



HILFSWERK
AUSTRIA

INTERNATIONAL

Annual Report
2014

Future.
Life.
Worldwide.



Hilfswerk Austria International (HWA) offers professional support to families in regions affected by war and crises – and helps them to get back on their feet again. Humanitarian aid saves lives. Rebuilding, social and agricultural projects create prospects.

Because human dignity needs to count

» For millions of girls and boys, last year has been catastrophic. Never before in the recent past were so many children “exposed to such unspeakable brutality,” as stated by the Children’s Fund of the United Nations. The focus of our work in 2014 was therefore once again to alleviate this extreme hardship through humanitarian aid; to use long-term collaboration to give the local population hope for a fresh start; to recognise the courage of those affected, and actively cooperate with people in securing a better future in their own country. We work in the Middle East, Africa, Latin America, Asia and on the eastern edges of Europe. Since the founding of Hilfswerk Austria International 25 years ago, we have focused in particular on assisting families with children orphaned by violence and destruction, or robbed of their livelihood by natural disasters and social upheaval.

I thank you for not helplessly looking on, despite all the horrifying images of violence and destruction that give a sense of the immeasurable suffering of the people behind these images, but instead taking action with us – taking an interest, asking questions and actively helping out so that we can ensure people’s survival and make a contribution to building a more just society in politically and economically unstable regions.

For this, we must respect the dignity of others with an open heart. This respect is also the guiding principle for our employees as they work with the people affected in the areas of deployment in order to reach decisions together about the nature of the relief efforts. Fathers, mothers, specialists, farmers, local opinion leaders and decision-makers in the

respective countries have once again been involved in the implementation of aid programmes over the past year. Examples include homes and a school being rebuilt following the typhoon in the Philippines, health programmes around the world, and agricultural projects and educational initiatives. Your support helps us to intensify the work we have begun, and respond energetically to new challenges. «



Heidi Burkhart
Managing Director

Our principles

- Sustainable aid to help people help themselves
- Supporting social, economic, democratic and ecological development
- Collaboration with Austrian business and personal engagement

Our values

- Global social responsibility
- Respect for culture, history and tradition
- Strengthening of women’s and children’s rights

How we help

Hilfswerk Austria International has spent decades acquiring a huge amount of knowledge about how to offer people quick, efficient and sustainable aid. Our projects are scattered across the world, but our focal points are always the same:

■ Humanitarian aid

Where children, families and innocent civilians suffer hardship due to natural disasters or military confrontations and become refugees, we are ready to help.

■ Rebuilding

When it comes to repairing homes, schools and infrastructure or building them from scratch, we have the endurance required.

■ Agriculture

Where people need a helping hand to be able to support themselves again, we send them seeds, equipment and experts.

■ Health

Where a lack of knowledge of illnesses and hygiene or a lack of resources threaten people’s lives, we take action.

■ Social affairs

When it comes to integrating minorities and marginalised groups such as Roma or ex-convicts into society, we offer our hand.

■ Education

Wherever we engage, schooling and training for specialists and project partners are extremely important.



A competent, honest and open-hearted team is a key to successful collaboration in development. In 2014, we had 19 employees in Vienna, as well as 95 employees and 103 volunteers around the world.

Our team in Austria

- 1 **Michael Scharf**
Community Service
 - 2 **Lorenz Mayer**
Community Service
 - 3 **Corina Zeisel**
Desk Officer Humanitarian Aid,
Zimbabwe, Senegal & Haiti
 - 4 **Gerda Huber-Zafarpour**
Fundraising & Support
 - 5 **Heidi Burkhart**
Managing Director
 - 6 **Nadine Zeiss**
CSR & Communication
 - 7 **Daniel Wieser**
Finance Assistant
 - 8 **Bernhard Stepanek**
IT 1st Level Support
 - 9 **Isabella Gaisbauer**
Desk Officer Eastern Europe,
the Caucasus & Central Asia
 - 10 **Martina Mattes**
Accountant
 - 11 **Doris Svejnoch**
Accountant
 - 12 **Elisabeth Huber**
Accountant
 - 13 **Nina Borufka**
Desk Officer North Africa
- **Stefan Fritz**
Consultant
 - **Romana Klär**
Media & Communication
 - **Lisa Ringhofer**
Consultant Mozambique
 - **Fredy Rivera**
Senior Expert for Health Systems,
Knowledge and Innovation
Management



