Airlink is a nonprofit 501 (c)(3) organization working with global aviation and logistics partners to transport relief workers and emergency supplies for reputable non-governmental organizations (NGOs) responding to rapid-onset disasters and other humanitarian crises around the globe.

Airlink assists and convenes nonprofit response partners to address logistical and response challenges too big for a single aid organization to overcome alone.

Through the Airlink partnership, more than 130 aid organizations are able to quickly and efficiently provide food, access to clean water, shelter, medical aid, training and other assistance to some of the world’s most vulnerable beneficiaries.
AIRLINC IN 2020

528,240 POUNDS OF RELIEF SUPPLIES DELIVERED
638 RESPONDERS DEPLOYED
$2.93M TRANSPORTATION COSTS SAVED BY NGOS
23 RESPONSES SUPPORTED
5M+ PEOPLE ASSISTED
38 COUNTRIES REACHED
COVID-19 PANDEMIC
COVID-19 RESPONSE

On January 30, 2020, the World Health Organization (WHO) declared the Novel Coronavirus—which began in Wuhan, Hubei Province, China—a public health emergency of international concern. Airlink immediately began its response to what soon became the COVID-19 pandemic by helping nonprofit organizations overcome the logistical challenges and high costs of sending personal protective equipment and other disease prevention supplies across the globe. Airlink’s COVID response continues to this day and has expanded to include vaccination program support.

Thanks to generous support from airlines and individual, corporate, and foundation donors, Airlink has delivered critical assistance to communities in more than 30 countries.

(Figures Through March 2021)
COVID-19 caused unprecedented, systemic supply chain issues that affected both highly-developed and developing countries, causing issues with procurement, air transport, and ultimately access to healthcare. In early 2020, more than 90% of passenger air capacity was taken out of operation due to declining travel, and demand for freighter flights went up by as much as 500%. Prices were rising and NGOs were unable to access critical airfreight for personal protective equipment, so Airlink launched the AviationCARES initiative.

In collaboration with the aviation sector, Airlink developed and executed a dynamic distribution mechanism to support responding NGOs around the world. This mechanism is still working today, leveraging the existing capacity of commercial aviation through “prieghter” (passenger aircraft used for cargo only) and freighter flights in order to send PPE, medical supplies, and hygiene materials to communities impacted by COVID-19. By supporting the movement of emergency cargo and aid workers, Airlink is providing air logistics expertise and leveraging economies of scale in order to move needed supplies and experts from a variety of NGO partners into vulnerable areas globally.

The AviationCARES initiative has four phases that are ongoing, as well as a consideration for the continued support of communities in crisis, where COVID-19 has an outsize impact.

**Phase 1: Mobilize**
Mobilize shipments of PPE, testing supplies, and key treatment tools quickly to high-density outbreaks of the virus globally, with specific focus on under-resourced communities.

**Phase 2: Support**
Ensure continuity of health services in communities overwhelmed by COVID-19 response. This includes sending basic medical supplies, hygiene kits, and food aid (where needed) to support community resiliency.

**Phase 3: Rebuild**
Help supply chains and communities recover by 1) supporting shipments that were paused due to the pandemic, and 2) transporting community health workers and trainers to bolster community resiliency.

**Phase 4: Vaccinate**
Support vaccination campaigns in the US and internationally through transport of supplies needed to administer vaccines and deployment of personnel to manage related programs.

**Ongoing: Respond**
Respond to seasonal and no-notice disasters, ongoing conflicts, and existing complex humanitarian crises, working to alleviate the additional strain caused by the pandemic.
Airlink’s response with nonprofit partners reached 30 countries with essential supplies, including personal protective equipment (gloves, gowns, masks), COVID-19 tests, oxygen supplies, diagnostic tools like pulse oximeters and X-Rays, and hygiene and sanitation supplies.
In Latin America, the combination of under-resourced health systems, refugee and migrant crises, and unprecedented natural disasters have created a challenging environment in which to respond to COVID-19.

Over the last year, Airlink and its partners have responded to needs for PPE, basic medical supplies, hygiene items, and food assistance in Colombia, El Salvador, Peru, Venezuela, and most recently, Mexico, where cases are beginning to surge again.

Thanks to support from Atlas Air, United Airlines, and Avianca Cargo, Airlink has sent over half a million pieces of PPE across 6 shipments throughout the region on behalf of ADRA,Americares, Convoy of Hope, and Partners in Health.

