



**ANNUAL REPORT 2021**

**STICHTING VLUCHTELING**

**STICHTING**   
**VLUCHTELING**  
**1999**

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# FOREWORD

We look back on a difficult year for people on the run. Due to conflicts, climate change, covid, hunger and poverty, refugees faced hardships in Syria, Yemen, South Sudan, Poland and Afghanistan, among others. In 2021, there was also an increase in serious humanitarian crises worldwide. The number of people in need of emergency aid has never been higher. There is also an altitude record in the number of people fleeing: 82.4 million people left home and hearth because of war and conflict. At the moment we write this annual report, a crisis has broken out in Ukraine in all its intensity and we are still in the middle of the corona pandemic. The consequences of the virus and the measures taken to prevent its spread are great, especially in the more vulnerable countries.

We cannot do our work for the vulnerable people on the run without the support of our structural and one-time donors. In 2021, we received 25 million in revenue, which enabled us to provide emergency aid to 1.1 million people. We are incredibly grateful for that. By perpetuating the various fundraising channels, we hope to be able to offer help in the coming period where this is most urgent and necessary.

Unfortunately, 2022 does not promise to be a good year for refugees and displaced persons. The humanitarian situation in countries such as Afghanistan, Ethiopia and Yemen is expected to deteriorate further in 2022. Human rights are being violated within Europe's borders and there is no clear political response. The further polarization of society makes the tone of the debate around refugees harsher than ever. There is also a criminalization of aid and a growing distrust of aid organizations. Of course, we will undiminished continue to provide emergency aid to those millions of men, women and children on the run.

On behalf of the Supervisory Board,

Hans Anker  
President

**Portraits of displaced people**

*1 out of 100 people worldwide is displaced. In this annual report you will find fourteen portraits of people who had to flee for war and conflict, looking for a safe haven.*



**Omar (10 years old)**

When I'm a grown-up, I want to sell fish in my own store, just like my dad. I really enjoy catching fish and eating it.



**Nyaboj (21 years old)**

After I finished school, it was very important to me to make sure my sisters and brothers would also receive education.

**Nyanibioch (42 years old)**

Men and women should have the same rights, so women aren't dependent from men in their livelihood.



**Rahima (45 years old)**

I'm very tired, but I remain hopeful in life. It is hope that keeps us alive. Hope continues life.

## WHO WE ARE

Stichting Vluchteling was founded on the initiative of two resistance heroes from the Second World War: Cees Brouwer and Gerrit Jan van Heuven Goedhart. After their merits during the war, they remained committed to fellow human beings in need. In the fifties, Brouwer organized actions to raise money for refugees, on bank account number 999. That money was spent, among other things, through UNHCR, the United Nations refugee organization, which Van Heuven Goedhart led as the first commissioner.

The ad hoc character of the fundraisers disappeared in 1976 with the establishment of Stichting Vluchtelingen hulp by Cees Brouwer. Through an amendment to the articles of association in 1981, the name of the organization was changed to Stichting Vluchteling (Refugee Foundation). Over the years, Stichting Vluchteling has grown into a respected medium-sized emergency relief organization for refugees and displaced persons. In 2021, our work is as relevant as ever: a record number of nearly 83 million people are fleeing war, violence and oppression.

### **Mission**

Stichting Vluchteling offers life-saving assistance to people who are victims of conflicts, violence or natural disasters. In line with this, we support communities in finding structural solutions, so that people can improve their future on their own. Our aid is aimed at refugees, displaced persons and returnees. We provide assistance regardless of religious beliefs, political opinions, ethnicity, nationality, sex and sexual orientation.

### **Vision**

Stichting Vluchteling realizes its mission by providing emergency aid to refugees and displaced persons in crises anywhere in the world. Stichting Vluchteling is impartial and independent and provides assistance based on its own assessment of human needs and the available capacity. In doing so, we pay particular attention to refugees and displaced persons who are difficult to reach or to whom little attention is paid. Stichting Vluchteling works in partnership with a number of carefully chosen, international and local, implementing organisations. In addition to regular and financial support, we make operational knowledge and expertise available to the partners. In the coming years, efforts will be made in this context to treat chronic diseases in crisis situations, strengthen local emergency response capacity and improve access to crisis areas.

### **Strategy**

The world is in a worrying state. Humanitarian crises are becoming more serious, longer-lasting and inaccessible. At the same time, the public and political climate is hardening and polarization is increasing. Solidarity is under discussion and pressure. This rapidly changing world requires a strategy in which we can work quickly and flexibly with international and equal partners. By joining forces, we are on location faster, we can help more people and provide better help. In the coming years, Stichting Vluchteling will expand its operational

capacity and expertise in the field of humanitarian access on the one hand and the treatment of chronic diseases in crisis situations on the other.

### **Values**

Stichting Vluchteling takes the individual human being and therefore the human dimension as a starting point at all times and ensures that refugees and displaced persons are brought into the limelight with dignity and respect. Stichting Vluchteling is stubborn, creative and flexible and responds quickly to the needs in the world; we stimulate innovation and are open to special initiatives. Great importance is attached to openness and critical thinking as the basis for an organization that is constantly trying to learn and improve. Stichting Vluchteling ensures a safe situation within the assistance and protects people seeking help against all forms of (sexual) exploitation and abuse. A safe working environment is created where employees feel heard, feel at home and where people treat each other with integrity.

### **Partnerships**

Since its foundation in 1976, Stichting Vluchteling has been working with partner organisations that carry out the projects in the field. The choice of its own operational capacity requires an equivalent international partner, which we found in 2019 in the Italian emergency relief organization Intersos. Their desire to further expand the medical activities fits in seamlessly with the intention of Stichting Vluchteling to focus more intensively on medical needs.

The International Rescue Committee (IRC), with whom Stichting Vluchteling has been working for many years, will continue to be able to count on funding as an implementing partner in the future, albeit on a more modest scale than before.

In addition to these international partners, Stichting Vluchteling is increasingly working with local partners.

### **2022**

In the coming year, Stichting Vluchteling will also invest in building up more knowledge and expertise to make available to partners, especially in the field of improved humanitarian access to crisis areas and the treatment of chronic diseases and mental illnesses in crisis situations. We will also focus on strengthening and expanding cooperation with local partners, because they often know the context best and therefore have a large and sustainable reach.

We will also enter into strategic partnerships with a number of local organisations and invest more in their capacity. Stichting Vluchteling stimulates mutual cooperation between its partners, so that they can also strengthen each other.

A maximum of 25% of the resources of Stichting Vluchteling come from the Dutch government. This concerns predetermined projects and we ensure, together with the

partner, that these projects are carried out according to schedule. The funds from private fundraising and the annual contribution of the National Postcode Lottery can be used more flexibly.

Finally, we explore forms of funding that are predictable and, where possible, multi-year and that offer flexibility in the implementation of projects.



**Yasser (13 years old)**

My biggest fear is that we will never be able to return. Everybody in the world loves their hometown. When we had to flee, I cried. All I wanted was to return home. I didn't want to go. I miss all of it.

## TRENDS

In June 2021, the latest figures on the number of people forced to flee from war and conflict were released. This number had increased to 82.4 million people by the end of 2020 (this is the measurement moment for which the figures are known). This is an extremely high number and worldwide there are no indications of an expected decrease. The increase is the result of chronic major crisis situations (such as in Syria, Ethiopia and Venezuela) as well as new crises, such as in Afghanistan, Myanmar and Burkina Faso. What does not help is that sustainable solutions are not forthcoming and there are hardly any people who can safely return home.

The majority of all people on the run remain within the borders of their own country (48 million displaced persons). Most are looking for a good place to live in their own living environment, but as a result of - often active - conflict, these displaced people are increasingly difficult to reach for aid organizations and extremely vulnerable due to a lack of protection, such as in Yemen, Burkina Faso, Nigeria or Myanmar. A worrying development remains that in 2021 aid workers were again targeted by violence and aid organizations were actively opposed by governments and armed groups. The criminalisation of aid workers in Europe is also an increasing problem, as evidenced, for example, by the ban on aid workers entering the border area between Poland and Belarus in order to help people.

2021 was also a year in which many people left their country and home for causes other than conflict and violence, such as the effects of climate change, inequality and grinding poverty.

The coronavirus pandemic has also undeniably affected the lives and livelihoods of millions of vulnerable refugees and displaced persons in 2021. According to the dashboard of Worldometer, more than 205 million corona infections were registered in 2021 and the number of corona deaths rose to almost 3.5 million. In those countries where our programs are implemented, corona is a complicating factor for refugees on top of other problems such as conflict, hunger or drought. Corona aid therefore became an integrated part of all programmes of Stichting Vluchteling in 2021. Attention is paid to, among other things, information to prevent risks of corona infection and we provide sufficient protective equipment for our care providers. Additional funds from Giro555 have also supported specific programmes aimed at expanding Covid-19 vaccinations in Bangladesh, Nigeria and Yemen.

In 2021, there were again large shortages of funding for emergency aid. There was also a further increase in the number of people on the run and therefore in humanitarian needs. These shortages affect both acute emergency aid and longer-term assistance.

In line with the Grand Bargain agreements, Stichting Vluchteling has made a strong case for increasing the role of local partner organisations in emergency aid provision, by making more funding available for their programmes and giving them a greater voice in the design of the programmes.



After the Taliban took power on 15 August, many Afghans tried to flee their country. In collaboration with the IRC and the Dutch government, Stichting Vluchteling has succeeded in safely evacuating three families to the Netherlands.