Our Austrian team in the target countries

- **Nicole Bauer**
Regional Manager South-Caucasus
- **Susanne Chylik**
Project Manager Philippines
- **Sonja Schilling**
Project Manager Haiti
- **Silvia Weninger**
Project Manager Zimbabwe



» Problems often seem overwhelming – but time after time, we manage to work together to bring new hope. Whether with an emergency aid pack, a friendly ear or a sustainable rebuild: our projects offer help when and where it's needed. «

– **Nadine Zeiss**
CSR & Communication

Leaders in the regions

- **Ghassan Akkary**
Lebanon
- **Umed Aslanov**
Tajikistan
- **Wassim Beaineh**
Tunisia
- **Ibrahim Youssef**
Project Leader Libya
- **Maa Samba Dieng**
Senegal
- **Bridget Matambo**
Zimbabwe
- **Vesna Divac**
Serbia
- **Suzana Jašarević**
Bosnia & Herzegovina
- **Lurdes Mboana**
Mozambique
- **Natalia Mihailov**
Moldova



» My community service at HWA offers me a chance to get insights into the daily struggles of families in crisis regions. I am proud to be a part of the team and help people in need all over the world. «

– **Michael Scharf**
Community service

However manifold the challenges in regions affected by war and crises are – one thing always stays the same: Everybody is unique. Due to this knowledge and your support, we can help efficiently and cordially. Worldwide. Since 25 years.

The first overseas operation of Hilfswerk took the organisation of Poland following the fall of the Iron Curtain in November 1989. Thanks to numerous donations from Austria, we were able to help more than 10,000 girls and boys and their parents, who had fallen on very hard times, to have wonderful Christmas celebrations. However, it soon became clear that this direct aid for families had to be extended – above all to women and children caught on the battle-lines.

Wounds of war heal slowly

The war in Bosnia-Herzegovina (1992–1995) developed into the first and at the same time biggest challenge that lasts to this day. An explosion of violence, scarcely 300 kilometres from the Austrian border. The wounds of this war have still not fully healed yet. Tens of thousands of people benefited directly from our relief efforts. Bosnia-Herzegovina is an important focal country for HWA. The expertise we acquired through dealing with refugees, returnees and minorities, and from the rebuilding of homes, infrastructure and agriculture, also helps us to work efficiently and sustainably in other countries and parts of the world.

A dense network for fast aid

Hilfswerk Austria International now has good contacts with civil society organisations around the world, whose employees have a wealth of experience in humanitarian commitment and outstanding specialist knowledge. Working together with them enables us to intervene directly in situations that seem hopeless.



Appreciation for our work

Ingrid Steiner, foreign affairs editor for the daily newspaper KURIER, has visited a number of HWA projects. She is “impressed by the personal enthusiasm and effort as well as by the tenacity and compassion with which seemingly insurmountable difficulties have been tackled. Whether in Mozambique, where Lurdes Mboana has developed unbelievable creativity in order to support people in their time of need and with the trials of everyday life and to help them to help themselves. Or in Beirut, where the local staff have tried to give every single Syrian refugee more than just a roof over their head, food and medicine: namely comfort, a little confidence and the certainty that, despite everything, humanity still exists.”

