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LWF WORLD SERVICE 2017



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LWF World Service project in Ethiopia.
Photo: Magnus Aronson.

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Reaching over three million people

2017 was a year during which World Service concentrated its efforts on responding to its core mandate of humanitarian and development assistance on behalf of Lutheran World Federation members in many of the most difficult contexts in the world. As an organization working with a long-term perspective, our programs were able both to scale up emergency response in contexts where this was needed, as well as shift to reconstruction and longer-term interventions as the situation allowed. Our core areas of intervention relate to areas such as education and livelihoods, relevant throughout all phases of the humanitarian-development continuum.

This report gives the reader a glimpse of our work and the impact it has on the lives of people struggling to survive in remote Saharan villages in Mauritania or areas heavily impacted by climate change in Guatemala in Central America, and what can be achieved through innovative and creative approaches in which local communities and individuals can shape and influence their own lives. It also highlights some of our largest humanitarian operations in Uganda, South Sudan, Cameroon, Central African Republic, Kenya, Somalia, Northern Iraq and Colombia, where humanitarian needs have continued to grow in 2017.

Linking our work on the ground with national and international advocacy efforts through the systematic use of the United Nations Human



People, individuals and communities are always at the center of our work. This is what keeps World Service grounded and motivated.

Rights mechanisms is enabling fundamental change to take place in many countries we work in. Working in difficult environments for sustainable development and change for the better inspires communities and creates hope for the future.

People, individuals and communities are always at the center of our work. This is what keeps World Service grounded and motivated, from day to day and each year. In 2017, we reached over three million individuals, an increase of almost half a million compared to 2016. Our staff numbers grew by over 700, enabling

us to reach more people and extend the scope of our work. Our income grew at a rate of nine percent, reflecting the fact that our work on the ground expanded in existing programs and entered into new areas. We are profoundly grateful that our partners and donors have continued to place their trust in us to enable a relevant response in the many protracted, complex emergencies and long-term development efforts we are engaged in. Thank you for your support and encouragement!

*Maria Immonen,
LWF World Service director*

ABOUT US

With people at the center of our work

In all, our programs served 3,040,000 people in 2017.

LWF World Service's vision is to see people living in just societies, in peace and with dignity, and empowered to achieve their full potential, claim their universal rights, meet their basic needs and improve their quality of life. To do this, we have responded to – and challenged – the causes and effects of human suffering and poverty.

Our values are those of dignity and justice for all, compassion and commitment to others, a respect for diversity, being inclusive and participatory, and transparent and accountable to affected communities and those who support our

work. As of the end of 2017, LWF headquarters and six country programs had successfully completed self-assessments measured against the Core Humanitarian Standard on Quality and Accountability.

You'll see a snapshot of our work in the following pages. In all, our programs served 3,040,000 people in 2017. Of these, some 64 percent were refugees or internally displaced people, 53 percent were female and 26 percent were children. Our work involved both humanitarian assistance and long-term development across 24 countries. We responded to two new emergencies, maintained

Farmers in a rice field in the district of Viengphoukha, Luangnamtha Province, Laos. Photo: Thomas Lohnes.





A pediatric patient receives an injection from Amani Al-Atrash, pediatric nurse at the Augusta Victoria Hospital in Jerusalem. In 2009, the pediatric department was renovated and reopened as the Specialized Center for Child Care, which includes the Pediatric Dialysis Clinic and the Pediatric Oncology Unit. Photo: Karin Brown.



Empowering others to achieve their full potential also means building the capacity of staff closest to the work in the field.

support to other humanitarian crises and continued development programs in most of the Country Programs. We work in some of the most volatile parts of the world, including Central and Sub-Saharan Africa, the Middle East, Central America and Asia.

Empowering others to achieve their full potential also means building

the capacity of staff closest to the work in the field. Of the 7,869 people employed by LWF World Service, 4,535 were incentive workers (those within affected communities), 2,701 national staff, 54 international staff in programs, and only 24 staff based in our headquarters in Geneva.

LWF World Service is the humanitarian and development arm of the LWF, a communion of 145 churches representing 75.5 million Lutherans in 98 countries worldwide. In 2017, the Twelfth Assembly of the LWF was held in Windhoek, Namibia, marking the commemoration of the 500th Anniversary of the Reformation. The Global Leadership Team Meeting and the Committee for World Service took place during the Assembly at this time.

Assisting the most vulnerable in hard-to-reach locations

Six major humanitarian crises have been the focus of World Service emergency response work in 2017.

More than 68 million people were forcibly displaced worldwide. Humanitarian crises in the Democratic Republic of Congo and South Sudan, the Lake Chad region, the Central African Republic, Somalia and Myanmar, further conflict and war in Syria, and a fragile peace in Iraq after the defeat of ISIS. Civil strife and displacement in Venezuela and climate change induced migration in Central America, extreme weather events in

the Caribbean, floods and droughts: The number of people in need of humanitarian assistance, often in volatile and insecure settings, has grown once again in the past year.

Six major humanitarian crises have been the focus of World Service emergency response work in 2017: The large-scale displacement inside South Sudan addressed through the World Service program within



this country and characterized by large numbers of refugees fleeing into neighboring countries, Ethiopia, Kenya, Uganda, where LWF has further scaled up its response.

The Democratic Republic of Congo, where conflict has led to severe human rights abuses and forced displacement. World Service has started working in the Kasai region as well as in North Kivu and Ituri), from where large numbers of refugees have been fleeing into Uganda.

