



AIRD ANNUAL REPORT 2020

Empowering Communities, Growing Together



Table of Contents

1. A message from our CEO
2. Why we do what we do
4. Small acts showing big results in Tanzania
5. Together against COVID-19
6. 2020 in numbers
8. Where we work
10. The importance of our logistics and construction work
12. Transporting refugees and Non Food Items
12. Construction, Infrastructure and Rehabilitation
13. Workshop Management
13. Warehouse Management
14. Fuel Management
14. Fleet Management
15. Livelihoods
15. WASH
16. Meet the first female mechanic at AIRD Uganda
18. Our financials
19. Preparing ourselves to do more, better

Above: A resident of Kyaka II refugee settlement in South Western Uganda stands outside his semi-permanent house following a cleaning exercise organised by AIRD Uganda and The Ministry of Health

Cover page: Nyadeeni Both, a 29 year old South Sudanese refugee, is happy after receiving her share of Non Food Items delivered by AIRD in Rhino settlement camp, North Western Uganda



A message from our CEO

What can we say about 2020 that hasn't been expressed a million times over by now?

For a sector already fraught with uncertainty from year to year, 2020 undoubtedly taught us in the humanitarian space lessons we are not likely to forget any time soon. We dealt with our own individual personal fears, especially during the first few months of the year, even as we thought carefully about what the pandemic would mean for the People of Concern we serve in already dire situations.

What is obvious is that ours is an industry where working from home will never be feasible for the majority of our staff. And yet in the midst of the pandemic, our people continued to do what they could in spite of the growing restrictions. And for that we are deeply grateful.

Our lessons for 2020...

As much as we could not begin to prepare for a year like 2020, there was no doubt much to learn. Here is what we will take away...

- » Resilience and truly understanding what it means to have tested business continuity systems in place
- » The undeniable power of technology and how it can be harnessed to keep things moving
- » No matter how much planning we do, there will be unknowable unknowns. More important than knowing what's coming is having the right people in place

2020 was a very long year, and yet also somehow it was gone in a flash. We know, nonetheless, that the repercussions will continue to be felt for some time to come. Many of our activities were slowed down, while others were halted as restrictions and safety concerns made them impossible to accomplish. Again, how incredibly trying for those we serve, displaced by conflict, and already facing some of the toughest conditions a human being can go experience.

As we adjusted to working through the “new normal”, our people were able to continue and restart different activities while also incorporating previously unplanned for activities. These were related to COVID-19 and various support activities for staff, partners and displaced people. We are truly proud to say that the resilience of our people shone through this time and despite the tremendous challenges, we still delivered.

We remain resolute in our vision to make things better for displaced people and the communities that host them. We will do more in 2021 and beyond. We would not be here without our donors and partners who make the important work we do possible. We are incredibly grateful to them and we hope to continue the good work together and to grow to do far more.

Through the year, our teams were able to support in transporting and relocating those forcibly displaced to safety, setting up shelters, improving road networks, handing over the keys to rehabilitated school buildings, delivering Non Food Items to implementing partners and storing such items in AIRD managed warehouses among many others. We invite you to read about our activities in 2020.

Thank you.

Mathias Temesgen Daniel
CEO

Why we do What we do



Soap distribution in Gado refugee Camp, Cameroon

In 2020, the number of refugees and displaced people globally hit a new record high of eighty (80) million people (UNHCR, 2020). In an increasingly modern world, it is difficult to imagine that so many individuals could possibly be fighting for access to basic rights such as security, shelter and food.

It is very easy to feel despair at what seems like an unsolvable problem. The needs are so great and yet the resources to meet them are in short supply.

To go on year after year providing much needed services for millions of displaced people requires a level of faith that what we are doing is truly important. It requires that we try to put ourselves in their shoes and orient relevant solutions to meet their needs.

Imagine for a moment being a refugee today. The number eighty million would not mean much to you. All you would know is the hardship of your life and of your loved ones. All that matters is that you are in a safe place with adequate food, decent shelter and clothing. Thereafter, opportunities to be able to go back to school, to be able to work and provide for your family all become important.

Very few people actually relish the lack of autonomy that being a refugee in many countries looks like. They want to thrive and eventually return to their countries of origin without having to restart their lives from scratch.

The fact that there are eighty million other refugees is

not a fact that is easy for an individual to comprehend. They do not want to simply be a statistic. They are individuals who, given the opportunity, will grow and thrive to be valuable members of any society they might be in. They are individuals, forced to wear the tag refugee, who just want **the opportunity for a decent life.**

The opportunity to give a decent life to those displaced is why we exist as AIRD. We want to be there to offer hope to displaced people from the moment they flee insecurity up till the time they feel ready and equipped to return to their homes. Because refugees are individuals. And **one act of kindness can mean changing the trajectory of a life forever.**

At AIRD we want to positively change the paths of as many lives as we can. Refugees and other displaced people are just like any one of us, with the same potential to contribute positively to our communities. We must do all we can to provide them with these opportunities, even in the face of challenges, **because every single life matters.**

We oriented our 2021-2025 strategy towards addressing the needs we see and ensuring that our strengths such as in humanitarian logistics and construction among others, will be directed towards improving the lives of refugees, even as we learn and expand to meet other gaps.

To go on year after year providing much needed services for millions of displaced people requires a level of faith that what we are doing is truly important.



Top left: Women carry water at the humanitarian office built by AIRD in Mulongwe, DRC. Top right: One of the participants of a cleaning exercise organised by AIRD in the Kyaka II refugee settlement, South Western Uganda. Centre: Children in Kyaka II refugee settlement celebrate water delivery after going 3 days without supply due to bad weather and poor roads. Bottom: A hygiene and sanitation awareness session in Gorom-Gorom in Burkina Faso



Above: Kabanga women's group in the process of local soap production

Small acts showing **big results** in Tanzania

A true example of empowering communities and growing together.

