



For the Love of Life. Active worldwide.

Johanniter-Unfall-Hilfe e. V.



JOHANNITER

Did you know ...?

...that we maintain our own offices in eleven countries to support our projects and partner organisations on the ground.

...that in 2020 we will have reached more people than live in Munich and Frankfurt am Main.

...that in our stabilisation centre in South Sudan we will have reached as many children as the average number of children attending two schools in Germany.

16



project countries



274

employees
in total

7

new partner organisations
gained in four project
countries.

600

volunteers in South Sudan trained
more than 120,000 people about Covid-19.



2,341,000

Were reached with our projects worldwide



55

Partner organisations have
worked with Johanniter in joint
projects worldwide.

75

projects

81,340

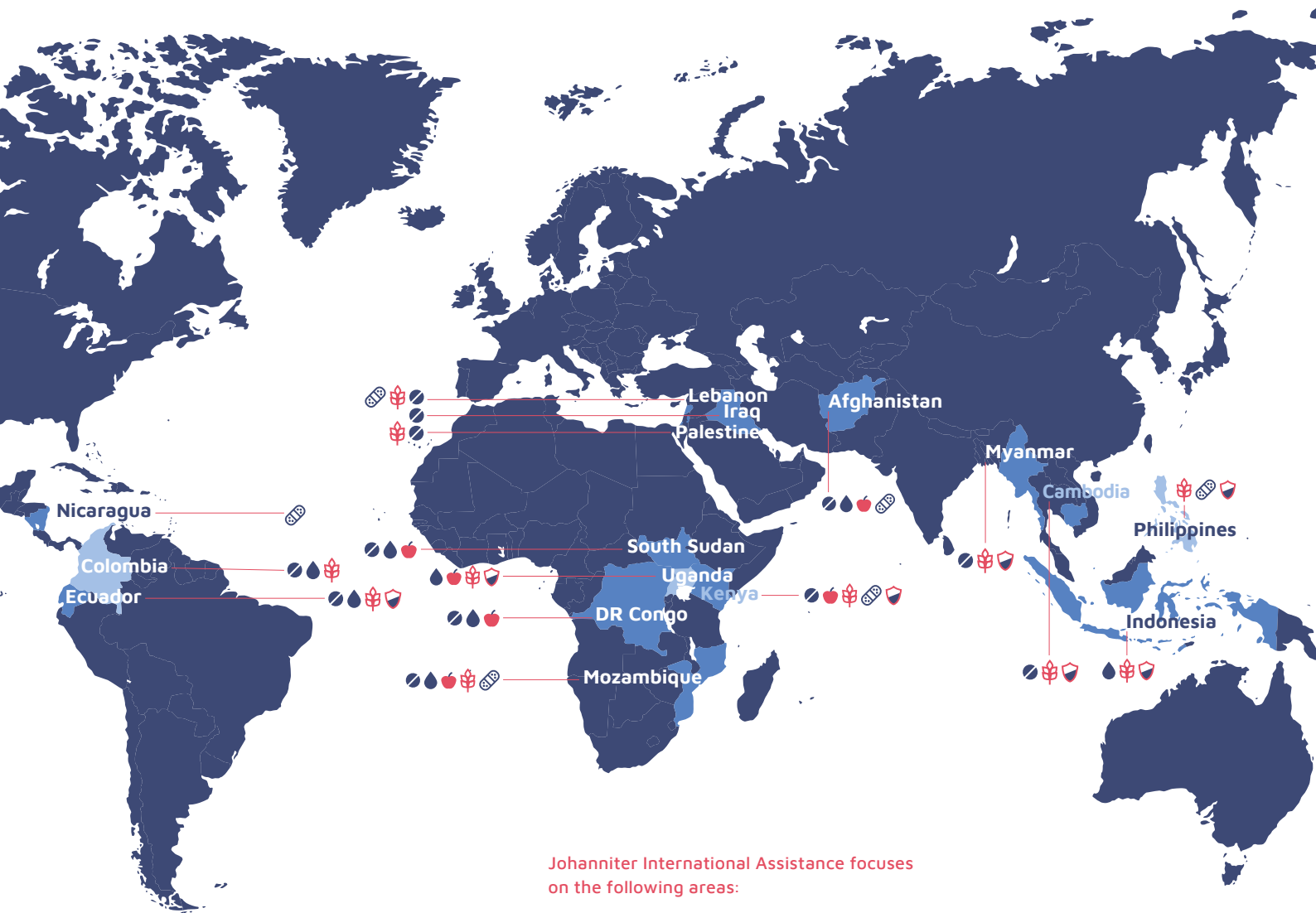
we were able to support this many people
who have been affected by gender-based
violence with protective measures,
trainings and psychosocial support.