Shifting policies of the Kenyan government toward hosting refugees from Somalia and a small return movement of refugees from the Dadaab refugee camp to areas within South-Central Somalia have made it necessary to engage in the establishment of access to basic services in the city



The number of people in need of humanitarian assistance, often in volatile and insecure settings, has grown once again in the past year.

of Kismayu, where World Service has started to work in education for returnees and host communities.

The fourth is the continuous engagement in the Central African Republic displacement situation and increased focus on the areas affected by Boko Haram within the Lake Chad region, with work in the Far

North of Cameroon with refugees from Nigeria and internally displaced Cameroonians, and in Chad.

In Northern Iraq, following the defeat of ISIS and the liberation of Mosul and large parts of the regions of origin of the internally displaced population that World Service has served since 2014, we engaged in rehabilitation of livelihoods for people returning to the Ninevah plains. While the Syrian conflict is ongoing, World Service has continued to work with Syrian refugees in Jordan in 2017.

In Colombia, World Service addressed the needs of Venezuelan refugees crossing the border into Colombia.

In addition to these six crises, World Service continues to serve people in need in situations that receive considerably less public attention or where this attention is short-lived as in the case of the hurricane response in Cuba, the assistance to displaced Rohingya in central Rakhine State in Myanmar, and the assistance to Malian refugees in Mauritania.

The LWF regional emergency response Hubs in Kathmandu, Amman, Nairobi and San Salvador have supported rapid emergency interventions in and beyond their respective regions, in exploratory missions to Bangladesh and the Kasai region of DRC, in the response in Uganda and in Somalia, in Colombia, as well as Northern Iraq.

Borgop refugee camp, South-east Cameroon. The camp is home to about 10,000 refugees from the Central African Republic. LWF has built schools and supports peace-building and income-generating activities, such as tailoring, poultry farming and agriculture. Photo: LWF / C. Kästner.



LIVELIHOODS

Concrete paths toward self-reliance

Livelihoods represent over a third of World Service projects globally.

Self-reliance is a key element for well-being and dignity. Individuals and whole communities often lose the capacity to fend for themselves when facing forced displacement, natural calamities and other shocks. Catering for family needs is increasingly difficult as displacement becomes chronic. In fact, UNHCR estimates that “protracted” refugee situations now average 26 years.

LWF World Service supports vulnerable persons, including the communities hosting refugees, in finding a way back to self-reliance. Once emergency contexts allow, the focus is on meeting basic needs and stemming asset loss. As recovery sets in, World Service helps people reconstitute their means of subsistence (e.g. land rehabilitation) or adapt to new environments (e.g. vocational training). Finally, in development con-

texts the emphasis shifts to improving access to key institutions and services (e.g. market outlets or finance). World Service fosters rights-based policies (e.g. stopping discriminatory practices) and promotes integration into regional value chains.

In these contexts, climate and gender justice work underpins both long-term development and livelihood diversification. LWF engages with local partners ensuring sustainable results as its own interventions phase out over time.

Livelihoods represent over a third of World Service projects globally. Reflecting the critical importance of helping vulnerable persons improve their wellbeing and restore a sense of dignity, this livelihoods portfolio has consistently increased over time.

LWF project in the district of Viengphoukha (VPK), Luangnamtha Province, Laos. Photo: Thomas Lohnes.



