



# **Individual Self Reflection 2020 on World Humanitarian Summit Commitments and Initiatives - Johanniter-Unfall-Hilfe**



## Stakeholder Information

**Organisation Name**

Johanniter-Unfall-Hilfe

**Organisational Type**

Faith-based Organisation

**City and Country where Headquartered**

Berlin, Germany

**Focal Point Name**

Wiebke Kessens

**Region**

Europe

**Twitter ID**

@JohanniterInt

**Attachments**

[Johanniter\\_commitments.pdf](#)



## 2B Ensure full access to and protection of the humanitarian and medical missions

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter reaffirms its commitment to the ICRC Code of Conduct, including the humanitarian principles.	Policy	Uphold the Norms that Safeguard Humanity
Johanniter commits to prioritizing the safety and integrity of staff and beneficiaries, through mitigating measures, training and contributing to the European Interagency Security Forum (EISF).	Operational	Uphold the Norms that Safeguard Humanity

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

In terms of prioritizing the safety and integrity of staff and beneficiaries, First Aid trainings for all staff have been conducted and Johanniter has enhanced protection of staff traveling on motorbikes. All offices were equipped with fire alarms. Regular safety and security trainings of new staff as well as ongoing awareness raising on safety and security for staff and training on crisis management were also conducted. Johanniter enhanced its connections with key players

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)
- Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

The challenges faced by Johanniter listed above slow down the overall process. Because of funding modalities priorities have to be made and analysis is imperfect because of the lack of data produced or received.

#### 3. What steps or actions are needed to make collective progress to achieve this transformation?

More reliable security training and information providers in place.

#### Keywords

Emergency Response



## 2D Take concrete steps to improve compliance and accountability

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to adopt the IASC statement on the Prevention of Sexual Exploitation and Abuse.	Policy	Uphold the Norms that Safeguard Humanity

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

#### Protection against sexual exploitation and abuse (PSEA)

A Protection against sexual exploitation and abuse (PSEA) Focal Point was appointed. The Johanniter Code of Conduct was modified and includes further standards on PSEA. PSEA sensitisation workshop took place for headquarters staff. The first draft of PSEA policy is ready and will be included in comprehensive safeguarding guidelines. PSEA is part of the official briefing for new employees.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Buy-in
- Human resources/capacity
- Strengthening national/local systems

#### B. How are these challenges impacting achievement of this transformation?

Without buy-in and sufficient resources a transformation cannot be fully achieved. Furthermore a mutual dialogue with national and local systems in countries where humanitarian assistance is provided has to take place to ensure PSEA is contextualised and terminology is culturally appropriate.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

Invest in capacity strengthening of national / local PSEA focal points that work in line with international standards, contextualised to specific contexts and ensure the pool of qualified and experienced investigators increases. Resources need to be available for PSEA sensitisation roll outs and capacity building measures.

### Keywords

PSEA



## 3A Reduce and address displacement

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to promote and support safe, dignified and durable solutions for internally displaced persons and refugees in a coherent and measurable manner through well coordinated local programmes.	Operational	Leave No One Behind
Johanniter recognizes both the humanitarian and development challenges of displacement and commit to reduce vulnerability and improve the resilience, self-reliance and protection of refugees and IDPs.	Operational	Leave No One Behind
Regarding refugees in Germany, Johanniter is both committed to improve living conditions in refugees' home countries and to support their arrival and housing in Germany as well as their sustainable integration into German society. Johanniter respects the dignity of every single refugee, independent of his or her legal status, especially women, children, unaccompanied minors and other vulnerable persons amongst refugees. Johanniter defines integration as the equal participation in all economic, social and societal realms. It is a task for the whole of society to which it actively contributes in close partnership with the public sector, other social organizations, churches, civil society initiatives and the private sector. Johanniter commits to integrate refugees in Germany also by including them as staff and volunteers. Johanniter counters any form of intolerance, xenophobia and violence against refugees, Johanniter staff and volunteers. It strives for a peaceful togetherness of all people in Germany, based on mutual respect, and the respect of the constitution and societal values.	Operational	Leave No One Behind

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**IDPs (due to conflict, violence, and disaster)**

In 2018 Johanniter provided holistic services to refugees and internally displaced persons (IDPs) - including medical support, nutrition, psychosocial support, food security, livelihood and WASH in order to reduce mortality and morbidity and strengthen their resilience. For IDPs, Johanniter also provided legal support for survivors of gender-based violence.

