We believe each life matters
We relieve human suffering in hard to reach places.

How we help
We employ experts in health and nutrition; shelter and infrastructure; water, sanitation, and hygiene. We provide cash assistance that enables families to meet their basic needs quickly during crises.

Shelter  Water & Sanitation  Health & Nutrition
IMpact 2021

3,362,158 People Assisted

1,880,054
Health and Nutrition
66,747 people treated for acute malnutrition; 93% discharged as cured

1,405,696
Water, Sanitation, and Hygiene
1,161,246 people gained improved access to safe drinking water

1,627,760
Shelter and Infrastructure
854,470 people received shelter assistance

82,983
Cash Assistance

951,480
COVID-19 Aid

Amidst all the challenges Afghanistan faces, there is also breathtaking beauty.
<table>
<thead>
<tr>
<th>Legal Framework</th>
<th>Ongoing country of operation</th>
<th>Emergency situation</th>
</tr>
</thead>
<tbody>
<tr>
<td>✔️</td>
<td>Legally registered as INGO</td>
<td>✗</td>
</tr>
<tr>
<td>✔️</td>
<td>Familiar with importation process</td>
<td>✗</td>
</tr>
<tr>
<td>✔️</td>
<td>Fairly stable project activities</td>
<td>✗</td>
</tr>
<tr>
<td>✔️</td>
<td>Established relationship with officials</td>
<td>✗</td>
</tr>
<tr>
<td>✗</td>
<td>Emergency decree’s with blanket exemption for emergency related supplies not always issued</td>
<td></td>
</tr>
<tr>
<td>✗</td>
<td>Government transitions leading to delays due to vacant government positions</td>
<td></td>
</tr>
<tr>
<td>✗</td>
<td>Introduction of new requirements not entrenched in policy without reason and guidance</td>
<td></td>
</tr>
<tr>
<td>✗</td>
<td>Pharmaceutical importation: extensive sample testing or banning of essential medicines</td>
<td></td>
</tr>
</tbody>
</table>
## Experiences and Challenges - Documentation

### Ongoing country of operation
- ✔ Fairly stable requests / documentation
- ✔ Experienced team on the ground
- × Proforma documents not matching final documents → start importation process from scratch

### Emergency situation
- × Constantly changing documentation
- × No experience with context
- × Original waybills accompanying cargo lost (cargo arriving without original documents)
- × Wrong INGO name indicated on the Waybill (mistake with supplier or transporter)
- × Quantity or weight on Waybill not matching cargo as items got removed from plane the last minute
Lessons Learned and Future Help

Ongoing country of operation

- Communication / Information sharing with other (I)NGOs via Logistics working groups (IMPACCT Working Group, Logistics Cluster, etc.) → can this be government-supported?
- Single point of contact for disaster relief
- Daily relationship building to build trust and transparency → more formalized / digital process?
- Use of reputable and well connected forwarding agent with good standings in the government
- Digital website that facilitates the process through upload of documents → streamline further?
- Clear step-by-step guidance documentation (such as the IMPACCT bulletin)

Emergency situation

- Preparedness (learn before disaster happens)