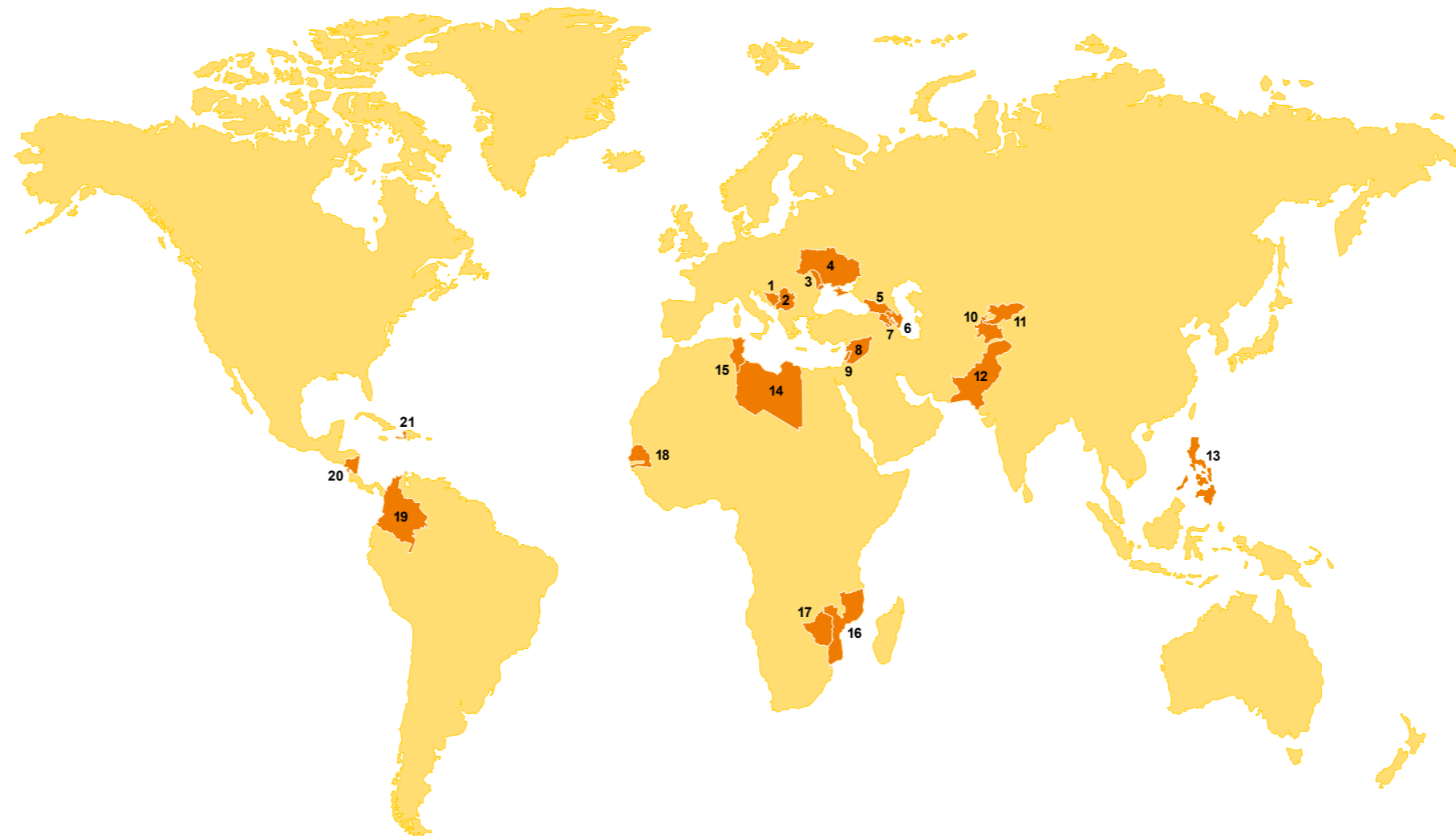
Employees with heart and mind

As cultural bridge-builders, local colleagues lay the foundation for rapid and efficient aid for the local specialists in the team made up of Austrian HWA employees. Our dense network of humanitarian, social and economic contacts provides what is needed for being able to respond immediately, even in the event of (natural) disasters. And it allows us to intensify our efforts in all those places that we have already made good progress.

We understand the challenges in the target countries and work closely with local partner organisations. In 2014, Hilfswerk Austria International supported 61 projects across 21 countries. Our focal points were in Eastern/Southeastern Europe, the Caucasus, the Middle East, Africa and Latin America.