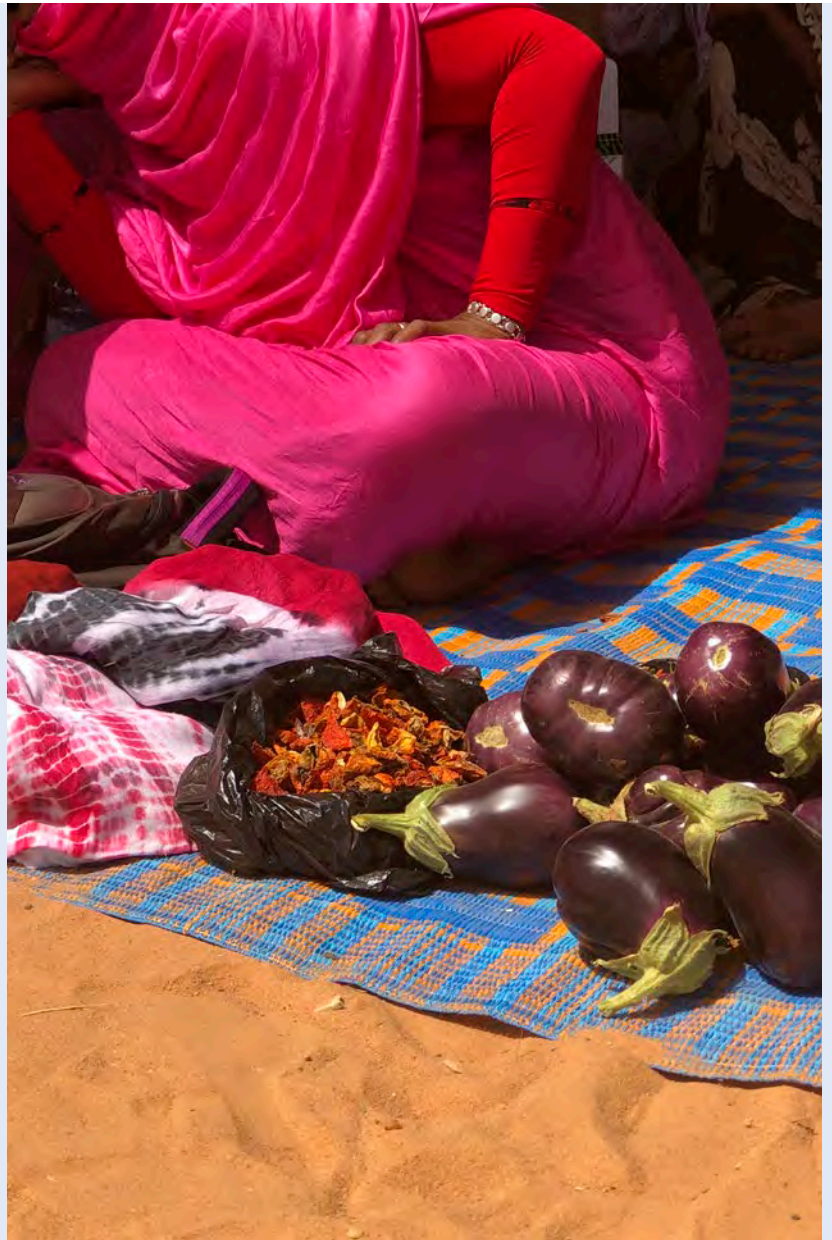
“

We didn't use to eat vegetables before; we were all about cattle. Slowly, we learned to grow them and my family enjoys them now. When we get to go back home, we will continue having vegetables in our diet. They help my kids grow healthy and smart. Plus, I also like adding a little color to our daily food.

Mariam, Malian refugee living at Mbera camp in South-East Mauritania since 2013.



Women wash glasses to preserve vegetables in Bassikounou. Photo: LWF / Pablo Lo Moro.



Refugees in Bassikounou grow vegetables in extremely dry conditions. Photo: LWF / Pablo Lo Moro.

Bassikounou

Once a sleepy outpost in South East Mauritania, this area hosts 53,000 refugees from Mali. Refugees and locals now benefit from solar-powered watering points for cattle, the mainstay of the traditional economy. Small-scale agriculture, mostly drip fed, has allowed for more diversified production and exchange. The latter mostly takes place at an LWF-built market, which has become an engine for value creation of regional importance. Support at the household level has focused on self-sufficiency, for example, by introducing food preservation techniques. As a result, Bassikounou and its surrounding areas are seeing the emergence of a bustling trade scene with living conditions gradually improving for all.

The foundation for the future

The Government of Djibouti officially welcomed refugee children into the national education system in 2017.

*A girl from Somalia studies in an LWF primary school, Ali Addeh camp, Djibouti.
Photo: LWF / Heléne Wikström.*

More than half of LWF World Service's beneficiaries are children, whose lives have been impacted by poverty, conflict and displacement. While some countries absorb refugee children into local schools or take responsibility for educating refugees through curricula, examination and certificates, the issue is unresolved in other countries. In an unprecedented move in Djibouti in 2017, the Government officially welcomed refugee children into the national education

system, beginning with grade one students. The following grades will be introduced in the coming years.

Before that, World Service provided informal schools to ensure that refugee children do not miss out on basic education. World Service developed a structured Kenyan primary school curriculum in English, adapted to the refugees' contexts in Djibouti. At that time, the Djibouti national French language curriculum was not





Students at Bahr El Naam Girls Primary school in Kakuma refugee camp, Kenya. LWF is in charge of education and manages the schools in the camp. Photo: LWF / C. Kästner.

available to refugees. Almost 4,000 refugee children and youth currently learn in LWF institutions in Ali Addeh and Hol Hol camps. The camps were established in 1992 and are home to about 23,000 – mainly Somali, Ethiopian and Eritrean refugees.

However, this curriculum was not officially recognized by the Government and for that reason, exams and grades could not be certified. LWF is among agencies that have continuously advocated for acknowledgement and certification. In recent years, education officials in the Djibouti Government, together with the Governments of Japan and the United States, UNHCR, UNICEF and LWF, have developed an English language education curriculum that is certified by the government and available for citizens, as well as refugees in Djibouti.

Even without the official government certificate, schools make a big difference in the life of refugees, especially girls.

“Education is light, ignorance is darkness,” said Fatuma Aden Siyad.

After the war broke out, Fatuma’s family fled the Somali capital of Mogadishu in 1991 and she was born in Djibouti in 1995. She sat in a classroom for the first time after her family was relocated to Ali Addeh camp in 2006, where LWF runs schools and kindergartens.

Five years later she started secondary school, finished grade 10 and while studying for exams looked for a job to support her family. Today Fatuma works as a hygiene promoter, teaching children the importance of using latrines and washing their hands to avoid getting sick. “My education helped me get that job,” she said. “I am grateful to my teachers and my parents, who supported me. God willing, I would like to be a doctor one day.”

“All children have a right to education,” said Lennart Hernander, LWF Representative in Kenya and Djibouti. “In the short term, it is life-saving and life sustaining. In the long term, education helps to build sustainable communities.”



The right to education is also the responsibility to educate. I applaud the ministry for taking such a major step. It is a happy moment after eight years of LWF work in education in Djibouti.

Lennart Hernander, LWF Representative in Kenya and Djibouti.