55 partners worldwide

Thanks to them, our assistance has impact.

In 2020, Johanniter were active in 16 countries.

In many countries, we carried out projects together with the support of 55 local partners.









-  Health
-  Water and hygiene
-  Combating malnourishment
-  Food and income security
-  Securing survival
-  Resilience



Photo: Erika Piñeros

Quality & Accountability

Continually improving our work

For us at International Assistance, **quality** is a central element of our strategy. In our **programme work**, we lay the basis for the best possible cooperation with our target groups through good and comprehensive project planning. In doing so, we are guided by international standards and best practices, to which our experienced technical advisors in Berlin and the technical coordinators in the country offices in particular contribute their knowledge and experience. With specially tailored monitoring and evaluation systems, we regularly check whether all activities are progressing as planned or whether adjustments are necessary.

International Assistance is continually improving the **quality of our organisation** by implementing a quality management system. This includes a comprehensive set of guidelines that is intended to ensure efficient and effective work processes in which work steps and responsibilities are defined and support the program work in the best possible way. The successful application of the quality management standard DIN EN ISO 9001 was once again confirmed in 2020 following an external audit.

Ten years of expert advice on health

For the past ten years, the Health Advisory Service has been working to increase the amount of health projects in international aid and preventive measures in the areas of nutrition and water, sanitation and hygiene (WASH). The aim is also to promote the topics of health, WASH and nutrition at national and international level in an evidence-based manner. To this end, technical advisor Dr. Oliver Hoffmann is working, among other things, on the creation and revision of technical standards – for example, within the framework of the Sphere Handbook.

Through national and international trainings, the updated knowledge is passed on to stakeholders in humanitarian aid. Dr. Hoffmann is one of four trainers certified worldwide as Sphere and CHS trainers.

Taking in feedback

Locally adapted, culturally sensitive feedback mechanisms enable people in each project to provide feedback on project activities. This feedback is received and processed by Johanniter staff or the partner organisations. Communication channels can be a telephone hotline, a consultation hour, or a mailbox that allows anonymous written feedback. The feedback is valuable to continuously improve the quality of our measures.

Intersectional Approach to Safeguarding

Johanniter International Assistance is committed to a working environment based on respect, trust and integrity, free from any form of discrimination. This is because all employees at home and abroad should feel safe, comfortable and protected in their work. The establishment of a Safeguarding unit is the starting point for a comprehensive Safeguarding concept. It will support an organisational culture in the future, in which all employees perform their roles responsibly and in a

self-reflective manner. We are convinced that only through continuous learning and critical questioning of one's own behavior is it possible to build a trusting working relationship among employees in Germany and abroad, as well as with our partner organisations and the people in our countries of operation.

An essential component of the comprehensive safeguarding concept will be the area of prevention of sexual exploitation, abuse, and harassment (PSEAH). Its operationalisation in the workplace and within project activities requires a nuanced approach in which the protection of the person concerned is always at the centre. It also calls for a culture of openness in which these sensitive matters can be discussed in confidence with all those involved. However, each individual should also be aware that clear consequences will be drawn in the event of misconduct and that there is zero tolerance for any form of abuse and misuse of power within Johanniter International Assistance. When we raise awareness of the causes of sexualized violence, questioning and experiencing one's own privileges and positions of power is an important element. Those in leadership positions, in particular, must reflect self-critically at all times and act responsibly.



Source: <https://safeguardingsupporthub.org/documents/good-governance-safeguardingguide-ngos>

Our Network

In order to constantly improve our work and also to learn by exchanging ideas with other players, we are active in various networks and participate in a wide variety of work groups.

We are involved in **VENRO**, the Association for Development Policy and Humanitarian Aid of German non-governmental organisations, for example in the working groups on humanitarian aid, co-financing, gender, children's rights, health and transparency. At the European level, we participate in **VOICE**, the European humanitarian umbrella organisation. We are also a member of **ICVA**, a global network of non-governmental organisations in humanitarian aid. As a member of the **Humanitarian Aid Coordination Committee of the German Foreign Office**, we also participate in working groups on monitoring and evaluation, core humanitarian standards and localisation. Thanks to our participation in the **Global Logistic Cluster** and the **UN Humanitarian**

Response Depot Network (UNHRD), we receive logistical support for short-term missions, logistical challenges and the training of our national and international employees. As a founding member of the fundraising alliance "**Aktion Deutschland Hilft**", we join other German aid organisations in calling for help after major humanitarian crises. We work closely with the **German Federal Ministry for Economic Cooperation and Development (BMZ)** and have a framework partnership agreement with **ECHO**, the European Community Humanitarian Office.