The past year did not improve the European Union's restrictive asylum policy, which in some cases amounted to violating the 'non refoulement' principle enshrined in international treaties (the prohibition on sending people back to a country where they fear persecution). Examples include the refugees who tried to flee from Belarus to Poland. Stichting Vluchteling has supported informative activities and improved housing for these new refugees through Polish partner organizations. In 2021, a coalition agreement was concluded in the Netherlands for a new cabinet term. In this we can clearly see the hardening of the debate in society with regard to refugees. The focus is mainly on border security and keeping people out instead of on humane reception.

Over the past year, Stichting Vluchteling has worked together with its primary implementing partner Intersos, the International Rescue Committee and 16 local partner organisations that are present in multiple crisis areas. Cooperation with the Mines Advisory Group was also continued. In addition to financial support, Stichting Vluchteling and its medical team also made operational knowledge and expertise available to its partners.

# PROGRAMMES

## Results

In 2021, with 62 programmes, we were able to help a total of 1,104,736 women, men and children in 24 countries in Africa, Asia, the Middle East, Latin America and Europe. In 2021, Stichting Vluchteling expanded its assistance to Bangladesh, Chad and Poland.

## Intersos

In 2021, Stichting Vluchteling spent funds for the relief effort via Intersos, divided into a total of 24 projects. Emergency aid was provided in Venezuela, Greece, Afghanistan, Yemen and Nigeria, among others. Stichting Vluchteling also made funding available through Intersos for aid programmes in chronic crises in 10 countries, including Colombia, Burkina Faso, Niger and Cameroon. We financed these projects partly with the proceeds of our own private fundraising and partly with external funds. The funding of the emergency aid programmes in Nigeria and Yemen, aimed at corona vaccination campaigns among vulnerable populations, comes from a national action of the cooperating aid organisations (Giro555).

## International Rescue Committee

In 2021, Stichting Vluchteling spent funds for assistance through the IRC, divided into a total of 15 projects. With the IRC, we mainly offered acute assistance to people fleeing violence, such as in Burkina Faso and Afghanistan, or severe disasters, such as the large fire in the Rohingya refugee camp in Bangladesh.

We also helped in Bangladesh with a corona vaccination campaign, the funding of which came from the national action of the cooperating aid organizations.

From the Dutch Relief Alliance, we worked with the IRC on both acute aid programmes and assistance in long-term crises, as well as an innovative project in the field of humanitarian efficiency improvement.

Finally, thanks to funding from the Ministry of Foreign Affairs, Stichting Vluchteling spent almost 200,000 euros on much-needed mental health care for vulnerable refugees on the Greek islands of Chios and Samos.

## Project Frontline

Populations in more than 60 countries do not receive the humanitarian aid they need because of the insecurity in which they live. Project Frontline focuses on improving humanitarian access to these populations.

A team of experts supports country programmes in Nigeria, Venezuela, Burkina Faso and Yemen, among others, with activities to improve humanitarian access. For example, Frontline provides training and guidance to strengthen the skills of first responders on how to negotiate and communicate with armed groups and authorities. Frontline also develops

guidelines regarding terrorism-related sanctions - and their possible influence impartial aid - and the use of armed escorts during humanitarian missions. Frontline also helps country teams with specific ethical dilemmas, such as the application of humanitarian principles in complex crisis situations.

### **Local partner organisations**

In 2021, Stichting Vluchteling developed its localisation strategy with an emphasis on improving cooperation with existing and new local partner organisations. Not only are they well informed about the local context and aid needs, they also sometimes gain access to areas where international organisations cannot reach. In this way, Stichting Vluchteling made more use of local expertise, both for longer-term assistance and for acute crisis situations, such as in Poland and DR Congo. We worked with 16 organizations in multiple countries. In 2021, 18% of our aid funds were spent on 22 projects through the following partner organisations:

#### **Myanmar**

- Backpack Health Worker Team Programme
- Civil Health and Development Network
- Southern Shan Development Foundation

#### **Thailand**

- Mae Tao Clinic

#### **Chad**

- Help Chad
- Association for the Dynamisation of Local Initiatives

#### **Democratic Republic of the Congo**

- Panzi foundation and hospital
- Concert of Actions for Disadvantaged Youth and Children
- Diocesan Commission for Justice and Peace Kalemie

#### **Iraq**

- Yazda

#### **Curaçao**

- Fundashon Salú pa There

#### **Somalia**

- Wajir South Development Association

#### **Kenya and Ethiopia**

- Rural Agency for Community Development and Assistance

#### **Poland**

- Granica Group
- Fundajca Dialog
- Bad Ojczyzna

### **Medical team/chronic diseases**

In 2021, Stichting Vluchteling continued its aid package, aimed at patients with chronic diseases and psychological complaints, with five projects in Curaçao, Nigeria, Cameroon and Iraq. Chronic diseases cause more than 70 million deaths every year. Despite the limitations of the corona pandemic, the medical team of Stichting Vluchteling was able to continue to provide quality care to chronically ill patients both remotely and during field visits through the medical colleagues of our partner organizations. This concerns, for example, patients with cardiovascular diseases or diabetes. Mental health care is well underway at the end of 2021 and will be further expanded in 2022.

### **Future**

In 2022, Stichting Vluchteling will once again be committed to providing assistance to large groups of refugees and displaced persons in acute and chronic crisis situations. We focus on saving lives, preserving human dignity and influencing the debate on the protection of vulnerable people on the run. In 2022, Stichting Vluchteling will continue to work hard to reach refugees and displaced persons in areas that are very difficult to access. Together with Intersos, the IRC and our local partner organisations, we help where the needs are highest.

In 2022, we will strengthen cooperation with our local partner organisations and expand where possible. Cooperation with our priority partner Intersos will also be given a boost. The medical team of Stichting Vluchteling will continue to maintain the programme in the field of chronic diseases and mental health care. We also continue to work through Project Frontline to improve access to humanitarian aid in poorly accessible crisis areas.

### **Challenges**

It is certain that the impact of the coronavirus pandemic will continue to be felt and will result in an increase in humanitarian needs, especially in connection with conflict situations, insecurity and the effects of climate change.

Stichting Vluchteling expects intensification of conflicts and greater insecurity in West Africa (Sahel region), Yemen, Myanmar, Ethiopia and Europe (Ukraine), with the result that humanitarian aid will be more difficult to access. In addition, there are major concerns about the decline in living standards in several countries, such as Afghanistan, Lebanon and Venezuela.

Stichting Vluchteling remains vigilant for the uncertain course of the corona pandemic in 2022 and possible restrictions with regard to monitoring the progress of our aid programmes on the ground.

# HIGHLIGHTED PROJECTS

**Thema:**  
Health, food



**Aid provided:**

Displaced persons and local people gain access to life-saving medical care through consultations, treatments and trauma assistance. Four health teams, consisting of a doctor, midwife, nurse and hygiene promoter, operate in districts to provide medical care in permanent clinics. We also screen for acute malnutrition in children up to 5 years of age and the children receive emergency nutrition if necessary.

-  PARTNER: **INTERSOS**
-  NUMBER OF PEOPLE REACHED: **72,000 PEOPLE**
-  BUDGET: **400,000 EUROS**
-  FINANCIER: **REFUGEE FOUNDATION**
-  DURATION: **15 OCTOBER 2021 – 14 OCTOBER 2022**

**What is going on?**

In Afghanistan, wars and conflicts have alternated for decades. Following the Taliban's seizure of power on August 15, 2021, a total economic collapse of the country threatens and also a humanitarian crisis of enormous scale, according to the UN. In addition to an impending food shortage for 23 million people, Afghanistan is also facing persistent severe drought and corona. There are 3.5 million Afghans internally displaced – partly due to the fighting that led to a change of power in 2021 – and they are often dependent on humanitarian aid.

**Challenges**

After the Taliban's takeover, international donors immediately stopped most funding and froze billions of dollars in assets. As a result, the economy entered a downward spiral. Any attempt by the Islamic State of Khorasan (IS-K) to profit from the shift in power means violence and new civilian casualties.

**Theme:**  
Health, medical care



**Provided assistance:**

Our local partner Yazda has set up a mobile clinic in the northern part of the Sinjar Mountains. We work with a doctor, pharmacist and nurse. With this, Stichting Vluchteling ensures that 14 villages are provided with medical care. We screen people for chronic diseases, refer them to specialized care and provide psychosocial care.

-  PARTNER: **YAZDA**
-  NUMBER OF PEOPLE REACHED: **9,000**
-  BUDGET: **305,000 EUROS**
-  FINANCIER: **REFUGEE FOUNDATION**
-  DURATION: **1 SEPTEMBER 2021 TO 31 AUGUST 2022**

**What's wrong?**

The Yazidis are one of the most hated and persecuted minorities by IS extremists. They fled, after IS had taken their villages and towns, in 2014 by the hundreds of thousands to Kurdish Iraq and towards the Sinjar Mountains in north-western Iraq to escape death. The Sinjar Mountains, where the Yazidi lived, were eventually recaptured from IS in two phases. Yazidis are slowly returning.

The need for help in the Sinjar area is great. Chronic diseases are the leading cause of death in Iraq, more than 30% of the population suffers from high blood pressure, 14% from diabetes.

**Challenges**

The project is still relevant to this day and the need for help is undiminished. There are hardly any basic facilities in the area. People are still struggling with the consequences of the atrocities that have been inflicted on them.

**Region theme:** Protection  
Psychosocial health care  
Cash assistance



**Provided assistance:**

Together with our international partner the IRC, as part of the Joint Response of the Dutch Relief Alliance, we provide healthcare in the province of Tigray in Ethiopia, namely in the cities of Shire and Mai-Tsebri.