Johanniter provided formal education for midwives and further training to clinic staff as well as Community Health Workers in order to increase access to quality health services for IDPs. On community level, Johanniter supported the establishment of health, water, hygiene and sanitation structures and equipped them with tools and training in order to capacitate communities to increase coverage of hygiene practices and health-seeking behaviours among IDPs.

**Refugees**

In 2018 Johanniter provided holistic services to refugees and IDPs - including medical support, nutrition, psychosocial, food security, livelihood, and WASH in order to reduce excess mortality and morbidity and strengthen their resilience.

For refugees, Johanniter also provided vocational training in carpentry, hairdressing, and others.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**



- Field conditions, including insecurity and access
- Human resources/capacity
- Institutional/Internal constraints

### **B. How are these challenges impacting achievement of this transformation?**

Inability to reach people most in need, delays in response, inadequate data collection, inconsistent quality of project design / monitoring / reporting, increased administrative burden, reduced flexibility, legal and financial risks, inefficiency.

### **3. What steps or actions are needed to make collective progress to achieve this transformation?**

Humanitarian NGOs to set minimum standards (and adhere to them) on basic preconditions to work in a country hostile towards its own population and international community members, thus not to support illegitimate governments that exploit, kill and displace populations.

#### **Keywords**

Displacement, Education



### 3D Empower and protect women and girls

#### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to ensure that its humanitarian programming is gender responsive.	Policy	Leave No One Behind
Johanniter commits to contribute to universal access to sexual and reproductive health and reproductive rights.	Operational	Leave No One Behind

#### Core Commitments

Commitment	Core Responsibility
Ensure that humanitarian programming is gender responsive.	Leave No One Behind

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

#### Sexual and reproductive health

Johanniter has a focus on projects in the health sector that address women and girls in vulnerable situations, for example, by training of midwives in Afghanistan. A project in Ecuador improved the living conditions of women and their families especially in the areas of health care and social and political participation. In Uganda underage girls (teenage mothers, girls that have been married young, heads of child-headed households/child caregivers, and girls affected by teenage/early pregnancy) are targeted with activities aiming at improving their access to basic health, WASH and social services. Female refugees and members of host communities were targeted in all health and nutrition related activities in Kenya, Kalobeyei refugee settlement and Kakuma refugee camp. Johanniter provides access to sexual and reproductive health (ante- and post-natal care, referral, deliveries, family planning) to IDP and host population in the catchment areas of 22 health facilities in North Kivu, DRC.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Data and analysis
- Funding amounts
- Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

Implementation is slowed down by lack of staff with an expertise in gender responsive programming and in the analyses of the collected data.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

Donors should be trained on humanitarian standards including gender and PSEA to provide enough funds for NGOs to reach them.

#### Keywords

Displacement, Gender



## 3G Address other groups or minorities in crisis settings

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
In support of the implementation of the Charter on Inclusion of Persons with Disabilities in Humanitarian Action and the upcoming Action Plan, Johanniter commits to further improve access for persons with disabilities to humanitarian aid, taking into consideration the diversity of their needs and the allocation of financial resources to address access barriers, where necessary; to increase the participation of persons with disabilities and their organizations (Disabled People's Organizations/DPOs) in the planning, implementation and evaluation of projects, including measures to further develop their capacities; to plan and implement measures to increase the understanding of and capacities on disability and the rights and needs of persons with disabilities in partner organizations to strengthen their response in this regard; to provide emergency wheelchairs to individuals and/or hospitals and for use at medical points in humanitarian emergencies, if feasible and appropriate; and to maintain its capacities to deliver these emergency wheelchair services.	Operational	Leave No One Behind