Beginning in 2019 and into 2020 the AIRD Tanzania team was determined to contribute to, and improve, the experiences of teachers and learners in schools within the communities around them. An opportunity arose early in 2019 when communities in Buhigwe and Kasulu highlighted the need for photocopier machines in their schools as it was difficult to access print learning materials for their students.

Additionally, a school near the UNHCR logistics base under construction in Mubondo had four sets of toilets shared by the boys and girls in the secondary school, and had requested AIRD and UNHCR to assist with the construction of modern gender specific toilets.

To meet the needs for photocopying at the schools in Buhigwe and Kasulu, AIRD was able to contribute 2 photocopying machines and their AC voltage stabilisers; with one set going to Yanza Secondary school in Buhigwe district, and the other to Hwazi Secondary school in Kasulu District.

The team also fully funded and constructed 6 toilets which for the female students in Mubondo secondary school, leaving the existing toilets for the male learners. The projects were completed in March 2020 and the facilities were handed over to the schools. Segregating these spaces will provide the privacy that the students require and make them more comfortable while using these facilities.

Away from supporting only schools, the AIRD Tanzania was also looking for sustainable ways to assist its community in Kasulu. The team met with the local government authority to discuss some beneficial ways of supporting the community. The local government shared that there were local innovative entrepreneurship groups in Kasulu that were involved in farming, livestock keeping and other small businesses like soap production. The AIRD team, alongside the local government authorities, visited the local groups and zeroed in on three farming groups and opted to boost and grow their activities through the procurement and provision of fertilizer. These will serve to improve their crop yields and grow the farmers earning potential over time.



Above: External view of the six-door toilet built at Mubondo Secondary School to serve female students.



Above: Site visit to the Upendo Mwenda group in the Nyumbigwa area to check on the progress of the crops

The team furthermore saw an opportunity to support a women's group in the Kabanga area by improving their work environment through the building of a peripheral wall and a workshop shed for the production of soap. Soap making is an important source of income for these women, and any facilities that can support them goes a long way towards growing their socio-economic status. The women also shared that they are in the rabbit rearing business and the AIRD team saw the potential for growth of this business. They then decided to add to the number of sheds housing the rabbits to encourage growth.

The AIRD Tanzania team will continue to support these groups through 2021 and monitor the impact of these various interventions, while exploring more avenues to empower the community.

Together against COVID-19

Battling the scourge that was the COVID-19 pandemic in 2020 was a challenge we could not afford to shy away from. We mourned with others as we also lost some of our colleagues to the disease. It became even more important to contribute all we could towards efforts to end the spread.

In **Niger**, the importance of raising awareness, setting up isolation centres and social distancing was identified early. AIRD, under the mandate of UNHCR, was selected as one of the partners to ensure these activities were undertaken effectively. AIRD supported with setting up screening sites in various locations including at the national stadium, Seyni Kountché, in Niamey. This site, built with Refugee Housing Units (RHUs), was set up with a 100 patient/bed capacity. Three additional screening centres were also set up in Tahoua, Agadez and Diffa with AIRD providing support in the form of transportation of materials (RHUs) from the warehouse in Maradi.

In the **Republic of Congo**, we worked with UNHCR to implement activities in the two areas of Likouala and Plateaux to improve access to water, hygiene and sanitation for the benefit of rights holders, asylum seekers and the local population. An awareness campaign was launched in Betou where 5,345 people were educated in social distancing practices in line with government measures. 14 RHUs were furthermore installed as COVID-19



isolation rooms: 9 in the Plateaux region; 3 in Betou and 2 in Brazzaville. A total of 22 water points were chlorinated according to the water treatment protocols recommended by WHO, and 5 water works were made operational at the Betou Center on April 15.

In the **Democratic Republic of Congo**, we supported UNHCR in the setting up of potential isolation sheds for refugees, equipped with beds and mosquito nets. In addition to this, disinfection of different premises was undertaken and testing of staff done to further minimise the possibility of spread of the virus. Masks were distributed in various camps.

At the Head Office in Kampala, **Uganda** the AIRD CEO made a donation on behalf of the organisation in the amount of 50,000,000 shillings to the Ugandan government through the Office of the Prime Minister (*pictured above*) towards efforts to combat the effect of the pandemic in the country.



The AIRD Republic of Congo team geared up to sanitise offices and schools

2020 in numbers...



Transporting Refugees & Non Food Items

96,261 displaced people
assisted and transported safely

8,759,671 total kilometres
covered in transporting people and Non Food Items

483,241 tonnes of Non Food Items
stored and safely delivered to implementing partners

Fleet Management

1,247 light vehicles
carrying displaced
people and staff



37 buses
transporting those
displaced to safety



1,198 motorbikes
able to access hard
to reach areas



187 trucks
lifting heavy loads
across many diverse
terrains



722 generators
working to power
service delivery in
remote areas



Warehouse Management

158,498 m3
storage capacity to accommodate the huge
volumes of NFIs required year round

45 warehouses
managed to high standards
to maintain the quality of
items stored

118 rub halls
operational, with many
located in remote areas



Fuel Management

10,763,667 litres
of diesel issued to run vehicles
and assets

59 fuel stations
serving thousands of vehicles
for staff and implementing
partners

235,266 litres
of petrol received and
managed for staff
and implementing partners



Construction, Infrastructure and Rehabilitation



Latrines constructed with sanitary facilities increased from **290 in 2019** to **828 in 2020**

Health centres built grew from **4 in 2019** to **49 in 2020**

1,136 emergency shelters set up to provide decent accommodation for the most vulnerable refugees

19 boreholes were rehabilitated to increase access to clean and safe drinking water in settlement camps.