Eastern/Southeastern Europe/ the Caucasus

- 1 Bosnia and Herzegovina**
Flood relief and rebuilding, integrating children affected by disabilities, daycare centres for children affected by disabilities, social housing projects for Roma, reintegrating refugees, actions to generate income
- 2 Serbia**
Support for people with cognitive disabilities, training for nursing staff
- 3 Republic of Moldova**
Rural development, support of micro enterprises and vocational training, social integration of children with special needs
- 4 Ukraine**
Humanitarian aid
- 5 Georgia**
Vocational training, reintegration and resocialisation for socially disadvantaged people, rural development
- 6 Azerbaijan**
Training of foster families, development of a youth welfare programme
- 7 Armenia**
Rural development



Middle East

- 8 Syria/Lebanon**
Humanitarian aid for Syrian refugees
- 9 Gaza Strip**
Humanitarian aid

Asia

- 10 Tajikistan**
Strengthening of small enterprises in the food sector
- 11 Kyrgyzstan**
Agricultural advice, strengthening of small enterprises in the food sector
- 12 Pakistan**
Rebuilding, improving hygiene, supplying drinking water, aid for families
- 13 Philippines**
Disaster relief and rebuilding

Africa

- 14 Libya**
Psychosocial centre for adolescents
- 15 Tunisia**
Vocational training for adolescents
- 16 Mozambique**
Healthcare provision, water supply
- 17 Zimbabwe**
Support of women, support of small enterprises
- 18 Senegal**
Organic farming

Latin America

- 19 Colombia**
Support for internally displaced people, rural development, strengthening of indigenous rights
- 20 Nicaragua**
Rural development, training of adolescents, strengthening of indigenous rights
- 21 Haiti**
Medical provisions, education and training, support for homeless young people



» One of the best professional experiences I've had was in Zimbabwe, where we support farmers in the marketing of their agricultural products. Even more than their innovative ideas, I was overwhelmed by their hospitality and warmth. I felt completely welcome wherever we went. «

— **Corina Zeisel**
Desk Officer Humanitarian Aid,
Zimbabwe, Senegal & Haiti



Bosnia-Herzegovina

Disaster relief and social housing

In spring 2014, the country experienced the worst flood disaster ever recorded. 48,000 families lost their homes and had to be housed in emergency accommodations or with friends. Our emergency aid reached more than 2,000 families in Tuzla, Brčko and Bijeljina. After the clean-up work, the houses and apartments in Fojnica, where more than half of the population had lost their livelihood, had to be drained and rebuilt. We also distributed seeds and agricultural equipment.

The procurement of housing was also at the heart of our long-term projects in 2014. Although the war in Bosnia-Herzegovina ended two decades ago, many people are still without any form of social security. Moreover, a safe home is needed in order to find a job and feed a family. The kind of social housing that Austria has had so many good experiences with since 1945 is only just getting started in Bosnia.

We are helping disadvantaged women, men and their children to put down roots again, both psychologically and above all practically. The improvement in the social system is making a considerable contribution to social stability in the municipalities. We are therefore working together with parties that include all the stakeholders in the development and marketing of a sustainable model for social housing with a focus on vulnerable groups, and creating homes for socially disadvantaged families.



Haiti

Hospital for earthquake victims

The devastating earthquake five years ago struck one of the poorest countries in the world, killing more than 220,000 people and robbing almost two million more of their homes. To this day, fear and despair stay with the survivors. Delivering effective assistance in Haiti is still an enormous challenge for aid organisations. Our employee Sonja Schilling works to ensure that the population and local authorities help support our initiatives.

Hilfswerk Austria International has achieved this by establishing an Austrian hospital in the north of the country and providing training for nursing staff and health trainers. It offers affordable healthcare to the 120,000 people who live in the region. 20 beds, an ambulance, examination rooms, a pharmacy and a laboratory are available. A vehicle has been purchased to transport sick people within the poorly developed area.