The aid in Ethiopia focuses on psychological help and medical care. In addition, both displaced people and local residents receive aid packages with soap, sheets and underwear. Women and girls receive a 'dignity kit' with sanitary towels, underwear, a towel and soap. There is also cash assistance, so that people can decide for themselves which urgent needs they can fulfil themselves.

This project was funded through the Dutch Relief Alliance, a partnership of 14 Dutch aid organizations, including Stichting Vluchteling. The aid programmes are funded by the Ministry of Foreign Affairs.

-  **PARTNER: INTERNATIONAL RESCUE COMMITTEE**
-  **NUMBER OF PEOPLE REACHED: 6,750 PEOPLE**
-  **BUDGET: 480,983 EURO + TOP UP 488,573 EURO**
-  **FINANCIER: DUTCH RELIEF ALLIANCE**
-  **DURATION: 4 FEBRUARY 2021 TO 31 MARCH 2022 (EXTENDED TO 31 MAY 2022)**

**What's going on?**

For years, Ethiopia has been struggling with several serious crises. For example, the conflict in the Tigray region causes the inhabitants of the northern Ethiopian region of the same name to live in fear and insecurity. The consequences of corona are visible in all kinds of areas, such as in the health of the population and the food security situation throughout the country.

**Challenges**

Climate change and ongoing conflicts in Tigray and neighbouring regions continue to plague the country. An estimated 900,000 people are facing extreme food scarcity in Tigray. The climate crisis is increasing the humanitarian needs of millions of people, for example due to severe drought.



Ethiopia 2021, photographer: Joost Bastmeijer



**Topic:**

Water, sanitation and humanitarian access



**Aid provided:**

We provide drinking water and sanitation for displaced persons in northern Burkina Faso. These areas are controlled by armed groups that are in conflict with the government. As a result, it is difficult for aid workers to gain access to people in need. Through Project Frontline we try to reach people, for example by building trusting relationships with local leaders. We help with the construction of latrines and we repair drinking water points. Hygiene packages with soap, water purification tablets, buckets and jerry cans are also distributed to vulnerable families. Finally, trainers provide information about good hygiene.

-  PARTNER: **INTERNATIONAL RESCUE COMMITTEE**
-  NUMBER OF PEOPLE REACHED: **12,600**
-  BUDGET: **200,000 EURO**
-  FINANCIER: **STICHTING VLUCHTELING**
-  DURATION: **1 OCTOBER 2021 TO 31 MARCH 2022**

**What's going on?**

The humanitarian situation is deteriorating rapidly and is very serious in Burkina Faso, a fragile and unstable country that is among the 10 poorest countries in the world. The conflict between armed groups and the army has intensified and is spreading to virtually all regions. In 14 of the 45 provinces, the state of emergency applies.

**Challenges**






Nearly a fifth of the population depends on humanitarian aid. Ongoing conflicts have driven more than 1.5 million people from their homes. Access by first responders to those in need is a challenge in many areas. Burkina Faso is also one of the countries in Africa that suffers the most from the climate crisis (drought, floods).

**Theme:** Health, medical care and hygiene education



**Provided aid:**

From the proceeds of the national action of Giro555, we offer emergency aid to support the most vulnerable refugees in the fight against corona. Together with our partners Intersos and the IRC, we immediately started vaccinating. In addition, we provide good and reliable information, protect and train health workers and improve hygiene to prevent corona spread.

-  PARTNER: **INTERSOS AND THE INTERNATIONAL RESCUE COMMITTEE**
-  NUMBER OF PEOPLE REACHED: **197,000 PEOPLE**
-  BUDGET: **912,123 EURO**
-  FINANCIER: **COOPERATING AID ORGANISATIONS (GIRO555)**
-  DURATION: **26 JULY 2021 TO 30 JUNE 2022**

**What is going on?**

The coronavirus also surged around the world in 2021, causing many casualties. The virus is also spreading to areas where people have already been severely affected by other crises, such as war and conflict, drought, malnutrition and epidemics. Medical care in these areas is often far from adequate.

**Challenges**

Even in 2022, the coronavirus will not budge for the time being. Worrying infection rates continue to circulate. People on the run are hit hard, but have little chance of getting vaccines or good health care and protection against the virus. That has to change, also because no one is safe until everyone is safe!



# POLAND

## PODLASIE, MICHALOWO AND BIALYSTOK

### Topic:

Shelter, Protection and Education



### Provided aid:

Our assistance in Poland, through a Polish aid organization, focuses on the purchase of a van with which more relief goods, such as warm clothing and food and drinks, can be transported for stranded refugees and migrants.

Through another local aid organization, we are renovating housing for migrants and refugees staying in the border town of Bia ystok. The third organization is committed to combating fake news. Here, Polish young people, students and teachers are informed about the current situation on the ground through meetings, workshops and seminars.



**PARTNER: MAŁA OJCZYŻNA FOUNDATION, DIALOG AND GRUPA GRANICA FOUNDATION (VIA STREFA WOLNOŚŁOWA FOUNDATION)**



**NUMBER OF PEOPLE REACHED: TBD**



**BUDGET: 60,000 EUROS**



**FINANCIER: STICHTING VLUCHTELING**



**DURATION: 31 DECEMBER 2021 TO 30 SEPTEMBER 2022**

### What's going on?

Hundreds of migrants and refugees are waiting in Belarus on the border with Poland, hoping to reach the European Union. They have been trying to reach the EU since last summer. At the border in Belarus, 600 people are stuck in sheds, and probably also an unknown number outside the border. They sleep in tents and the conditions are bad. In Poland, the situation for migrants and refugees in detention centres is particularly worrying.

### Challenges

We are seeing an increase in violence against vulnerable people at Europe's borders, often followed by forced pushbacks. As a result, migrants and refugees are automatically, and

often forcibly, sent back without being able to apply for asylum. Poland also wants to start building a 186-kilometre border barrier on the border with Belarus.



Poland December 2021, a rescued family from the pre-migration forest at the Polish-Belarus border. Photo: Grupa Granica.

### Theme:

Cash aid, sanitation and water



### Assistance provided:

We provide cash assistance, clean drinking water and sanitation for Venezuelan refugees, Colombian returnees, displaced persons and vulnerable host communities in north-eastern Colombia.

We make cash assistance available in the form of vouchers or cash. In addition, we offer vulnerable families hygiene kits, water filters and mosquito nets. Finally, we provide information about good hygiene, to prevent the spread of diseases. The aid in Colombia focuses on two departments that border Venezuela and therefore receive many refugees.

-  PARTNER: **INTERSOS**
-  NUMBER OF PEOPLE REACHED: **10,800**
-  BUDGET: **350,000 EURO**
-  FINANCIER: **REFUGEE FOUNDATION**
-  DURATION: **1 JULY 2021 TO 31 MARCH 2022**

### What's wrong?

The humanitarian need in Colombia is increasing. More than 1.8 million Venezuelan refugees have already fled to Colombia and they have literally lost everything. Especially in the capital Bogotá and other large cities, the number of refugees is rising rapidly. Colombia is hosting the vast majority of Venezuelan refugees in the biggest migration crisis Latin America has ever known. In addition, nearly 5 million Colombians are still displaced in their own country.

### Challenges

The arrival of so many refugees puts extra pressure on the capacity and resources of the Colombian government and the aid organizations present. They also take care of displaced persons as a result of scattered internal conflicts, which continue to occur in the country despite the peace agreement with the largest resistance organization, the FARC.

### Topic:

Protection, Shelter and Sanitation



### Assistance provided:

Our emergency aid in Chad consists of distributing emergency aid packages to 700 vulnerable households in various displaced persons camps. Local residents who receive displaced persons are also eligible for a package.

Each individual emergency aid package includes a sleeping mat, tarpaulin, blanket, detergent, a water jug, mosquito net, 20-litre drinking water tank and soap.

-  PARTNER: **HELP-CHAD**
-  NUMBER OF PEOPLE REACHED: **4,200**
-  BUDGET: **103,500 EURO**
-  FINANCIER: **REFUGEE FOUNDATION**
-  DURATION: **20 DECEMBER 2021 TO 20 APRIL 2022**

### What's wrong?

Chad is one of the poorest countries in the world. The country is struggling with ongoing conflicts, droughts and floods, a food crisis and it has become a refuge for refugees. Corona has further worsened the humanitarian situation in the country. In Chad, nearly one in three people depend on humanitarian aid.

Boko Haram violence is causing a major humanitarian crisis in the border area of Nigeria, Niger, Cameroon and Chad – an area known as the 'Lake Chad Basin'. The entire area around Lake Chad is a conflict zone.

### Challenges

Chad faces enormous challenges. Nearly two million people need acute food aid, many children suffer from severe malnutrition. The lack of adequate health care makes people susceptible to malaria and measles, among other things. The violence by Boko Haram/ISWAP and the violence and instability in neighbouring countries such as the Central African Republic and Sudan, means that Chad is hosting many refugees and displaced persons.



**Topic:**  
Health care



**Assistance provided:**

Together with our international partner the IRC, we offer health care in the provinces of Aden and Ladj in the south of Yemen with the support of the Dutch Relief Alliance.

Through three mobile medical teams, we screen and treat patients for malnutrition, communicable diseases, wound care, reproductive health care and vaccinations. Each team consists of a medical assistant, a nurse, a midwife, a pharmacist, a health advisor and two nutrition specialists. Each team has medicines and facilities to provide good care. In addition, a health post for emergency obstetrics and newborns is supported.

