



THE  
LUTHERAN  
WORLD  
FEDERATION

World Service

Member of **actalliance**



# LWF WORLD SERVICE

2020 ANNUAL REPORT

For hope  
and a future





© The Lutheran World Federation, 2020

Published by: Office for Communication, Department for Planning and Coordination

Route de Ferney 150  
P. O. Box 2100  
1211 Geneva 2, Switzerland

Editor: Cornelia Kästner

Design: Weaver Creative,  
[www.weavercreative.co.nz](http://www.weavercreative.co.nz)

ISBN: 978-2-940642-26-7

Contributions by: Cornelia Kästner, Ruth Foley, Léa Gillibert, Philbert Habonimana, Maria Immonen, Leonard Kwelu, Chey Mattner, Susan Muis, Ophélie Schnoebelen, Joseph Pfattner, Marie Rénaux, Caroline Tveoy

Photos: Nu Nu Aye (cover), Lorena Acevedo (31), Geraldo Anyite (32), Daniela Bastidas (20), Allan Calma (2), Sam Chatteriji (25), German Alberto Moreno Clavijo (32), Yagya Gautam (4), Sophie Gebreyes (34), Sean Hawkey (inside cover, 10), Albin Hillert (3, 13, 16, 30), Bhoj Raj Khanal (10), Heidi Lehto (20), Charles Masanga (12), Helan Remzi Muhammed, Justin Notang (21), Pauline

Omagwa (19, 27), Suman Rai (3,8), Ophélie Schnoebelen (6, 9, 34, 36, 39, back inside cover), Ezdihar Shaheen (28), Jojanneke Spoor (16, back cover), Starry Sprenkle (07), Shin Thandar (26), Harriet Turyahabwa (17), Zoraya Urbina (27), Sieglinde Weinbrenner (28)

Cover image: Ms Khin Myint Myint, 38, an ethnic Rakhine entrepreneur, sews face masks in Tan Gyi village in Sittwe Township, Myanmar. Micro-enterprises set up by LWF in Myanmar changed their production to meet the increased demand for reusable face masks among displaced Rohingya and vulnerable Rakhine communities.

Cover photo: LWF/Nu Nu Aye





**IMAGE LEFT**

Amanda, Cristobal, Eta, Iota: Central Americans will remember the year 2020 for its devastating tropical storms. LWF World Service and the local LWF member churches have worked together to support people who have lost everything in those disasters. Here, LWF Honduras Representative Carlos Rivera (with white face mask) visits Chamelecón, Honduras, to look at damage done by hurricanes Eta and Iota.

*Photo: LWF/Sean Hawkey*

# CONTENTS

Welcome	02	Quality services	24
About us	04	Augusta Victoria Hospital	28
COVID-19	07	Rights-based approach	31
Emergencies	10	Safety and security	34
Livelihoods	14	Partners	37
Protection and social cohesion	18	Finances	40
Where we work	22	Governance	45



# Welcome

2020 – the year that the world turned upside down, the year the pandemic hit us all. The year we pivoted globally to make sure our work in the service of refugees, internally displaced people and host communities adapted to take the pandemic into account.



#### IMAGE LEFT

Maria Immonen, Director of LWF World Service, visits a camp for internally displaced Rohingya in Myanmar's Rakhine state, together with the Committee for World Service, January 2020.

Photo: LWF/A. Calma

### **This annual report tells the story of how our work all over the world was impacted deeply by this new disease, and how we needed to learn how to operate in the middle of a new global threat that changed many working modalities.**

You will see how the Augusta Victoria Hospital, which treats extremely vulnerable populations, scaled up its preparedness programs within a number of days and became an instrumental part of the response and a center of excellence in East Jerusalem, serving the Palestinian population. The report also tells how our supporters and donors pivoted too, and enabled all this to happen by providing extra funding, flexibility in reporting mechanisms, and specifically earmarked funding to support staff dealing with the new situation.

But what this report also shows, and what I find most amazing, is that the normal work of World Service and our country programs also continued. Where needed, it was adapted and new methodologies used, but our work in protection and social cohesion, sustainable livelihoods and quality services continued. In 2020 World Service reached over 2.4 million people – girls and boys, women and men. Over half were children whose education and sometimes feeding programs were disrupted because of lockdowns and other restrictions. Our emergency operations in many countries even grew, and it became evident that for communities dealing with displacement, floods or severe drought and malnutrition, COVID-19 was, in the end, just one more challenge to cope with.

Our staff in the field has had to deal with the challenges of restricted movement, inability at times to reach project sites, the stress of unforeseen changes to schedules, inability to plan with certainty. Many frontline staff who spend long periods of time away from their families have undergone extended periods away from home and not being able to take R&R or leave on schedule. All have dealt with the fear of the virus and the knowledge that medical help may not be easily available. And yet, they have stayed at their duty stations, continued with their work and showed compassion and care in how they have approached the people we work with. I want to thank them all for their dedication and commitment. Without our staff, we would be nothing.

The year of the pandemic's arrival taught us to see how fragile life is, even in the wealthier parts of the world. We are inter-connected, and where one of us suffers, we all suffer. As vaccines begin to be used as an element to combat the pandemic we are also reminded that unless vaccine distribution reaches everyone, everyone will remain vulnerable to new waves and new mutations of the virus. None of us will be safe until all are safe.

We thank you, our supporters, for joining us in this work as we continue to find evidence that we can make a difference, for Hope and a Future.

#### **Maria Immonen**

LWF World Service Director





# About us

LWF World Service is a faith-based humanitarian organization. We are particularly known for our timely and professional humanitarian work, for our long-term development experience, and our field presence in hard-to-reach areas.

## IMAGE ABOVE

Mr. Yagya Gautam (center) briefs the local community about the LWF COVID-19 response during a handover of medical equipment at the hospital in Morang, Nepal.

*Photo: LWF/S. Rai*

**The Lutheran World Federation is a global communion of 148 Lutheran churches in 99 countries worldwide. In 1952, it established World Service to provide humanitarian and development support to people affected by war and other disasters.**

Today, LWF World Service has grown to operate in 27 countries in Asia, the Middle East, Africa, and Latin America and the Caribbean. In 2020, we served 2.4 million people, of whom half were refugees and internally displaced persons. We have 7,615 staff globally, mostly national employees and incentive workers, with only 35 staff in headquarter functions, making us a locally connected and highly decentralized organization. LWF World Service also comprises a diverse range of international staff: of the 18 Country Representatives alone, 17 come from different countries across all regions of the globe.

We are driven by a commitment to challenge and address both the causes and effects of human suffering and poverty by linking local responses to national and international advocacy, and we do this by working at individual, community and institutional levels. It is through this approach

that we are able to take the struggles experienced by affected communities to the global level, thereby bringing about change over time.

Recognizing countries shift from emergency to recovery to development conditions, and often back again, we strive to remain with communities for as long as necessary through sustainable, quality programming carried out by committed staff where accountability, learning, safety, and security are prioritized.

A rights-based approach underpins our work in livelihoods, quality services, and protection and social cohesion, paying particular attention to climate and gender justice. LWF World Service operates through strategic partnerships, including civil society and local governments, LWF member churches and faith communities, related organizations, United Nations agencies, and global networks.

During the COVID-19 pandemic, we worked intensively to ensure our work continued in all country programs and emergency operations despite limited travel and restricted access to communities. The statistics you see here and the stories you will read throughout this report are a result of a deeply committed team across all of our operations.

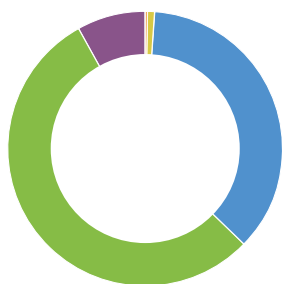




**IMAGE ABOVE**

LWF Volunteer Esraa from Jordan leads a ceramics class at the LWF community centre in Zarqa. Through a variety of activities, the center offers psychosocial support and strengthens social cohesion among Syrian, Iraqi and other refugees in Jordan and their host communities.

*Photo: LWF/Albin Hillert*



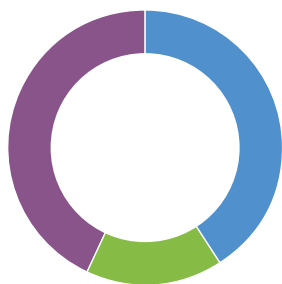
**Our staff**

**7,615**

- Geneva headquarters: 35 staff (0.4%)
- International staff: 54 (0.7%)
- National staff: 2,528 (33.2%)
- Incentive staff: 4,364 (57.3%)
- Volunteers: 634 (8.3%)

**67.8%** 5,162 male

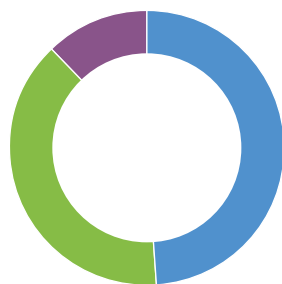
**32.2%** 2,453 female



**People we serve**

**2,484,110**

- Refugees: 1,018,863 (41%)
- IDP: 391,598 (16%)
- Host communities and people at risk: 1,073,649 (43%)



**Age**

- Adults: 1,223,120 (49%)
- Children: 5–18 yrs 959,730 (39%)
- Infants: <5 yrs 301,260 (12%)

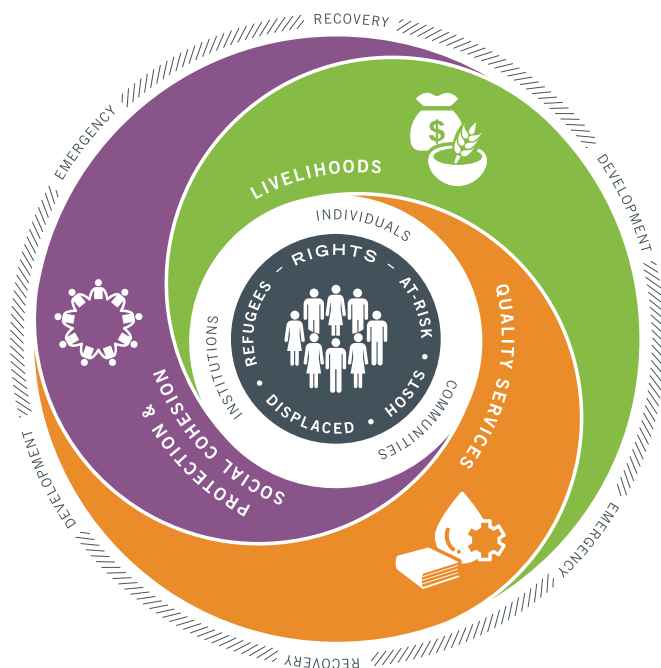
**49%** 1,217,877 male

**51%** 1,266,233 female

Statistics based on data entered in the LWF's PMER System, Newdea, as of 4 May 2021

**OUR STRATEGY**

Our programmatic framework focuses on protecting and fulfilling the rights of refugees, internally displaced people (IDPs) and returnees, as well as hosts and at-risk communities, to access improved livelihoods, quality services, and protection and social cohesion. The three areas cut across the humanitarian, early recovery, and development phases of our work, and embed advocacy and a rights-based approach into each one.





