Supporting Communities in Crisis
A Better, Faster Recovery for People and Communities in Crisis

In the last year, natural disasters and humanitarian crises continued to wreak havoc on people and communities around the globe. Lives were lost and homes, businesses, schools, and livelihoods destroyed. Our partnerships with airlines and nonprofit relief organizations were put to the test and exceeded expectations as Airlink responded to a new humanitarian mission every two weeks, on average.

From sending volunteers to provide clean water following the Fuego Volcano eruption in Guatemala to transporting medical supplies to treat flood survivors in India, each of Airlink’s 27 missions focused on saving and improving lives, rebuilding communities to become more resilient, and restoring a sense of normalcy for those in crisis.

Our work to mobilize the aviation community to ensure emergency supplies and relief workers reach those impacted by natural disasters and other humanitarian crises would not be possible without the generosity and support of our donors, volunteers, and partners. Together, we have achieved remarkable results. In 2018, more than two million people received assistance, including access to clean water, food, medical treatment, and training, because of Airlink-supported missions.

We remain inspired by the power of collaboration and Airlink’s ability to bring together partners to deliver relief and hope to those most in need. As we look to the future, we will focus on continued investment in building relationships and methods that improve the speed, efficiency, and effectiveness of our responses. People around the globe are depending on us to succeed in that effort.

With appreciation,

Bob Brown  Steven J. Smith  
Chair, Airlink Board of Trustees  CEO and President

MESSAGE FROM THE BOARD CHAIR AND CEO

Airlink
Disaster Response Delivered

27 Humanitarian Responses
15 Airline and Logistics Partners Activated
37 Nonprofit Response Partners Assisted
834 Responders Transported

Humanitarian Aid Delivered
24,383 lb / 11,060 kg valued at $2,165,289

Total Value of Flights Provided $828,980

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photo credit: Cris Toala Olivares

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2018 IMPACT

- 1,443,280 people received food
- 811,439 people provided with medical assistance
- 225,165 people received clean water
- 144,809 people received other types of assistance, including training
- 149,792 people provided with shelter
- 52,230 people received other types of assistance, including training

AIRLINE AND LOGISTICS PARTNERS

More than 40 airline and logistics partners stand at the ready to help Airlink move relief workers and emergency cargo. Thank you to the partners activated in 2018:

- Alaska Airlines
- Cathay Pacific
- Emirates
- Ethiopian Airlines
- FLEXPORT
- Royal Jordanian
- Hawaiian Airlines
- Silk Air
- jetBlue
- Singapore Airlines
- Kenya Airways
- Spirit Airlines

NONPROFIT RESPONSE PARTNERS

More than 80 nonprofit response organizations rely on Airlink to help them respond to crises around the globe. In 2018, Airlink assisted the following organizations:

- ADRA International
- Adventist Community Services
- African Vision Malawi
- AFYA Foundation
- All Hands and Hearts
- Americares
- CADENA
- Clinton Global Initiative
- Disaster Tech Lab
- Empact Northwest
- Feed the Children, Inc.
- Global Outreach Doctors
- GR3 International
- Habitat for Humanity International
- Heart to Heart International
- Hearts & Hands Disaster Recovery
- Heavy Equipment Response Coalition
- International Medical Corps
- IsraAID
- ITDRC - Information Technology Disaster Resource Center
- Medical Teams International
- MedShare International
- Mennonite Disaster Services
- Mercy Corps
- Mobile Medics International
- National Voluntary Organizations Active in Disaster (NVOAD)
- NECHAMA - Jewish Response to Disaster
- NetHope
- Operation BBQ Relief
- Save the Children US
- Team Rubicon USA
- Team Rubicon UK
- The Elevated Studio
- Toolbank USA
- Waves for Water
- World Central Kitchen
- World Hope International

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  Managing Director, M.J. McMahon & Company Limited

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  CEO, Lease Corporation International

- Juanita Rilling
  Senior Humanitarian Advisor, Macfadden Associates

- Philip Tozer-Pennington
  Managing Editor, Airline Economics / Aviation News Online

Airlink is a prime example of how one can leverage the knowledge and network of their industry to serve unfortunate communities exposed to disasters. Both the organization and its supporters show a great compassion and devotion for this quest.
2018 HUMANITARIAN RESPONSES

As an airline, United is in a unique position to provide critical relief to areas impacted by disaster. Airlink’s ability to prioritize needs and vet partners has allowed United and its customers to help respond to some of the world’s most devastating disasters, in ways that truly make an impact.