This project was funded by the Dutch Relief Alliance, a partnership of 14 Dutch aid organizations, including Stichting Vluchteling. The aid programmes are funded by the Ministry of Foreign Affairs.



**PARTNER: INTERNATIONAL RESCUE COMMITTEE**



**NUMBER OF PEOPLE REACHED: 49,917**



**BUDGET: 813,334 EURO**



**FINANCIER: DUTCH RELIEF ALLIANCE**



**DURATION: 1 JANUARY – 31 DECEMBER 2021**

**What's wrong?**

Yemen is still facing one of the biggest humanitarian crises in the world. More than half of Yemenis live in extreme poverty and hunger, and this is increasing every day. The crisis is still hopeless after years of conflict. Two-thirds of Yemenis depend on humanitarian aid. An estimated 20 million people face hunger. Many Yemenis are malnourished and diseases such as cholera and corona are spreading rapidly due to a shortage of medical facilities.

**Challenges**

Yemenis face an uncertain 2022 as the conflict-induced economic collapse worsens, despite a relative calm in the fighting.

It is and remains difficult for organisations to gain access to the most vulnerable people.



Jemen 2021, the medical team of the mobile clinic. Photographer: Gabreez/IRC



**Maryama (15 years old)**

My sister and my mother are the ones that encourage me to go to school. Mathematics is my favourite subject. They teach us how we should count and measure things, like measuring time or a space.

# ADVOCACY

## Partners

Stichting Vluchteling is actively represented in various Dutch partnerships. In 2021, we contributed to workshops, discussions and webinars organised by, for example, KUNO (knowledge exchange emergency aid), the Dutch Relief Alliance (DRA) and the Humanitarian Action Platform.

## Results

Corona, as in 2020, had a major impact on our advocacy work. Because travel was again possible, we were able to share first-hand information with politicians and policymakers. There has been particular concern about the Taliban's takeover of Afghanistan and the situation on the European Union's borders.

## Parliamentary elections and formation

In the run-up to the elections to the House of Representatives, Stichting Vluchteling made an analysis of the various election programs and called on the voter to take sides with the refugees. People were also asked to sign an appeal to politicians. This call focused on humane reception, sufficient humanitarian funding and equal access to the corona vaccine. In total, this petition was signed 2,400 times.

After a long formation, a coalition agreement was concluded in December. We were pleased with the increase in the UNHCR quota, something for which Stichting Vluchteling has also advocated. At the same time, the agreement continues to focus on protecting the borders of the European Union. Protecting people and their rights seems to come second.

Thanks to the efforts of the Dutch Global Health Alliance, of which Stichting Vluchteling is a part, the new cabinet has committed itself in the coalition agreement to the development of a Dutch 'Global Health' strategy. This is an important step for access to medical and psychological care for people on the run.

## Support studies

In the first half of 2021, Stichting Vluchteling investigated the support for the reception of refugees among the Dutch public. This showed that 89% of the respondents sympathize with people who have fled war and violence, but also that the majority, 60%, have no understanding for people who have fled for economic reasons.

## Afghanistan

In August 2021, the Taliban took power in Afghanistan. This meant, among other things, that a large group of people were at risk because of their work in the years before. The Dutch government has committed itself to evacuating as many people as possible with a connection to the Netherlands, including aid workers. Stichting Vluchteling, like many other aid organizations, has also made efforts for the evacuations. In addition, there has been a lot

of contact with policy officers around Afghanistan, among other things to provide them with context updates. In cooperation with other organizations, a petition has also been handed over to the House of Representatives, including a call to support countries in the region of Afghanistan in receiving Afghan refugees.

### Climate change and migration

Klimaatverandering is een van de grootste uitdagingen van onze tijd, met een grote impact op midden- en lage inkomenslanden en op mensen op de vlucht. Zo brak bijvoorbeeld in het noorden van Kameroen conflict uit nadat rivieren opdroogden en er een tekort aan water ontstond. Rond de klimaattop in Glasgow in november, tekenden ruim 3.100 mensen tekenden onze oproep aan de politiek om meer te doen tegen klimaatverandering. Verschillende media besteedden aandacht aan de oproep.

### Europees asiel- en migratiebeleid

Climate change is one of the biggest challenges of our time, with a major impact on middle- and low-income countries and on people on the run. For example, conflict broke out in northern Cameroon after rivers dried up and there was a shortage of water. Around the climate summit in Glasgow in November, more than 3,100 people signed our call to politicians to do more to combat climate change. Various media paid attention to the call.

### European asylum and migration policy

The debate in the EU member states, and certainly also in the Netherlands, has hardened considerably. At the same time, we see that the situation at the EU's external borders is becoming increasingly distressing. From inhumane refugee camps in Greece to drownings at sea and violent pushbacks on the Polish-Belarusian border. That is why Stichting Vluchteling has done a lot of work in 2021 on advocacy around this complex file. Director Tineke Ceelen, for example, held a conversation with the King and Queen of the Netherlands in preparation for a (ultimately cancelled) State visit to Greece. We have also worked on setting up a network of NGOs within the European Union in order to be able to plead together for a humane policy. In December, we joined an action of the Dutch Association of Asylum Lawyers and Jurists. By burning a green light, both physically in our office and on our social media, we showed solidarity with people fleeing within Europe.

### 500 children

In collaboration with vluchtelingenwerk Nederland and Defence for Children, the #500kinderen campaign was launched at the beginning of 2020. With this campaign, we called on the Dutch government to take in 500 underage refugees in the Netherlands, in response to a request from the Greek government. In the end, the Dutch government decided to take over 100 vulnerable asylum seekers from Greece after the fire in refugee camp Moria and to temporarily receive refugee children in homes in Greece. In 2021, attention was again paid to these children when the art project 'Little Amal: the Walk' visited our country. This life-size doll represented all the children on the run. At an event in The Hague, the director of Stichting Vluchteling spoke to draw attention to children who are fleeing, often alone.

### Bill

In 2020 and 2021, Stichting Vluchteling was involved in lobbying against the bill 'Criminalisation of residence in an area controlled by a terrorist organisation', which is before the Senate. Politicians have been actively approached with the request not to agree with this bill and in 2021 it was decided not to proceed with the bill in its current form. Thanks to the efforts of organizations such as Stichting Vluchteling, an amendment to the law has been made with a ground for exclusion for humanitarian aid workers and journalists. These groups will therefore not have to deal with criminalisation.

### Future

In 2022, Stichting Vluchteling will continue to work for a dignified European asylum and migration policy. At the time of writing, the conflict in Ukraine is raging in all its intensity. This will of course require a lot of time and effort and will also have an impact on the asylum and migration debate that is being held in The Hague and Brussels. We will also continue to advocate for the integration of the treatment of chronic diseases as part of health programmes and as an integral part of the Dutch 'Global Health' strategy. Stichting Vluchteling will also continue to support Human Rights Watch's refugee programme in 2022. Finally, Stichting Vluchteling will continue to invest in educating politicians and policy makers through humanitarian policy advice, maintaining relationships with Dutch embassies and organising expert meetings.



Campaign image "Choose a side". Photographer: Milene van Arendonk.



**Vandi (44 years old)**

“When armed men attacked our village, I kept a close eye on where my wife and five children tried to hide. Afterwards I was able to find them to give them food and water. Therefore we were all able to survive.”

## COMMUNICATION AND MEDIA

In addition to providing emergency aid, Stichting Vluchteling has an important role in informing the public and increasing support for people on the run. We do this by means of informative campaigns and expressions in the media.

Due to the corona measures, travel in 2021 was not yet as before. Collecting visual material for educational activities has therefore proved to be a challenge. The corona pandemic forces us to think differently about how we can visualize the situation of people on the run.

### Recording studio

The realization of our own professional recording studio in our office building is a good example of responding to the current situation and creating opportunities to collect footage despite travel restrictions. The studio is intended for the live recording and/or broadcasting of events such as our *Webcast Crisis Update* and the recording of fundraising and educational TV spots, videos and interviews.

In order to make the most of the recording studio, we can test more and expand further with concepts for the media and our social media channels. With the ultimate goal of more reach, better interaction and more donations.

### Attention to serious humanitarian crises

António Guterres, UN Secretary-General, described the global emergencies in 2021 as “a hurricane of humanitarian crises raging around the world”. A small selection of our informative campaigns and actions:

On March 22, a huge fire broke out in the refugee camp in Cox’s Bazar in Bangladesh. In the month of March, we ask for money and attention for this.

From May to September, we are campaigning around the corona pandemic with the National Action ‘Together in action against corona’ of Giro555 where we advocate for making vaccinations possible worldwide.

In the summer months of July and August, we pay weekly attention to major humanitarian crises. Under the heading Don’t look away, we put on the agenda the large increase in the need for humanitarian aid in countries such as Yemen, Venezuela and Cameroon.

From 13 August, we will ask for attention and money for the situation of refugees in Afghanistan in an emergency call, after the Taliban took control of the country.

Climate refugees in the world’s poorest regions will be hit hardest by the climate crisis. At the beginning of November, we will speak out explicitly about this for the first time and call on the Dutch government to come up with a climate plan in which attention is also paid to refugees.

Europe's borders, pushbacks and EU migration policy come together in the Poland-Belarus geopolitical conflict Russia and the unsustainable situation on the Greek islands and Athens. Throughout the year, we draw attention to the violation of basic human rights in the European Union.

### Digital newsletter

The digital newsletter for our supporters, loyal followers and the general public increases visibility, support and interaction. At the end of 2021, a total of 68,511 people received our monthly digital newsletter. A growth in the number of subscribers of 10.5% compared to a year earlier.