Train together,
Respond together.

Photo: Johanniter

Focus on Logistics

Solving logistical challenges together

The blocked Suez Canal in March 2021 made it clear to the world: Logistics has become a highly sensitive and perfectly timed undertaking with a wide variety of players who have to coordinate their work closely.

The logistics department is therefore also involved in various international networks. The two most important ones for us are the **Global Logistics Cluster (GLC)** and the **United Nation Humanitarian Response Depot Network (UNHRD)**. Both networks are affiliated with the World Food Program of the United Nations.

Thanks to UNHRD, we have access to six strategically located humanitarian depots around the world. Many international organisations store relief supplies here free of charge. A transparent warehouse software enables partners such as Johanniter to borrow relief supplies from the network at short notice and replace them at a later date.

Facing logistical challenges, the cooperation with UNHRD and its 95 partner organisations is an important tool for carrying out our short-term missions – particularly for the emergency measures of Johanniter International Assistance.

Training together and responding together

The Global Logistics Cluster (GLC) is made up of representatives from member organisations around the world. "Together, we coordinate the logistical challenges of relief operations and support each other with our expertise," explains Jörn Ostertun, Head of Logistics at Johanniter International Assistance.

The affiliation with the GLC has already facilitated the work of Johanniter International Assistance in emergency relief missions as well as in programme work, for example in Mozambique, South Sudan, and the Democratic Republic of Congo. "Thanks to support with transport, storage space, contacts with authorities and other organisations, or simply up-to-date maps to work out routes, we were still able to carry out many measures, especially in complex missions," Ostertun continues.

Another goal of the GLC is to establish logistical standards and to ensure that all organisations have the same level of knowledge. In line with the motto "Train together and respond together", a wide range of training courses are offered to our colleagues worldwide, who have successfully completed them in recent years. In addition, Johanniter employees are regularly deployed as instructors at training courses and seminars.

"The Logistics Cluster now sees Johanniter Logistics as a permanent contact. Our next step is therefore to assign functions to second Johanniter staff to the Logistics Cluster. In this way, we can help to alleviate the suffering of the affected population after disasters," summarises Ostertun and is happy about the future involvement in the GLC.

Prepared for the future

Johanniter International Assistance has developed its international strategy together with all our country offices and partner organisations.

In the past year, we conducted a mid term review of the Strategy 2025, in which we reviewed the extent to which the strategic objectives of Johanniter International Assistance were still relevant to current global challenges, for example in the context of climate change or the COVID-19 pandemic. The results of an evaluation workshop with the country offices and the team in Berlin showed

that the International Assistance fields of action – **health, emergency and immediate aid, and securing livelihoods** – are still very relevant for all contexts in which we work. Only their prioritisation should be adapted. While our 2025 strategy still focused predominantly on humanitarian work, we now want to give greater consideration to transitional and development cooperation, including especially securing livelihoods as well as emergency response. Johanniter is also implementing projects that aim to provide long-term support to local partner organisations.

Structure of the Global Strategy 2027

Strategic Programme Objectives and Sub Objectives

Strategic Objectives



Health

Communities – especially children under 5 years old and pregnant and lactating women – attain better health and well-being through increased knowledge and improved conditions for healthy living as well as through receiving the most appropriate treatment for their illnesses.



Livelihoods

Communities are resilient and empowered to overcome challenges that could jeopardise their livelihoods and are less dependent on external support.



Emergency Response and Preparedness

Communities affected by disaster and conflict survive and return to a safe and dignified life.

Sub Objectives

Prevention
Health-Care

Income Generation
Environmental and
climate change challenges
Food Security

Emergency Response
Emergency Preparedness

Thematically, this involves strengthening institutional capacities of local partners, or increasing the resilience of local communities in relation to challenges caused by climate change. Also topics such as violence against women or the anchoring of the localisation debate must be represented more prominently in the international strategy than has been the case to date.

The mid term review of the strategy also showed that a strategic approach to collaboration with partner organisations and institutional fundraising needs to be sharpened. Expanding external communications and advocacy work can help to raise the profile of our international programmes.

Three new programme and organisational goals

In light of these discussions, both the structure and the content of the strategy were revised together with the country offices and the timeframe was extended. Within the framework of Johanniter-Unfall-Hilfe's objectives, the strategy now formulates three programme and three organisational goals until 2027.