Suzi Cabo, Managing Director of Community Affairs, United Airlines

**Medical and Capacity Building Projects**
- Costa Rica
- Malawi
- Ethiopia
- Philippines
- Haiti
- United States

**Ongoing Recovery Efforts**
- Hurricane Harvey / USA
- Hurricane Irma / Caribbean
- Hurricane Maria / Puerto Rico
Striving for a More Planned and Predictable Response to Disaster-Prone Communities

While disasters can and do occur anywhere, certain areas of the world remain more vulnerable to disasters than others. In 2018, Airlink unveiled a Regional Response Framework focused on increasing preparedness to respond in high-risk countries within six regions: Latin America and the Caribbean, Asia Pacific, North America, Sub-Saharan Africa, Middle East and North Africa, and Europe.

“Airlink’s regional response plans are designed to inform a timely response to humanitarian crises, and provide relief to vulnerable populations,” said Liz Bloomfield, director of humanitarian programs. “These plans are grounded in consistent engagement and a common understanding of regional challenges, partnerships, and resources.”

Each plan includes an outline and evaluation of high-risk countries, the nature of potential emergencies, mobilization activities, contingency planning, and the financial resources needed to ensure an adequate response.

The organization continues to proactively identify air carriers, nonprofit response organizations, and corporate and institutional supporters to join as partners in the plan and eventual responses. To learn more about how Airlink is building a more planned and predictable service delivery to nonprofit and aviation partners and, ultimately, the people they serve, please visit: airlinkflight.org.

“Airlink is a tried and true partner who is always there to ensure our team is able to get where needed.”

Erik Dyson, CEO, All Hands and Hearts – Smart Response

“Airlink is that great facilitator between the industry and the community. The logos come off the plane tails and we all come together; Airlink really makes that happen.”

Robin Hayes, CEO, JetBlue
Partners Expand Disaster Response Programs with the Help of Airlink

Determined to grow its capacity to help more people and communities in need, Airlink has strategically invested in its response framework. The hiring and development of skilled staff, a broadening partner network, and deeper collaboration with other humanitarian actors are contributing factors to Airlink’s recent success and growth. And as Airlink has grown, so too have many of its partners.

Founded in 2011 following the Joplin, Missouri tornadoes, Operation BBQ Relief (OBR) provides meals to displaced residents and emergency personnel in times of disaster. During the nine deployments OBR conducted in 2018, the organization served more than 1.16 million meals – twice as many as in an average year.

Bryan Roppolo, OBR’s director of national disaster operations, credits Airlink for helping the organization achieve its record-breaking level of service. “Operation BBQ Relief was able to spend more time in the field serving the ‘one hot meal that matters’ in 2018. We spent 69 days feeding people in disasters and that is 21 days more out of the year than we have ever served,” he said. “I attribute that to our ability to keep fresh boots on the ground and rotate leadership because of Airlink-supported flights.”

In addition to supporting OBR’s response to the Carr Wildfire and hurricanes Florence and Michael, Airlink helped transport volunteers participating in a mass-scale disaster training exercise at Walter Reed National Military Medical Center in Bethesda, MD. Overall in 2018, Airlink transported 84 OBR volunteer responders.

Twenty eighteen also was a record-breaking year for Airlink response partner NECHAMA. The organization, which provides comfort and hope to communities by engaging volunteers in disaster recovery work, reported it increased its capacity to respond to disasters with the help of Airlink by running up to four projects concurrently.

Airlink also was by NECHAMA’s side when it conducted its first ever mission outside of the continental US. The organization arrived in Puerto Rico in February 2018 to assist with recovery from hurricanes Maria and Irma and remains there today.

“In the aftermath of a disaster, every second counts as medical professionals treat patients suffering from critical injuries. During every disaster, Airlink has allowed MedShare’s supplies and equipment to reach people in need quickly and efficiently, saving lives in the process.”

Charles Redding, CEO and President, MedShare

“Airlink continues to make it possible for NECHAMA to quickly get staff on the ground. This partnership allows us to utilize donor dollars we would have spent on flights to further fund projects and assist more people in need,” said Dorothy Maples, NECHAMA operations director. “Our impact would be a fraction of what it is without Airlink!”

Airlink transported 107 NECHAMA responders in 2018.
Linking the aviation industry with humanitarian aid organizations to ensure relief workers and material aid reach those impacted by humanitarian crises in a timely and cost-effective manner.