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OUR EXPERTISE

Emergency response



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35 years of experience

Wherever natural disasters or disease epidemics break out, the most vulnerable people face the greatest risks, and in conflict, civilians often bare the brunt of casualties. HI provides multi-disciplinary humanitarian response to refugees, displaced people and the most vulnerable affected populations. It supports injured people, victims of trauma and people with disabilities.

In 2006, the organisation merged with Atlas Logistique, which provided it with unique expertise in the logistics of emergency relief operations, thus reinforcing its position as an emergency response actor. Our teams have been involved in the humanitarian responses to all the major crises that have rocked the world in recent decades: Indonesia, Haiti, Philippines, Syria, Bangladesh, Nepal, Yemen, Iraq, CAR.

The uniqueness of the organisation's approach is its capacity to rapidly supply a variety of responses ranging from meeting the most essential needs on mass, to providing an adapted response to very specific needs. From the outset, HI plans for how its responses can be implemented in both emergency and development contexts, ensuring the continuity of progress.

Dedicated resources for rapid deployment

HI is committed to providing an adapted response to natural disasters, epidemics, and conflict situations throughout the world, often within the 72 following the outbreak of the crisis.

Our quick deployment of emergency response specialists, solid logistics, direct spending control, and rapid decision-making processes mean we can deploy a rapid and effective response. We have our own team of specialists dedicated to the initial emergency response. All or part of this team can immediately be dispatched to conduct an evaluation mission to the scene of a disaster in order to identify the needs and deploy our expertise appropriately and efficiently.

Our sectors of activity

- Emergency supplies: kit distribution and cash transfers
- Common logistics services for other aid actors
- Hygiene
- Emergency and semi-permanent shelters, rehabilitation of community construction
- Physical and functional rehabilitation
- Psychosocial and psychological support
- Inclusion and accessibility of people excluded from humanitarian aid services
- Armed violence reduction (including clearance, risk education, victim assistance and advocacy)



FOCUS

HI'S PREPOSITIONED EMERGENCY STOCKS

We have prepositioned emergency kits in secure warehouses in Dubai (United Arab Emirates) and Lyon (France) to optimise our response capacity and our reactivity as soon as a crisis occurs:

- Capacity to meet the basic needs and specific needs (functional rehabilitation equipment) of more than 7,000 people, within 72 hours, with the ability to restock within three weeks.
- All kits comply with international standards and can be used by HI programmes and all other humanitarian actors.
- The supply chain is rigorously managed in order to guarantee the financial traceability of kits.

HI is also developing an integrated global and local prepositioning strategy combining a standardised central service via stocks in Dubai and Lyon and a country service via framework contracts with local suppliers. This strategy allows efficient and adaptable supply solutions to be adapted to community needs.





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Meeting essential needs to ensure populations' survival

HI implements activities which cover basic needs as quickly and as appropriately as possible. It also reinforces the capability of other humanitarian actors to take rapid, concerted action.

- Atlas Logistique: opening up access to humanitarian aid, supporting the logistics organisation of emergency relief operations by managing the distribution of humanitarian aid (transport, storage, supply of essential equipment and provisions), the coordination and management of logistics bases and fleets of truck for all emergency response actors, the provision of work and accommodation facilities, the management of garages, and the joint facilitation of logistics organisation for emergency relief operations etc.
- Livelihoods: distribution of essential household items (blankets, water bottles, kitchen kits (physical and functional rehabilitation, mental health and psychosocial support, protection, inclusion) etc.), of food and/or cash transfer programme.
- Shelter: emergency shelters (tent distributions), construction/rehabilitation of temporary individual shelters and accessible community infrastructure (cyclone and earthquake resistant)..

RESPONDING TO HIGH INTENSITY CRISES: Haiti, the Syria crisis, Nepal, Bangladesh... HI is stepping up its response to high intensity crises by responding to the essential needs of the affected population (livelihood support, shelter, hygiene) and to the specific needs (physical and functional rehabilitation, mental health and psychosocial support, protection, inclusion) of people with disabilities and other vulnerable groups.