Strategic programme objectives encompass the three key pillars of International Assistance: emergency response, health and livelihood. Emergency response will be strengthened and expanded; it is therefore included with its own programme objective. The other two objectives cover a wide range of humanitarian aid and development cooperation topics, from health prevention – including water/sanitation/hygiene and combating acute malnutrition as prerequisites for good health – and supply to income generation, food security to climate change.

The organisational objectives of the international strategy define areas in which we should further professionalize in the coming years. In this way, as a recognised player, we want to contribute to the international humanitarian aid system through strong partnerships. The aim is to strengthen organisational capacities in order to reach programme objectives and the financial growth of the organisation.

Structure of the Global Strategy 2027

Organisational Objectives and Sub Objectives



Statistics

Project expenses 2020 in euros

Latin America

8.49%

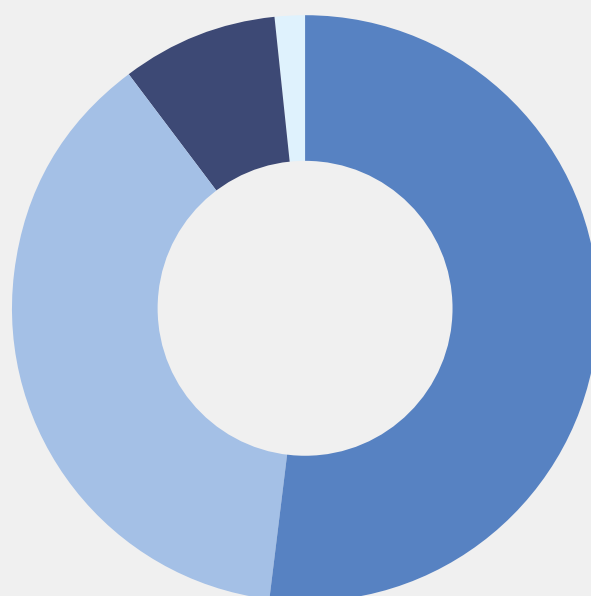
1,736,887

Colombia	284,228
Ecuador	1,445,797
Haiti*	6,862

Global Support Unit**

1,56%

318,548



Africa

52,12%

10,658,523

Democratic Republic of Congo	4,694,648
Ethiopia	67,414
Kenya	872,681
Mozambique	1,057,003
South Sudan	3,466,361
Uganda	500,416

Asia

37,83%

7,737,578

Afghanistan	2,296,203
Cambodia	1,241,950
Indonesia	219,834
Iraq	217,544
Jordan	1,193,509
Lebanon	296,460
Myanmar	1,441,694
Nepal*	11,788
Pakistan*	16,196
Palestine	152,612
Philippines	636,012
Syria	13,776

Total:

20,451,535

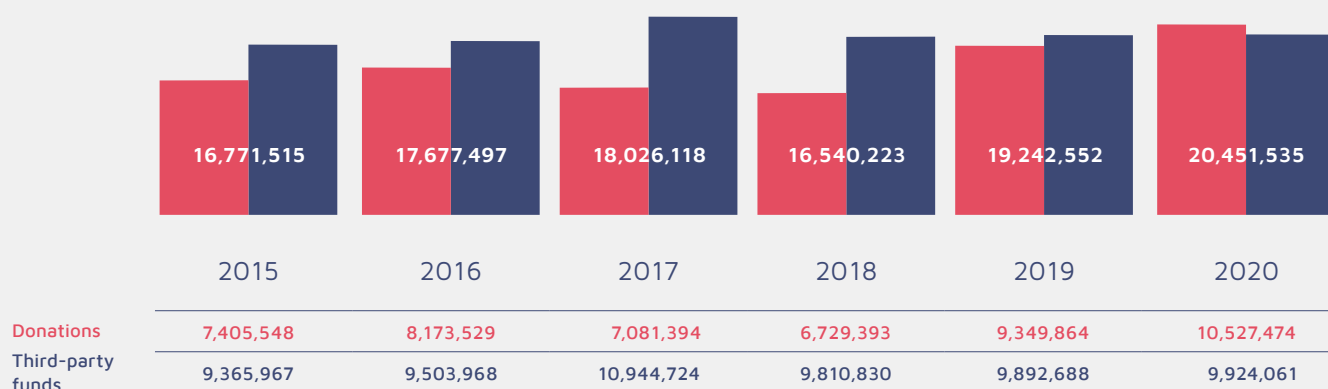
*Closing expenditures as part of office closures or final project completion from 2019.