The hospital has since been handed over to the authorities, but HWA is supporting its further expansion with gynaecology, paediatric and surgical units. The aim is to cover all areas from prenatal diagnostics to nursing, vaccination and consultation services for newborn babies and their mothers. Medical personnel have been and will continue to be trained. A surgeon, a gynaecologist and an anaesthetist also support the local team, while health trainers are trained to go out and provide villagers with information on hygiene and healthcare.



Tajikistan, Kyrgyzstan

Fruit marketing

Our cross-border project in the fertile Fergana valley allows us to support small and medium-sized enterprises in rural areas of Tajikistan and Kyrgyzstan. Last year, we focused our attention on the development of laws aimed at supporting the food industry. Regional business and investment conditions have been improved. We facilitated access to Western markets for entrepreneurs, and delivered international food standards as well as strategies for product marketing in collaboration with Austrian experts.

The Fergana valley is one of the poorest regions in Central Asia. Outbreaks of violence and acts of war resulted in a shocking loss of human life and the destruction of infrastructure last year. In order to prevent people becoming permanently dependent on international aid, economic development is urgently required in this region. In Tajikistan and Kyrgyzstan, the traditionally strong cultivation of fruit and vegetables has the potential to considerably improve living standards among the population.

The sector accounts for a large share of the export capacities of both countries and employs more than 50% of all people working in agriculture. Although agriculture plays such an important role, resources are limited. In Tajikistan, only 26% of the land is suitable for cultivation.



Mozambique

School and renewable energy

For more than ten years, we have been working with the population and local authorities in order to provide better healthcare services in the Sofala province. Pregnant women, new mothers and babies are now more frequently looked after in healthcare centres. Infant mortality at birth has been dramatically reduced. More than 200 children orphaned by HIV and AIDS receive ongoing support from mobile foster mothers. Since spring 2014, we have been supporting the construction of a primary school. The aim is to run it as a model school for the integration of children orphaned by HIV and AIDS.

In order to retain the progress achieved, the development of sustainable energy sources has also been accelerated. There is a decisive link between reliable energy supplies, health and the fight against poverty. More than 80 percent of the energy in rural communities comes from biomass sources such as firewood and charcoal. Mozambique also has considerable yet scarcely utilised sources of sustainable energy. We have therefore equipped the district of Chemba with eight pumps powered by solar panels. Eighty families and midwives are being given a solar system for their huts as well as energy-saving ovens and cookpots.

Our eight maternity houses are equipped with large energy kits: a biogas catalytic converter that converts manure into gas for cooking, heating and lighting. An accompanying study is investigating the effects of sustainable energy sources on health and the environment.



Assuming social responsibility – and presenting it as »Corporate Social Responsibility« (CSR) – is becoming ever more important. Hilfswerk Austria International is a reliable partner for companies in financing sustainable projects.

“Our donors are the backbone of Hilfswerk Austria International. Government support is also indispensable. However, we increasingly need strong partners from the world of business as a third pillar to finance our sustainable programmes,” says HWA Managing Director Heidi Burkhart, looking to the future. Such cooperation is not just a one-way street: “We are also reliable partners for companies which, out of a sense of social responsibility, want to engage in countries where they are economically active.”

Hilfswerk Austria International is an Austrian, exclusively non-profit organisation. Austria, the country of origin, is clearly visible to the public and local decision-makers: this means a positive image transfer for all businesses that collaborate with HWA. “The partners in the target countries know that they have friends in Austria,” says Burkhart.



Successful partnership in North-Africa

OMV is an outstanding example of this innovative partnership: In Tunisia, the Group has initiated an HWA programme for training young specialists in a disadvantaged region. The implementation of business ideas is being promoted in theory and in practice. Hundreds of families are benefiting from this. Were hopelessness once prevailed, they can now support themselves and build up a sense of self-worth. “I am always very touched when the people there tell me that we are creating something unique through earnest, long-term and sincere discussion,” says Heidi Burkhart.