Special thanks to Airlink donors for making these shipments possible.
More than 50% of the shipments Airlink sent for pandemic relief last year went to Sub-Saharan Africa. With a wide range of vulnerable populations - internally displaced people, refugees, people in extreme poverty and famine - and a severe lack of testing capabilities, Airlink identified this region as a focus area, understanding the need to prevent further deterioration of humanitarian crises across the continent.

Working with organizations who have pre-existing relationships with communities, like Afya Foundation, International Medical Corps, Last Mile Health, Partners in Health, Village Health Works, and We Care Solar, Airlink delivered more than 93 tons of PPE, COVID-19 testing supplies, oxygenators, pulse oximetry equipment, and other medical supplies to 17 countries across the region. These supplies helped community health workers reach people in rural areas, as well as bolstering COVID-19 response in urban centers.

The pandemic response in this region has been made possible through support from the Center for Disaster Philanthropy, DHL Express, Ethiopian Airlines, Flexport.org, Lufthansa Cargo, Qatar Airways, and other Airlink donors.
As the COVID-19 pandemic spread widely throughout the Middle East and North Africa, existing conflict-related humanitarian crises continued. The key priority for the response in this region has been to provide basic personal protective equipment wherever possible, despite the complexity of the logistics required to deliver to conflict areas.

Airlink and its partners supported 3 shipments on behalf of International Medical Corps and ANERA to the region totaling more than 80,000 pieces of PPE, which ultimately went to five countries: Iraq, Lebanon, Sudan, Syria, and Yemen.

As part of its commitment to support disaster relief in the context of this pandemic, Airlink also supported a protracted response to the August 2020 industrial explosion in Beirut. The organization delivered more than 80,000 pounds of supplies to healthcare centers grappling with the aftermath and COVID-19.

Response in this region was made possible by Qatar Airways, Flexport.org and other Airlink donors.
In partnership with relief organizations and airline partners, Airlink delivered over 18,000 pounds of emergency supplies to support the COVID-19 response in China and Japan.

In February, with the help of United Airlines, 5,000 pounds of equipment for World Central Kitchen was sent to Japan, enabling teams to provide food for passengers and crew quarantined on the Diamond Princess cruise ship. Airlink also brought together Project HOPE, MedShare, and Polar Air Cargo to transport over 14,000 pounds of medical supplies to the community at the epicenter of the outbreak—Wuhan, China.

In July, as COVID-19 converged with the Rohingya refugee crisis in Bangladesh, Airlink worked with Project HOPE and Qatar Airways to send nearly a ton of medical supplies to support the ongoing response effort.
While the US is a highly-developed country, frontline healthcare personnel, essential workers, indigenous people and people of color, the elderly and immunocompromised, and disaster-affected communities were all left in need of assistance.

Airlink has sent responders around the country to provide surge capacity in hard-hit hospitals, manage testing facilities, and provide clean water and meals to vulnerable populations.

Airlink also worked with 9 organizations to send nearly 350,000 pounds of PPE and medical supplies to 20 states and territories. This effort has helped healthcare facilities get access to more than $3.8M worth of critical medical supplies (including 4 million pieces of PPE) in a time when the cost of those items skyrocketed due to short supply.

Airlink's efforts included support of All Hands and Hearts and Project HOPE that responded to vaccinate eligible people in the Los Angeles area and the Navajo Nation, respectively.

COVID-19 response in this region has been made possible by Alaska Airlines, Flexport.org, Hawaiian Airlines, Polar Air Cargo, Southwest Airlines, United Airlines, and other generous Airlink donors.
Since the beginning of the pandemic, COVID-19 has been disproportionately devastating for the Navajo Nation. One in 10 residents contracted the virus and community members were twice as likely as non-community members to die from the infection. COVID-19 prevention is dependent on handwashing and similar hygiene-centered tasks. Thirty to 40 percent of homes in the Navajo Nation lack access to running water or electricity.

Airlink partner Waves for Water responded to the community’s calls for assistance with a pilot clean-water program in the town of Shiprock, New Mexico. Through educating communities on safe water and hygiene practices and installing water filtration systems, volunteers with the organization are creating ways for the Navajo Nation to invest in the future. Once installed, one filtration system has the capacity to provide clean water for ten years if it’s properly maintained. Airlink supported travel for two groups of Waves for Water volunteers in August and November 2020.