#### 1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.

Some examples of Johanniter's commitment to realize inclusion of persons with disabilities: In 2018 Johanniter constructed and rehabilitated accessible health facilities in North Kivu, DRC and supported advocacy for persons with disabilities to be included in community-based committees (health, water committee) and to become Community Health Workers. Johanniter provided trainings in inclusion of persons with disabilities among health staff in several countries. In Uganda "People with special needs" in refugees and host communities were included in activities aimed at improving their access to basic WASH, health and social services. Johanniter provided persons with disabilities from refugee and host communities with specialized health services (orthopedic, eye services) in Kakuma and Kalobeyei (Kenya) refugee camps/settlements. In Colombia, Johanniter's partner organisation provided prosthetics and orthotics services and wheelchairs for physically handicapped people by a mobile orthopedic technician.

#### 2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.

- Data and analysis
- Human resources/capacity
- Information management/tools

#### B. How are these challenges impacting achievement of this transformation?

- Inability to reach people in need.
- Inconsistent quality in project design and deliverables.
- Inadequate data collection and monitoring of success impact.

#### 3. What steps or actions are needed to make collective progress to achieve this transformation?

- More collaboration between NGOs, disabled peoples organisations and self-help groups in the field;
- More awareness-raising among affected and national stakeholders;
- Improved data on the situation;
- More capacity building measures (trainings) for national partners and stakeholders;





- Advocacy for commitments of national partners and stakeholders;
- More resources (capacity and funding) at the headquarters level.

**Keywords**

Disability, Displacement



## 4A Reinforce, do not replace, national and local systems

### Joint Commitments

Commitment	Joint Commitment	Commitment Type	Core Responsibility
By endorsing the Charter for Change, Johanniter commits to reaffirm the Principles of Partnership and work at eye-level with its local partners; to pass at least 20% of its humanitarian funding to local NGOs and to report transparently on those funding shares; to prevent the negative impact of recruiting national NGO staff during emergencies; to provide organizational support and capacity building; and to promote the role of local actors to media and the public.	Charter for Change signatories	Operational	Change People's Lives: From Delivering Aid to Ending Need

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to adopt the Core Humanitarian Standard, with the objective of making humanitarian action more appropriate, effective, and responsive to the needs of people and communities affected by crisis, in order to ensure that beneficiaries know what they can expect, are able to express their views and concerns, and are listened and responded to by its teams and partners.	Policy	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to support the 'Inclusion Charter' with its five steps to ensure impartial humanitarian response for the most vulnerable.	Policy	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to support and invest in local capacity strengthening and response systems, wherever the context allows.	Capacity	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to increase investment in building community resilience as a critical first line of response, with the full and effective participation of women.	Operational	Change People's Lives: From Delivering Aid to Ending Need

### Core Commitments

Commitment	Core Responsibility
Commit to reinforce national and local leadership and capacities in managing disaster and climate-related risks through strengthened preparedness and predictable response and recovery arrangements.	Change People's Lives: From Delivering Aid to Ending Need



Commit to increase investment in building community resilience as a critical first line of response, with the full and effective participation of women.

Change People's Lives: From Delivering Aid to Ending Need

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

**Adherence to quality and accountability standards (e.g. CHS, SPHERE)**

In 2018, Johanniter finalised its Core Humanitarian Standard (CHS) self-assessment. Based on the results, it developed an improvement plan with concrete action points that aim to improve Johanniter's compliance with CHS both in terms of actual implementation on the ground and in terms of developing and putting in place all necessary policies, guidelines and tools at the organisational level.