Meet the specific needs of the most vulnerable people

During humanitarian emergencies, HI works with the most vulnerable people, paying particular attention to people with disabilities, injuries and more generally everyone excluded from aid distributions. The organisation campaigns to ensure vulnerable populations are taken into account by other humanitarian actors, and is involved in organising the relief effort through integrated and adapted projects:

- Inclusion of all across the humanitarian response: advocacy, technical support, mentoring of actors (international and local NGOs, UN agencies, national authorities etc.) to implement inclusive responses and ensure everybody can access humanitarian assistance.
- Support for hospitals in providing care management for the injured people technical and logistics assistance, backing up the teams and providing equipment, etc.
- Physical and functional rehabilitation for people with injuries or disabilities, early provision of care, mobility aids (wheelchairs, walking frames, etc.), functional rehabilitation sessions, orthopaedic fitting and production of prostheses, training of rehabilitation technicians.
- Psychosocial and psychological support (individual and community): implementation of activities to reduce the psychological distress of victims or people at risk, through targeted individual interviews, peer support groups, and activities to develop social cohesion etc.
- Protection against violence and abuse.
- Deployment of multidisciplinary teams (health, rehabilitation, protection, psychosocial support and referrals) as close as possible to affected people in order to meet their basic or specific needs and to make it easier for them to access humanitarian services.

Key figures



413,551
BENEFICIARIES in 2018

SYRIA CRISIS AND THE MIDDLE EAST:

680,000 PEOPLE
SUPPORTED BY HI SINCE 2012



OUR ACTIONS IN RESPONSE TO THE ROHINGYA
CRISIS IN BANGLADESH IN AUGUST 2017

6,300 m³
OF HUMANITARIAN
equipment distributed

24,000
PEOPLE
received food
rations

16,500
BENEFICIARIES
received health,
rehabilitation,
social protection
and psychological
support services
from our 10 multi-
sector teams



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Abeer, HI physiotherapy Bekaa plain, Lebanon

"I often have to deal with complex cases. Some of my patients have multiple traumatic injuries, complex fractures resulting from bullet wounds, sometimes even requiring amputation. The vast majority of the most vulnerable and isolated refugees have not had any medical assistance before meeting me. I help them to understand their condition and what they can do to improve their health. These people need to feel better; it makes a huge difference to their physical recovery."

In all the countries where HI operates, the organisation is on standby, ready to respond to crises. This is particularly important given the worldwide increase in humanitarian disasters. We have a process to prepare for potential emergencies affecting our development programmes in order to cope with any sudden change in circumstances.



56 countries | 26 projects

SEE MAP OPPOSITE ⁽¹⁾

132

emergency expatriate
STAFF

351

national
STAFF ⁽¹⁾

TO AN EMERGENCY SITUATION



72

HOURS

launch time for
an operational
response time

¹ In 2018

Emergency response as part of a continuum: planning, responding, shaping the future

HI also implements development programmes in nearly 60 countries.

When a disaster occurs in one of these countries, HI can call on the teams already in place. Their in-depth understanding of the country means we can plan our emergency response interventions to include, where appropriate, the most legitimate and effective national partners and services.

When the emergency response comes to an end, we prepare for the transition and continuity of services from emergency to development. Our ability to effect this transition is a key part of HI's added value. It facilitates the crisis exit strategy.

Transparency, direct oversight of our activities and spending

Our management of emergency responses is based on the direct oversight of our actions and spending.

We develop tools to evaluate projects using quantitative and qualitative criteria: the impact on the supported populations and their environment, the resources mobilised, the project set-up (structures and procedures), and ethics (professional codes of conduct and compliance with international humanitarian law).

The proper management of our emergency and post-emergency projects is regularly assessed internally by the audit departments of humanitarian aid agencies such as the European Union or United Nations.

Main partners

HI always coordinates with other humanitarian actors involved in a response, particularly with UN agencies and with the active members of NGO networks and consortia (Start Network, ADCAP, ACF)

For several years, HI has been forging strategic partnerships, including with MSF Belgium and UKEMT for emergency rehabilitation response, to complement the work of medical teams, and with UNDAC to improve relief logistics and the transport of essential items

**HANDICAP INTERNATIONAL
HUMANITY & INCLUSION**

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