Rehabilitated 846 emergency shelters for the most vulnerable households in the settlement camps

WASH



- **41,808,942 litres of water** were trucked to settlement camps to meet the minimum daily amount required for individuals
- **828 latrines** with sanitary facilities constructed

Livelihoods



827 beneficiaries received mentorship and vocational skills training, especially geared towards agricultural activities

Workshop Management

3,039 generator repairs completed

74 workshops operational and keeping assets maintained

166,993 job cards worked on and closed out



Where we work

AIRD worked in ten Sub Saharan countries in 2020.

Niger

180,006 refugees and 191,902 internally displaced

The country is host to thousands of Nigerian refugees fleeing Boko Haram atrocities in western Nigeria and refugees from Burkina Faso and Mali, into the Tahoua and Tillabery regions. Growing internal displacement in the Maradi region as a result of the spill over violence in northern Nigeria is also a contributing factor. The conflicts in the Lake Chad basin and the Sahel region will likely continue to contribute to the rising numbers of People of Concern.

Burkina Faso

583,935 displaced including 25,868 refugees

Burkina Faso is host to tens of thousands of Malian refugees who have been displaced by much of the extreme violence and conflict afflicting many communities in the Sahel region. Two camps, Mentao and Goudoubou, are home to most of these Malian refugees who still occasionally experience insecurity even in the camps. The majority of the Malian refugees fled violence in 2012.

Liberia

28,736 refugees and asylum-seekers

primarily from Côte d'Ivoire fleeing election violence. The favourable protection environment provided by the Liberian government means they can settle in camps and host communities. The vast majority live in Nimba, Grand Gedeh, River Gee and Maryland counties.

Cameroon

1,714,415 displaced including 406,260 refugees

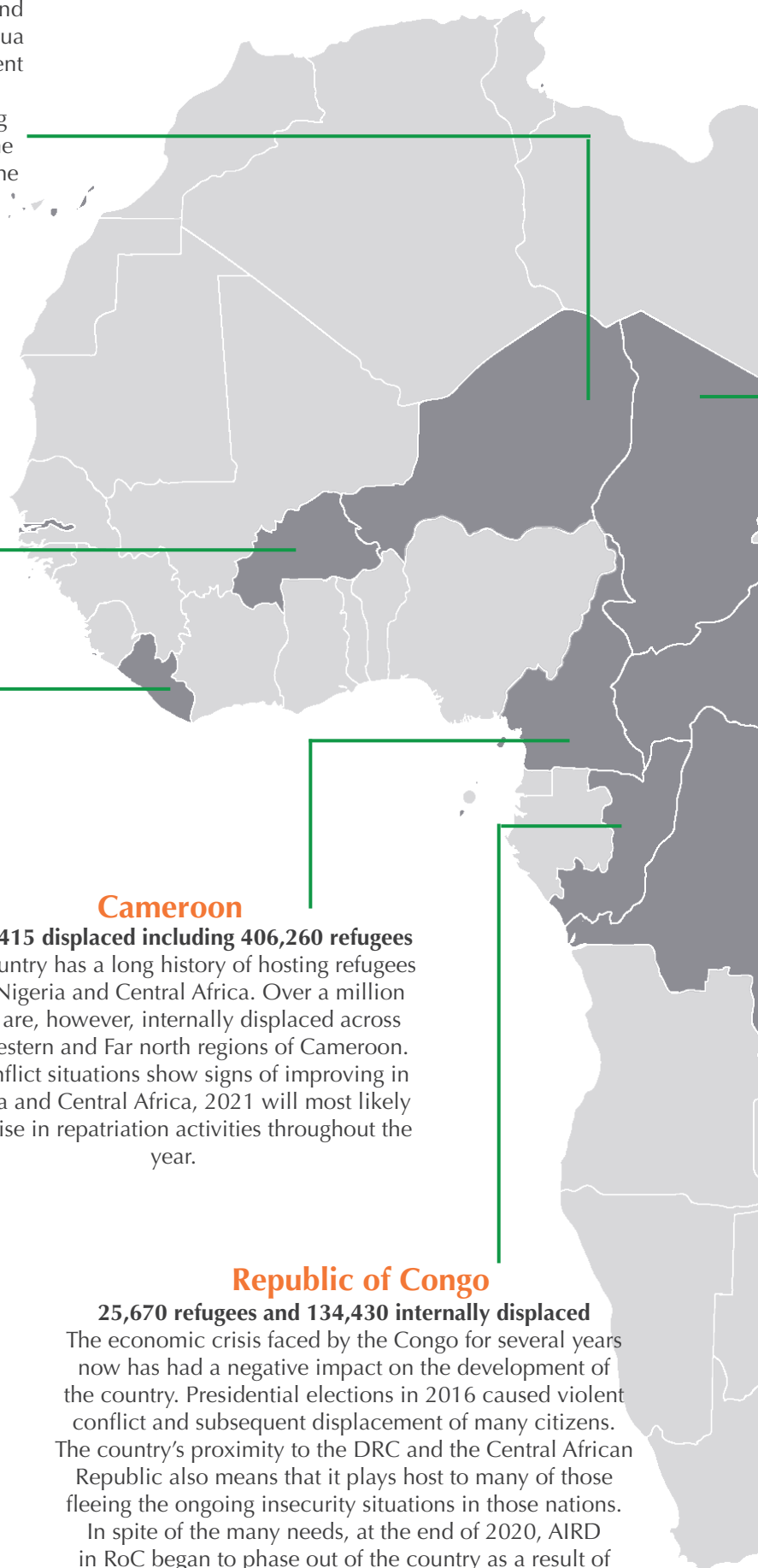
The country has a long history of hosting refugees from Nigeria and Central Africa. Over a million more are, however, internally displaced across the Western and Far north regions of Cameroon. As conflict situations show signs of improving in Nigeria and Central Africa, 2021 will most likely see a rise in repatriation activities throughout the year.