---

## REFUGEES SPEAK OUT

*I am a woman of  
the world. I am the  
inspiration bringing  
women together in  
decision making.  
I am a world changer.*

Poem by Sahara Khalif Jamo –  
Refugee rights advocate, member  
of the KADANA refugee platform  
created with support from LWF.

*Photo: LWF/O. Schnoebelen*





# COVID-19

The pandemic has changed the world as we know it

## IMAGE ABOVE

Students at Vieux Caille school, in a rural area west of Port-au-Prince, Haiti, learn about handwashing and hygiene to protect against diseases and the COVID-19 pandemic.

Photo: LWF/  
S. Sprenkle.

**Already, LWF World Service is seeing secondary and tertiary impact of the virus and, even more, the measures to contain it. When the virus was declared a pandemic in March 2020, LWF World Service quickly adapted programs and projects, working to protect frontline staff and the people we serve.**

A field task force coordinated the LWF response. Each country set up a contingency plan to plan for possible impact of the pandemic on LWF's work.

As part of a global effort, LWF World Service supported almost half a million people in 22 countries through the COVID-19 Response Fund. The fund was used to train staff and teachers, raise awareness in communities, improve water and sanitation, and distribute soap, masks, and other protective equipment.

As lockdowns left more and more people without income, LWF World Service also distributed food parcels and supported home-based livelihood activities. In education projects, funds were used to make study material available as schools were closed, and to keep the students engaged. In addition to this, almost EUR 5,000,000 were allocated to the COVID-19 response through budget reallocations and grant supplements.

At the same time, LWF World Service raised awareness about the long-term effects of the pandemic. On World Refugee Day, we reminded of the effect of lockdowns on those who lost their homes. On International Day of the Girl, we talked about the alarming rise of early marriages, teen pregnancies, and gender-based violence, while featuring girls determined to continue their education. On World Humanitarian Day, we raised awareness about mental health. A field task force has been established to address immediate challenges, and to support programs in their efforts to plan for the long-term effects of the virus.

Realizing COVID-19 will have a long-term effect on how we operate, each country program developed its own Program Continuity Plan which aimed at identifying the impact of the virus and the planning needed to ensure they could continue during, and beyond the pandemic.



*We feel so happy to know that others are thinking about us and are concerned about our safety at this difficult time.*

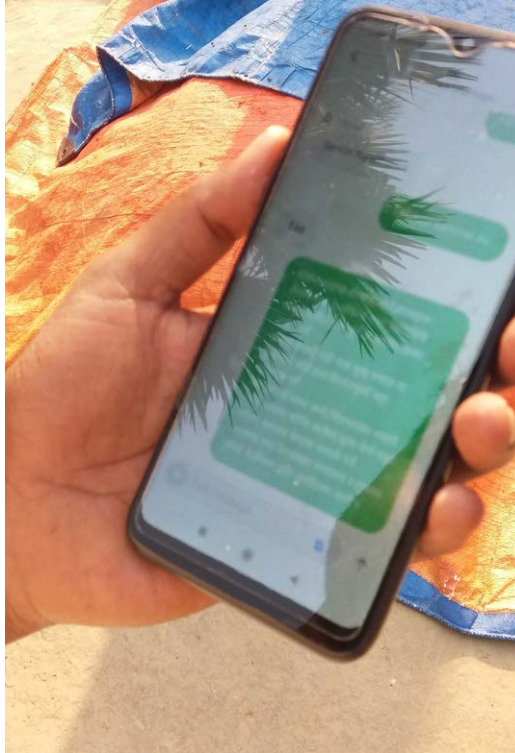
*Ms Phatima Hemrum, chairperson of a saving and credit group that is supported by LWF in Nepal's Morang district*



**IMAGE RIGHT**

A community member from Rangeli Municipality shows her mobile phone with a COVID-19 awareness message she received. LWF in Nepal provided vulnerable communities with information about COVID-19 through short text messages and radio broadcasts in local languages.

Photo: LWF/S. Rai.



*LWF’s support in providing hygiene kits and sharing information and awareness has really awakened us to the need for preventing and protecting family members from the spread of COVID-19.*

*Ms. Wasila Yazdin, mother of six, Iraq*



**COVID-19 RESPONSE IN COLOMBIA**

The most critical challenges are lack of food, water, health care and personal protective equipment.

**RADIO AND SMS REACHING PEOPLE IN NEPAL**

Short text messages and radio broadcasts in local languages are among the effective ways in which the LWF is providing vulnerable communities in Nepal with useful and practical information about preventing COVID-19.



*The pandemic has undone the resilience of the refugees and vulnerable host communities. Their savings diminish as they try to counter the effects of the pandemic, while their earnings decline due to market restrictions.*

*Philbert Habonimana, LWF Country Representative in Cameroon*

**HAITI PROGRAM**

Population density, political instability, water shortages, a lack of health and hygiene infrastructure made the population of Haiti very vulnerable to the spread of the virus. LWF World Service and local partners set up hygiene clubs in schools where children learned to protect themselves in a playful way. As most people depend on the informal economy for survival, stay-at-home regulations were hard to enforce.

**TIPPY TAPS IN UGANDA**

“Tippy taps” (here in Palorinya refugee settlement, Uganda) are a simple and inexpensive way to set up safe hand-washing stations. LWF World Service set up hundreds of those hand washing facilities in refugee settlements in Northern and Western Uganda, organized temperature screening at the entrance to the compound, and raised awareness through home-to-home campaigning, radio talk shows, and megaphones on trucks to broadcast information.

**GROUP ACTIVITIES IN JORDAN**

Zumba on the smartphone: In Zaatari and Zarqa refugee camps, LWF staff continued psychosocial activities for children through online meetings and chat groups. LWF volunteers even taught Zumba classes to children who were confined at home.



**IMAGE RIGHT**

Group activities in Jordan – Zumba.

Photo: LWF/  
O. Schnoebelen



---

## REFUGEES SPEAK OUT

*I am an advocate,  
I can change my  
environment, I  
have the ability  
to turn black into  
light. What the  
world expects  
from me is light.*

Poem by Julien Tundwa – Refugee rights advocate, member of the KADANA refugee platform created with support from LWF.

*Photo: LWF/O. Schnoebelen*





**IMAGE LEFT**

Children sleep under a mosquito net, distributed by LWF in Cox's Bazaar IDP camp for displaced Rohingya in Bangladesh.

Photo: LWF/  
B. Raj Khanal

# Emergencies

In 2020, while actively engaged in the global response to the COVID-19 pandemic, LWF World Service also responded to other emerging and ongoing disasters globally.

**IMAGE RIGHT**

Pastor Julio Caballeros, of the Christian Lutheran Church of Honduras (ICLH), an LWF member church, speaks with people in El Calan, Honduras, who have lost their houses in the hurricanes Eta and Iota.

Photo: LWF/  
Sean Hawkey

The global pandemic has exacerbated the already rising humanitarian needs globally and, at the same time, drew attention away from other crises. Measures to stop the spread of the virus and travel restrictions posed additional challenges for a timely and effective response.

Despite the global restrictions, LWF World Service increased its capacity to respond to natural and human-made disaster. LWF has a network of five Regional Emergency Hubs in Amman (Middle East), Kathmandu (Asia), Nairobi (East and Southern Africa), San Salvador (Latin America and the Caribbean) and Yaoundé (Central and West Africa), which provides capacity for early warning, and a rapid and timely humanitarian response. The hubs provide expertise and experience in strengthening humanitarian coordination, quality, and accountability.

Through local country programs, sometimes together with LWF member churches, directly managed from the Global Humanitarian Coordinator in Geneva, or through the network of regional emergency hubs, **LWF World Service responded to the following key emergencies in 2020:**



**LWF LATIN AMERICA RESPONSE**

It will take years to recover.



## ROHINGYA CRISIS, BANGLADESH



Over three years since violence in Myanmar forced more than 700,000 Rohingya into Bangladesh, refugees continued to wait for safe, dignified, and voluntary return to their homeland. LWF World Service has been responding to the needs of refugees and host communities in Kutupalong in Cox's Bazaar through its former country program, RDRS Bangladesh. In 2020, LWF extended its support to host communities.

### Interventions:



WASH (hygiene and dignity kits), food, environment (reforestation), livelihood, construction of a building for community meetings

### Outreach:

**16,811** individuals  
6,955 men,  
9,856 women

## HURRICANES ETA AND IOTA IN CENTRAL AMERICA



In late 2020, Hurricane Eta (Category 4) and Hurricane Iota (Category 5) hit Central America within two weeks of each other causing widespread damage in Nicaragua, Honduras, and Guatemala. LWF World Service in Central America supported families in the Sula Valley, in the northern region of Honduras, who had lost their homes and were living in temporary shelters.

### Interventions:



COVID-19 (masks, PPE), relief goods (mattresses, blankets), medicines

### Outreach:

**50** families

## VENEZUELAN CRISIS



Approximately five million refugees and migrants have left Venezuela as a result of the ongoing humanitarian crisis in Venezuela. Colombia is hosting the highest number of refugees and migrants. The COVID-19 pandemic worsened the situation.

LWF World Service is responding to this crisis in Colombia and with local partners in Venezuela, among them ecumenical partners and the Evangelical Lutheran Church in Venezuela (IELV). LWF also supports Venezuelan migrants along the Colombian border.

### Interventions:



Protection (trafficking, gender-based violence), WASH, livelihood, food security, COVID-19

### Outreach:

**12,110** individuals



**IMAGE RIGHT**

LWF Country Representative Sophie Gebreyes (center) and Desta Hadera (right), staff of the Development and Social Services Commission (DASSC) of the local LWF member church, the Ethiopian Evangelical Church Mekane Yesus meet Eritrean refugees in a Lutheran church in Mekelle, Tigray, Ethiopia. Photo: LWF/C. Masanga.



## LOCUST INFESTATION AND TIGRAY CONFLICT IN ETHIOPIA



In May 2020, the worst desert locust plague in decades swept over east and the horn of Africa, destroying fields and crops and leaving thousands of farmers in a desperate situation. LWF World Service supported about 1,000 farmer families in three districts with improved seeds, animal fodder, and cash grants to tide over the first months until the next harvest would be grown.

In November, violent conflict erupted in the northern region of Tigray, causing massive displacement both internally and into neighboring countries. LWF World Service started planning a response together with the Development and Social Services Commission of the Ethiopian Evangelical Church Mekane Yesus (EECMY-DASSC) which is already present in the area.

**Intervention (planned):**



WASH, relief goods, livelihood, protection, peacebuilding, cash grants

**Planned Outreach:**

**250,000** people together with partners

## FLOODING IN SOUTH SUDAN



In September, heavy rains caused the Nile to rise, creating flood emergencies all along the river in Jonglei State. LWF, from its office in Panyagor, supported more than 150,000 residents, fortifying and repairing dykes and providing emergency relief goods. LWF has been working in the region for more than a decade. As this kind of emergency occurs regularly in the region, LWF advocates for flood management infrastructure in the region.