### Own media

Our own media know how to reach a growing audience (millions). In 2021, we have provided information via social media about how political parties think about refugees, about the forgotten crises in the world, about the acute famine in 23 countries, about the borders of Europe and so on. The social media channels show how we involve both our supporters and the Dutch public in our work. Our online public interaction also grew significantly; we had over 7,000 new signups for our email newsletter.

Stichting Vluchteling Website	Visitors 2020	Visitors 2021	Growth
Unique visitors	304.335	332.460	+9,2%
Page views	309.365	401.018	+9,6%

Social Media	January 2021	December 2021	Growth
Facebook	53.062	53.792	+1,3 %
Twitter	7.643	7.950	+4,0 %
Instagram	8.980	14.600	+62,5 %
Linked-In	3.127	4.755	+52,0 %
YouTube	599	650	+8,5 %

### NATIONAL MEDIA

The media are an important way for us to draw the attention of the Dutch public to a humanitarian (refugee) crisis and our emergency aid. In 2021, corona dominated the news and talk shows, leaving little room for 'other' messages. Nevertheless, Stichting Vluchteling was visible in the media at a number of important moments.

The media attention shows a number of striking peaks, which are related to the Night of the Refugee, the humanitarian crisis in Afghanistan and the start of our aid on the Polish Belarusian border.

### Some highlights

- Director Tineke Ceelen has been breakfast guest seven times on the program De Ochtend van 4, on NPO Radio 4, in which she tells what strikes her in the news;
- On August 27th Tineke Ceelen talks about the crisis in Afghanistan in all headlines of DPG Media (circulation: 3.5 million), she also does so on August 31st in an interview with RTL Koffietijd;
- On September 12th , NU.nl, NOS.nl, the NOS news on radio and TV, among others, paid attention to the adapted twelfth edition of the Night of the Refugee;
- Newspaper Trouw writes on November 5th about our call about the climate crisis ("Climate refugees must be given official status");
- On November 23rd , NOS.nl prominently announces that we are going to support Polish organizations, the link in the article to our donation campaign yields more than 285 donations.
- Tineke Ceelen has given interviews in various national newspapers about the situation in Poland and Belarus, Greece and the situation in Afghanistan.

2021	Medium type	Media value	Reach
	Print	€ 166.467	4.871.724
<b>Quater 1</b>	Online	€ 67.496	62.096.500
	RTV	€ 5.579	11.737.500
	Print	€ 101.103	936.511
<b>Quater 2</b>	Online	€ 91.900	68.937.299
	RTV	€ 17.610	8.486.000
	Print	€ 184.970	5.843.819
<b>Quater 3</b>	Online	€ 211.730	169.483.156
	RTV	€ 79.298	68.681.000
	Print	€ 265.095	7.034.993
<b>Quater 4</b>	Online	€ 139.399	114.649.390
	RTV	€ 13.799	30.010.333

## SUPPORT AND AWARENESS

### Support

In May 2021, research agency Motivaction was commissioned by Stichting Vluchteling to conduct a study into the attitude of Dutch people towards refugees.

- 85% of the Dutch population considers the refugee problem serious to very serious;
- Dutch people believe that refugees should be received as much as possible in their own country or region;
- War refugees can count on a lot of understanding in the Netherlands: 89% of all respondents sympathize with people who have fled from war and conflict;
- As far as migrants (people who have fled for economic reasons) are concerned, they are less sympathetic: 60 percent have little or no understanding for this. A majority (62%) think that migrants should be sent back to their country.

### Awareness

In September 2021, Motivaction also investigated the awareness of Stichting Vluchteling. This has shown that our awareness has decreased slightly in the past year, 61% of the Dutch population has heard of Stichting Vluchteling. People who know us indicate that they see and hear little from Stichting Vluchteling.

The survey also showed that 10% of the respondents donate to Stichting Vluchteling and that 25% are open to this.

### (ONLINE) EVENTS

Because we postponed the Night of the Refugee from June to September, it has taken place in an adapted form and successfully. Our webcasts are a safe alternative to remotely track our updates on current humanitarian crises. It turns out to be an effective way to spread our message.

#### Night of the Refugee: record amount per runner

During the Night of the Refugee, a total of 2,400 people participated in the night of 11 to 12 September, spread over six cities (Haarlem, Utrecht, The Hague, Rotterdam, Arnhem and Tilburg). The number of runners was capped due to the corona measures.

Participants of the Night of the Refugee raised no less than 965,000 together. That's a record amount per runner. The proceeds were distributed to emergency relief projects in Afghanistan, Burkina Faso, Venezuela and Iraq. Together, the runners and their sponsors are helping 70,000 refugees.

**“THE NUMBER OF REFUGEES HAS NEVER BEEN HIGHER. THE ATMOSPHERE AROUND PEOPLE ON THE RUN IS MENACING AND BLEAK. IT IS PRECISELY IN THAT LIGHT THAT THIS JOURNEY IS OPTIMISTIC AND WARM. WE HAVE SHOWN THAT WE DO CARE.”**

**- DIRECTOR TINEKE CELEN**

### Webcasts about humanitarian crises

Due to corona, we started organizing online meetings in 2020. Because physical events could often not take place in 2021, we told our donors and other interested parties about current crises and our work there. We did this in the form of webcasts and live streams via social media. The 15th of March was our first webcast about a decade of conflict in Syria. On 6 July, we dealt with the conflict in Ethiopia, in the Tigray region. On 26 August, we reflected on the emergency situation in Afghanistan and the status of our aid. And on 22 September we covered the current situation in Lebanon. Of all viewers, 33% are new contacts of Stichting Vluchteling.

### Future

The most important objective for 2022 is to increase support for people on the run and to increase the attention for the work of Stichting Vluchteling. We want to inform, inspire, motivate and activate the Netherlands to help prevent the fate of refugees from being forgotten and to promote empathy for people on the run. Especially now that the world seems to be under tension with the threat of the ongoing corona pandemic and increasing polarization, Stichting Vluchteling sees a role for itself in this public debate. In our own and distinctive way, in which the connection is always sought but we are also not afraid to take a stand, we bring the fate of people on the run to the fore.

To achieve this, different channels are used: press and media, our own social media channels, the website and through our events. To what extent the corona measures will again cause restrictions and challenges in 2022 is not yet known. To be prepared for anything, we focus on alternative forms of content gathering, through local filmmakers and our own studio.



Night of the Refugee 2021, at the finish in Rotterdam. Photographer: Marcel van der Steen.

## FUNDRAISING

Thanks to the support of our more than 200,000 loyal donors, we can help hundreds of thousands of refugees every year. In order to be independent as an aid organization, we want the government's revenues not to exceed 25% of total income.

### Our own fundraising

The total income from our own fundraising increased by 10% compared to the previous year to 16.6 million euros. Compared to 2020, the income of private individuals increased by 0.7 million to 15.8 million. Total revenues amounted to 110% of the forecast and were 1.1 million lower than in 2020.

### Active and structural donors

In the past year, the number of donors grew by 7%, from 190,076 donors in 2020 to 203,970 in 2021. We are very happy with this growing public support.

The authorised holders and deed holders are responsible for a relatively large part of our income, which is important for financial stability and they ensure that we can respond quickly to new crises. Our online fundraising, on-street and door-to-door fundraising has been very successful. The number of authorisation holders grew by 3% from 58,769 people in 2020 to 60,377 this year. The number of deed holders grew by 11% from 2,319 to 2,567.

### Ministry of Foreign Affairs

The Dutch Relief Alliance (DRA) is a coalition of fourteen Dutch aid organizations in collaboration with the Ministry of Foreign Affairs. Stichting Vluchteling is a member of this coalition. By working together, the DRA provides rapid emergency assistance to disaster and humanitarian crisis victims around the world.

In 2021, Stichting Vluchteling implemented emergency aid programmes funded by the DRA in the Democratic Republic of Congo, Yemen, the Central African Republic, Ethiopia and Burkina Faso. For this we received a total of 3,947,357 in 2021.

### A quarter of a century of support from the Postcode Lottery

The National Postcode Lottery is committed to a better world, inside and outside the Netherlands. The millions of euros (347 million) were again distributed in 2021 to a wide variety of charities, 121 in total.



Stichting Vluchteling has been supported by the Postcode Lottery and its participants since 1996. Partly thanks to these years of support, we have achieved a lot in the past 25 years. In 2021, we received 2.7 million.

## Online fundraising

Fundraising via social media and other online channels is an important part of the total revenue. 2020 was an exceptional year with a growth of 315% compared to the previous year. In 2021, we received 2,429,972 in online donations, which is 25% lower than in 2020, but still a strong growth compared to 2019. The long-term outlook remains positive and online fundraising will become increasingly important.

## Legacies

Many supporters of Stichting Vluchteling want to give people on the run hope for a better future, even if they are no longer there themselves. The legacies that Stichting Vluchteling received in 2021 are an important part of our income.

## SUCCESSFUL EMERGENCY RESPONSE CAMPAIGNS

In 2021, several campaigns were carried out to raise money and attention for people fleeing war and conflict. During the campaigns we see that people transfer their donations more easily and faster via our website or directly via Ideal. We facilitate this by providing the traditional mailings with a QR code.

We highlight two successful emergency response campaigns, the one for Afghanistan and the one for our aid on Europe's borders:

### Campaign 1: Emergency response campaign for Afghanistan

In the summer of 2021, the Taliban's seizure of power dominated the news. The rapid advance of the Taliban prompted us to launch an emergency campaign even before the capital Kabul was taken.