****Global Support Unit (GSU)**: the GSU is a new administrative unit, which especially takes into account the increased requirements of donors and the higher in-house demand for transparency and effectiveness of administration and control of processes. The HSE is based in Uganda and consists of international team members from finance and logistics. They support the Johanniter International Assistance in controlling financial and logistic processes as well as documentation. By bundling the day-to-day processes of our country offices and partner organisations through the HSE, a higher degree of standardisation as well as a more effective way of working is ensured.

Sources of Funds 2020 in Euros

German Society for International Cooperation	27,577	0.13 %
World Food Programme (WFP)	96,392	0.47 %
Special initiative "One World Without Hunger" at the German Federal Ministry for Economic Cooperation and Development (BMZ-SEWOH)	298,447	1.46 %
United Nations Children's Fund (UNICEF)	446,269	2.18 %
United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA)	767,749	3.75 %
United Nations Development Programme (UNDP)	862,321	4.22 %
Transitional development and structural assistance at the Federal Ministry for Economic Cooperation and Development (BMZ-ESÜH/-ENÜH)	1,623,334	7.94 %
Private sponsors at the Federal Ministry for Economic Cooperation and Development (BMZ-PT)	2,137,885	10.45 %
Aktion Deutschland Hilft (ADH)	2,574,691	12.59 %
German Federal Foreign Office (AA)	3,664,087	17.92 %
Donations	7,952,783	38.89 %
Total	20,451,535	100.00 %

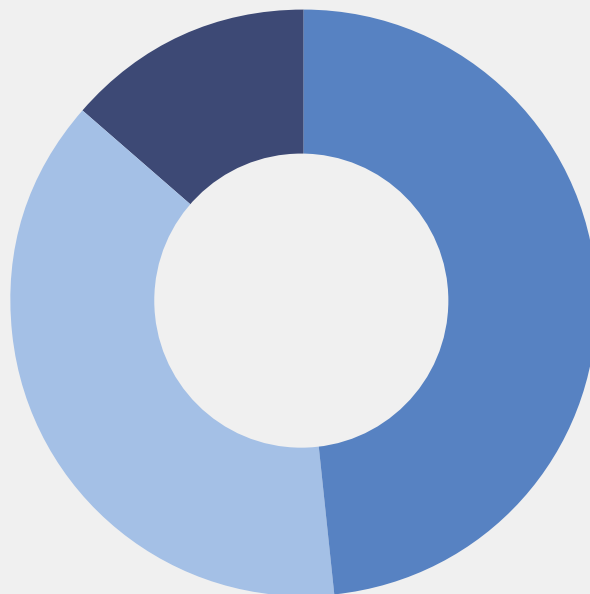
Development overview of the used donations and third-party funds 2020 in euros



Planned project expenses 2021 in euros

America
13.52%
2,868,545

Ecuador	2,868,545
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Africa
48.38%
10,260,961

Democratic Republic of the Congo	2,997,935
Kenya	1,560,381
Mozambique	202,183
South Sudan	4,667,687
Uganda	832,775

Asia
38.10%
8,081,498

Afghanistan	875,791
Cambodia	1,550,426
Myanmar	1,787,870
Philippines	921,166
Syria. Jordan. Lebanon. Iraq. Palestine	2,946,245

Total
21,211,004

These funding partners place their trust in us:



Financial Report

On the following pages, you will find the income statement as well as the Johanniter-Unfall-Hilfe balance sheet for 2020 with explanations of the relevant items and changes in comparison with the previous year.

General Information

Johanniter-Unfall-Hilfe e. V., Berlin, has prepared its annual financial statements, consisting of the balance sheet, income statement, notes and management report as of December 31, 2020, in accordance with the provisions of the German Commercial Code (HGB). The Association has structured its balance sheet and income statement as follows, voluntarily applying the provisions of the German Commercial Code for large corporations in accordance with sections 266 and 275 of the HGB. The classification rules for the balance sheet and income statement were not changed compared with the previous year. The evaluation methods did not change in the year under review.

Notes on the income statement

Revenues

Revenues are generated from rescue services, daycare centres, home emergency calls, nursing services, care services/social Johanniter-Unfall-Hilfe services, driving and flying services, menu services, training, other social services, as well as allocations, grants and other income. The main increases compared with the previous year were in the areas of daycare centres, rescue services and home emergency calls. Due to the COVID-19 pandemic, revenue from driving and flying services in particular declined. There was also a decrease in revenue from training and ambulance services, among other areas. However, compared with the previous year, revenue was generated from COVID-19 testing centres.