**Interventions:**



Disaster response (dyke repair, sand bags, plastic sheets), relief goods (blankets, fishing sets), food, WASH, livelihood

**Outreach:**

**150,000** people

## CIVIL WAR IN SYRIA



LWF World Service has been working in Syria since 2019 through implementing partners Caritas Syria in Aleppo and EPDC in Rural Damascus. In 2020, LWF World Service worked closely with the partners on the ground, providing food, NFI, WASH, protection and psychosocial support, and education. The program also supported children and youth affected by the conflict, and Caritas Syria's comprehensive education program in Aleppo.

### Interventions:



Food, relief goods, WASH (hygiene and dignity kits), protection, education, psychosocial support

### Outreach:

**7,133** families

### IMAGE RIGHT

Borgop camp in Cameroon, home to refugees from the Central African Republic.

Photo: LWF/ Albin Hillert



## MULTIPLE PROTRACTED CRISES IN CAMEROON



Cameroon has been welcoming refugees from the Central African Republic in the east, and the Boko Haram insurgency in the north. In 2020, the crisis between the government and separatists from the English-speaking minority escalated into armed conflict, displacing hundreds of thousands in the northwest and southwest regions of Cameroon.

LWF World Service has been supporting refugees in the east Adamaoua and northern regions of Cameroon, and took first steps to support displaced people affected by the separatist crisis.

### Interventions:



Livelihood, WASH, education, peacebuilding, environment, energy, food, protection

### Outreach:

**180,000** people



23,208

households learned new ways to adapt to climate change.

755

families improved their access to services and markets.



12,371

people learned new vocational skills.

3,680

families increased their production of agricultural or other goods.



10,524

households diversified their production thanks to an increased use of adapted technologies and innovations.



35,160

more families now have sufficient food.



15,004

people have been able to increase their income.



# Livelihoods

The COVID-19 pandemic heavily impacted on livelihoods in the countries we work in. Border closures, restrictions of movement and access to markets, and lockdowns hit already vulnerable families the hardest. Therefore, some of the livelihood work was shifted to providing emergency interventions such as cash grants and cash vouchers, and distribution of food parcels.



**IMAGE ABOVE: HOME-BASED FARMING IN JORDAN**

Irbid, Jordan: Mahmoud Al-Omari opens a barrel in his garden in Al-Mazar. The barrels are used to keep rain water collected via drain pipes in times of the year when there is no water in the house's taps. Mahmoud's is one of 150 families who received support from the LWF in setting up home-based farming in the area of Al-Mazar. By providing tools and seeds, the project has helped 150 families grow food for themselves and, in some cases, also earn an income from selling their surplus at local markets. *Photo: LWF/Albin Hillert.*

Meanwhile, the long-term livelihood work continued under the new restrictions: vocational training was held remotely, whenever possible. Home-based work was encouraged, and people stayed connected through mobile phones and meetings in small groups. The protection of assets such as land, water, seeds, livestock, agribusinesses, and income generating activities was a priority in 2020.

While we could not prevent the pandemic, we continued our work to make communities more resilient, and give them the means and the confidence to adapt to new circumstances, and to recover on their own.



*Working as a family in our own orchard is wonderful. Looking after living organisms, helps the children develop a sense of responsibility and pride. For the teenagers, time spent gardening with the family is time spent out of trouble.*

*Manuel de Jesús Argueta*

## **EL SALVADOR: HOME GARDENS FOR ENVIRONMENTAL CONSERVATION**

The project "Reduction of Risk to Disasters and Climate Change in El Salvador" works with families in the Bola de Monte and El Tamarindo communities, Ahuacapan. The region is keenly feeling the effects of climate change, with extreme weather like droughts and tropical storms. LWF has introduced climate-smart agriculture techniques, which in turn help reduce erosion and build ecosystem resilience.

The families received seeds for a variety of vegetables, as well as aromatic herbs such as coriander and chipilín, to sow in their home gardens in order to improve their diet. The project, however, is more than a gardening workshop: it strengthens capacities, knowledge, and attitudes in the face of climate change; increases the resilience of children, adolescents, youth, and their families; and promotes an articulated approach to reducing disaster risks and preparing for humanitarian response.





#### IMAGES ABOVE

Women in Zaatari refugee camp, Jordan, show masks they made in their sewing workshops. The camp is home to 70,000 refugees from Syria who live in a very congested space.

Photo: LWF/J. Spoor



#### LWF MYANMAR: ECONOMIC EMPOWERMENT FOR WOMEN

“Everyone needs soap!”

### NEW SOURCE OF INCOME: FACE MASKS

The communities LWF serves are resourceful in finding solutions. At the start of the COVID-19 pandemic, many started producing face masks to counter the shortage of protective gear, and secure some income.

Refugees in Zaatari (Jordan) and Kakuma (Kenya) refugee camps adapted the production in their dressmaking workshops to sewing face masks, which were then sold or given for free to the local population. The activity provided especially women with a steady income. In Cameroon, LWF re-allocated vocational training funds for the production of face masks, giving tailoring graduates from previous years an opportunity to earn money while producing protective gear for refugees in the East, North and Adamawa regions.

Microenterprises set up by LWF World Service in Myanmar scaled up their production to meet the increased demand for reusable face masks in the camps for internally displaced people and other communities. The project improved protection and provides livelihood for the most vulnerable population.



*I was no longer taking orders for furnishing outfits for weddings, birthday parties, and so on. I was very worried about my family and how we would make it through this pandemic.*

*Ma Myint Than, entrepreneur, Myanmar*



*Now when the health center runs out of stock, people can come to me. I am happy because this helps me to save lives.*

*Adoum Moussa Abdel Sameit,  
Central African Republic refugee*

**IMAGE RIGHT**

Adoum Moussa Abdel Sameit, a refugee from the Central African Republic, living in Chad, set up a small pharmacy through an income generating activity scheme by LWF.

Photo: LWF/O. Schnoebelen



**LIVELIHOOD AND ACCESS TO LAND FOR REFUGEES IN CHAD**

**IMAGE RIGHT**

The SALIMA project in Uganda supports refugees from South Sudan and the Democratic Republic of Congo. Through a combination of farmer groups, Village Loans and Savings Associations (VLSA), and specialized training, the refugees are able to generate income and to pool their money, thus enabling one after another to set up a small business.

Photo: LWF/ H. Turyahabwa



**MYANMAR: WOMEN'S SAVINGS ASSOCIATION/ THAWDAR LAMIN WOMEN'S GROUP**

Women's savings groups like Thawdar Lamin (Moon) in Myanmar do not only provide families with additional income. They also empower women economically. This gives them leverage and self-confidence to drive change in their communities.

**CHAD: A SPEEDBOAT TO THE FIELDS**

Belpaye Gedeon, a farmer in Chad, always crosses a river to get to his fields. The crossing happened in a canoe, a dangerous means of transport as harvest time coincides with the start of the rainy season in October and November, and the rising of the river. Also, the canoe could only take few people, Gedeon could never bring the entire family, as is custom and needed during harvest time.

Through a community micro-project, Gedeon and other community members decided to invest in the purchase of a speedboat, with the support of the LWF. The management of the boat is community-based and the service is available to everyone according to established rules of use. "Previously, I used the canoe to go to my field, which cost me dearly and limited the number of people who would have to go to the field, but thanks to the speedboat, all my family can work in the field, which has increased my harvest."

It was agreed that community members would pay for the boat after the first harvest, which turned out to be much bigger than in previous years. Gedeon who drives the community boat, now has additional income as all his family members can participate in farming works, and feels proud by ferrying his neighbors safely across the river.



*I say thank you to those who have thought in this direction to relieve the sorrows of vulnerable farmers. Before we could easily lose an entire family while crossing in a canoe."*

*Belpaye Gedeon, farmer and ferryman*



21,831

people received protection assistance.



11,345

people now know more about their rights, and how to protect themselves and others.



1,384

communities/groups supported to ensure inclusion of people with disabilities.



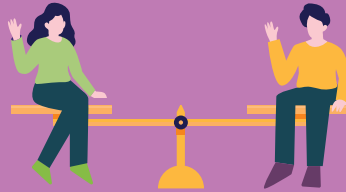
57,849

people accessed psychosocial support.



1,864

children used child-friendly spaces (in South Sudan and Nepal).



We engaged

179

faith leaders in initiatives to promote social cohesion.



45,936

men and women say they are now more aware of gender equality.

# Protection and social cohesion

Protection and social cohesion are integral parts of all our projects and programs. We work to support the most vulnerable, and to empower the marginalized, so everyone can realize their full potential.

**Like a magnifying glass, COVID-19 has exposed inequalities, and with it the protection needs and risks during the past year. It has increased already existing abuse, exploitation, neglect, sexual and gender-based violence and discrimination. Economic hardship has resulted in negative coping mechanisms. The resilience of communities we serve has been tested severely.**

With special campaigns around the situation of girls and refugees, LWF World Service raised awareness for some of these concerns.

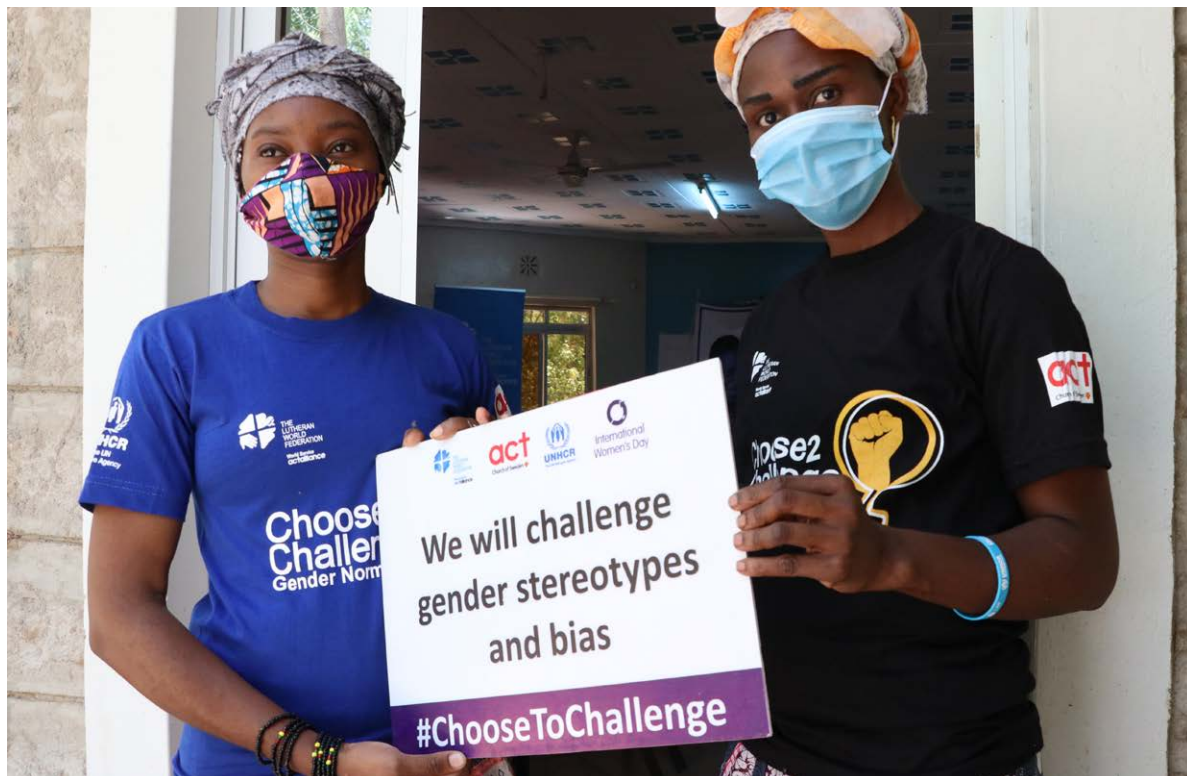
We put an emphasis on strengthening community-based protection structures, like women’s groups and village development committees, girls and boy’s mentorship programs and peace community groups. In the long term, we continued to work with state level child protection authorities to meet their statutory duties, and influence social norms and behaviours to better safeguard those most vulnerable.