Republic of Congo

25,670 refugees and 134,430 internally displaced

The economic crisis faced by the Congo for several years now has had a negative impact on the development of the country. Presidential elections in 2016 caused violent conflict and subsequent displacement of many citizens. The country's proximity to the DRC and the Central African Republic also means that it plays host to many of those fleeing the ongoing insecurity situations in those nations.

In spite of the many needs, at the end of 2020, AIRD in RoC began to phase out of the country as a result of reduced funding available for 2021 activities.





Chad

442,672 refugees and 170,278 internally displaced

The largest of the Sahelian countries, Chad is relatively peaceful in comparison with some of the nations surrounding it. Insecurity, persecution and conflict in Sudan particularly have resulted in the eastern region of the country playing host to several refugee camps. 55,000 refugees from Sudan alone were recorded in Chad in 2020. Election violence in Cameroon also contributed to 14,000 new refugees in 2020. Libya and the Central African African Republic also contribute to the refugee numbers.

Central African Republic

7,175 refugees and 669,906 internally displaced

Violent conflict over the past few years has driven hundreds of thousands of Central Africans into camps across the country as well as to neighbouring countries. As the situation improves following the signing of agreements between warring parties in 2019, many Central Africans are returning home. Much assistance is required to transport them home compassionately, and ensuring they have the basic necessities to restart their lives and reintegrate back into their communities.

Uganda

1,359,464 refugees

The largest refugee population in Africa and the third largest in the world. Estimated to reach 1,484,356 by end of 2021. Years long conflicts in the DRC and South Sudan have culminated in approximately 400,000 and 800,000 refugees respectively within Uganda's borders. Uganda has one of the liberal refugee policies on the continent, allowing free movement and access to services for documented refugees.

Tanzania

242,171 refugees

A fairly peaceful nation since its independence, Tanzania has been home to tens of thousands of Burundian refugees escaping conflict since the 1960s. Many of these have now become 'naturalized Tanzanian citizens, while more continue to arrive in the present day. Instability in the Democratic Republic of the Congo and Mozambique in particular, are expected to result in renewed displacement while thousands are expected to be repatriated to Burundi.

Democratic Republic of Congo

over 5 million displaced including 527,000 refugees

Widespread conflict in the DRC has resulted in millions of displaced people over the last few decades.

In addition to forcing refugees into neighbouring countries, there are also millions of Internally Displaced People. Insecurity across the country and fights for power and control of mineral rich areas remain a cause of displacement of many Congolese.

On the move with AIRD-

Niger and the Democratic Republic of Congo

Transporting refugees and internally displaced people and their personal belongings to places of safety is one of the most important steps that can be taken in a humanitarian crisis situation. Thereafter, ensuring that they have the items they require to give them a semblance of normalcy is key. AIRD does the work of transporting people and the Non Food Items they need in all our areas of operation. Construction and provision of shelters is further carried out because few things in life are more important than having a place to call home.

In Niger and the Democratic Republic of Congo, we see how the teams managed to deliver for Persons of Concern (PoCs) through a very difficult year.



Above: Registration of refugees before relocation from the Maradi region, Niger

In **Niger**, the presence of jihadist groups in the Sahelian sub-region and persistent inter-community conflicts within the country have made it so that the nation was home to over 580,000 Persons of Concern as at the end of 2020 (UNHCR report). These include in particular Malian refugees, Nigerians and Sudanese amongst other nationalities, plus asylum seekers and internally displaced populations including returned Nigeriens.

Faced with this worrying humanitarian situation, a comprehensive multisectoral response continued in 2020 with the relocation of Nigerian refugees massively present in the villages of Dan Kano, Tankama, Bassira, Elguidi, Tchadi and Dan Dela, in the Maradi region. Out of approximately 62,000 people assisted by UNHCR in the area, more than 9,521 refugees were transported by AIRD to the villages of Garin Kaka, Chadakori and Dan Dadji

Makaou as part of a relocation exercise.

Those relocated benefitted not only from easier access to basic social services such as water, health, education, etc., but also through income-generating activities and other livelihood projects driven by UNHCR. This protection solution also makes it easier to cater for people with specific needs in particular.

With recurrent security crises occurring at almost at all border points of the country, AIRD was asked to transport 5,000 refugees who had deserted the Intikane Reception Zone in May 2020 in the Tahoua region. 1,353 refugees, nearly 850 tons of personal effects of PoCs, 350 tons of shelter kits, 36 tons of NFIs, 132,000 liters of drinking water and other materials intended for the refugees of Intikane were delivered safely and securely.

In Diffa in the east of Niger, facing a daily security situation that is still highly volatile, AIRD's intervention has had to adapt to a curfew that has been in force for six years. This region has been affected by conflict for longer than any other in the entire country. It has therefore been critical that people living in these areas are prioritised in receiving support that enables them to have access to basic social infrastructure and services.

AIRD in partnership with UNHCR supplies raw materials for construction in some of the more urbanized sites, and supports in the maintenance of hydraform brick press machines, a technology that makes brick construction more efficient through the use of fewer raw materials like cement and water.

Through water-trucking and subsequent distribution of drinking water by AIRD to nearly 25,000 PoCs in the Sayam Forage camp, the populations of refugees and internally displaced people are able to have more regular access to this precious commodity.

In the **Democratic Republic of Congo**, AIRD obtained funding from USAID to implement a shelter and WASH project in Djugu territory, Ituri province. This was in order to address the enormous gaps observed in shelters and WASH due to community conflicts that led to significant destruction and displacement of populations in the territory of Djugu. The project aims to improve the housing conditions of 4,000 people by building 800 shelters and 800 latrines and showers and sanitary conditions for displaced / returnees in the territory of Djugu. At least 10% of the beneficiaries are extremely vulnerable.