With our emergency call we raised 1,700,000. We did this by sending a letter to our most loyal donors, with a bank transfer code and QR code. We also shared the emergency call via our e-newsletter. Finally, we immediately started with advertisements via Facebook and Instagram.

A large number of celebrities and influencers supported our online campaign. It led to a huge number of donations from people who hadn't supported us before. The involvement of influencers also led to a growth of more than 30% in the number of new followers on Instagram.

### Campaign 2: Chaos at Europe's borders

In November 2021, tensions rose on the border of Belarus and Poland. The situation caused a humanitarian tragedy on Europe's borders. Thousands of people were trapped in the border area, in the cold and without food and drink. We raised the alarm.

Under the heading 'Chaos at the European borders', we ask for attention and money in a 100% online campaign to help these people. With an e-mail newsletter and through advertisements on Facebook and Instagram, we receive many donations in a short time. On 23 November, NOS.nl prominently announces that we are going to support Polish organisations. The link in the article to our donation campaign yields more than 285 donations. The campaign is a successful example where free publicity, fundraising and current affairs come together. This is where we want to continue to distinguish ourselves: direct help in acute need.

## Looking to the future

Partly because the fundraising systems and processes have been further optimized and professionalized, revenues have grown well in recent years.

In addition to a successful recruitment of new donors, Stichting Vluchteling will focus on improved information and increasing the involvement of existing donors via email, post, telemarketing and social media. These channels will be better aligned, the content of the channels will also be better tailored to the different target groups that support the organization and we will respond even faster to current events in the world. The impact of these improvements will lead to donors who better understand the importance of their support to Stichting Vluchteling and thus remain loyal to the objective of the organization.



Chaos at the airport of Kabul, Afghanistan 2021.





**Cibela (34 years old)**

“There wouldn't be a future for my children in Venezuela. We didn't have anything.”

## ORGANISATION

In order to maintain the quality of our assistance, good governance and sound supervision are essential. That is why Stichting Vluchteling has clear rules for implementing partners, strict controls and an active Supervisory Board. In addition, we are committed to operating as efficiently as possible, so that our resources benefit all those women, men and children on the run as much as possible.

In 2021, extra attention has been paid to our integrity. For example, we have a Code of Conduct, which must be signed and complied with by all colleagues. In addition, every employee is obliged to submit a Certificate of Conduct. Finally, there is a whistle-blower scheme and agreements have been made with an external confidential adviser.

The integrity policy of Stichting Vluchteling applies to the employees, but also applies to our ambassadors, members of the Supervisory Board, consultants and also to our beneficiaries and partner organizations. When there are complaints regarding employees of Stichting Vluchteling, the integrity policy provides guidelines. Any cases are kept in a register. There have been no reports in 2021.

Tailor-made training courses are organized for both the individual teams and also for the organization as a whole, so that integrity, reflection and behaviour are also given shape in practice.

### **Ethics Working Group**

In 2020, following the social discussion around ‘Black Lives Matter’ and the criticism of NGOs in, among other things, an article in OneWorld, a temporary working group was set up to take stock of the state of affairs at Stichting Vluchteling and to give pragmatic advice to the organization. This working group discusses moral dilemmas and ethical issues, takes stock of opinions and writes advisory memos to the MT.

### **Corona crisis**

The corona crisis has meant that we have had to adjust many business processes and also the mutual cooperation. In this day and age, it is especially necessary to keep in touch with each other, to share experiences and, where necessary, to offer a helping hand. As long as the corona pandemic affects the organization, the organization will focus on (online) initiatives to keep employees engaged from home and to promote their well-being.

## SUPERVISORY BOARD

Stichting Vluchteling has a Supervisory Board and an Audit Committee. The Supervisory Board supervises the policy of the management of Stichting Vluchteling and the general course of affairs within the foundation. In addition, the Supervisory Board provides advice to the Executive Board. The regulations of the Supervisory Board are listed on the website.

Until September 2021, the Supervisory Board consisted of six members. The members are appointed (by the council itself) in a personal capacity. The appointment is for four years and this term can be renewed once. A balanced composition is ensured. This means that the members together have sufficient knowledge of refugee issues, fundraising, media, politics and governance. Their joint competences are therefore on an administrative, financial, legal, accountancy, social and communicative level. In 2021, the chairman Mr. A. Klink transferred his duties to Mr. H. Anker. In the fourth quarter of 2021, a position on the Supervisory Board and with it the chairmanship of the Audit Committee became vacant. The recruitment procedure has started and it is foreseen that this vacancy will be filled in May. For the person to be recruited, financial competences are a prerequisite.

The members of the Supervisory Board do not receive a salary, only any travel expenses are reimbursed.

### Work

The Supervisory Board met four times in 2021. Due to the ongoing corona pandemic, the meeting took place partly digitally.

The annual report 2020, risk management, evaluation salary director, state of affairs cooperation with IRC and INTERSOS, annual plan 2022 and the budget for the coming years have been discussed. In addition, there has been a change of presidency.

Because digital meetings will remain that way for the time being, it has been decided to start the preparation for the evaluation digitally at the end of 2021. The actual evaluation will take place in early 2022.

### Audit committee

The audit committee consists of two members of the Supervisory Board and is charged with supervising the financial affairs within the foundation. In 2021, the audit committee met twice. Topics that were discussed were the audit for the year 2020, risk management, evaluation of director's salary, revision of the 2021 budget, the 2022 budget and the multi-annual estimate for 2023-2024. The rules of the audit committee are listed on the website.

## MEMBERS OF THE SUPERVISORY BOARD

### **Dr. H. Anker, Chairman from 24 September 2021**

*From 5 February 2020 Member, appointed until February 2024*

(Additional) positions:

- Consultant

### **Prof. A. Klink, Chairman until 24 September 2021**

*From 1 January 2012, appointed until January 2024*

(Additional) positions:

- Member of the Board of Directors cooperation with VGZ UA
- Professor of Care, Labour Market and Political Governance at the Vrije Universiteit in Amsterdam
- Board member Zorgverzekeraars Nederland
- Board member Innovatiefonds Zorgverzekeraars
- Board member Stichting Kwaliteitsgelden Medisch Specialisten (SKMS)
- Chairman Dutch Harkness Fellowships Selection Committee, The Commonwealth Fund
- Chairman Foundation prevention Early diagnosis and e-Health
- Member of the Supervisory Board of Stichting Langer Gezond

### **Mrs. S.M.J.G. Gesthuizen, vice-chairman**

*From 5 February 2020, appointed until February 2024*

(Additional) positions::

- Since 1 April 2021: director academy Art & Design Arnhem ArtEZ (main function)
- Member of the Supervisory Board of Utrecht School of the Arts (until 17 February 2021)
- Member of the Advisory Board of the Social Insurance Bank
- Chairman of the Board of Stroom Den Haag (until 30 September 2021)
- Chairman of the Advisory Board of the Euthanasia Expertise Centre
- Owner sole proprietorship De Bananenplant
- Jury member Anne Vondelingprijs and Saskia Stuivelingprijs
- Board member Stichting Willem Dreeslezing

### **Mr. G. Visser RA, treasurer**

*From 16 December 2016, appointed until January 2024*

(Additional) positions:

- Partner Dubois & Co. Chartered Accountants

**Mr. E. Schenkenberg van Mierop, member**  
**From 21 February 2017, appointed until January 2024**

(Additional) positions:

- Founding Member and Executive Director, HERE-Geneva

**Mr. A.L.M. van Rest, member**

From 5 February 2020, appointed until February 2024

(Additional) positions:

- Consultant and interim manager via Van Rest Consultancy.  
 In 2021 Ad interim working for Stichting Jantje Beton  
 In 2021 working at The Disabled Child Foundation.
- Board member Cultuurkwartier Leiden

**BESTUUR, DIRECTIE EN MANAGEMENT**

The director of Stichting Vluchteling - Tineke Ceelen - implements the decisions taken by the Supervisory Board. The director is also the only board member. The management determines the policy, sets financial guidelines and has the final responsibility for the day-to-day management.

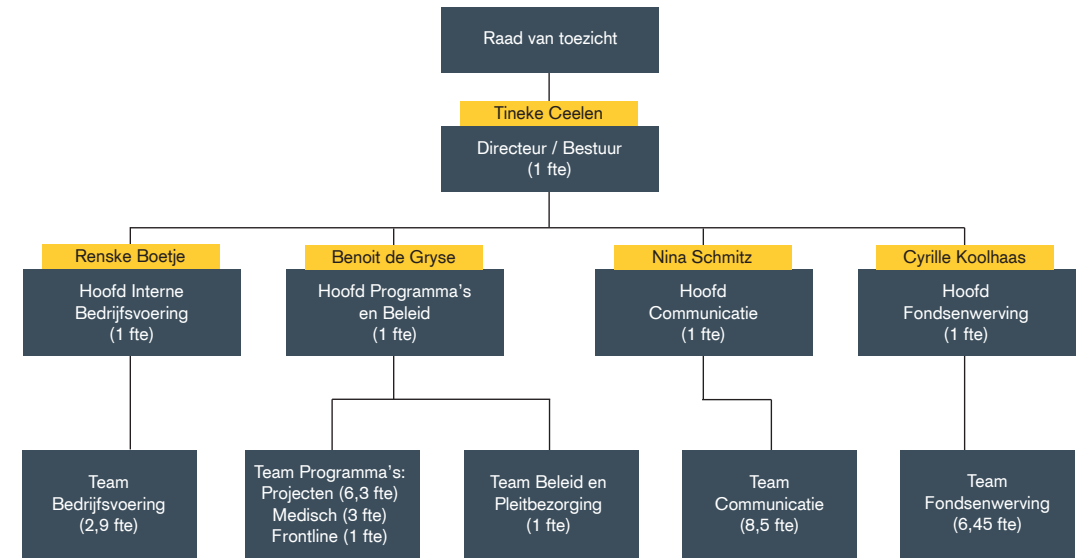
The director implements the policy together with the management team and all employees and trainees. The management team consists of the director, the head of programs & policy, the head of internal operations, the head of communication, and the head of fundraising. From January to September, the head of communication has managed and supervised both the communication team and the fundraising team. With the arrival of the new head of fundraising, the MT now has the desired size. The management team meets on a weekly basis. At the beginning of the year, in addition to an extensive MT meeting, there was also a weekly more strategic meeting. This was merged into one extensive MT consultation during the year.