As we see the secondary and tertiary effects of the pandemic unfold, protection becomes even more important in LWF World Service’s work.

**IMAGE RIGHT**

With the “Choose to challenge” campaign, young women in Kakuma refugee camps publicly question cultural norms which keep women from realizing their potential.

*Photo: LWF/P. Omagwa*



**SHADIA'S MESSAGE FROM KAKUMA, TO ALL GIRLS**

“We are girls, and we can do anything in the world!”

**GIRLS, PROTECTION AND COVID-19**

The COVID-19 pandemic heavily impacted on girls in the communities where LWF World Service works. Staff reported an increase in sexual and gender-based violence, teen pregnancies and early marriage. Families who had lost their income due to COVID-19 restrictions resorted to marrying off their daughters, to collect a dowry. The long school closures cut vulnerable girls off from child rights clubs and protection focal teachers. Girls, more than boys, were asked to take care of sick family

members and to help with household chores, instead of following remote classes. Based on a recent study, the United Nations fears that half of the female students worldwide will not return to school after the pandemic.

On the International Day of the Girl (11 October), LWF raised awareness about the situation of girls, and shared stories female students who beat all odds to continue their education. In Ajong Thok refugee camp, South Sudan, female students gathered to prepare messages for the local radio station.





**IMAGE LEFT**

Orlando Balcarcel, survivor of antipersonnel mines, now works as an LWF promoter in Arauca, Colombia. LWF supports the local survivors' organization Asodigpaz (Asociación de sobrevivientes de Minas Antipersonal Luchando por la Dignidad y la Paz

— Association of Landmine Survivors Fighting for Dignity and Peace), which supports people affected by land mines, and conducts workshops on mine risk in the region, that continues to be affected by the Colombian civil war.

Photo: LWF/D. Bastidas



**A NETWORK TO STOP EARLY MARRIAGE**

LWF dealt with 50 cases, but we suspect that the actual number is ten times higher.

**KENYA: STOP EARLY MARRIAGE**

Zawadi (16) was a hard-working student in primary grade 7 when her family tried to arrange a wedding against her will. Zawadi and her family are refugees from Somalia, who found a temporary home in Kakuma refugee camp. The girl suspected the plan when her family took her to have her date of birth changed on her identity papers to make her appear older.

Zawadi confided in a teacher at one of the LWF-run schools. LWF reported the case to the police. The marriage was stopped, and Zawadi was enrolled into a boarding school, where she continued her education in a safe environment. LWF also facilitated a mediation process to reconcile the girl and her family.



*It wasn't easy. Family members gave me a hard time, making me think I made a mistake reporting the matter at school, as much as I knew the decision was right. No one should be made to marry someone against their will. I look forward to going back to school and rebuilding my life.*

Zawadi (name changed)

**IMAGE RIGHT**

A young refugee paints a house during a mental health retreat for young refugees in Palorinya, Adjumani, Lamwo, and Kyangwali refugee settlement, northern Uganda.

Photo: LWF/H. Lehto

**Stats**

**16,000**

refugee children in Kenya benefit directly.

**102,000**

refugee children benefit indirectly from LWF child protection work.



LWF trained 21 Protection Focal teachers in each of the 21 primary schools in Kakuma refugee camp.



In 2020, LWF dealt with 50 cases of early marriage in Kakuma.



**IMAGE RIGHT**

Fibi Bitrus, a refugee student from the bilingual high school of the Minawao Camp, and Déphine Vougaye, a student at the Laïc college of Mokolo, Cameroon, embrace during the festival of youth on 11 February. Photo: LWF/ J. Notang

**UGANDA: MENTAL HEALTH**

Having escaped the civil war in South Sudan, young refugees in northern Uganda have seen death, violence, and loss. Many are traumatized, which impacts on their lives in the camp, and their prospects for the future. LWF in 2020 started a pilot project of mental health retreats with ten groups of teenagers in Palorinya, Adjumani, Lamwo, and Kyangwali refugee settlements. The program combined recreational activities, therapeutic exercises, and life skills, conflict resolution training, relaxation exercises, and various sports and art activities.



*Supporting children and youth affected by conflict and trauma to reflect on their life experiences is an important step towards healing, emotional well-being and nurturing resilient, peaceful, and productive individuals and communities.*

*Patrick Kyeyune Kafuuma, Psychosocial Officer in the LWF Uganda program*

**UGANDA: WORKING WITH FAITH LEADERS**

LWF World Service works closely with local and traditional faith leaders, whose natural authority with the community can help to protect the most vulnerable.

When COVID-19 threatened the South Sudanese refugee camps in northern Uganda, the LWF team in Uganda worked with the bishop of the Diocese of Kajo-Keji in South Sudan, to raise awareness about proper sanitation and social distancing. The bishop visited the refugee camp and joined an LWF road drive, speaking to his displaced congregation.

**In every refugee response, the host community is key to welcoming and integrating refugees, a contribution which often goes unnoticed. LWF works with host communities and local leaders, to build peace and find sustainable solutions for all.**



**CAMEROON: FOSTERING SOCIAL COHESION**

Every year (up to the coronavirus pandemic), the students of Minawao refugee camp in northern Cameroon celebrated youth day together with their peers from high schools and colleges in surrounding localities. As local authorities and other influential politicians participate in the celebrations, LWF used the festival to advocate for the local integration of refugees.



*You are not born a refugee; you don't even choose to be. But... we become it!*

*Fibi Bitrus, Nigerian student in Cameroon*

**COLOMBIA: MINE RISK EDUCATION**

The departments of Arauca and Chocó, Colombia, are littered with land mines and unexploded ordnance from the Colombian civil war. LWF works with local communities to form associations of survivors who raise awareness about land mines, and support survivors.

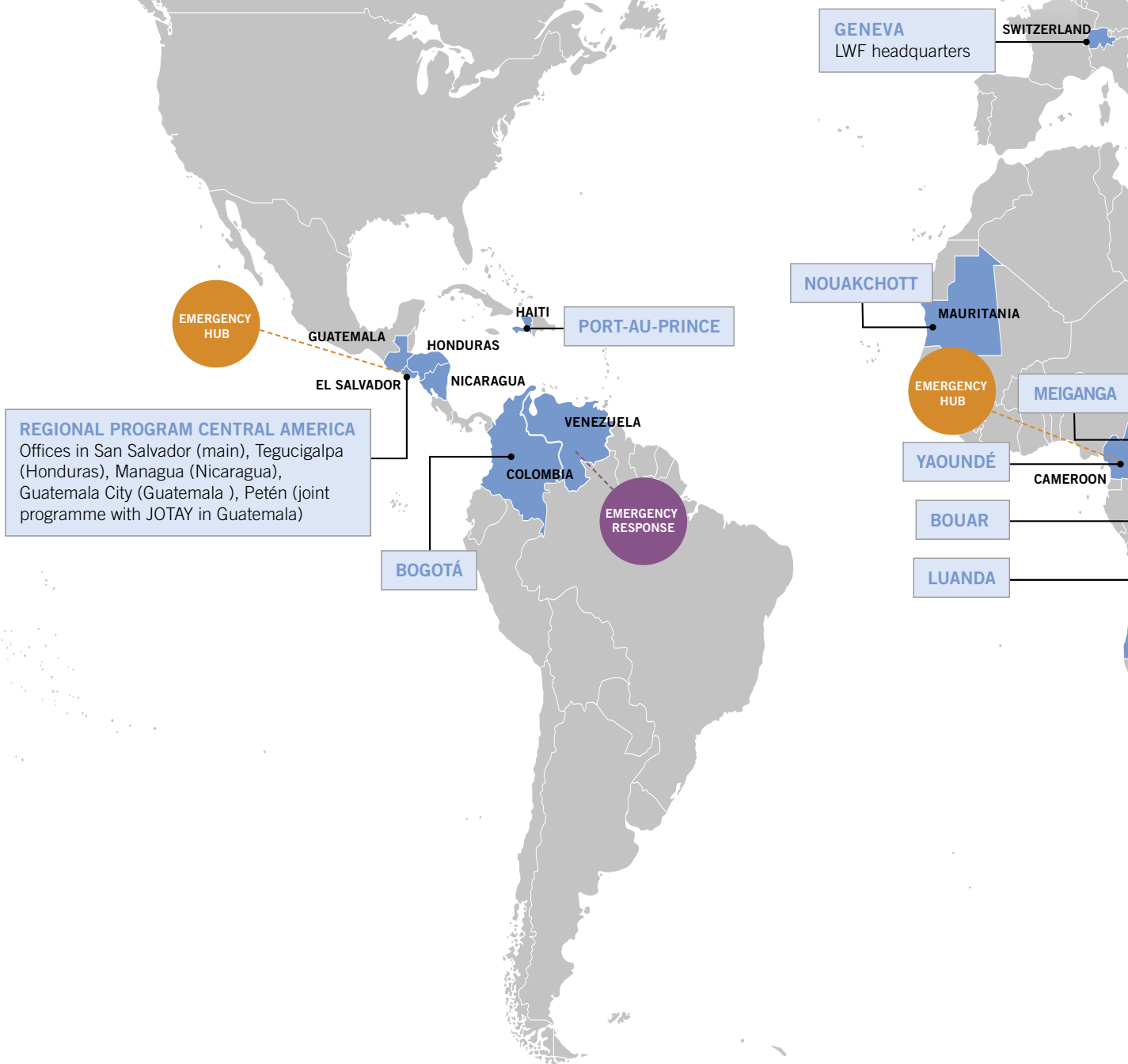
In 2020, the survivors of Antipersonnel Mines, Unexploded Munitions and Explosive Traps of the departments of Arauca and Chocó have effectively contributed to the visibility and mitigation of the impact of antipersonnel mines in their territories and at the national level. People achieved a better quality of life and access to their rights as a result of psychosocial support, peer support, and legal support.