Other operating income includes income that cannot be allocated to sales or financial income under commercial law. These are primarily membership dues, donations and inheritances, income from the reversal of provisions and special items, reimbursements of personnel expenses, and gains on the disposal of assets. Earmarked donations are recognised as liabilities when received and are not presented as income until their use is accounted for. Other operating income increased significantly compared with the previous year. In the year under review, more donations were received in particular. In addition, more provisions were reversed and COVID-19 aid was paid.

Income statement (Jan. 1, 2020 to Dec. 31, 2020)

The income statement has been prepared using the nature of expense method (Section 275 (2) HGB).

	2020 T €	2019 T €	Deviation T €
Sales revenue	1,228,475.4	1,134,717.2	93,758.1
Other own work capitalised	438.0	401.2	36.8
Other operating income	157,737.5	133,884.8	23,852.7
Cost of raw materials, supplies and purchased services	-153,077.1	-135,649.5	-17,427.6
Personnel expenses	-899,127.5	-832,600.5	-66,527.0
Amortization of intangible assets and depreciation of property, Tangible assets	-59,958.2	-57,075.5	-2,882.7
Other operating expenses	-231,415.1	-226,824.4	-4,590.8
Financial result	-1,918.5	-1,135.0	-783.5
Profit before tax	41,154.4	15,718.4	25,436.0
Taxes on income and earnings and other taxes	-242.5	-558.0	315.5
Profit for the year	40,911.9	15,160.4	25,751.5
Allocation to reserves	-40,911.9	-15,160.4	-25,751.5
Balance sheet result	0.0	0.0	0.0

Expenses

Expenses for **raw materials and supplies as well as for purchased services** largely relate to the purchase of food, other operator expenses, medical supplies and medicines, flight services, project costs for foreign aid, control centre costs/rescue service fees, emergency physician costs, clothing, tax-free payments for part-time activities of volunteers, and salaries. The increase in costs is mainly due to higher demand for medical supplies and medicines.

Personnel expenses include wages and salaries, social security contributions and expenses for pensions and for employees in voluntary services. The main reason for the increase compared with the previous year is not only the pay rises but also the increased number of full-time employees due to the expansion of services. Another reason for the increase is the paid "Corona bonus".

Depreciation and amortisation expense results from the amortisation of intangible assets and depreciation of property and tangible assets. The increase is attributable to the continued high level of investment in property, plant and equipment.

A large number of items are recorded under **other operating expenses**. These include premises costs, maintenance, vehicle costs, expenses for membership and fundraising, cleaning services and materials, taxes and insurance, advertising costs, telephone and internet costs.

There are also expenses for training, general personnel expenses, external audits, legal costs and consulting, and other administrative expenses. The increase in costs is due to higher sales activities.

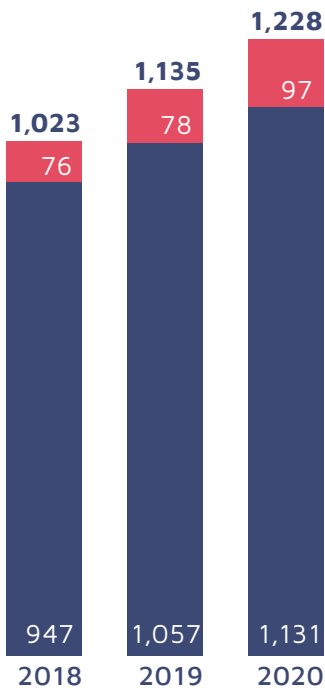
The share of expenses for public relations and advertising as well as administration in the relevant total expenses, determined on the basis of the allocation criteria of the German Central Institute for Social Issues (DZI), was 13.5 percent in the reporting year (administration: 10.2 percent; public relations and advertising: 3.3 percent).

The **financial result** is based primarily on income from financial assets on the income side and interest expenses for long-term investment-linked loans on the expense side. The decrease in the financial result is attributable to less favorable interest conditions and lower dividends.

Balance sheet result

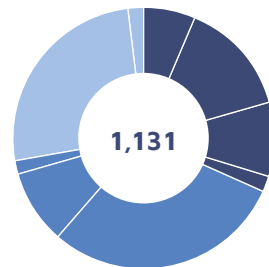
The income statement shows a net profit for the year, which will be allocated to reserves to safeguard the association's ability to perform.