**Strengthening national/local leadership and systems**

In 2018 a capacity development, multi-country program for community-based organisations (CBOs) in Southeast Asia was initiated (GROWTH). The focus of the program lies on organisational development of CBOs while maintaining their core values. In addition, leadership capacities among middle management level were strengthened. Social entrepreneurship options to increase unrestricted funding are explored and supported.

**Cash-based programming**

Part of the above mentioned GROWTH program is the strengthening of knowledge among national community-based organizations (CBOs) in the Philippines on cash aid and the set-up of a database for civil society in Mindanao on cash aid initiatives as well as creating a cash aid handbook for CBOs.

**People-centered approaches (feedback mechanisms, community engagement, etc)**

Johanniter used the People First Impact Method (PFIM) both for program planning and as a mid-term evaluation method. Through the PFIM methodology communities are put at the center and are engaged in a participatory way. Through increased community ownership, achieving impact is increased. In addition Johanniter is setting up Customer Relationship Management (CRMs) systems at project-level, based on dialogue with community members.

**Building community resilience**

In disaster prone countries Johanniter increased resilience among communities by developing vulnerability assessments and contingency plans. In projects focusing on agriculture, methods such as System of Rice Intensification (SRI) were introduced in contextualised ways to mitigate shocks. In Myanmar, resilience was increased among mine victims by awareness raising on landmines but also through community-based peer support groups, social entrepreneurship and access to saving groups. Renewable energies, such as biogas and solar were introduced to prevent communities from being fully dependent on electricity. Also see 4B

**Other**

In 2018, Johanniter continued to work on the implementation of the Charter for Change commitments. To further promote the role of local actors Johanniter created a space on its website where all current partner organisations are mentioned and described. Johanniter passed on more than 25% of its expenditures to local partner organisations and was an active part of the localisation working group of the German Federal Foreign Office

**B. Please select if your report relates to any initiatives launched at World Humanitarian summit**

- Charter for Change
- The Inclusion Charter

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Field conditions, including insecurity and access
- Human resources/capacity
- Institutional/Internal constraints

**B. How are these challenges impacting achievement of this transformation?**

Implementation is slowed by limited staff resources and challenges resulting from complex environments and conflicting priorities in



the daily business of project implementation.

Charter for Change: Discussion of complex changes needs time and capacities and cooperation of various departments. All responsibility and administrative burden remains with international NGOs.

### **3. What steps or actions are needed to make collective progress to achieve this transformation?**

Johanniter is chairing a working group of German NGOs on the Core Humanitarian Standard and Accountability to Affected Populations, which is taking forward the discussion on how to improve accountability towards affected people among the German NGO community and also vis-a-vis Germany as donor. Enhanced collaboration between NGOs and donors is necessary to instil localisation as a strategic objective in humanitarian aid.

#### **Keywords**

Cash, Community resilience, Local action, People-centred approach, Quality and accountability standards, Strengthening local systems



## 4B Anticipate, do not wait, for crises

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to support local risk management strategies and train communities in analyzing risks, preparing for disasters and qualifying first responders.	Capacity	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to reinforce national and local leadership and capacities in managing disaster and climate-related risks through strengthened preparedness and predictable response and recovery arrangements.	Operational	Change People's Lives: From Delivering Aid to Ending Need

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

#### Disaster risk reduction and disaster risk management (including resilience)

Together with a local partner organisation, Johanniter implements a project with the aim to strengthen the resilience of flood-affected communities in Central Myanmar and to reduce the negative impact of future disasters. The main focus of the project will be on inclusive and Community-Based Disaster Risk Management (CBDRM), the target group will be directly and actively engaged in the identification, analysis, planning, monitoring and evaluation of disaster risks and response mechanism. The main purpose is to improve knowledge and capacity built on community-based coping mechanisms and strengthen resilience to future disasters for flood affected communities.

Main activities are the strengthening of the inclusive CBDRM and mass-training on Disaster Risk Reduction (DRR) and Participatory Capacity and Vulnerability Analysis (PCVA) to ensure community inclusion in DRR activities and emergency planning.