Grass-roots engagement in tackling climate change

Climate change requires action not just at the local level, but also through commitments by national governments and international agreements.

LWF World Service has for many years engaged in work around the world in response to climate challenges: in humanitarian response to weather-related disasters, in adaptation and in mitigation. Climate change requires action not just at the local level, but also through commitments by national governments and international agreements. Key to World Service's added-value is our ability to join up this grass-roots engagement to influence national and international policy and practice.

Central America is one of the world's regions most affected by climate change, with frequent drought in the 'dry corridor' running through Guatemala, El Salvador and Honduras. Working on climate from the local to global level, World Service has addressed the question of compensation for the negative impacts of climate change and emphasized the need to focus on the most vulnerable. The 'Casa Maya' project worked with 33 families in the community of Ciracantique, El Salvador, helping



Youth helping villagers to cross the flooded area to go to market and ward office for relief material collection with a boat made of banana stems, Korobari village, Rural Municipality, Ward No. 2, Jhapa, Nepal. Photo: Hem Khadka.



Aitabare Murmu in front of his house damaged by flood, Pindaghutu village, Jhapa Rural Municipality, Ward No. 2, Jhapa, Nepal. Photo: Hem Khadka.

them to build their resilience through models of climate-adapted agriculture. Together with the national Agricultural Development Bank, micro-insurance models are also being developed to enable the most vulnerable farmers to protect themselves against possible climate risks.

In countries like Haiti, where hurricane disaster response has always been significant, climate change seems to be leading to an increasing frequency of violent weather conditions. In 2017, we continued the response to Hurricane Matthew through our joint country program with DKH and NCA. This included building new homes, more able to resist extreme winds. Communities have engaged in the protection of hillsides through planting, which both changes attitudes and also stabilizes the terrain against future landslides caused by extreme weather events.

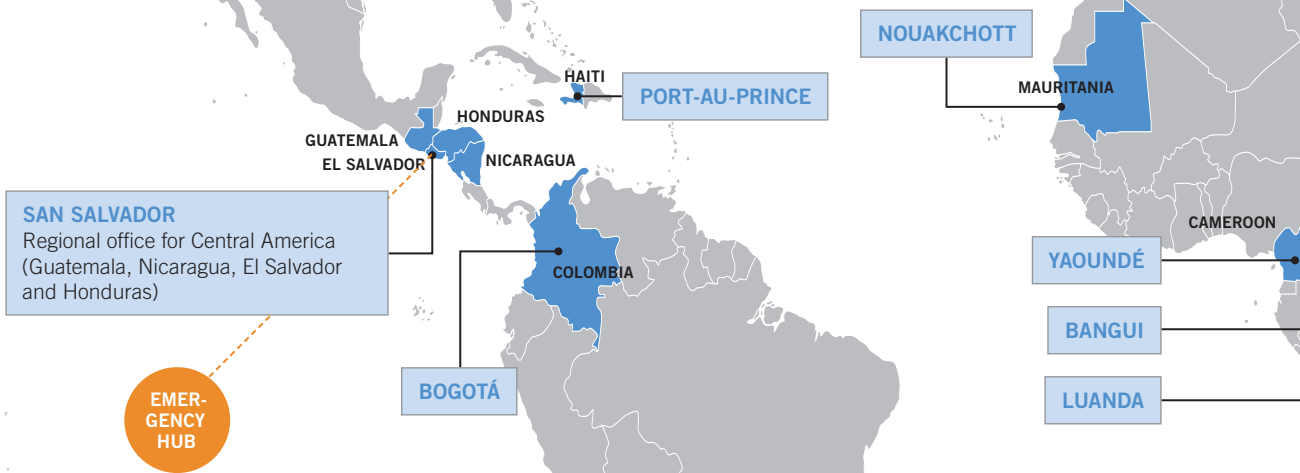
In Ethiopia, World Service is supporting rural communities to adapt their livelihoods and increase resilience in the face of increased climate-induced shocks and disasters. We are working with refugees in Uganda to