The project relied on the mobilization and participation of beneficiaries at all stages of implementation. The representatives of the beneficiaries are important stakeholders in awareness-raising activities, household identification, management of tools and construction equipment, popularisation of project messages and monitoring of field activities. Local administrative authorities are heavily involved in the facilitation of the project and support greatly with the delivery of the necessary administrative documents and the identification of the plots.

Project activities are carried out in three areas; Linga, Akpa and Soumboussou, all in Djugu territory in Ituri province.

The selection of beneficiary households is made on the basis of vulnerability, and construction of shelters and WASH activities are carried out taking into account the Sphere standards (a set of principles and minimum humanitarian standards in four technical areas of humanitarian response: water supply, sanitation and hygiene promotion (WASH), food security and nutrition and Shelter and settlement).

The main activities include:

- » The construction of 800 shelters using semi-permanent materials;
- » The construction of 800 latrines and showers using semi-permanent materials;
- » Distribution of Non Food Items and WASH kits to project beneficiaries;
- » The distribution of intimate humanitarian kits to women of childbearing age;
- » Training in local construction for certain beneficiaries;
- » Awareness sessions for beneficiaries

In spite of the serious security issues due to the presence of armed groups launching repetitive attacks against armed forces and civilian populations and roads in extremely poor condition, the work continued. The AIRD team intends to continue providing such important services as long as the needs remain and there are resources available.



An awareness session between partners and some of the community members in Djugu, DRC



A beneficiary stands in front of her completed semi-permanent shelter in Djugu



Collecting materials to facilitate the construction of shelters for beneficiaries in the Djugu territory, DRC



Above: A small family on a bus during a relocation exercise from Djibo to Dori in Burkina Faso

What we do

Transporting Refugees and Non Food Items

When we speak of transportation at AIRD, we are referring to our logistics work. In simple terms, logistics is all about ensuring people and items make it from point A to point B. But what is hidden within that definition is the enormous difference from point A to point B, and what that means for a displaced person who has walked for miles on end to find safety from the conflict that has torn their home apart.

In 2020, 96,261 refugees/IDPs were transported by AIRD across the different country programs, while 483,241 tons of NFIs were handed over to support new arrivals in the different settlement camps.

Our logistics work is critical everywhere we work. In the Sahelian region, for example, (covering countries such as Burkina Faso, Niger and Chad) is one of the worst displacement crises in the world. It is estimated that 1 in 8 people in the Sahel are displaced (UNCHR, 2020). Even in the camps where people run to safety, violence often follows. AIRD supports with transporting and relocating thousands of people displaced in this region, while ensuring that basic items are delivered to them on time. For those wishing to return home, repatriation exercises are carried out in collaboration with partners. A total of 671 returnees from the Republic of Congo were reintegrated back home in the Central African Republic in 2020 according to COVID-19 safety protocols.

Construction, Infrastructure and Rehabilitation

AIRD is involved in setting up the different structures that ease service delivery and administration in the areas that serve displaced people and their host communities across all our countries of operation.

Having a solid roof over one's head is important in any situation, but especially in displaced persons' settlements does this make a world of difference. It can also mean the difference between life and death to have a road or bridge that cuts a journey to the hospital in half, or when they flee across a border to safety and have to wait overnight for transportation at a transit centre.

In 2020, AIRD teams across our ten country operations were able to set up 2,000 transitional shelters, 33 classrooms, 7 community dormitory sheds, 1,136 emergency shelters and 49 health posts among many other structures. 37 kilometres of road were rehabilitated in the DRC to ease transportation of NFIs and movements for the Persons of concern, and an additional 4 bridges were constructed in Liberia to bring the total to 6 up from 2 in 2019.

Working to improve the manner in which construction is undertaken, and using the best and most environmentally friendly raw materials is something we intend to continue exploring in the near future. This will ensure the sustainability of the structures we put in place and their surrounding environments. Hydraform brick technology in Tanzania is just one example of how we are moving towards this reality.

"Hydraform brick technology has been an interesting and new technology to the host community. Generally, in the Kigoma region, a number of people have been interested in how soil and cement is mixed to make a very hard, durable and compressed brick cured in water.

The trainees, as part of the host community, have learnt a lot and become part of the new solution."

**Eng. Ezrom Edward-
AIRD Tanzania Senior
Construction Engineer**

Workshop Management

Delivering services and items for displaced people and their host communities is an ongoing daily activity that cannot be paused for holidays or bad weather.

The vehicles and assets that must work every day to ensure this nonstop activity must be kept in great working condition. This includes the light vehicles, buses, trucks, motor bicycles etc. that carry displaced people and humanitarian workers across great distances in often remote and incredibly rough terrains, as well as assets like generators that provide electricity to run the hospitals, offices and warehouses in these areas.

The AIRD workshop teams' have developed a solid reputation when it comes to repairing vehicles and other assets that keep humanitarian activities going to support our partners, donors and staff in our areas of operation. This was evidenced by the 166,993 job cards closed in 2020.

As part of the 2021-2025 strategy, AIRD is exploring the development of a business arm venture that will see us leverage our expertise in the field of vehicle repair and maintenance. This will grow our funding base and will enable us to provide more services for Persons of Concern.



Above: One of the AIRD mechanics at a vehicle repair workshop in the Republic of Congo

Warehouse Management

When people are forced to flee their homes in search of safety, if they are a little lucky, perhaps they will have a little time to pack some personal possessions. For those who are unlucky, sudden violence can erupt giving them no time to collect any of their belongings. Even for those who do have time to collect some of their belongings, the long and treacherous journeys to find safety, almost always on foot, means that only the bare necessities can be carried. To provide for the basic needs of those displaced, AIRD manages warehouses on behalf of donors and partners, and stores items such as temporary shelters, sanitation & hygiene equipment, blankets, kitchenware etc. in excellent condition - ready to be shipped and distributed at a moment's notice.

Our warehousing teams ensure that all the Non Food Items under their care are registered and carefully tracked from delivery at the warehouse until they are handed over to the final beneficiary.