#### B. Please select if your report relates to any initiatives launched at World Humanitarian summit

Charter for Change

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts
- Funding modalities (earmarking, priorities, yearly agreements, risk aversion measures)
- Human resources/capacity

#### B. How are these challenges impacting achievement of this transformation?

In order to have sustainable results in projects aiming at strengthening the resilience of people, a long-term approach is necessary. Unfortunately funding in the humanitarian sector is rather provided for midterm projects.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

- communication
- coordination
- financial resources
- appropriate staff

#### Keywords

Community resilience, Disaster Risk Reduction, People-centred approach, Preparedness



## 4C Deliver collective outcomes: transcend humanitarian-development divides

### Individual Commitments

Commitment	Commitment Type	Core Responsibility
Johanniter commits to provide - in close co-operation with the national health authorities, local civil society and relevant and context specific international organizations - relevant parts of an essential package of health services for crisis-affected people, including refugees, IDPs and host populations, according to their specific needs and vulnerabilities. Elements from the essential package provided by Johanniter include promotional, preventive and curative primary health services (comprising communicable disease prevention and control measures); child and neonatal health (including vaccinations); reproductive health (based on its Minimum Initial Service Package); trauma and injury care including in relation to gender-based violence; mental health; management of non-communicable diseases; and provision for the additional needs of the elderly, chronically ill and disabled. The minimum package would include necessary logistical backup and support in nutrition, food security, water, sanitation, and hygiene, along with social protection, community engagement, and integration into community-based services. Special efforts will be made to train local health workers and community volunteers.	Operational	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to qualify medical staff and volunteers as WHO-classified Emergency Medical Teams and actively help to shape the EMT procedures. It will offer its rapidly deployable 'Emergency Medical Teams' upon classification.	Operational	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to contribute to the development and success of international disaster response bodies such as the European Civil Protection Mechanism and UN OCHA.	Operational	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to train volunteers on disaster response in close cooperation with European NGOs.	Capacity	Change People's Lives: From Delivering Aid to Ending Need
Johanniter commits to contributing capacities to the First Responder Community of the German Foreign Office.	Capacity	Change People's Lives: From Delivering Aid to Ending Need

**1. A. Highlight concrete actions taken between 1 January – 31 December 2019 to implement the commitments which contribute to achieving this transformation. Be as specific as possible and include any relevant data/figures as well as any good practices and examples of innovation.**

#### Other

##### Commitment to provide Emergency Medical Teams:

Johanniter obtained WHO classification of Emergency Medical Team (EMT), thus contributing to a controlled access for medical missions in an internationally coordinated way. As the first internationally certified mobile Emergency Medical Team (EMT 1), Johanniter supports other teams in the certification process and is part of the German EMT coordination group. In 2018, Johanniter offered deployment of EMT 1 in the Sulawesi response.



Johanniter organised several disaster response exercises within the European Civil Protection Mechanism (EUCPM). Johanniter volunteers and staff took part in trainings organised by the EUCPM and by the logistics cluster. Johanniter trained 60 volunteers to be part of an EMT 1 in future deployments.

Commitment towards Health Services:

Johanniter included the promotion of good health and the treatment of illnesses in its strategy 2025. Johanniter aims to continually increase the resilience of healthcare systems in regions hit by crises in order to facilitate access to high quality health care based on the needs of the affected people.

**2. A. Please select no more than 3 key challenges faced in implementing the commitments related to this transformation. Only the categories selected by the organisation will be seen below.**

- Funding amounts
- Human resources/capacity

**B. How are these challenges impacting achievement of this transformation?**

Regarding the commitment to build up an Emergency Medical Team, the biggest challenge is to identify qualified people who are readily available to be part of such team as volunteers.

**3. What steps or actions are needed to make collective progress to achieve this transformation?**

Clear procedure should be developed on how EMTs will be deployed after a disaster and how cooperation between national Ministry of Health, WHO and teams should work.

**Keywords**

Emergency Response