Development of sales in millions of euros



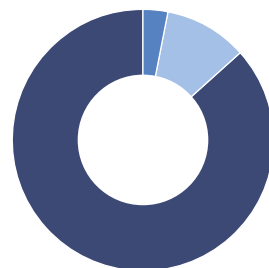
- Main services
- Allocations, grants, other income

Breakdown of Main services in millions of euros



- **360 social services**
 - 73 childcare
 - 162 nursing
 - 104 Home emergency call
 - 21 Menu service
- **458 Rescue/ambulance/driving service, air rescue**
 - 338 Rescue/ambulance service, Other
 - 101 Driving service
 - 19 Air rescue
- **313 Education**
 - 294 Daycare centre
 - 19 Training

Share of advertising and administrative expenses of total expenditure in percent



- **3.3 Expenditure on public relations and advertising**
- **10.2 Expenditure on administration**

The complete annual financial statements of Johanniter-Unfall-Hilfe e.V. were audited by Curacon GmbH auditing company, Münster, audited and received an unqualified audit certificate.

Transparency

The Johanniter-Unfall-Hilfe pursues the goal of offering its members, donors and all other reference groups an up-to-date and realistic picture of its work.

As part of our press and public relations work, we continuously report on our activities at all levels of the association, inform our supporters through regular publications, provide further information on our website, and publish a comprehensive accountability report every year.

Johanniter-Unfall-Hilfe has been a recipient of the Donation Seal of the German Central Institute for Social Issues (DZI) since 2004. The DZI awards this seal for one year at a time to donation organisations that undergo a voluntary audit, certifying that the organisation works economically and efficiently and provides truthful and transparent information about the use of funds.

As a member of the Association for Development Policy and Humanitarian Aid of German Non-Governmental Organisations e. V. (VENRO), Johanniter has committed itself to the VENRO Code of Conduct on Transparency, Organizational Governance and Control and has joined the Transparent Civil Society initiative launched by Transparency International Deutschland e. V.

Internal and external audits

The internal audit department of Johanniter-Unfall-Hilfe checks in particular whether the association's work in Germany and abroad complies with internal standards and legal regulations. As part of a monitoring system based on this, it monitors whether any risks that may have been identified have been dealt with and remedied. Each year, an external auditing firm also audits the association's accounting records, annual financial statements and management report to determine whether they comply with the statutory provisions applicable to accounting and with generally accepted accounting principles.

Recruitment of supporting members

To fulfill our statutory tasks, we rely on the support of sustaining members. To attract new supporters, our own employees and contracted service providers approach potential supporters at their doorsteps. Their remuneration is partly performance-related. We always ensure that our approach complies with our own quality standards as well as with the code of conduct for membership recruitment shared by the major German aid organisations.

Remuneration structure

The Johanniter-Unfall-Hilfe employs a total of 25,559 full-time employees throughout Germany. These are in particular the Johanniter's own employment contract guidelines, the AVR DWBO Appendix Johanniter (formerly AVR-J) and the employment contract guidelines of the Diakonie Deutschland (AVR DD). These can be downloaded in full from <https://www.johanniter.de/ak-ausschuss-johanniter/> or at <https://karriere.diakonie.de/arbeitsrecht/>. The AVR DWBO Annex Johanniter are the most important of these, with an employee share of approx. 87.2 percent the predominant tariff system, so that the following explanations refer to this system.

The gross income of full-time employees covered by collective tariff agreements comprises the monthly basic salary, the annual special payment (13th month's salary) and variable remuneration components (e. g. time bonuses, child allowance). In addition, after a qualifying period of five years, contributions to the company pension scheme are paid in the amount of four percent of the salary subject to income tax.

In Johanniter-Unfall-Hilfe, 13 pay groups are defined on the basis of the AVR DWBO Johanniter annex, 13 pay groups (EG) are distinguished on the basis of the job characteristics. These are subdivided according to the length of service of the employees in up to 5 levels (St.) The range of the collectively agreed upon gross annual income on a full-time basis (40 hours/week) is as follows:

- Employees with activities in the higher administrative area, e. g. division managers, department managers, advisors (EG 7, St. 1 to EG 13, St. 5) from 39.3 to 88.5 thousand euros
- Skilled workers, e. g., geriatric nurses, health care workers, nurses, educators, emergency paramedics, physiotherapists (EG 7 St. 1 to EG 7 St. 5) from 39.3 to 47.6 thousand euros
- Clerks/secretaries (EG 5 St. 1 to EG 7 St. 5) from 34.3 to 47.6 thousand euros

The total gross remuneration of the Federal Executive Board – consisting of two full-time members and one honorary member – in the reporting year amounted to around 552,000 euros. In addition to remuneration (excluding employer contributions to social security), this also includes contributions to the company pension scheme and the non-cash benefit from the provision of a company car for private use. The publication of individual salaries is precluded by personal rights of the individual members of the Executive Board.