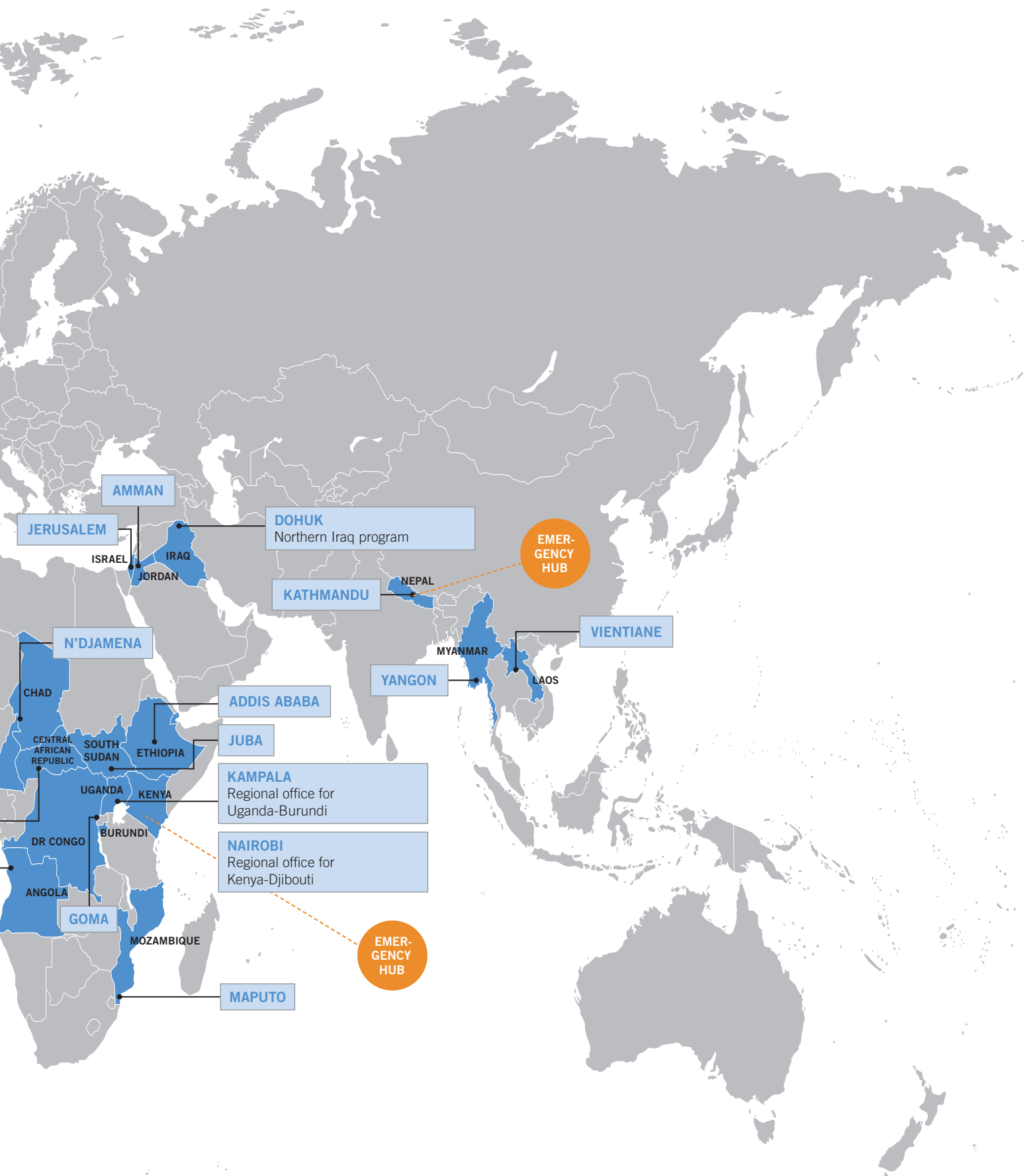
pilot and promote energy-efficient and environmentally-friendly household energy technologies, particularly for cooking, lighting, mobile-charging, and small businesses. In Mauritania, projects are combating desertification and encouraging agriculture, which depends on less water. In Angola, World Service has worked to empower communities to strengthen their resilience.

Climate programming was a crosscutting theme in most projects implemented in Chad in 2017. In Southern Chad, measures aimed at mitigating climate change included the distribution and planting of 41,985 seedlings around refugee camps, returnees' sites and host communities' villages. In Eastern Chad, World Service established a briquettes production unit in refugee camps. 6,272 households were supplied with alternatives to firewood. 9,112 households were trained in the construction of energy saving ovens. 43,836 plant seedlings were produced and planted on 26,23 Ha in and around the Sudanese camps of Ouaddai Region. Innovative techniques for soil recovery were also introduced.

Where we work

LWF main offices in Country Programs





From local to global

Thanks to World Service capacity-building, nine cases of land conflicts in Mozambique were positively mediated locally.

LWF World Service is community-based and rights-based. Rather than focusing on delivery of aid and services, we support people to organize and empower themselves, and to claim their rights at the local, national and international level. As the RBA L2G projects are coming to the end of their first three-year cycle, 2017 was a year of concrete changes at the local level in two thematic areas.

LAND RIGHTS

World Service has worked to help communities secure their rights to land, with 68 villages in Mozambique and Angola starting to regis-

ter their farmers' associations and community lands. This has proven to be a powerful tool for communities to defend themselves against occupants, who are then relocated to other areas of land, such as Chindupo in Angola. Thanks to World Service capacity-building, nine cases of land conflicts in Mozambique were positively mediated locally. Fifty-three social advocacy initiatives were channelled through Village Development Committees in Angola and Mozambique, resulting in duty-bearers sending agricultural technicians, setting up literacy classes or sending civil registration brigades.



LWF supports communities in Angola on land rights and against land grabbing. Interventions include workshops on land rights, women's empowerment, schools and literacy. Samaria village, Angola. Photo: LWF / C. Kästner.



Maria stresses the problem of transportation to go to court and welcomes the mobile aid clinics organized by LWF. Photo: LWF Uganda.

UNIVERSAL PERIODIC REVIEW

World Service has been a driving force in various national Universal Periodic Review civil society coalitions, including Uganda, South Sudan, Kenya, Colombia and Myanmar. It has done this through its non-confrontational approach and working hand-in-hand with duty-bearers to enhance their capacity to respect, protect and fulfill human rights. This is particularly essential at the imple-

mentation phase of UPR recommendations. For example, LWF Uganda focused on following-up on access to justice and ending juveniles' detention alongside adults in its operational areas. Working with district authorities and partners, progress included the construction of a separate detention facility for juveniles, prison inspections and ten legal aid clinics offering free legal counseling to 192 marginalized women, men and children.