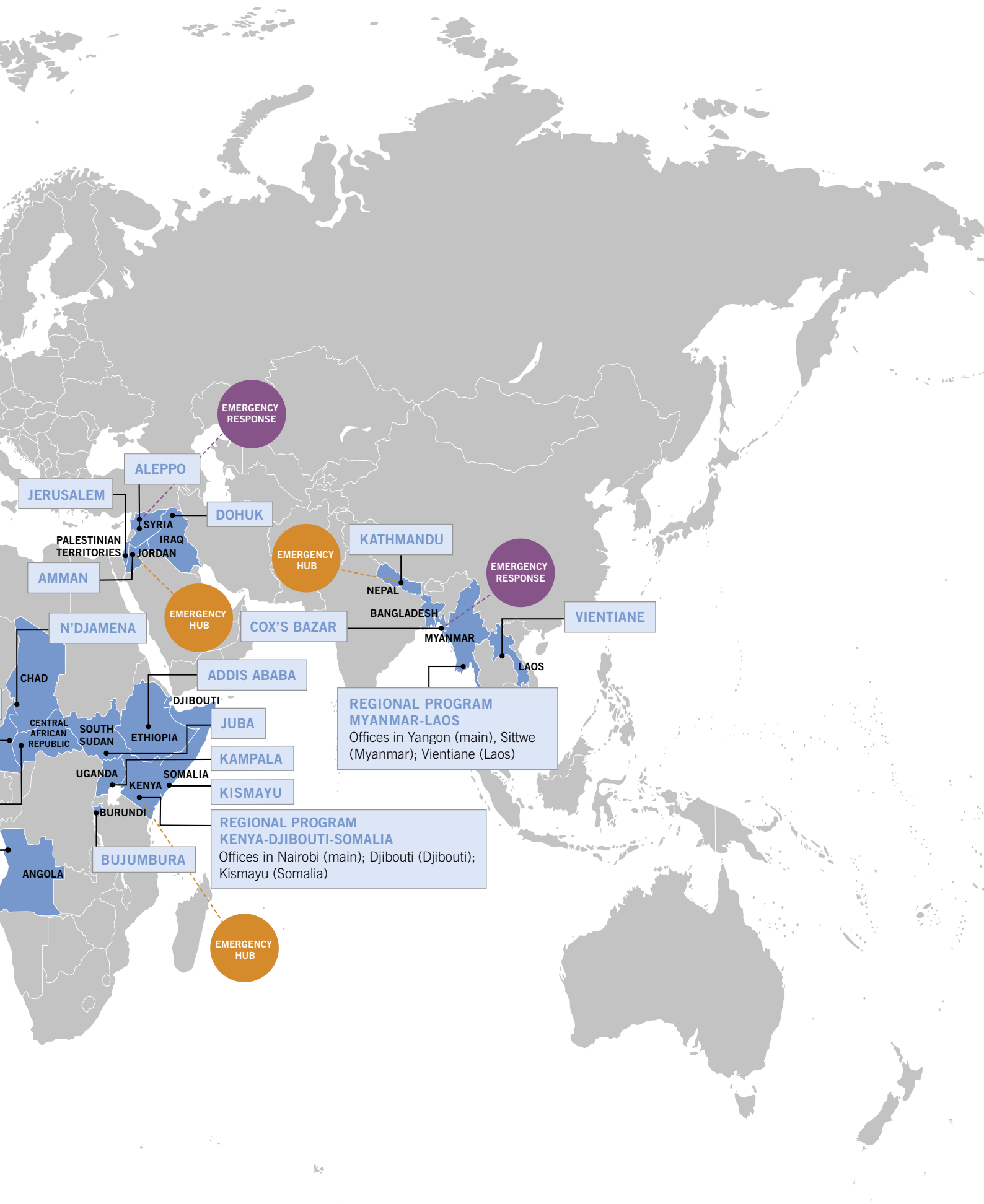




# Where we work

LWF main offices in our country programs and emergency operations







We distributed solar lamps to  
**3,196** families.



We provided  
**9,416**  
families with  
food baskets.



We teach and  
support the production of  
energy-saving stoves.



LWF set up latrines for  
**45,486**  
people.



We provided  
**175,885**  
people with emergency  
relief goods.



We provided  
emergency shelter to  
**5,559**  
people.



**250,150**  
people received  
health services.



**97,363**  
people were enrolled in  
schools managed by LWF.



We provided  
**320,436**  
people with access to  
safe drinking water.



**286,632**  
people learned new personal  
hygiene methods.



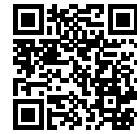
# Quality services

Quality services summarizes several interventions, which allow the people we serve a life in dignity. They include access to water and sanitation, distribution of essential relief goods, shelter, education, and energy. The provision of such services is the fundamental duty of local authorities. LWF World Service steps in when these break down because of acute crises and displacement.



**IMAGE LEFT**

People disinfect their hands before distribution of relief goods in Burundi.  
 Photo: LWF/S. Chatterji



**FOOD DISTRIBUTION IN NORTHERN IRAQ**

Internally displaced people who have lost their livelihood because of the COVID-19 pandemic receive food parcels from LWF in northern Iraq.

The COVID-19 pandemic made these services even more urgent. We introduced a new water and sanitation guideline, and worked to equip people with access to soap and clean water, as well as protective gear, where needed. Confinement measures increased the number of families in need of food assistance. With schools closed, education services had to be adapted to make sure the students were not left behind. Our work at the Augusta Victoria Hospital also had to adapt to new sanitation measures (page 28/29).

At the same time, LWF continued projects to protect the environment and provide people with clean energy, and responded to several disasters, providing shelter and basic relief goods (page 10-13).

**IRAQ: FOOD DISTRIBUTION TO COMMUNITIES**

To respond to COVID-19, the government in Iraq, like in many other countries, issued movement restrictions and other measures which impacted on the livelihood of many families. Those working in street businesses or as day laborers lost their source of income, for many months.

The LWF team in northern Iraq distributed food aid to vulnerable families in Summel District in Dohuk Governorate.

**IMAGE RIGHT**

The LWF team in northern Iraq distributes food aid to vulnerable families in Summel District in Dohuk Governorate. To respond to COVID-19, the government has issued movement restrictions and other measures which impact on the livelihood of many families.

Photo: LWF/ H. R. Muhammed







#### IMAGE ABOVE

Daw Ma Saw Myint, head teacher of an LWF-run temporary learning space in Myanmar, experienced herself the limited opportunities for girls and women. She is trying to keep adolescent girls in school.

Photo: LWF/S. Thandar



#### COVID-19: BUILD BACK LIVES AND RESILIENCE IN NEPAL

LWF and the City of Geneva support marginalized families.

### NEPAL: WATER AND SANITATION

The COVID-19 pandemic has hit Nepal hard. While the infections are highest in urban centers like Kathmandu, people feel the economic impact everywhere. Especially in rural areas, many low-income families relied on the salary of a family member who worked abroad. When borders closed and companies lost income, the migrant workers were among the first to be laid off, leaving thousands of families back home without income.

The loss of income has consequences in many areas: houses, latrines, and water pumps are not being repaired, exacerbating the sanitary situation. Children, already affected by school closures, have to work or take care of younger siblings while their parents look for jobs.



*I debated whether to go begging at the community market, but I thought of my children and their future. I do not want them to feel weak and hopeless or to feel the stigma of having to beg.*

*Sakina Khatun, disabled from a childhood infection and mother to five young children.*

LWF provided 2,300 families with sustainable access to safe household restrooms and safe water. The families received soap and hand washing equipment. In addition, LWF focuses on livelihood support.



*All these people already have valuable skills, which we can build on. This project aims to build resilience, so people have the means to fall back on if disaster strikes again.*

*Bijaya Bajracharya,  
LWF Nepal Country Representative*

## KENYA, MYANMAR, SOUTH SUDAN: SUPPORT REMOTE LEARNING

### IMAGE BELOW

Students follow radio lessons in Kakuma refugee camp, Kenya. As schools were closed to contain the spread of COVID-19, LWF partnered with local radio stations to continue classes for about 100,000 refugee students attending LWF-run schools in Kenya. Photo: LWF/P. Omgwa

### IMAGE FAR RIGHT

LWF Central America Country Representative Martin Ruppenthal (right) helps distribute food parcels to students attending The Salvadoran Lutheran University (ULS), after hurricane "Amanda." Photo: LWF/Z. Urbina

The COVID-19 pandemic impacted heavily on education. The schools and Temporary Learning Spaces managed or supported by LWF in Kenya, Jordan, Myanmar and South Sudan were closed for most of the year, to prevent the spread of the virus.

LWF adapted its programming and supported students in remote learning. In Kenya and Myanmar, LWF staff together with partners in the education sector have developed homework packages for the students. In Kenya, those were handed over in person, giving teachers also an opportunity to follow up on the students' situation. LWF partnered with a local radio station near Kakuma refugee camp, Kenya, for remote classes, and purchased radios for girls and vulnerable students. In Myanmar, where camps were inaccessible for months, LWF worked through community-based staff.

While these materials may help keeping students engaged, they cannot replace full-time education, let alone the protection a regular school attendance brings. With schools closed, students miss the free midday meals offered there, as well as the contact with child protection focal teachers. (see also page 16/17).

## EL SALVADOR: SUPPORT FOR STUDENTS AFFECTED BY CYCLONE "AMANDA"

Following two devastating hurricanes, the LWF Central America program supported scholarship students of the Salvadoran Lutheran University (ULS) with food and hygiene kits, to keep them in school.

In Central America, the COVID-19 lockdown and subsequent loss of livelihood coincided with two tropical storms, Amanda and Cristobal, in late May. A large part of the students attending Salvadoran Lutheran University (ULS) come from low-income communities in rural areas. They make a living through informal commerce that helps them cover basic expenses. Lockdowns had already deprived them of the usual jobs which would pay their rent and food. The hurricanes destroyed what little reserves they had left.

Upon request from the Salvadoran Lutheran Synod, the Central America program provided some of the most affected students with a parcel of non-perishable food and hygiene supplies, which would support a household of 4-5 people for three weeks.

Statistics from the university show what would have happened without this kind of support. Since the lockdown, one-quarter of the ULS student body has dropped out. Some left because they had no internet and could no longer follow lessons, the majority because they lost the employment, income from which they used to pay their school fees and living expenses.







# Augusta Victoria Hospital

AVH adapts in order to maintain services during the COVID-19 pandemic

## IMAGE LEFT

Community outreach to fight breast cancer: In October 2020, AVH, with the help of many donors acquired a mobile digital mammography unit, to offer Palestinian women an opportunity for free screenings. The pink bus started its deployment in Hebron.

Photo: LWF/  
S. Weinbrenner

**The LWF-run Augusta Victoria Hospital (AVH) in East Jerusalem is a center of medical excellence, serving five million Palestinians in the West Bank and Gaza. AVH, accredited by the Joint Commission International for its outstanding quality, offers specialized care that is not available in other hospitals in the West Bank and Gaza, including radiation therapy for cancer patients, and pediatric hemodialysis.**

AVH is able to continue operating because of the support of LWF member churches and longstanding partnerships with the United States of America and the European Union. AVH and the other five East Jerusalem hospitals rely on earmarked funding from the US and EU to the Palestinian Authority to help cover the cost for cancer patients and others referred to the hospitals.

The year 2020 for the LWF Jerusalem program and Augusta Victoria Hospital was marked by many accomplishments, but also numerous additional challenges due to the COVID-19 pandemic.