Airlink provided flights for Project HOPE volunteers working in collaboration with Indian Health Services to enhance the capacity of local health services. The volunteers provided COVID-19 vaccines, administered COVID-19 tests, supporting contact tracing, and providing surge relief in Navajo Nation hospitals.
Support is still needed

*The COVID-19 vaccine is here... but that's just one piece of the puzzle.*

Without syringes, personal protective equipment, and healthcare workers to administer shots, it's just a vial of vaccine. Airlink and its nonprofit partners are continuing to send healthcare workers, PPE, and other health supplies to help marginalized and under-resourced communities in the US and around the world.
DISASTER RESPONSE SPOTLIGHTS
2020 saw a record-breaking Atlantic Hurricane Season, with four major hurricanes making landfall on the US Gulf Coast: Hurricanes Laura, Sally, Delta, and Zeta. In the United States, 2020 was the fifth consecutive, “above normal” hurricane season with most storms causing at least one billion dollars in damage. The response to these storms was made more complicated by the COVID-19 Pandemic. Airlink and its nonprofit partners responded in Alabama, Georgia, Florida, Louisiana, and Texas, supporting communities in crisis following these back-to-back storms and their devastating impact.

**BY THE NUMBERS**

- **12** nonprofits helped
- **353** responders deployed
- **1,682** people provided with shelter
- **4,000** people provided with healthcare
- **870K** hot meals distributed
- **650** people with access to clean water
Network connectivity and access to communication networks is vital in recovery efforts in the wake of a disaster. Public safety organizations, disaster response nonprofits, and community members impacted by a disaster all require reliable connectivity to support relief operations, distribute critical aid supplies, or seek resources and communicate with loved ones. Airlink’s partners at The Information Technology Disaster Resource Center (ITDRC) recognize this need and respond to disasters and emergencies with the resources to provide information, communications, and technology solutions. In response to Hurricane Laura, ITDRC set up operations in Lake Charles, Louisiana and provided support to residents without power or WiFi connection, computers, charging stations, and communication devices.

After the hurricanes, millions of people lost access to emergency services and basic needs. Our partners recognize the critical need for early action and deployed volunteers to Louisiana in response to Hurricanes Laura and Delta. Mobile Medics International deployed volunteers to Starks, Louisiana, after the local fire department requested assistance in providing medical care. Without a regular medical clinic, the organization stepped in to provide medical care as needed. Empact Northwest and their highly trained canines arrived in Lake Charles, Louisiana to support critical search and rescue efforts. Their volunteers helped to rescue an individual from her home who was unable to safely evacuate. When the search and rescue efforts were complete, volunteers shifted priorities to clear inaccessible roads of debris so emergency vehicles could access those in need. First responders are unable to complete their operations without reliable access to fuel, which often becomes scarce after a disaster. Fuel Relief Fund volunteers joined efforts in Lake Charles, Louisiana to supply response vehicles and residents’ generators with fuel.
In the wake of a record breaking hurricane season, affected areas were left with damaged homes and infrastructure, downed trees and power lines, and inaccessible roads. Our non-profit partners were on the ground in the days following the storms to support critical recovery efforts. Airlink supported travel for 265 volunteers from Team Rubicon USA, Team Rubicon Canada, Inspiritus, and NECHAMA - Jewish Response to Disaster to Alabama, Georgia, Florida, Louisiana, and Texas. These volunteers worked to provide immediate assistance by clearing trees and debris from homes and roadways, tarping roofs to prevent additional damage to buildings, and mucking and gutting flooded homes.

The damage done by the hurricanes was extensive and many of our partners launched long term programs to support the overwhelming recovery needs. All Hands and Hearts' DM12 volunteers are supporting ongoing recovery efforts in Lake Charles, Louisiana by assisting residents with critical roof and home repairs.

Airlink helped partner Operation BBQ Relief responded in four states after three hurricanes last year, supporting travel for 46 volunteers. Throughout these responses, Operation BBQ Relief provided 870,000 hot meals to those impacted by the storms. Volunteers cooked and distributed meals to first responders, fellow response volunteers, and other individuals in need of a hot meal.
With the help of Airlink, *Off-The-Grid Missions* travels to disaster-stricken communities to provide relief to the deaf and hard of hearing. In a crisis, many families lose everything and are left without shelter and other necessities -- an issue complicated by COVID-19 and social distancing requirements.