Defending land rights of rural communities in Angola

In Angola, World Service has empowered communities to organize themselves through Village Development Committees (VDC) and to claim their rights. With the diversification of the Angolan economy, land grabbing is a growing threat in Moxico province. In Mukala for example, VDCs have denounced the occupation of 16,000 hectares for an agro industrial project operated by a Chinese company contracted by the central government. This occupation affected 250 families, who currently live without land and income. As no solution was found locally, LWF supported farmers in raising their concerns with the General Attorney, who forwarded the case to the Ombudsman Office.

SEE VIDEO ► www.lutheranworld.org/content/angola

Changing mentalities in staffing and project management

Actively seeking to redress unequal power relations and discrimination marks LWF World Service gender work in 2017.

Gender justice implies the protection and promotion of the dignity of women and men, girls and boys. The needs and risks they face can be very different. LWF recognizes that gender and age are key factors determining vulnerabilities and capacities, which may vary greatly depending on the context and specific situation. Understanding these differences and actively seeking to redress unequal power relations and discrimination through focus on female empowerment and male and female mobilization for gender justice, mark LWF World Service's work on gender justice in 2017.

“walk”, reviewing concrete examples from the work of LWF in Country Programs and member churches. In July, training on advocacy for women's human rights and gender justice was co-organized by the LWF, Church of Sweden, FinnChurchAid, the World Council of Churches and Mission 21. For the first time, there was substantial participation from LWF Country Programs. Haiti, Kenya and Myanmar were introduced to UN mechanisms for advocacy, including the Universal Periodic Review, and attended a session of the UN Commission for the Elimination of Discrimination against Women.

On International Women's Day, LWF Communion Office staff did a “gender

The Gender Justice Policy stipulates that efforts shall be made to establish

LWF Jordan encourages the community in Za'atari refugee camp to raise awareness about gender-based violence during 16 days of activism. Photo: LWF Jordan.





Girls perform in a play against gender-based violence at the Peace Oasis in Za'atari refugee camp. Photo: LWF Jordan.

gender balance, with minimum 40 percent of male/female among staff in all Country Programs. Over the last three years, the staff gender balance has been consistently around 65 percent male vs. 35 percent female. Figures are closer to 60 percent male vs. 40 percent female for international staff and 70 percent male vs. 30 percent female for national staff. The balance is replicated at the level of Management Teams. Not surprisingly, the countries with the most gender-equal representation in their staffing report higher level of results in their gender-related work: Central America, Columbia and Myanmar.

OUTREACH AND PROJECTS

Women and girls represent 53 percent overall of our assisted populations. Country-wise, the “champions” in terms of assisting female target groups are Central America (86 percent), followed by Jerusa-

lem (68 percent). Of those with very high outreach numbers, Uganda and Angola both assist more than 55 percent female target groups.

In Jerusalem, assistance targeted to women’s needs and promoting gender justice is represented by the Mobile Mammography Unit operated by the LWF Augusta Victoria Hospital. The unit sees about 9,700 women yearly and performs about 30 percent of the total mammograms in Palestine. The unit is working to normalize preventative screening for breast cancer, aspiring to reach more women in the early stages and provide better treatment options.

In Angola, LWF implements a land rights project to improve livelihoods through securing the basic right to land. LWF targeted women, in particular, as they are culturally and systemically more vulnerable and

discriminated. As a result, women’s groups were formed and they are now legalizing their own land. “It is a change that runs through all aspects of community life,” explained Maria Justina, a representative of one of the women’s groups. “We didn’t even know that we, as women, could speak out in front of men. Today we work together with men, we handle finances with them, we know how to save money for our family, which helps us to send our children to school and receive medical care.”

Protecting children's rights

Many children suffer a double displacement — loss of community and loss of family.

LWF World Service is committed to protecting and safeguarding all children coming into contact with its programs in all contexts, in accordance with international standards. In emergency situations, when children become part of a displaced or traumatized population, there is an increased likelihood of abuse or neglect due to widespread deprivation and distress. Many children suffer a double displacement — loss of community and loss of family — as

they are separated from their parents or become orphaned. Such children are particularly susceptible to abuse or exploitation from strangers, family friends or even distant relatives.

In 2017, World Service's dedication to promoting children's rights and ensuring their welfare and physical security are recognized, safeguarded and protected was further deepened and integrated into regular programming processes. This included





Child rights' club members use songs to convey messages relating to children's rights to both adults and children. Photo: LWF / Y. Lokiru.

explicit reference to child protection and safeguarding in the template for LWF proposals, risk matrices and the CHS Self-Assessment tool. Several Country Programs have developed their contextualized Child Protection policies and procedures and implemented improvement Action Plans.

World Service became a member of the Alliance for Child Protection in Humanitarian Action in 2017 and participated in the revision of the Child Protection Minimum Standard facilitated by the Alliance for Child Protection in Humanitarian Action.

In 2017, World Service also developed a practical self-assessment checklist on child protection and

safeguarding compliance. The checklist is linked with the CHS Self-Assessment tool. Using the checklist, a Country Program or a field project can quickly review its level of compliance with the LWF Child Protection Policy and globally acknowledged child safeguarding standards by filling it out. It is quick and simple, focused on evidence that managers should look at to determine compliance.

Five Country Programs are involved in child protection programming in refugee settlements and camps. An initiative to harness their experience and expertise was started in 2017 and will be the main focus for 2018–2019.