## AVH RESPONSE TO COVID-19

As the patients of Augusta Victoria Hospital are in the high-risk group of people in danger of COVID-19, the hospital's emergency response plan took effect immediately in March 2020. Patient intake was responsibly monitored, patients and companions were screened before arriving at the hospital, triage areas were set up, and infection prevention protocols implemented. LWF partners helped secure personal protective equipment for the medical team.

After a few weeks, AVH was capable and authorized to conduct COVID-19 tests. The testing capacity, the protective measures, and the selfless personal commitment of LWF employees helped to keep the virus under control within the hospital.



#### IMAGE RIGHT

AVH staff bring in the first doses of a vaccine against COVID-19. The medical personnel in east Jerusalem was included in the national vaccination campaign, to protect the staff and the high-risk patients at the hospital.

Photo: LWF/E.Shaheen



#### AVH DANCES THE JERUSALEMA

Challenge Jerusalema from the Augusta Victoria Hospital on the Mount of Olives in Jerusalem, with support by Oscar- Palestine.

The AVH doctor leading the infection prevention unit was present on campus 24/7, for tracking and tracing of patients. The LWF guest house, which stood empty due to the lack of tourists and visitors, was transformed into a dormitory for AVH medical staff on a 14-day shift. It was very challenging period, particularly in the early days when little was known about it globally. AVH doctors and senior staff explained how to stay healthy and safe in TV and radio shows, and played a leading role in the Palestinian response to the pandemic.

Despite the COVID-19 pandemic, the AVH community outreach team continued its diabetes and breast cancer screening programs. In October, 2020, AVH replaced its regular mobile mammography clinic with a new, state of the art digital mobile mammography clinic.

## Figures:



31,857  
radiation sessions



23,131  
dialysis sessions



30,422  
chemotherapy sessions



6,959  
unique patients served in 2020



6,162 women reached through the mobile mammography clinic (4,688 were trained on performing breast self-examinations and 1,474 received mammography screening)



20 cases of breast cancer detected and treatment started



3,221 people reached by the mobile diabetes clinic



54 frontline professionals trained in diagnosis and treatment of chronic diseases

## COVID-19 statistics:



AVH lab performed 3,269 COVID-19 tests for staff, patients, and visitors



118 staff infected and 186 quarantined, 86 patients infected, out of which 10 sadly lost their lives to the virus



## ALLOW CHILDREN TO BE WITH THEIR PARENTS

Although AVH is specialized to treat children with cancer, hospital staff cannot attend to their young patients from Gaza the best way possible. Security checks and missing permits for the Israeli checkpoints delay treatment or prevent parents from accompanying their children.

In one out of five cases, the Israeli security check does not allow for parents to be with their children when they undergo radiation, chemotherapy, or major surgery. The separation during such a critical time is traumatizing for the children and endangers the success of their treatment.

The case of a three-year-old girl made international headlines. Her mother had not been permitted to travel and even the sick toddler had been classified as a security risk. Therapy was delayed by six months, while the parents re-applied.



*Children die because of that waiting period.*

*Dr. Khadra H. Salami, Pediatric hematology and oncology specialist at AVH.*

In a side event to the 43rd session of the United Nations Human Rights Council, LWF, Médecins du Monde (MDM), and Physicians for Human Rights Israel (PHRI) demanded that children diagnosed with cancer be treated without delay, and be accompanied by at least one parent.



### PALESTINIAN CHILDREN'S ACCESS TO HEALTH CARE

Security checks delay treatment and hinder parental accompaniment.







# Rights-based approach

From local to global

## IMAGE RIGHT

A woman from The Group of Women of the Peasant Markets that has set up community gardens and leadership training for women affected by Colombia's conflict.  
*Photo: LWF/L. Acevedo*

## IMAGE LEFT

Four-year-old Lana, from Gaza, with her mother in the pediatric ward at the Augusta Victoria Hospital in Jerusalem. Lana is undergoing a month's radiation treatment for a brain tumor.  
*Photo: LWF/Albin Hillert*

**LWF World Service follows a community-based and rights-based approach. Rather than simply focusing on the delivery of aid and services, we support people to organize and empower themselves, and to claim their rights at the local, national and international levels to achieve lasting improvement in their lives.**

## MERCADAS CAMPESINAS

Livelihoods and human rights: A project in Arauca, Colombia, combines the two and empowers women. The Group of Women of the Peasant Markets (Grupo de Mujeres de las Mercadas Campesinas) has set up community gardens and leadership training for women affected by Colombia's conflict.

The Arauca district in the East of Colombia, is rich in natural resources. The region has been contested during the Colombian civil war, and there is still activity by paramilitary groups. The population suffers from violence and marginalization. LWF has been supporting sustainable livelihoods projects, prioritizing Indigenous groups and women.

The women, however, did not only learn about agriculture. They also received information on family issues and human rights. This information is valuable because, despite all the violence, there is no institutional presence in the area. Survivors of the armed conflict now turn to the women's groups for support, and to receive legal advice, and information on protection.



**IMAGE RIGHT**

Youth playing at the bank of the Río Pogue, Atrato.

Photo: LWF/  
G. A. Moreno Clavij



**COLOMBIA: A COMMUNITY PROTECTS THE ATRATO RIVER**

The Atrato Basin, a hotspot for biodiversity in Chocó, Colombia, has been degraded by extractive industries causing pollution and deforestation, which negatively affected the local communities.

Afro-Colombian and Indigenous communities of the Atrato have also gravely suffered from 50 years of armed conflict. With support from civil society organizations, local communities won a historic ruling in the Constitutional Court in 2016: the River Atrato was recognised as a subject of rights, and local communities had their rights to life, health, water, food security, healthy environment, and culture reaffirmed.

A Commission of Guardians was set up, comprising women and men from local communities, to safeguard the rights of the river and promote the implementation of the court ruling. LWF is supporting the Guardians of the Atrato in implementing livelihood initiatives outside of mining, and in advocating at national and international levels for the protection of the river's and the communities' rights.

**IMAGE BELOW**

A witness testifying during a mobile court session in Adjumani.

Photo: LWF/G. Anyite



**ENABLING REFUGEES AND COMMUNITIES TO CLAIM THEIR RIGHTS**

In Chad and Angola, LWF has worked with refugees and communities so they could secure their access to land and protect their livelihoods. Community Development Committees in Angola are now recognized as municipal human rights commissions by authorities, resulting in their reports being channeled to ministries in the capital city. As a result, government was able to take action to respond to communities' claims, for example, organizing civil registry campaigns in Moxico Province.

In Kenya, Uganda, and Chad, LWF has been actively involved with partners to get refugee rights on the national human rights agenda, resulting, for example, in the adoption of the Asylum Law in Chad in late 2020. The Kenya refugee platform for refugees by refugees, named KADANA, was actively engaged in advocating for refugee-specific needs during the COVID-19 pandemic.

In Uganda, access to justice for refugees and post-conflict communities has been a priority in the past few years, following up on the government's commitment through the Universal Periodic Review to improve in this area. As we aim to ensure that commitments and promises made at the international and national levels are translated into concrete improvements in people's lives at local level, three mobile aid clinics were held with local authorities, both in prison and in the community. Seventy-one refugees and nationals benefitted from speedy trials of cases related to murder, rape, aggravated robbery, and aggravated defilement.



*Justice was served. The accused being imprisoned deters other people who would want to commit the same offence in society. They will see what has happened to this one and avoid committing such offences.*

*Erika Moses, Adjumani district, Uganda. In a mobile court session, the man who had raped her daughter was sentenced to prison.*

### UNIVERSAL PERIODIC REVIEW (UPR) OF HUMAN RIGHTS

Being well-connected to local communities as well as the United Nations in Geneva enables LWF to bring the voices of those who are seldom heard to the global level. All of our work in this sector is done through a non-confrontational approach. We are working with governments and local authorities to enhance their capacity to respect and protect human rights.

LWF supports the United Nations Human Rights review mechanism by initiating or supporting national coalitions of civil society organizations. With our support in Myanmar, Nepal, and Mozambique, they collected information from the communities and submitted reports to the UN Human Rights Council in 2020. LWF also supported delegations of civil society to present their findings and lobby diplomatic missions through modalities turned on-line due to COVID-19.



*Human beings are part of nature, not above it.*

*Harol Rincon Ipuchima, Coordination of Indigenous Organizations of the Amazon Basin (COICA)*

### A SPOTLIGHT ON WOMEN'S RIGHTS

Women are often the first to feel the impact of a human rights violation. Gender analysis and action to reduce barriers, fight discrimination, and empower women and girls are integral to our program cycle and a prominent part of our advocacy engagements.

In South Sudan, a country that has the fifth worst index for women, peace, and security in the world, LWF was active from local to international levels to promote women's rights: submitting a report to CEDAW, creating fact sheets on sexual and gender based violence and access to education, commemorating International Women's Day with a panel discussion involving students from three universities, developing local and interactive radio talk shows. On the International Day of the Girl Child, LWF in Ajoung Thok refugee camp celebrated the day by raising awareness about child marriage, education, and SGBV.



*Girls should be given the right to education in order to brighten their future and at the same time to develop leadership skills.*

*Pupil from African Inland Church School, Juba - South Sudan*

#### Figures:



**3 UPR alternative reports submitted by local actors in Nepal, Myanmar, and Mozambique**



**10 countries in Angola, Mozambique, Kenya, Uganda, South Sudan, Ethiopia, Chad, Colombia, Nepal, Myanmar**



**EUR 1,110,000 budget in 2020**





# Safety and Security

Health risks and social and political instability

## IMAGE ABOVE

An LWF car drives through a refugee settlement in Chad, one of the most insecure working areas for LWF.

*Photo: LWF/  
O. Schnoebelen.*

## IMAGE RIGHT

Refugees from the Tigray conflict in Mekelle, Ethiopia.

*Photo: LWF/S. Gebreyes*

## Civil unrest and a steady rise in instability across the globe have made the working environment for humanitarian staff increasingly volatile.

The COVID-19 pandemic exacerbated existing global challenges, further exposing the underlying causes of insecurity, inequality, racial tension and nationalism. Violent extremist groups and organized crime gangs have exploited the pandemic in most regions.

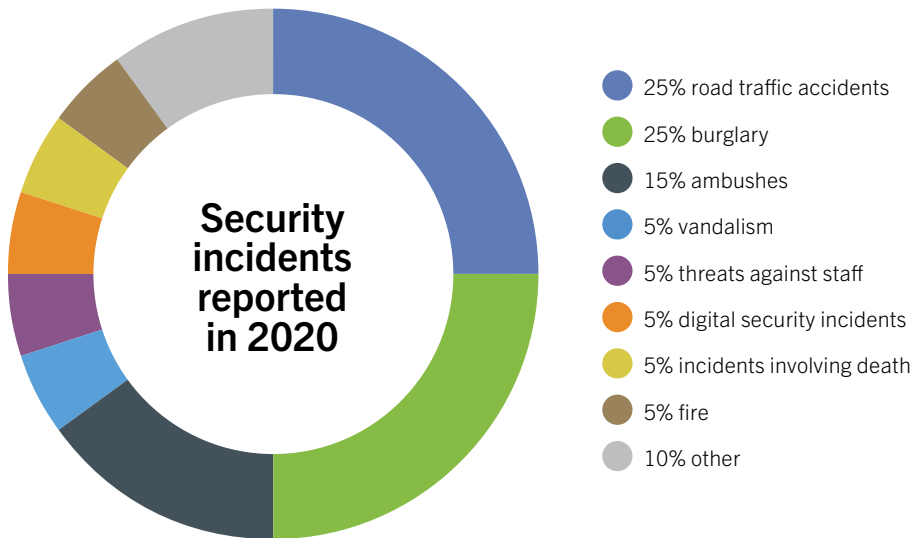
LWF has been part of this changing security context. During 2020, several countries LWF works in (Uganda, Somalia, Central African Republic) held elections which resulted in violence. The outbreak of violence in the Central African Republic around the elections has caused looting of LWF premises, and made relocation and evacuation of LWF staff necessary.