One thing that is of vital significance for young Libyans is a centre for traumatised children and young adults in Tripoli, the “Libya Youth Center”: this has been initiated, financed and supported with total commitment by OMV. Project Manager Nina Borufka says, “What impresses me about the HWA Libya project is the approach oriented on needs. The centre offers

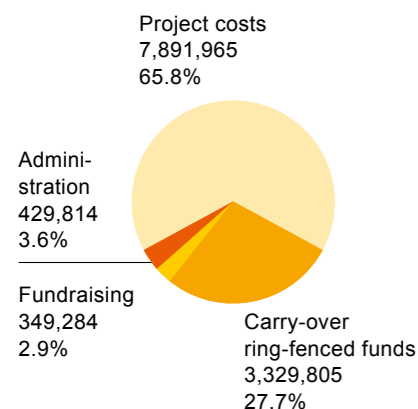
children and adolescents a safe place and psychological support, a place to learn and develop, a place that is unique in fragile Libya. Watching them develop and their enthusiasm is beyond compare.”

Supporting families in the Philippines

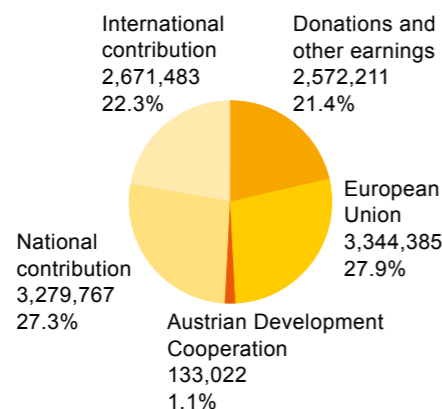
Another example of the social commitment demonstrated by companies is *Rosenbauer International AG*, the world’s leading manufacturer of firefighting equipment. The family company from Upper Austria is supporting rebuilding efforts in the Philippines, where Hilfswerk Austria International is currently building an Austria village for about 255 families following the re-opening of a destroyed school for 650 students. The new houses, which are being built using local resources, have already withstood a recent storm. “The HWA commitment to providing lasting relief in crisis-hit regions is amazing,” says Chairman of the Board Dr. Dieter Siegel, offering his praise.

In 2014, Hilfswerk Austria International's total expenditure was 12,000,868 Euro, of which a total of 11,221,770 Euro was spent on project work. 2.9% was used for fundraising and 3.6% for administration.

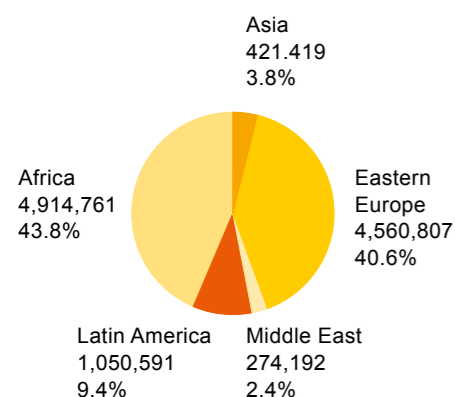
Use of funds € 12,000,868



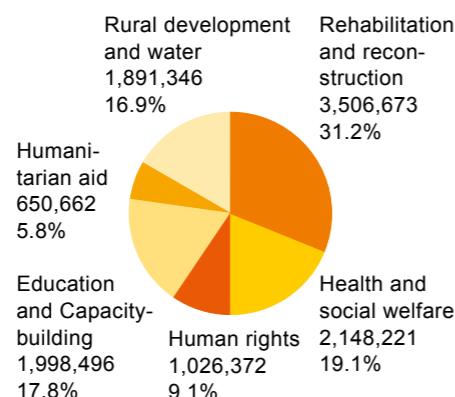
Sources of funds € 12,000,868



Regional distribution € 11,221,770



Sectorial distribution € 11,221,770



We ensure an adequate and efficient use of donation funds, committing ourselves to strictly independent financial auditors.