World Service became a member of the Alliance for Child Protection in Humanitarian Action in 2017 and participated in the revision of the Child Protection Minimum Standard facilitated by the Alliance for Child Protection in Humanitarian Action.

Bhar El Naam Girls Primary School, Kakuma Refugee Camp, Kenya. LWF provides education to more than 70,000 children of school-going age in the camp. The students come from South Sudan, Somalia, Ruanda, Sudan, Ethiopia. Photo: LWF / C. Kästner.

Operating securely in high-risk environments

World Service is committed to maintaining the wellbeing, security and safety of staff, contractors, volunteers and their family members.

LWF World Service supports people who are vulnerable and suffering, often living in insecure environments. In many areas, staff and partners faced challenges in carrying out their work during 2017, including high levels of stress, insecurity, health concerns, lack of infrastructure and reputational challenges. World Service is committed to maintaining the wellbeing, security and safety of staff, contractors, volunteers and their family members when deployed, on international assignments or working in remote areas, sometimes far away from home.

In 2017, World Service continued to establish appropriate risk management strategies that are adapted to the working environment, as well as staff safety, security awareness and management training. World Service organized trainings for staff in South Sudan (Maban and Juba), in the DRC (Bunia and Goma) and in Cameroon. LWF staff also participated in joint ACT Alliance security training elsewhere, including in Ethiopia and Jordan.

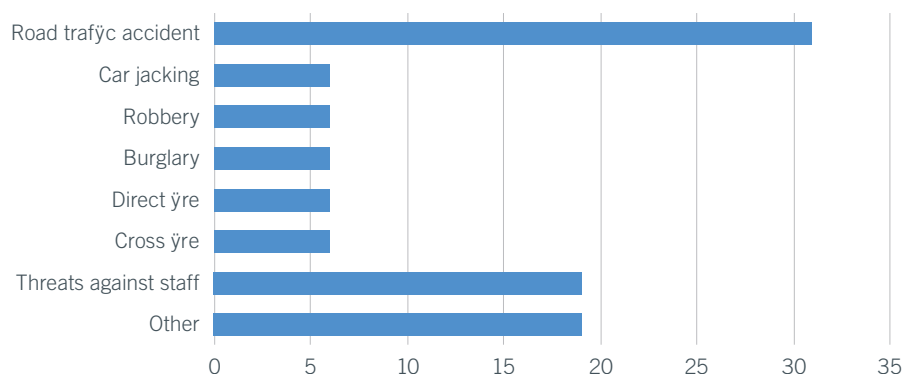
According to Insecurity Insight in 2017, 506 aid workers globally were reportedly killed, injured or kid-napped in 240 incidents in 49 countries. The highest numbers of deaths and injured occurred in Syria, South Sudan, CAR, Nigeria and Bangladesh.

Nearly half of the affected aid workers were killed and injured by explosives and other weapons while they were in health-care facilities, NGO offices, project sites, public buildings (hotels and restaurants), refugee and IDP camps, and NGO warehouses.

In 2017, World Service reported 16 incidents that directly impacted teams and programs. Most incidents happened in Africa (11), followed by the Middle East (4) and Latin America (1).

A third were traffic accidents (31 percent), followed by threats against staff (19 percent). Nineteen percent of other incidents were linked to a fire in an office, a car that was taken by authorities, and urgent evacuations of staff.

Type of incident reported by LWF in 2017, %



“Safety is like breathing is for a human being”

In November 2017, LWF and the ACT Alliance Safety and Security Community of Practice organized a training for Security Focal Points and Country Managers from five French-speaking African countries in Yaoundé, Cameroon.

The 19 participants improved their skills in risk assessments, security and incident management, and were given practical tools to develop appropriate preventive measures. For example, they learned how to develop and implement security plans.

Participants also shared experiences on how they have dealt with insecurity and dangerous situations, while working and living in countries like CAR, the DRC, Chad, Mauritania and Cameroon. The training included theory, practice and physical exercises.

“Safety is like breathing is for a human being. It is not a decision to take or leave it, but it is a vital duty. This must be the first priority for all of us, for our own safety and that of those around us,” a course participant said.



LWF team in Moyo field office, Palorinya refugee settlement, Northern Uganda. In January, the team of 60 staff handled a refugee influx of 1,000–2,000 people per day. Photo: LWF / C. Kästner.

Putting people first

The CHS places people at the center of humanitarian action and promotes respect for their fundamental human rights.

Partnerships, both at the country and global level, are a fundamental part of the work of LWF World Service. LWF prioritizes value-based, long-term, strategic and institutional partnerships that ensure mutual accountability and long-term capacity. World Service subscribes to the Core Humanitarian Standard (CHS) and the Principles of Partnership agreed by the Global Humanitarian Forum in 2007, which seek to enhance the effectiveness of humanitarian action based on ethical obligations and accountability to the populations we serve.

The CHS places people at the center of humanitarian action and promotes respect for their fundamental human rights. The principles are equity, transparency, a result-oriented approach, responsibility and complementarity. World Service applies these principles, especially in its in-country partnerships.

As well as engaging in traditional partnerships with other non-governmen-

tal organizations, donors, research institutions, academia and in-country networks, World Service establishes strong partnerships at the grass-roots level, including with local and national government agencies (as the primary duty bearers), community-based organizations, civil society and local religious groups (including churches and church organizations).