Having the right items in the right conditions proved especially critical in the first quarter of 2020 when conflicts cause displacements in several areas. An example of this urgent need arose when armed conflict in the Central African Republic meant that 6,991 Core Relief kits and 8,424 emergency kits were desperately required for distribution to Persons of Concern in the areas of Alindao, Birao and Ndele.

Storing and distribution of hygiene and sanitation supplies to fight the COVID-19 pandemic was also especially important in our operations throughout 2020.

Across our operations, the total number of rub halls managed increased from 91 in 2019 to 118 in 2020 and the total percentage usage capacity also grew from 76% to 88%. With more trust placed in our teams by implementing partners, we are growing our capacity and expertise in this area to continuously improve the manner in which we handle warehousing end to end processes, from the point of receiving items up until their dispatch and delivery.

Fuel Management



It cannot be understated just how much fuel “fuels” the work of humanitarian workers. Thousands of vehicles and assets depend on ready availability of fuel to support the movement of thousands of staff and displaced people daily.

Fuel also helps run generators in some of the remotest areas that host refugee camps, where electricity networks are difficult to come by. It is critical that this fuel is managed according to the highest standards possible to ensure minimal loss from evaporation, leakage, waste or theft and to ensure the cleanliness of the fuel.

AIRD employs high standards in the storage, distribution, tracking and reporting of fuel usage for staff and partners/donors across all our countries of operation.

An important example of the need for a fuel management system that works smoothly is in the case of Uganda. As the largest refugee hosting country in Africa, Uganda has designated 14 settlements across the country for the purpose of hosting refugees and displaced people. To facilitate the constant movement of vehicles required to transport new refugee arrivals, relocate others from transit centres and for the monumental task of overseeing the management of over a million displaced people requires a seamless fuel management system. AIRD supports in the provision of this system across Uganda for our offices and other implementing partners. 2,041,517 litres of diesel were distributed at 7 fuel stations across Uganda for these purposes in 2020.

Fleet Management

In many parts of the current remote sub Saharan areas that AIRD and its partners work in, different situations require use of the right mode of transportation.

Fleets consisting of a mix of light vehicles, buses, trucks, motor bikes or even boats must be managed and dispatched whenever needed, while ensuring that those in the driving seats are well trained in the navigation of the environments they will be covering and in the handling of the passengers or items they will carry.

Managing vehicle fleets that can go into their thousands requires a solid understanding of the systems that allow for smooth and seamless operations. Training is therefore taken very seriously and several of our staff in this area have received, and will continue to receive training such as with the Fleetwave training programme undertaken in several of our operations in conjunction with UNHCR.

In 2020, the number of light vehicles under AIRD grew from 997 to 1,247 while the number of motor bikes rose from 706 to 1,198. Generators are also managed under fleet and are crucial in facilitating the delivery of services in very remote areas where reliable electricity remains a dream. 722 generators were managed in 2020, up from 640 in 2019.



Arrival convoy in Tine, Sudan following repatriation from Chad



The fleet of buses that transports thousands of refugees and displaced people to various transit centres and settlements in Uganda

Livelihoods



Beatrice Tarwulay (pictured above) already had basic knowledge in business. Attending the AIRD small business training, however, further boosted her skills. Understanding the advantage of business location and competition which she learned in the training, and using the funds given to her, Beatrice invested in her newly established business in the Zwedru general market where she sells fashionable clothes for both women and children.

With the suitable location of her business, her weekly income has grown to LRD 18,500.00 (94 USD) while her savings is LRD 5,000.00 (25 USD) weekly.

When displaced people move beyond an emergency/crisis into a situation of relative calm and peace, for many, the desire for autonomy and to earn a living for themselves becomes paramount.

AIRD works to provide such opportunities for displaced people in a growing number of our operations. This is through supporting partners in managing of Cash Based Initiatives, agricultural initiatives and business training among others. Ultimately, enabling displaced people to provide for themselves while contributing to their communities is the ultimate goal. This also means that should they ever be in position to return to their original homes, they will do so well prepared to thrive.

An example of the move towards this is in Chad where in 2020, the team partnered with the World Food Programme to deliver two resilience projects in the areas of Gozbeida and Guereda, the aim of which is to defend and restore soils, protect the environment and improve agricultural production. The main beneficiaries of these projects will be refugees and their host communities and the results of these are highly anticipated.

In Liberia, the COVID pandemic meant that only 51 (7%) of a planned 777 beneficiaries attended in-person trainings in small business management. Ultimately, of the 51, 36 beneficiaries (30 refugees and 6 host community members) were selected to benefit from a pig raising project worth \$35,840. This was strengthened through collaboration with Nimba and Maryland County Agriculture Coordinators who conducted training for the 36 beneficiaries' families to manage the pigs for greater productivity, and to boost the knowledge of beneficiaries on piggery project production.

Water, Sanitation and Hygiene (WASH)

No amount of help and support can sustain a community if there is no water. Water is simply life. Use of it for drinking, cooking and ensuring cleanliness & hygiene is critical for the survival and wellbeing of any community.

Sadly, displaced people often find themselves in situations where they lack either the right amounts of water to sustain daily activities, or in the right quality which can put their health at risk. Having the right structures from which to collect and utilise this water is also key. AIRD supports with the construction of WASH facilities in many of its areas of operation. These facilities help to ease the effort required to collect water safely and in the amounts required for daily use for individuals (according to humanitarian SPHERE standards). This is through the construction and maintenance of boreholes, latrines, bathrooms and wells. In 2020, 19 boreholes were rehabilitated (11 in Burkina Faso, and 8 in the Republic of Congo) to increase access to clean and safe drinking water in settlement camps. Water trucking is also carried out in some of our program countries to boost water availability. 41,808,942 litres of clean water were trucked to Persons of Concern in 2020.