» What impressed us the first time we got in contact with Hilfswerk Austria International in the 1980s was the warmth and extraordinary commitment of the staff. The more we got involved with the project work in the years that followed, the more we were convinced that Hilfswerk ensures that the donations received are put to the best possible use. «
— Edith and Friedrich Lindorfer

We take responsibility

Our strategic partnerships help us to work on solutions aimed at fighting poverty, hunger and hardship. For 2014, our thanks go to:

- ADA – Austrian Development Agency
- Advantage Austria
- Austrian Economic Chambers
- Austrian Federal Ministry of Agriculture, Forestry, Environment and Water Management
- Austrian Federal Ministry of Defence and Sports
- Austrian Federal Ministry of Science, Research and Economy
- City of Vienna
- DFID – Department for International Development
- DIPECHO – Disaster Preparedness ECHO
- EC – European Commission
- ECHO – European Commission's Humanitarian Aid department
- Else Kröner-Fresenius-Stiftung
- Erste Foundation
- IV – The Federation of Austrian Industries
- LED – Liechtenstein Development Service
- Medicor Foundation
- Neighbour in Need
- OEZA – Austrian Development Cooperation
- OPEC Fund for International Development (OFID)
- Province of Burgenland
- Province of Lower Austria
- Province of Tyrol
- Province of Upper Austria
- Province of Vorarlberg
- UNHCR – United Nations High Commissioner for Refugees
- USAID – United States Agency for International Development
- We build Life

A review of the best events



Donors' conference on 12 September
Over 100 guests took part in the traditional donors' conference, which was held in the beautiful Architekturzentrum Wien (the Vienna Architects' Centre in the museums quarter) in 2014. The many contributions made by employees and supporters with regard to their activities in the project countries were particularly well received.



Charity Christmas market on 14 December
The Österreichische Kontrollbank (OeKB) organises a charity Christmas market on Freyung square in Vienna each year. The proceeds raised by the punch stand on 14 December 2014 went towards aid for Syrian refugee children in Lebanon. As a special Christmas surprise, the amount raised was even topped up by the OeKB. Picture: Board member *Di August Astl* with the volunteers *Michael Scharf* (l.) and *Lorenz Mayer* (r.).



Christmas gala on 20 November
Over 300 guests accepted the invitation under the motto: "25 years working for people in need". The musical backdrop was provided by the pupils of the high school of the Vienna Boys' Choir, who performed as *Chorus Juventus*. *Jeanne Schiller* was also honoured at this traditional event for ten years of work as an ambassador for children in need. In addition to the thunderous applause, she also received a certificate from President *Christian Domany* (photo) and a surprise serenade from *Marjan Shaki* and *Lukas Perman*.



» I get involved on behalf of Moldavian orphans because the hardship of these children really touched me, and as a teacher I would also like to impart values such as compassion and social commitment to my own students. My school projects for Moldavian orphans have really enriched my life. «
— **Eva Fuchs**
Teacher

Thank you for your help!

Austrian companies – reliable partners for families

- 3P Geotechnik ZT GmbH
- Agrana Beteiligungs AG
- Austrian Airlines AG
- Blaguss Touristik GmbH
- Blum Inc.
- Die Presse
- Erste Bank der oesterreichischen Sparkassen AG
- Europa Apotheke
Mag. pharm. Schmudermaier KG
- F. Trenka Chem. Pharm. Fabrik
- G. Bachmann Electronic GmbH
- Gebrüder Weiss Gesellschaft m.b.h.
- Grasl Druck & Neue Medien GmbH
- Hämmerle – Das Modehaus GmbH
- Hans Myslik GmbH
- LBG Consulting GmbH
- LIBRO Handelsgesellschaft mbH
- MCI Management Center Innsbruck
- Microsoft Österreich GmbH
- Neue Mittelschule Leobersdorf
- Niederösterreichische Versicherung AG
- Oesterreichische Kontrollbank
- Österreichischer Sparkassenverband
- OMV Aktiengesellschaft
- Oesterreichische Nationalbank
- ÖRAG Österreichische Realitäten AG
- Österreichische Lotterien GmbH
- Raiffeisen Zentralbank Österreich AG
- RED CHAIRITY
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- Senoplast Klepsch GmbH & CoKG
- VAMED AG
- Walter Mauser GmbH

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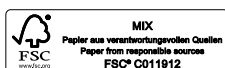
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The board members also sit on the advisory board.



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