World Service adheres to a rights-based empowerment approach to ensure the most timely, effective and relevant interventions. More importantly, this approach drives us to not only put the needs and interests of the affected population at the core, but also to work in partnership with the individuals and communities we seek to assist. It also focuses on and ensures the active and meaningful participation of people in all aspects of the program cycle, from planning through to evaluation, as a means to securing their rights to a future built on hope.

Comunidades de la Vida. Disaster risk reduction project by LWF, ECHO & CoS. Indigenous communities in Colombia receive training and material aid to prevent flooding, have access to clean water, build communities and identify landmines. Photo: LWF, ECHO & CoS.



A year of continued growth

LWF World Service income increased from EUR 142.0 million in 2016 to EUR 155.5 million in 2017, a rise of nine percent.

One third (31 percent) of the income came from Lutheran member churches, related agencies and ecumenical partners. The UN and other government grants accounted for about 29 percent.

Augusta Victoria Hospital accounted for 34 percent of the income, while six percent was classified as other income.

In 2017, World Service spent a total of EUR 151 million as compared to EUR 133 million in 2016, representing an increase of 13 percent. As in previous years, the focus of our work is on disaster response. Half of the expenditure in 2017 went into disaster risk reduction and emergency response.

Coordinating World Service work from the Geneva headquarters

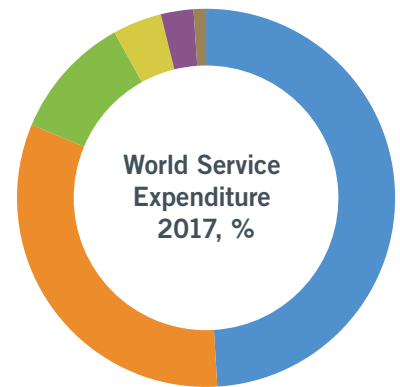
was maintained at three percent of the total costs. The EUR 4.4 million spent on coordination represents 0.029 cents in every Euro that we received from our donors.

The Country Programs generally maintained a similar level of income trend in 2017 as compared to 2016, with significant growth in Jerusalem, Uganda, Nepal and South Sudan.

The Global Funding Team had a successful year securing a total of EUR 11.5 million (12 new grants) in 2017, surpassing the target of EUR eight million. LWF secured 27.6m Euros of funding from UNHCR in 2017 and was the seventh largest recipient organization of UNHCR funds.

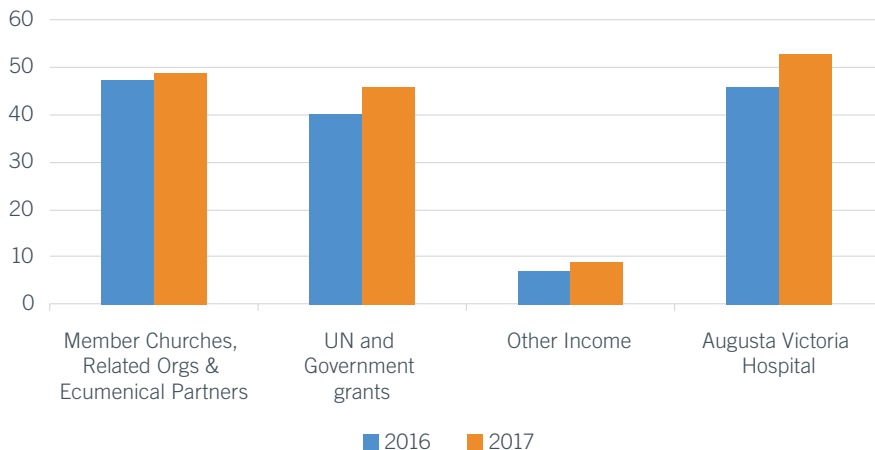
In total, the Funding Team supported 13 Country Programs and four emergency operations. World Service continued to invest in the funding unit by placing human resources in the field and in Geneva to support fundraising.

LWF World Service income increased by 9%



- DRR, Emergency Preparedness and Response
- Augusta Victoria Hospital
- Sustainable Livelihoods
- Community-Led Action for Justice and Peace
- Coordination Costs – Geneva
- Non-Project Expenditure

World Service Income 2016 and 2017, million Euros



Together we are stronger

Working together is a strategic choice — together we are stronger and can change the world.

Thanks to you and your valuable support and collaboration, LWF World Service was able to continue to carry out its mandate to respond to the causes and effects of human suffering and poverty throughout the world in 2017.

Helping a Sudanese refugee girl get an education in Maban refugee camp (South Sudan), providing livelihood opportunities for Syrian refugees in Jordan, defending land rights of rural communities in Angola, or strengthening disaster risk management capacities of indigenous communities in rural Colombia – these are just some examples of how your support is helping

World Service to change lives, and provide hope to millions of people.

World Service works with a wide range of partners globally, many of whom are faith-based, and many who are not. Our partners include: related agencies and organizations, member churches, international organizations, ecumenical partners, UN agencies, governments and institutions, international and local networks, faith based organizations, as well as local partners.

Working together is a strategic choice – together we are stronger and can change the world. With your continued support and collaboration, we can and do make a difference. Thank you so much.

*LWF World Service
Locally rooted, globally connected.*



Borgop refugee camp, South-east Cameroon. The camp is home to about 10,000 refugees from the Central African Republic. LWF has built schools and supports peace-building and income-generating activities, such as tailoring, poultry farming and agriculture. Photo: LWF / C. Kästner.



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Globally connected.*