Further information is available at:

<https://www.johanniter.de/dzi-spendensiegel>

In 1099, Christian knights joined a lay brotherhood that cared for sick and poor pilgrims in a lodging house in Jerusalem. They called themselves "Johanniter" after their patron saint, John the Baptist. The small lodging house in Jerusalem soon grew into a large hospital. In 1382, the Province of Bailely Brandenburg received a special position in the Order with the Treaty of Heimbach: The Protestant Johanniter Order developed from it later, while the Catholic branch became known as the Order of Malta. The Johanniter Order, which is active in around 20 countries around the world today, is a community of Protestant Christians who are committed to serving others. In order to heal and care for the sick and those in need of help, the Johanniter Order founded the following organisations and the legally independent Johanniter Foundation.

Johanniter Orders — Johanniter Foundation

4.100 members

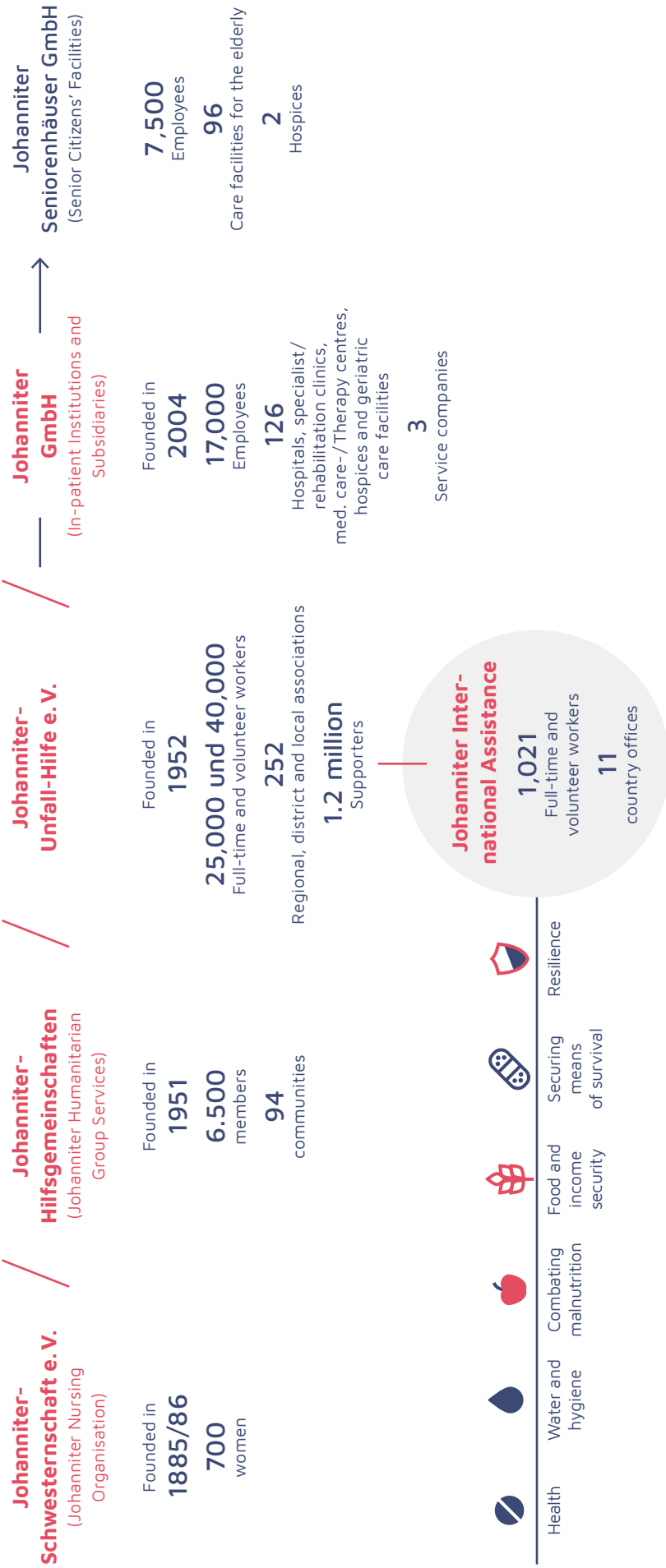




Photo: Johanniter

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