244,611	220,778
	20,821,155	17,472,018
LONG-TERM LIABILITIES		
End-of-contract benefits	504,494	979,102
	504,494	979,102
TOTAL LIABILITIES	21,325,649	18,451,120
RESTRICTED FUNDS		
Restricted income funds	416,630	506,768
Restricted programme funds	2,269,827	3,383,551
	2,686,457	3,890,319
CAPITAL OF THE ORGANISATION/UNRESTRICTED CAPITAL		
Unrestricted free capital	91,661	700,000
Capital of the organisation	11,835,668	13,624,986
	11,927,329	14,324,986
TOTAL FUNDS AND CAPITAL	14,613,786	18,215,305
TOTAL LIABILITIES, FUNDS, AND CAPITAL	35,939,435	36,666,425

Consolidated income statement

as at 31 December 2024

(All figures shown are in USD)

OPERATING INCOME	31-12-2024	31-12-2023
Grants (Restricted)	95,168,489	88,936,997
<i>Institutional grants</i>	74,294,156	67,260,560
<i>Other grants</i>	20,874,333	21,676,437
Private donations	16,685,060	18,443,268
<i>Unrestricted</i>	6,337,508	7,101,289
<i>Restricted</i>	10,347,552	11,341,979
Gifts-in-kind	3,631,980	5,854,504
Other income	240,031	190,070
<i>Unrestricted</i>	175,102	178,432
<i>Restricted</i>	64,929	11,638
	115,725,560	113,424,839

OPERATING EXPENSE		
Humanitarian expense	-105,954,342	-100,548,276
Administrative expense	-13,234,993	-10,475,858
	-119,189,335	-111,024,134
OPERATING RESULT	-3,463,775	2,400,705

FINANCIAL RESULT	31-12-2024	31-12-2023
Financial income	150,551	99,723
Financial expense	-65,949	-29,435
Realised gain/(loss) on exchange	-114,802	563,091
Unrealised gain/(loss) on exchange	-107,544	185,559
	-137,744	818,938
RESULT BEFORE CHANGE IN FUNDS	*-3,601,519	3,219,643

FUND ALLOCATIONS		
Withdrawal from/(allocated to) restricted funds	1,203,862	-1,554,122
ANNUAL RESULT BEFORE ALLOCATION TO CAPITAL	-2,397,657	1,665,521
Allocated to/(withdrawal from) unrestricted funds	2,397,657	-1,665,521
RESULT AFTER ALLOCATION	-	-

* This result includes a USD 1.1m impact relating to income recorded in 2023 with corresponding planned activities and programme expenditures incurred in 2024.

Download the 2024 Audited Consolidated
Financial Statements:

medair.org/2024_finances

Funding partners

Organisational partners, listed alphabetically, whose contribution to Medair was greater than USD 10,000 in 2024.

Download the 2024 Annual Report: medair.org/annual-report-2024



This document was produced with resources gathered by Medair. Names of people and places were sometimes changed when deemed necessary to protect the identity of staff or people served. The views expressed herein are those solely of Medair and should not be taken in any way to reflect the official opinion of any other organisation.

UNITED NATIONS, INTERGOVERNMENTAL, AND GOVERNMENTAL PARTNERS

- Australian Department of Foreign Affairs and Trade
- Bureau for Populations Refugees and Migration (US)
- Dutch Ministry of Foreign Affairs (NL)
- EU Civil Protection and Humanitarian Aid Operations
- Faroe Island Government
- Fürstentum Liechtenstein (LI)
- German Federal Foreign Office
- Guernsey Overseas Aid & Development Commission (UK)
- International Organization for Migration (IOM)
- Ministère des Affaires Étrangères (FR)
- Norwegian Refugee Council (DE)
- Slovak Aid
- Swiss Agency for Development and Cooperation
- UK Foreign, Commonwealth & Development Office (FCDO)
- UN Children's Fund (UNICEF)
- UN Office for the Coordination of Humanitarian Affairs
- UN Refugee Agency (UNHCR)
- United States Agency for International Development's Bureau of Humanitarian Assistance
- World Food Programme
- World Health Organization (WHO)

OTHER INSTITUTIONAL AND PUBLIC PARTNERS

- Agence de l'eau Rhône Méditerranée Corse (FR)
- Commune de Collonge-Bellerive (CH)
- Disasters Emergency Committee (DEC)
- Fédération vaudoise de coopération (Fedevaco) (CH)
- Gemeinde Meilen (CH)
- Gemeinnütziger Fonds des Kantons Zürich (CH)
- Kanton Graubünden (CH)
- Kanton St. Gallen Swisslos (CH)
- Région Auvergne-Rhône-Alpes (FR)
- Stadt St. Gallen (CH)
- Stadtentwicklung Zürich (CH)
- Swiss Solidarity (CH)
- Swisslos – Kanton Aargau (CH)
- Syndicat des Eaux de la Veauce
- Syndicat Intercommunal des Eaux du Sud Valentinis
- Ville de Carouge (CH)
- Ville de Genève (CH)
- Ville de Lancy (CH)
- Ville de Meyrin (CH)