It is not enough to provide water in refugee camps and settlements, but also provide education and awareness of the proper way to carry out sanitation and hygiene. An example of this was through training activities in Burkina Faso and the Republic of Congo in 2020 to enhance and improve health in camps. Home visits were made for one-on-one interactive sessions with the camp residents in these countries.

A partnership with UNICEF in Burkina Faso enabled us to reach 8,797 individuals (2,497 men, 3,755 women, and 2,545 children) through awareness campaigns on good hygiene and sanitation practices and behavioural change in the settlement camps. The team was able to distribute 1,000 households with hygiene and sanitation kits, and supported 300 vulnerable females with sanitary pads.

Meet **Prossy Nasaazi** the first female mechanic at AIRD Uganda

Against the will of her mother, who had wanted her to become laboratory technician and thought it shameful for a woman to be a mechanic, 25-year-old Prossy Nasaazi is one of the few females in the heavily male dominated industry. Currently working at AIRD Workshop in Kyangwali Refugee Settlement, she explains what being a mechanic is really like.

"There is always shock the first time people hear about the lady mechanic profession, there is always a request to explain 'how come?', as if there must be an incredible story to explain your choice. There is always prejudice and misunderstanding to some degree" says Prossy.

Much of it comes from the fact that a layperson is not familiar with the details of a mechanic's profession which lends into stereotypes coming in from every corner, which is even worse when you are female.

Working as a mechanic is something that Prossy had always dreamt of doing, but it has been far from an easy road. She was laughed at the first time she went to a mechanical class, and even afterwards when she visited various mechanical workshops requesting for an apprenticeship.

"The first time I sat behind the wheel was terrifying, but I picked it up pretty quickly. A lot of teasing goes on where I work, but everyone gets the same treatment. Male or female, *if you are shy or timid, a garage would be the wrong place to work*," Prossy says.

The reality of being surrounded by men at first meant that she felt as though she had to prove herself. Once she felt she had, it was fine. But the most important thing is that you are doing the job properly, she adds.

Similar to her mother, Prossy's friends mocked her decision but "...if being a mechanic is your thing, then go for it, get into it and don't let the issue of

male or female get in the way...", says Prossy in her advice to females intending to take up mechanics as a profession.

"It's dirty and can be really hard work. Awkward, uncomfortable positions held while lying in a puddle of water are common but the guys I work with are all great. Super helpful and easy to get along with," Prossy says.

Prossy says mechanics changed her life and that she hopes to see more women in the industry. Her role as a female mechanic has proved that being a woman means she is more empathetic and honest - something that clients appreciate.

She is good at changing brake pads, removing shock absorbers and servicing car engines. Prossy, who describes herself as "free styler" in a guy world, says she wants to take on the male dominated profession.

Asked how she relates with men in the garage, Prossy responds; "I have a good working relationship with my workmates and being the only female and youngest on the team, they really support me a lot in various aspects", she said.

AIRD Kyangwali Team Leader speaks out

Juliet Nandawula says', "*Prossy is very hardworking, reliable, ambitious and enthusiastic in what she does.* She is a role model to the girl child in the settlement. And in the future, I see Prossy as one of the females that will inspire refugee girls to take up technical training. We are proud to have a young and inspiring woman on the mechanic team".

Clients speak out...

A Fleet Officer at Medical Teams International (one of the UNHCR partners whose vehicles are maintained by AIRD Workshop) says "...I still had strong belief in me that may be the cars she works on remain in a poor mechanical state. This was until all my drivers, whenever they wanted to do any repair and maintenance, would first ask if Prossy was available in the workshop. From then she won my trust! *I see Prossy as an inspiration to the girl child and I strongly believe it's a motivation to the rest of the outside world*".

"...if being a mechanic is your thing, then go for it, get into it and don't let the issue of male or female get in the way..."