The conflict in the Tigray region in Ethiopia hampered humanitarian access. To assess the needs and plan a humanitarian intervention, LWF had to conduct a thorough security assessment and put measures in place to keep the colleagues involved safe, and serve the people in need.

The LWF security advisors were also members of the LWF Communion Office COVID-19 task force and COVID-19 field task force, providing advice and developing contingency plans.

As the LWF security risk management has improved over the recent years, it enabled LWF to provide rapid operational support to the teams present on the ground, to ensure continuation of program activities in times of heightened situational instability, and during the COVID-19 pandemic.





**During 2020, the LWF Safety and Security team worked on the following:**

- context-specific security and safety briefings for new staff
- security and safety advice, and support during critical situations
- regular updates, and new tools and standard operational procedures for the LWF Security Pack
- advice during security/safety incident management;
- site security and safety assessments
- issue LWF World Service S&S newsletters to promote a culture of security in the LWF
- staff training and capacity-building for staff to assess security risks themselves.

**LWF incidents**

When assessing the trends of the LWF security incidents, the type and countries of reported incidents remain the same as in 2019. In 2020, LWF noticed a decline in the LWF reported incidents. This is most likely due to the COVID-19 pandemic which reduced and restricted staff movements. Most incidents happen during movement of staff.

A new trend is cyberattacks, such as phishing and malware. The LWF security advisor raised awareness and conducted trainings for staff.

Every year, at least one LWF office faces a fire. Field staff regularly receive training on handling fires and equipment.





---

## REFUGEES SPEAK OUT

*I am peace, hope  
for the hopeless.  
God can raise you  
anywhere. Being a  
refugee does not  
mean you are dead.  
If you have peace,  
you can have  
anything.*

Poem by Nzeyimana Gaudiose –  
Refugee rights advocate, member  
of the KADANA refugee platform  
created with support from LWF.

Photo: LWF/O. Schoebelen



**IMAGE RIGHT**

Philbert Habonimana (left), Country Representative, greets colleagues at the Gado refugee camp, Cameroon.

Photo: LWF/A. Hillert



# Partners

The work of LWF World Service is only possible through the support of partners and donors. Committed to cooperation, transparency and accountability, we aim to strategically nurture those partnerships in the best interest of the people we serve.

## RELATED ORGANIZATIONS

World Service has long-standing, vital relationships with agencies of LWF member churches and other churches involved in humanitarian assistance and development. Related organizations provide a major share of program funding, and collaborate closely in areas such as program planning and operations, strategy, policy development, joint advocacy, and staff secondment.





## INTERNATIONAL ORGANIZATIONS

World Service's long history and successful track record in aid and development work makes us a major, trusted implementing partner of international organizations. These are often agencies belonging to the United Nations or closely affiliated with it, as well as organizations representing the European Union in humanitarian affairs.



## NATIONAL GOVERNMENTS

Financial and technical support is also received from national governments, usually through our partnership with related organizations.



## ECUMENICAL AND INTERFAITH PARTNERS

As a founding member of the ACT Alliance, World Service continues to play an active role with other members on the ground, in country forums, with regional offices, and within the Geneva secretariat. We strive to respond to emergencies through ACT mechanisms in a coordinated, timely, and effective manner. Following the Memorandum of Understanding with Islamic Relief Worldwide (renewed in 2017), and the Joint Declaration of Intent with Caritas Internationalis (2016), we aim to strengthen our relationship with the Islamic community and Roman Catholic Church to create sustainable change in the lives of those who suffer from poverty, disaster, and marginalization.



## NETWORKS

With its head office in Geneva, World Service actively participates in, and contributes to, other international humanitarian networks and organizations, linking its operational presence and experience to influence global policy and advocacy efforts.



---

## REFUGEES SPEAK OUT

*We are refugees,  
but found no space  
to express ourselves  
as human beings.  
We are advocating.  
I am the eagle not  
giving up, I speak up  
and rise up alone  
when people are in  
danger.*

Poem by James Birindwa Makanda  
— Refugee rights advocate, member  
of the KADANA refugee platform  
created with support from LWF.

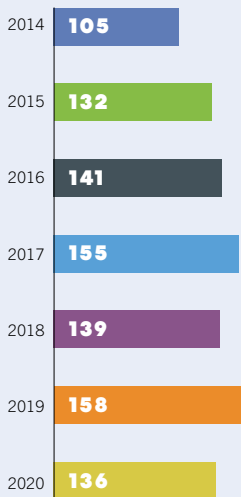
Photo: LWF/O. Schoebelen



# 2020 Financial Overview

Ensuring a sustainable future

## 7 Year Total Income in euros (2014-2020)



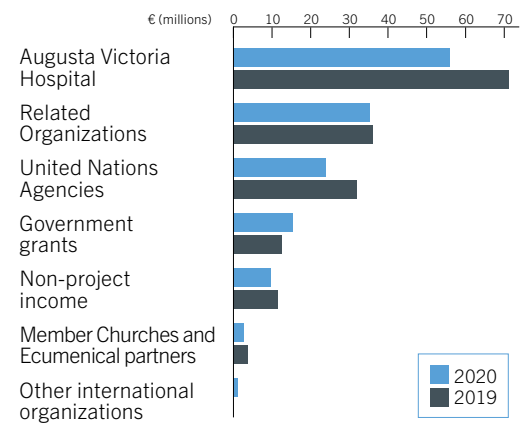
**We closed the year with balanced financial results. Income for the year was EUR 136 million as compared to the total expenditure of EUR 133 million. Income reduced by 14% while the expenditure went down by 2% in 2020 as compared to 2019. The decline is attributed to the operational restrictions caused by the COVID-19 pandemic.**

Income was generated from our related organizations (EUR 33 million), United Nations agencies (EUR 23 million), government donors (EUR 14 million) while EUR 53 million of the income relates to Augusta Victoria hospital in Jerusalem. Ecumenical partners, LWF member churches, and other international organizations provided the rest of the income.

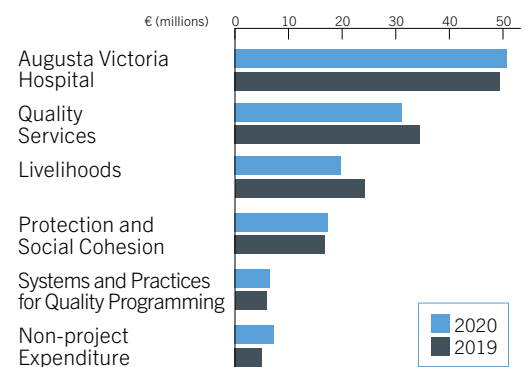
We spent the funds in strict compliance with the objectives and goals set out by our funding partners. Similarly, the expenditures were incurred in line with our 2019-2024 strategy.

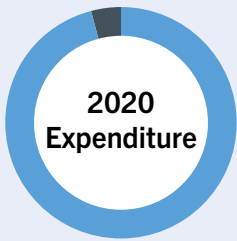
In pursuance of our strategic goals, 23% of the expenditure went into Quality Services, 15% in Livelihoods while 13% was spent on Protection and Social Cohesion. Augusta Victoria Hospital accounted for 38% of the expenditure. In general, there were marginal reductions in expenditure within the strategic priority areas except the protection and social cohesion. This was due to new COVID-19 response projects.

## Income by funding source



## Expenditure by strategic objectives





- Field projects expenditure **96%**
- Geneva expenditure **4%**

Expenditure on management and coordination at the World Service office in Geneva was 4% of the expenditure globally. The coordination function focused on increasing quality programming through improvement of organizational systems, resource mobilization, quality assurance, accountability, sound financial management, relationship management, effective development of staff, and by ensuring staff safety and security in all the areas where we work.

In accordance with our mandate, we engaged in humanitarian and development work across the globe. In financial terms, the largest expenditures were incurred in our programs in the Middle East (42%) driven by Augusta Victoria Hospital, followed by 40% in the programs based in Africa.

COVID-19 had a profound impact on our operations. Country programs responded to the pandemic by reallocating existing budgets and supplementing grants. In total, World Service allocated EUR 5 million towards the COVID-19 response in 22 countries. The response was focused on the primary and secondary impacts of the virus on communities, and on the safety of our frontline workers.

Due to COVID-19 related restrictions on travel, we adopted a remote audit methodology to ensure continuity in carrying out the regular internal control reviews and compliance audits. Audit recommendations from external audits were followed-up through desk-based reviews.

We have consistently maintained a healthy balance between assets, reserves and other liabilities. Most of the assets are held in restricted cash balances and accounts receivables. The liabilities comprise unexpended project balances and staff related provisions. We held EUR 70 million in reserves. The vast majority (90%) are field-restricted reserves including those held by the Augusta Victoria Hospital.



- Africa **40%**
- South/Central America **6%**
- Asia **8%**
- Middle East **42%**
- HQ – GVAHQ, Geneva **4%**



- Funds re-allocated/re-directed funds in response to COVID-19 **31%**
- Additions to existing grants in respect to COVID-19 **17%**
- New COVID-19 funding **52%**



- Total assets **50%**
- Total liabilities **13%**
- Reserves **37%**





## DISCLOSURE ON EXPENDITURE CLASSIFICATION

In order to provide additional disclosures required by the Swiss ZEWO certification (standard 9 of Zentralstelle für Wohlfahrtsunternehmen), specific schedules have been added to the consolidated financial audit statements. The expenditure classification is based on the overall LWF financial statements for the year ended 31/12/2020 in euros:

Zewo Classification	Project-related Expenditures	Fundraising-related Expenditures	Administrative-related Expenditures
Staff-related expenditures	3,178,004	1,688,877	6,188,561
Operating expenditures (other than payroll)	125,387,801	336,152	7,089,084
Contributions made to implementing partners	0	0	0
Depreciation of fixed assets	0	0	1,272,098
<b>Total expenses</b>	<b>128,565,805</b>	<b>2,025,029</b>	<b>14,549,743</b>
Share of each category in %	91%	1%	7%

## AUDITED FINANCIAL STATEMENTS OF DEPARTMENT FOR WORLD SERVICE

Full financial statements for the year will be made available on the LWF website.