NON-GOVERNMENTAL AND NETWORK PARTNERS

- All We Can (UK)
- Dutch Relief Alliance (DRA) (NL)
- Integra (SK)
- Interaction Switzerland (CH)
- Red een Kind (NL)
- Tearfund Australia
- Tearfund New Zealand
- Tearfund UK
- The Mustard Seed Mission (TW)
- Transform Aid

CORPORATE, FOUNDATIONS, AND PRIVATE ORGANISATIONAL PARTNERS

- Aquila Family Charitable Trust (UK)
- Caritatis Stiftung (LI)
- Cosnova GmbH
- Däster-Schild Stiftung (CH)
- Deichmann Foundation (DE)
- Domenica Pfenninger-Stiftung (CH)
- ECHAD (KR)
- Ernst Göhner Stiftung (CH)
- Evangelische Landeskirche in Württemberg (DE)
- Evangelische -Ref. Kirche des Kantons St. Gallen (CH)
- Fagus lucida-Stiftung (CH)
- Fondation Air Liquide (CH)
- Fondation Alfred et Eugénie Baur (CH)
- Fondation Cartier Philanthropy (CH)
- Fondation Coromandel (CH)
- Fondation Dora (CH)
- Fondation FreiAide (CH)
- Fondation Gertrude Hirzel (CH)
- Fondation du Groupe Pictet (CH)
- Fondation Hope for Tomorrow (CH)
- Fondation International Maria Francisca (CH)
- Fondation Johann et Luzia Grässli (CH)
- Fondation Lusavi (CH)
- Fondation Madeleine (CH)
- Fondation Marcel et Ulo Zwingmann (CH)
- Fondation Philanthropique Famille Firmenich (CH)
- Fondation Philanthropique Famille Sandoz (CH)
- Fondation Philanthropique Takoha E&D Wanner (CH)
- Fondation Pierre-Henri Ducret (CH)
- Fondation du Protestantisme (FR)
- Fondation UN PAS AVEC TOI
sous égide de la Fondation Apprentis d'Auteuil (FR)
- FOR Foundation (CH)
- GvC Winterthur (CH)
- GvC Züri Oberland (CH)
- Hans und Marianne Schwyn-Stiftung (CH)
- Indosuez Foundation (CH)
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- J&K Wonderland Foundation (CH)
- Juanma Children Foundation (CH)
- Kays Foundation (UK)
- KUMA Consulting GmbH (CH)
- Lancaster Foundation (UK)
- Linsi Foundation (CH)
- LVM Helfen verbindet Menschen e. V. (DE)
- Maiores Stiftung (LI)
- Martin Nösberger Stiftung (CH)
- Maurice and Hilda Laing Charitable Trust (UK)
- Migros Aid Fund (CH)
- MJB Charitable Trust (UK)
- MSC Foundation (CH)
- Otto per Mille Waldensian Church (UK)
- Peter Stebbings Memorial Charity (UK)
- Pinoli Stiftung (LI)
- Reo Stakis Charitable Foundation (UK)

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- Rothen Medizinische Laboratorien AG (CH)
- Rütli-Stiftung (CH)
- Somaha Foundation (CH)
- Souter Charitable Trust (UK)
- srg | engineering (CH)
- Stanley Thomas Johnson Stiftung (CH)
- Stiftung ESPERANZA – kooperative Hilfe gegen Armut (CH)
- Stiftung Sonnenschein (CH)
- Tareno Global Water Solutions Fund (CH)
- The Advantage Foundation (CH)
- The Antioch Foundation (US)
- The Band Aid Charitable Trust (UK)
- The Britford Bridge Trust (UK)
- The Grant Foundation (UK)
- The Make Trust (UK)
- Thoolen Foundation Vaduz (CH)
- UEFA Foundation for children (CH)
- VACS

GIFT-IN-KIND PARTNERS

- International Health Partners
- UN Children's Fund (UNICEF)
- UN Refugee Agency (UNHCR)
- World Food Programme
- World Health Organization (WHO)

INTERNATIONAL BOARD OF TRUSTEES

(as of 31 December 2024)

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Rachel Forster, Member
Anne Headon, Member
Benoit Mandosse, Member
Thabani Maphosa, Member
David Masua, Member
Fady Morgan, Member
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Chin Yong Pak, Member
Clare Tunbridge, Member

EXECUTIVE LEADERSHIP TEAM

(as of 31 December 2024)

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Adeola Akintoye, Finance Director
Fraser Bell, Executive Office Director
Heidi Cockram, ITS & LOGs Director
Gareth Hughes, International Programmes Director
René Meldem, Human Resources Director
Jean-Bernard Palthey, Engagement Director

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- *In March 2024, a Medair team travelled by truck to bring assistance to isolated families in a remote village in Afghanistan's Central Highlands.*



**Your donation
in good hands.**