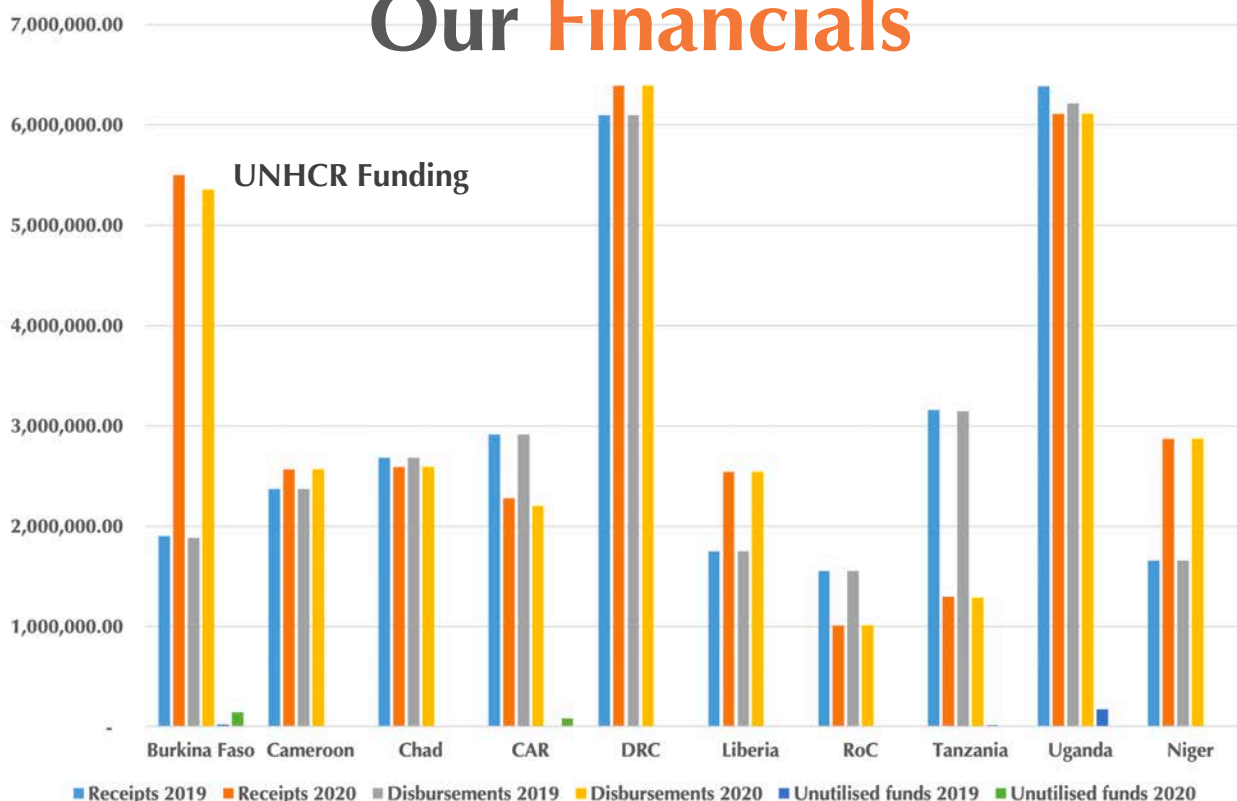


Clad in navy blue overalls, Prossy Nasaazi feels great when in her work clothes and loves when she sees people stare at her in shock as she changes brake pads or repairs motorbikes.



Prossy beneath the hood of a vehicle doing what she does best—repair and maintenance work

Our Financials



COUNTRY PROGRAM RECEIPTS AND DISBURSEMENTS FOR 2020 (USD)

UNHCR FUNDING

Program	Receipts		Disbursements		Unutilised funds	
	2020	2019	2020	2019	2020	2019
Burkina Faso	5,496,351.00	1,900,563.00	5,351,271.00	1,882,212.00	145,080.00	18,351.00
Cameroon	2,562,552.00	2,368,332.00	2,562,245.00	2,368,128.00	307.00	204.00
Chad	2,590,782.00	2,682,352.00	2,590,768.00	2,682,341.00	14.00	11.00
CAR	2,280,254.00	2,911,087.00	2,198,428.00	2,910,891.00	81,826.00	196.00
DRC	6,389,492.00	6,099,065.00	6,388,656.00	6,098,429.00	836.00	636.00
Liberia	2,541,147.00	1,746,621.00	2,540,549.00	1,746,621.00	598.00	-
RoC	1,010,349.00	1,552,627.00	1,010,349.00	1,551,332.00	-	1,295.00
Tanzania	1,292,701.00	3,158,845.00	1,285,392.00	3,143,915.00	7,309.00	14,930.00
Uganda	6,108,243.00	6,383,913.00	6,108,243.00	6,211,526.00	-	172,387.00
Niger	2,866,673.00	1,657,487.00	2,866,653.00	1,657,311.00	20.00	176.00
Sub Total	33,138,544.00	30,460,892.00	32,902,554.00	30,252,706.00	235,990.00	208,186.00
NON UNHCR FUNDING						
DRC USAID	699,408.00		489,511.30		209,896.70	-
WFP Cameroon	60,193.30		60,193.30		0.00	-
WFP CHAD	134,042.65		122,555.82		11,486.84	
UNICEF CAR	104,724.59		104,724.59	-	0.00	-
Sub Total	998,368.55		776,985.01	-	209,896.70	-
Grand Total	34,136,912.55	30,460,892.00	33,679,539.01	30,252,706.00	445,886.70	208,186.00

NOTE

USAID project on going and is expected to end June 2021

WFP-CHAD project on going and is expected to end July 2021


Michael Mawuko Kumabia
Finance and Administration Director

Our teams worked hard to deliver and meet their obligations as per the duties and responsibilities of the Project Partnership Agreements signed with our donors. In a year full of much uncertainty, the teams were able to nonetheless fulfil many of the planned activities. In situations where unutilised funds were reported, challenges often included high levels of insecurity and severe weather conditions that greatly delayed or halted delivery. All efforts were made to minimise the effects of these issues and resume activities as soon as was feasibly possible.

Preparing ourselves to do more, better

2021 is the year we officially launch our game plan for the next five years. We could go on as we have been and we would certainly continue to make an important difference in the lives of those we serve. But we know that to create a bigger and more lasting impact, we need to do much more.

The conflicts causing displacement crises globally are unlikely to come to a sudden end in the next decade. For the people undergoing this upheaval, we owe much more as humanity. We must do everything in our power to ensure that they are safe, have the basics to restart their lives, and have the opportunities to grow where they are so that they can look forward to what the future holds.

It is for this reason that our plan for the next five years rests on achieving the four main goals below.

AIRD will see all operational programmes with a diversified donor base and collaborating partners

Expanded programmes to enter other countries with humanitarian logistics needs

Country programmes will have diversified into development focused activities e.g. livelihoods, environment and WASH

Business Development - evaluate the merits of establishing logistics, vehicle maintenance etc as a business

With continuous learning and involvement in wider operational fields alongside governments, other humanitarian players and the Persons of Concern we serve, we have no doubt that we will go a long way towards meeting our objectives over the next five years.

We are excited to see what kind of impact we will have in the communities we work in, and in those we will grow into.

We remain enormously grateful to our donors and partners who enable us to do what we do. We look forward to working closely to grow together and empower communities.



Setting up COVID-19 isolation centres in the Democratic Republic of Congo



A home visit to raise awareness of good sanitation practices at a refugee camp in Gorom Gorom, Burkina Faso

HEAD OFFICE - KAMPALA, UGANDA
Plot 42 Lugogo By-Pass, Lugogo House, Block C, 1st Floor
P.O Box 32225,
Kampala-Uganda Tel: +256-414289452
Email: info@airdinternational.org
www.airdinternational.org

Empowering Communities, Growing Together