The board regulations and other applicable regulations, derived from the articles of association, have been published on the website.

**Remuneration of the management**

The Supervisory Board determines the remuneration policy, the amount of executive remuneration and the amount of other remuneration components. The policy is updated periodically. When determining the remuneration policy and determining the remuneration, Stichting Vluchteling follows the 'Regeling beloning directeuren van goede doelen', as determined by Goede Doelen Nederland. This scheme sets a maximum standard for annual income on the basis of weight criteria. In 2021, the director of Stichting Vluchteling earned a gross annual salary of 124,989, including taxed and untaxed allowances. This falls within the aforementioned standard of Goede Doelen Nederland. A detailed explanation can be read in the annual financial report.

Organisation chart of Stichting Vluchteling as of December 2021



**PERSONNEL**

**Staff (as of 31 December 2021)**

Managing Director  
 Mrs. C.A.J.M. Ceelen

Head of Internal Operations  
 Mrs. R.B. Boetje

Head of Programmes and Policies  
 Mr. B.G.J. de Gryse MSc.

Head of Communication  
 Mrs. N.R. Schmitz

Head of Fundraising  
 Mr. D.C. Koolhaas

## PERSONNEL POLICY

At the end of 2021, Stichting Vluchteling had a team of 37 employees, who together represented 34.7 FTE. In 2020, this was 33 employees (30.7 FTE). For the remuneration of the employees, Stichting Vluchteling uses the BBRA government scales. Consultants were also hired, among other things, to develop the ISO quality management system, coaching staff, as support for the Night of the Refugee and to temporarily manage the Programs and Policy team. The latter has been deployed until March 2021.

For Stichting Vluchteling, the staff is the engine for achieving success. Investing in your own people is working on the future of the organization. In 2021, the employment conditions were revised, taking into account the amended legislation regarding parental leave. In addition, the regulations regarding the Certificate of Good Conduct have been elaborated. Extra attention has also been paid to the low-threshold approach of the confidential advisor. Adjustments to the terms and conditions of employment are coordinated with the staff representation.

Every year, a study budget is available for the employees. In 2021, our employees will receive training regarding the development and management of new marketing techniques and strategy, company emergency response, language training, and training in the field of safety and ethical leadership.

### The impact of the corona crisis

A large part of 2021 has been worked from home. A work-from-home policy was developed and implemented and the work-from-home allowance was also applicable again. When it is again possible to work more in the office, full-timers and people who work four days are expected to be present at the office for at least three working days.

This year, we continued to spend extra time and attention on a good working atmosphere and regular contact to keep staff engaged from home. The team leaders regularly called their employees and staff received surprises at home, to stay physically and mentally fit. A staff event, a joint picnic on the beach, was one of the few times that we as employees could really be together.

In 2021, sickness absence was 2.6% higher than sickness absence in 2020 (0.97%). This is partly due to two staff members who were ill for a long time in the second half of 2021; they are both now on the mend and the cause of the absence was not related to the work within Stichting Vluchteling.

Our volunteer policy has remained unchanged in 2021 and focused on learning pathways

Lectures and sessions are regularly held for the staff, in which experiences from the field are shared. Speakers are internal and or are hired externally and/or do so voluntarily. Almost all lectures took place online in 2021.

## INTERNATIONAL AND LOCAL PARTNERS

### Intersos

The MOU (Memorandum Of Understanding) with Intersos also applied to 2021. Consultations take place on a regular basis between the directors of Stichting Vluchteling and Intersos, as well as coordination between management team members with different departments. A planned strategy session could not take place at the end of 2021 due to circumstances. This will be organized again in 2022. In the new year, in addition to the financial support from Stichting Vluchteling's own resources, Intersos will also have access to government funding through the DRA (Dutch Relief Alliance).

### International Rescue Committee (IRC)

At the end of 2021, the MOU that applied from 2020 was revised. The amended MOU will enter into force from 2022. Previously, the MOU was signed with the IRC New York office, now the agreements have been recorded with IRC Germany. Regular coordination between the management team and the management of IRC Germany takes place. This is done in addition to the contacts that exist at country level with the program officers.

### Development local partner policy

In 2021, the cooperation policy with the local partners will be further elaborated. More and more, Stichting Vluchteling will focus on cooperation with local partners, taking into account the necessary and desired capacity building of these organizations. (See also chapter relief).

## INTERNAL AFFAIRS

The policy is established on the basis of the annual plan, which is updated annually and then submitted to the Supervisory Board for approval. Based on this plan, the departments make their annual work plan, the progress of which is discussed weekly during the Management Team meeting. Monthly reports are made in writing. Every quarter, the Supervisory Board receives a substantive progress report on the organisation as a whole.

### ISO 9001:2015

In order to organize the internal work processes in a high-quality and as productive way as possible, Stichting Vluchteling works with ISO 9001:2015. We have integrated the management of the financial, operational and organizational risks into the system. The annual audit took place in the autumn. There are no findings that need follow-up. The current certification is valid until 2023.

### Finance

The cooperation with the HLB Blömer accountants en adviseurs BV, which was recruited in 2016, is proceeding as desired. The annual accounts audits for the past few years have been completed satisfactorily. Switching to an entirely digital audit turned out not to be an obstacle. The interim audit took place in November 2021, in which no details were found.

The Supervisory Board receives the financial state of affairs on a quarterly basis and adopts the budget and the forecast. The execution of the financial planning and audit of the organization is in the hands of the Head of Internal Operations, who is audited by accounting firm HLB Blömer accountants en adviseurs BV.

### **Framework Partnership Agreement**

Stichting Vluchteling is a partner of ECHO for the period 2020-2027. During the year 2021, substantive and financial data will be provided regularly on request. A first cooperation contract together with Intersos for aid in Iraq was concluded in 2021.

This accreditation is a requirement to maintain access to the resources of the Cooperating Aid Organizations and the Dutch Relief Alliance funds of the government.

### **Staff representation**

In 2021, the staff representation also assessed the adjusted employment conditions. We also worked together on the meetings on Integrity and Reflection on one's own behaviour.

### **Sustainable entrepreneurship**

A few years ago, Stichting Vluchteling commissioned the Climate Neutral Group to investigate what we could do to reduce our CO2 footprint. We buy environmentally friendly paper and focus all year round on making Stichting Vluchteling's travel policy more sustainable by buying offsets for the CO2 emissions from air travel.

### **Integrity and accountability**

We attach great importance to a respectful relationship between employees and towards our beneficiaries. Sexually transgressive behaviour, fraud, intimidation and abuse of power are unacceptable and that is why we as an organisation work hard to improve the culture, the procedures and therefore the protection of people we work for and with.

These schemes have been in place for several years and are updated annually. Anyone who has to deal with misconduct or has indications of it is explicitly asked to report via the whistle-blower scheme, after which investigation and, if applicable, measures follow.

In 2021, extra time and attention was also paid to preventing, detecting and responding to undesirable behaviour. Our procedures were reviewed and tightened where necessary. The planned training courses for our employees on integrity policy have partly taken place.

The training courses have generally been received positively, whereby a good follow-up remains important. After all, working on behaviour is an ongoing process.

To prevent fraud as much as possible, we work with a fraud protocol. The protocol indicates how fraud can be prevented and how to act when there are suspicions of fraudulent actions and/or behaviour. If fraud is proven, formal actions and measures follow.

Stichting Vluchteling is committed to the following codes and guidelines:

- Code of Conduct refugee foundation

*The code describes the principles and rules of conduct that determine our way of working and guide the decisions to be made in the work in the office and in the field. It is also indicated how to act if the rules of conduct are not complied with. All new employees sign the code of conduct when entering into employment. In 2020, the Code of Conduct received an update. All employees have signed it for approval.*

- ISO 9001:2015

*We meet the obligations of the ISO 9001:2015 standard for quality management. A new certification was issued in October 2020. This is valid for a period of three years.*

- Recognition scheme for Goede Doelen Nederland

*We adhere to the recognition scheme of Goede Doelen Nederland, the successor of the CBF quality mark. With a recognition, charities show that they have things in order and are transparent about the spending and about the results achieved. A reassessment took place in 2019.*

- Public Benefit Institution

*We are a Public Benefit Institution (ANBI).*

- The Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief

*We subscribe to the code of conduct for the International Red Cross and humanitarian NGOs.*

- The Core Humanitarian Standard on Quality and Accountability

*We are members of the CHS alliance and are committed to integrating the Core Humanitarian Standard (CHS) into our work to increase the quality and effectiveness of our aid. Due to circumstances and limited manpower and expertise in the team of projects, only limited progress has been made with regard to the improvement plan drawn up in 2020.*

- International Aid Transparency Initiative

*We are committed to the International Aid Transparency Initiative (IATI) guidelines by making project information and finance publicly available on the internet.*

- Checks in the field

*Our project staff will travel where possible (due to the corona restrictive measures) to check whether our projects are being carried out by appointment.*

- Accountants audits

*The auditors check whether expenditure is lawful and that regulations regarding financial management, set-up of internal control and implementation are carried out in accordance with legal regulations.*

## Incidents

In 2021, no reports were received regarding misconduct at our office in The Hague.