### BALANCE SHEET AS AT 31 DECEMBER 2020 (EUR)

	Note	2020 Unrestricted	2020 Restricted
<b>Assets</b>			
Total assets less liabilities	3.1	71,723,738	16,395,846
Programs/project balances receivable	3.2	0	8,824,396
<b>Total Net Assets</b>		<b>71,723,738</b>	<b>25,220,242</b>
<b>Liabilities and Reserves</b>			
<i>Current Liabilities</i>			
Unexpended balances on programs/projects	3.2	0	15,414,215
Current accounts – former associate/field programs	2.11	0	530,743
<b>Total Current Liabilities</b>		<b>0</b>	<b>15,944,958</b>
<i>Long Term Liabilities</i>			
Field staff provisions	2.12	0	9,228,646
International staff provisions	2.12	388,680	0
Global Emergency Revolving Fund		0	46,638
<b>Total Long Term Liabilities</b>		<b>388,680</b>	<b>9,275,284</b>
<b>Total Liabilities</b>		<b>388,680</b>	<b>25,220,242</b>
<b>Reserves</b>			
General Reserve	2.13	6,443,501	0
Institutional Capacity Development Reserve	2.13	585,000	0
Resettlement Administration	2.13	640,400	0
Field-designated reserves	2.13	63,666,157	0
<b>Total reserves</b>		<b>71,335,058</b>	<b>0</b>
<b>Total liabilities and reserves</b>		<b>71,723,738</b>	<b>25,220,242</b>

**Department for World Service**

**INCOME AND EXPENDITURE STATEMENT  
FOR THE YEAR ENDED 31 DECEMBER 2020 (EUR)**

	Unrestricted	Restricted Global Projects	Restricted Field Projects	Total 2020	Total 2019
<b>Operating Income</b>					
Member churches and related agencies	2,168,740.99	607,326.28	32,744,622.74	35,520,690.01	38,425,860.00
Other partners	-	24,989.72	38,157,902.80	38,182,892.52	45,194,586.00
Net AVH/VTC operating results	-	-	2,178,642.66	2,178,642.66	16,079,432.00
Jerusalem AVH income	-	-	50,774,896.34	50,774,896.34	49,468,541.00
Administration fees	2,307,168.55	-	-	2,307,168.55	2,501,854.00
Non-project income	6,241,072.51	-	-	6,241,072.51	4,796,052.00
Non-implementation projects	-	-	1,071,686.62	1,071,686.62	1,434,760.00
<b>Total Operating Income</b>	<b>10,716,982.05</b>	<b>632,316.00</b>	<b>124,927,751.16</b>	<b>136,277,049.21</b>	<b>157,901,085.00</b>
<b>Operating Expenditure</b>					
Staff-related costs	3,490,227.14	-	-	3,490,227.14	3,403,876.00
Travel and representation	44,310.73	-	-	44,310.73	206,383.00
Other operating expenses	344,955.19	-	-	344,955.19	368,609.00
Project expenses	-	632,316.00	70,675,098.21	71,307,414.21	130,984,737.00
Jerusalem AVH expenses	-	-	51,002,319.00	51,002,319.00	-
Non-implementation projects	-	-	1,071,686.63	1,071,686.63	1,434,760.00
Non-project expenses	5,401,471.20	-	-	5,401,471.20	5,105,124.00
Committee for World Service	6,507.16	-	-	6,507.16	2,218.00
Central services allocation	991,743.60	-	-	991,743.60	984,905.00
Consulting	14,286.13	-	-	14,286.13	27,343.00
Membership fees	21,241.75	-	-	21,241.75	22,539.00
Audit and other professional fees	55,720.20	-	-	55,720.20	28,340.00
<b>Total Operating Expenditure before recharge</b>	<b>10,370,463.10</b>	<b>632,316.00</b>	<b>122,749,103.84</b>	<b>133,751,882.94</b>	<b>142,568,834.00</b>
Activity-based charges to CPs	(508,034.20)	-	-	(508,034.20)	(358,201.00)
Central Services fee to CPs	(346,309.19)	-	-	(346,309.19)	(375,324.00)
Activity and expenses charged to projects	(16,189.30)	-	-	(16,189.30)	(12,990.00)
<b>Operating Result Surplus / (Deficit)</b>	<b>1,217,051.64</b>	<b>-</b>	<b>2,178,647.32</b>	<b>3,395,698.96</b>	<b>16,078,766.00</b>



	Unrestricted	Restricted Global Projects	Restricted Field Projects	Total 2020	Total 2019
<b>Financial (Expenses) / Income</b>					
Net exchange gains (losses)	(13,840.86)	-	-	(13,840.86)	(7,372.00)
Net gains/(losses) on shares	-	-	-	-	-
Interest income	-	-	-	-	-
	(13,840.86)	-	-	(13,840.86)	(7,372.00)
Bank charges	53,110.03	-	-	53,110.03	40,944.00
<b>Net Financial Result</b>	<b>(66,950.89)</b>	<b>-</b>	<b>-</b>	<b>(66,950.89)</b>	<b>(48,316.00)</b>
<b>Extraordinary (Expenses) / Income</b>					
Project Mozambique	17,008.80	-	-	17,008.80	-
Project expenditures DR Congo	(75,809.70)	-	-	(75,809.70)	-
Resource mobilization expenses	(47,201.91)	-	-	(47,201.91)	(42,434.00)
Global positions' expenses	-	-	-	-	(48,392.00)
Systems development expenses	(55,002.15)	-	-	(55,002.15)	(12,779.00)
<b>Comprehensive result for the year</b>	<b>989,095.79</b>	<b>-</b>	<b>2,178,647.32</b>	<b>3,167,743.11</b>	<b>15,926,845.00</b>

# Governance

## The Committee for World Service

**The Committee for World Service acts as the board for LWF World Service. It consists of LWF Council members, as well as representatives of related agencies.**



Bishop Henrik Stubkjaer (chairperson) is Bishop of Viborg of the Evangelical Lutheran Church in Denmark, and Chairman of the National Council of Churches in Denmark. Until 2014, he served as General Secretary of DanChurchAid, Denmark. Bishop Stubkjaer was elected into the LWF Council in 2017.



Rev. Dr Karin Achtelstetter is Executive Director for Canadian Lutheran World Relief, a related agency of LWF World Service. Achtelstetter was ordained to the Evangelical Lutheran Church in Bavaria (Germany), an LWF member church.



Ms Jamieson Davies has been Executive Director of the Australian Lutheran World Service (ALWS), the aid and resettlement agency of the Lutheran Church of Australia, since 2018. Before, she was Head of International Programs with Caritas Australia.



Dr Rebecca Duerst serves as Director for Diakonia with the Global Mission unit of the Evangelical Lutheran Church in America, a member church of the LWF. She served with ELCA Global Mission as Program Director for Global Health.



Rev. Dr Nestor Friedrich in Brazil until 2019 was President of the Evangelical Church of the Lutheran Confession in Brazil. Rev. Friedrich was elected onto the LWF Council in 2017 and serves as LWF Vice-President for Latin America and the Caribbean.



Mr Lennart Hernander is International Program Director of ACT Church of Sweden, a related agency of LWF World Service and an LWF member church. Since 2009, he has been working in leadership positions with LWF World Service in Uganda, Kenya, Djibouti, Somalia and Jerusalem.



Mr Tomi Järvinen is the Director of International Cooperation and Strategy and Program Development at Finn Church Aid (FCA). FCA is one of the largest Finnish providers of development cooperation and emergency assistance.



Bishop Dr h.c. Frank O. July has been Bishop of the Evangelical Lutheran Church in Wuerttemberg since 2005. From 2010–2017, he was the LWF Vice President for the Central Western European region. Bishop July was elected onto the LWF Council in 2010.



Mr Martin Kessler has been Director of Diakonie Katastrophenhilfe (DKH), Germany, since 2011. DKH provides humanitarian aid worldwide and is part of the Evangelisches Werk für Diakonie und Entwicklung, the social service agency of the German Protestant Church. In the committee, he also represents Bread for the World (Brot für die Welt).





Bishop Milos Klatik is bishop of the Evangelical Church of the Augsburg Confession (ECAC) in the Slovak Republic. Bishop Klatik was first elected onto the LWF Council in 2010, and re-elected in 2017.



Bishop Veikko Munyika has been a bishop for the Western Diocese of the Evangelical Lutheran Church in Namibia since 2013. Bishop Munyika was elected onto the LWF Council in 2017. He previously worked as the HIV and AIDS Coordinator for LWF.



Mr Jonas Vejsager Nøddekær is the International Director in DanChurchAid (DCA) since 2017. Jonas Vejsager Nøddekær has extensive senior management experience from previous positions in DCA and worked eight years abroad as DCA's Country Representative in Ethiopia, Cambodia, and Myanmar.



Mr Lasse Schmidt-Klie works as a research assistant for a member of parliament in Berlin, Germany. He belongs to the Evangelical Lutheran Church of Hannover. Mr. Schmidt-Klie was elected onto the LWF Council in 2017.



Ms Desri Maria Sumbayak is an English lecturer at the State University in Pekanbaru, Indonesia. She belongs to the Indonesian Christian Church (Huria Kristen Indonesia, HKI), working as an advisor for the women's fellowship at the church. Ms Sumbayak was elected onto the LWF Council in 2017 and serves as LWF Vice-President for Asia.

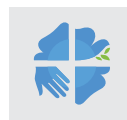


Ms Faith Mwikali Wambua is a graduate of Communication and Geography & Environmental Studies, pursuing a Masters in Environmental Planning and Management in the University of Nairobi. She belongs to the Kenya Evangelical Lutheran Church. Ms Wambua was elected into the LWF Council in 2017.

## LWF World Service Extended Management Team



Ms Maria Immonen is the Director for LWF World Service. Immonen is also co-chair of the Steering Committee for Humanitarian Response (SCHR).



Dr Petra Feil is Global Coordinator for Systems Development, Quality Assurance, Accountability and Compliance for LWF World Service.



Mr Chey Mattner is Head of Operations for LWF World Service.



Mr Bobby Waddell is Global Funding Coordinator for LWF World Service.



Mr Leonard Kwelu is Global Finance Coordinator for LWF World Service.

### IMAGE RIGHT

Beatrice, Haouhaou and her friends at Dosseye refugee camp in Chad were able to improve their livelihood by developing small businesses or farming activities.

*Image: LWF/O. Schnoebelen*

### BACK COVER

A woman in Jordan presents a mask made in a sewing workshop. By providing free masks to refugees in the camp, women helped to contain the COVID-19 pandemic.

*Photo: LWF/J. Spoor*

# Ways to give

Your support is key to our mission to empower people around the world. LWF World Service will use your contribution to support our projects in the 27 countries where we operate.

Your donations help us protect the most vulnerable, provide emergency relief in times of crisis build schools, train teachers and provide quality education to children, build capacities for adults to improve their livelihoods and food security, ensure better access to drinking water in remote areas, and more.

Your partnership truly makes a difference.

Together, a better world is possible.

For hope and a future



Your donation in good hands.

## 3 WAYS TO PARTNER WITH US



**ONLINE DONATIONS**



**BANK TRANSFER & INTERNET BANKING**



**SEND A CHECK**

The Lutheran World Federation, route de Ferney 150, P.O. Box 2100, CH-1211 Geneva 2, Switzerland





THE  
LUTHERAN  
WORLD  
FEDERATION

World Service

Member of **actalliance**