From the field, some reports have been made of investigations into possible integrity violations. These reports are kept by the integrity coordinator. Where necessary, this has also been reported to donors and the CBF.

Incidents can also be reported in the Supervisory Board. There was no need for Stichting Vluchteling to take any further action and/or to take measures.

## Risk management

Stichting Vluchteling has a risk policy in which risks are identified and actions are recorded to limit damage as much as possible. The risks range from reputational damage in the media and the safety of employees in the field, to the loss of income due to the decline in the number of donors.

## The effect of the corona crisis on Stichting Vluchteling

Travelling to conflict areas did not happen automatically in 2021 either. Travelling less means that we cannot always base our choices in the provision of assistance on our own experiences on the spot. Monitoring of the expenditure and effectiveness of the programmes therefore sometimes had to be carried out remotely. Also, not being able to travel means that the stories, images and updates from the field were harder to come by.

Again, it was hardly possible to organize physical events last year. The Night of the Refugee and the street and door-to-door fundraising and other events have been realized in an adapted form.

## Risk to aid to refugees

Corona has further complicated the assistance. Humanitarian aid is the essence of the existence of Stichting Vluchteling and is complicated by all kinds of (travel) restrictions and lockdowns.

Stichting Vluchteling has therefore invested in:

- Accelerated efforts to implement the assistance by local aid organizations and local aid providers and capacity within Stichting Vluchteling to guide them.
- Accelerated deployment of own medical capacity to support the operations of Intersos and local partners.
- Creating an internal crisis team that can be deployed for acute security situations with our own staff.

## Risks for Stichting Vluchteling as an organisation

Corona itself, but also the considerable risks associated with the pandemic, required strong intervention in the internal organization. There was therefore extra attention for:

- Involving colleagues in thinking about the risks and opportunities that the pandemic is causing. Transparent communication about dilemmas and problems was of paramount importance;
- The possible effect of the corona crisis on the willingness to give and therefore the negative financial consequences for the organization.
- Setting up a flexible layer of employees, whereby temporary contracts remain temporary for as long as possible.
- The capabilities with regard to 'the new way of working' in the recruitment of new staff. Knowledge of online fundraising, event organization and communication are crucial for the future.

The pandemic was an important concern for Stichting Vluchteling in 2020 and 2021 and will probably also be partly so in 2022.

## Strategic risks

An important strategic risk is that the political and social support for refugees and our work decreases due to the growth of conservative and populist parties. Possible new attacks in Europe, in which a relationship can be established with refugees, can have a major impact on the support for aid to refugees, the fundraising and the reputation of our organization.

We ensure that we are well informed about developments in the sector and politics, respond in a timely and alert manner and take action where necessary. We do this as much as possible together with our partners in the field and fellow organizations.

## Financial risks

By obtaining our own Framework Partnership Agreement (FPA), we can continue to have independent access to both public funds and EU funds. This risk, which still existed in 2019, has therefore lapsed.

Another risk is the ageing of our donor base. In order to prevent a decline in resources, efforts have been made in recent years to develop new fundraising techniques aimed at more structural donations and a rejuvenation of the constituency. In 2021 we have been very successful. The income from our own fundraising is of the same size as in 2020. (In 2020 36% higher than in 2019).

In order not to be dependent on government funding, our aim is to have only 25% of our revenue come from the government. We also ensure that the share of the National Postcode Lottery is in good balance with the share that is obtained from the private market.

### Operational risks

Working in war situations and developing countries poses risks of fraud. It therefore regularly happens that suspicions of fraud are investigated. If there is fraud, it is important that our implementing partners respond adequately, and that Stichting Vluchteling is informed proactively and in a timely manner. We then inform our donors and account for them. If this is not done adequately, the risks to our reputation are high.



#### **Nasser (59 years old)**

“To me my home equals memories. Being surrounded by my sisters. Midnight visits of my brother to talk and laugh. My home is the place where my wife was still alive.”



**Nuria (45 years old)**

“I hope that in the future, young girls and my daughters won’t be confronted with violence and discrimination. Hopefully they will be able to spend their days safe and free.”

# FINANCE

Total income raised in 2021: 24,567,140

Origin of income in 2021	2021	2020	Difference 2021-2020
	€	€	%
Income from individuals	15.807.303	15.119.139	105
Income from companies	169.312	169.272	100
Income from lottery organisations	2.700.000	2.700.000	100
Income from government subsidies	4.382.401	5.010.714	87
Income from other non-profit organisations	1.508.124	2.735.166	55
Other income	0	0	-
<b>Total</b>	<b>24.567.140</b>	<b>25.734.291</b>	<b>95</b>

Total expenditure 2021: 22,848,463

Ratio of expenditure	2021		2020	
	€	%	€	%
Aid	17.310.932	76%	16.899.701	74%
Information	1.865.993	8%	1.711.936	8%
Advocacy	556.814	2%	500.830	2%
Recruitment income	2.599.316	11%	3.042.188	13%
Recruitment and management & administration costs	515.408	2%	532.710	2%
	<b>22.848.463</b>	<b>100%</b>	<b>22.687.365</b>	<b>100%</b>



Key figures	2021		2020	Verschillen in % t.o.v.	
	Realisation	Budgeted	Realisation	Budgeted 2020	Actual 2019
Spending ratio (total spent on objective/total income)	80,3	93,3	74,3	-12,9	6,1
Spending ratio (total spent on objective/total expenses)	86,4	85,4	84,2	1,0	2,1
Management and administration/ total costs	2,3	2,6	2,3	-0,4	-0,1
Fundraising costs/total charges	11,4	12,0	13,4	-0,6	-2,0
Costs of our own fundraising/ benefits of our own fundraising (CBF ratio)	15,6	20,0	18,4	-4,4	-2,8

### Reserves and funds

By appointing the reserves, the board of Stichting Vluchteling indicates how the resources available to it are used.

The reserves are subdivided into:

- A reserve for financing assets. This reserve shall be set up to cover tangible assets in the short term;
- A continuity reserve. This reserve shall be set up to cover short-term risks to staff and campaigns;
- A project reserve. This reserve shall be set up to cover the assistance;
- An innovation reserve. This reserve is for the development of innovative strategies in the field of objectives. The reserve is formed to cover assistance, lobbying and/or information.

Reserve turnover	2021	2020	Difference 2021-2020
	€	€	€
Reserve financing assets	338.423	353.977	-15.554
Continuity reserve	6.025.284	5.275.284	750.000
Project reserve	5.333.918	4.327.526	1.006.392
Innovation reserve	597.118	597.118	-
<b>Total</b>	<b>12.294.743</b>	<b>10.553.905</b>	<b>1.740.838</b>

If a part of the funding has been given a specific use by third parties, this part is regarded as a special-purpose fund.

The current special-purpose funds are:

- NPL Fund: in 2019, a one-off additional contribution was received from the National Postcode Lottery for a project in Niger with a duration until 31 August 2021. The part of the contribution that has not yet been allocated to the project will be added to the NPL Fund. The remaining balance of the fund has been fully allocated in 2021 and the project has been completed;
- SHO Fund: Funds to support the action 'Together in action for Beirut' from the Cooperating Aid Organizations. The reason for limitation is determined by third parties;
- Kuno Knowledge Centre Fund: This fund is used to support activities in the field of knowledge exchange about emergency aid. It is a partnership between NGOs and the Ministry of Foreign Affairs.

Development of special-purpose funds	2021	2020	Difference 2021-2020
	€	€	€
Fonds NPL	-	27.137	-27.137
SHO Fund	14.763	49.874	-35.111
Kuno Knowledge Centre Fund	40.427	38.331	2.096
<b>Total special-purpose funds</b>	<b>55.190</b>	<b>115.342</b>	<b>-60.152</b>

### Solvency

Solvency, being the ratio between equity and debt or the ratio between equity and total equity, shows the resilience of an organisation. How high this solvency should be depends on the nature of the company. With the help of the key figures below, insight can be gained into the solvency of the organization. Generally speaking, an organization is considered financially healthy if its solvency is between 25% and 40%.

Solvency	31/12/2021	31/12/2020
Equity /balance sheet total ratio	75,7%	64,6%

### Liquidity

Liquidity, i.e., the ratio between current assets and current liabilities, shows to what extent an organisation can meet its short-term financial obligations. With the help of the key figures below, insight can be gained into the liquidity position of the organization. Generally speaking, an organization is considered liquid if its current ratio is greater than 1.

Current ratio	31/12/2021	31/12/2020
Receivables, securities and cash / current liabilities	4,09	2,82



**Ali (10 years old)**

"I hope my future will be good and beautiful. I would like to do something that helps other people."

**Aisha (10 years old)**

"I love to play on the swing and to play with my little sister. When I'm a grown-up, I would like to be a doctor so I can help people."





*Algemeen Nut  
Beogende Instelling*

**ANBI**

## **Stichting Vluchteling**

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Stichting Vluchteling is recognized by the Tax Authorities as General Benefit Institutional Institution (ANBI). This means that Stichting Vluchteling is completely exempted from inheritance tax and we are able to use successions for the full 100%.