Communication becomes difficult or impossible for the deaf and hard of hearing when they are left without electricity and light following disasters. Off-The-Grid Missions distributed solar lights to ensure residents impacted by widespread power outages following hurricanes were able to communicate after sundown. Volunteers also distributed temporary shelter materials, deaf-friendly PPE supplies, water filtration units, and other items to ease the transition into temporary housing.

**ACCESS TO CLEAN WATER**

After Hurricane Laura made landfall, residents of Lake Charles, Louisiana were left without shelter and access to basic resources, such as clean water. Airlink partner *World Hope International* deployed a team of disaster responders with the three step directive to use clean energy to make clean water, supply vital emergency supplies, and encourage survivors and build hope. The team of volunteers arrived in Lake Charles to provide access to clean water and other supplies such as hygiene kits. The importance of clean water for hygiene practices was increasingly important with COVID-19 prevention methods amongst displaced populations. Using solar-powered water makers, the team produced up to 2,000 gallons of clean water each day.
In November, Central America was hard hit by two Category 4 hurricanes. Hurricane Eta hit on November 3 and Hurricane Iota hit less than two weeks later on November 16. Residents did not have the chance to recover or rebuild between storms, exacerbating the damage sustained.

Airlink's nonprofit partners addressed these challenges and provided critical support to communities throughout the region with a particular focus on increasing access to clean water. Without clean water, disaster-affected communities cannot practice COVID-19 prevention measures. This response is ongoing, with planned activities continuing well into 2021.

Mexican NGO CADENA distributed water filters, solar lamps, and provided medical surge capacity for individuals in need of healthcare services in Honduras, Guatemala, and Colombia. Other organizations supported include Project HOPE, Afya Foundation, All Hands And Hearts, Waves for Water, and World Hope International.
More than 1.9 million people were affected by Hurricanes Eta and Iota in Guatemala, with 1.2 million in need of critical humanitarian assistance. Nearly 80,000 homes were destroyed, leaving at least 300,000 people displaced and living in shelter settings. The historic rainfall led to landslides and flooded rivers, leaving many communities inaccessible to aid or emergency responders for several weeks.

The protracted nature of the logistical challenges within the country resulted in overfilled shelters and damaged WASH facilities for weeks, making COVID-19 prevention measures challenging. Afya Foundation responded by providing personal hygiene kits, PPE, and other consumable medical supplies to impacted areas. Thanks to the support of Airlink partners Flexport, Avianca Cargo, and the Center for Disaster Philanthropy, the shipment provided 763 people with access to clean water and 39,000 people with healthcare services.

Thanks to United Airlines, Waves for Water launched an emergency response team to provide clean water to Guatemalan communities affected by Eta, Iota, and ongoing flooding. The team collaborated with local leaders and community members to implement a long term plan installing water filters and introducing a rainfall catchment system. More than 9,800 people benefited from the response, building on long-standing WASH programs in the region.

Airlink also worked with Volaris to deploy volunteers from Mexican NGO CADENA, who distributed water filters and solar lamps, and provided medical surge capacity for individuals in need of healthcare services. All together, CADENA conducted 110 medical consultations and psychological interventions, and provided 7,448 individuals with access to clean water. The water filters installed can filter up to 800 liters of water a day, filtering 99.9% of bacteria for a lifespan of at least 5 years.

All Hands and Hearts’ Disaster Assessment and Response Team (DART) traveled to Guatemala for ground assessments in impacted communities in the Alta Verapaz region. As a result, the organization launched a long-term recovery program to address WASH infrastructure and community structure repairs.
The island chain of San Andrés and Providencia is Colombia's largest archipelago, located off the coast of Nicaragua. One of its islands, Providencia, sustained a direct hit from Hurricane Iota that resulted in an estimated 98 percent of infrastructure and 80% of residences being damaged or destroyed.

Flights from Avianca and United Airlines helped make possible two projects that are now bringing water and shelter to the island's more than 5,000 permanent residents.

Working with the Colombian government, World Hope International’s team of clean water specialists quickly deployed to the islands of Providencia and Santa Catalina. The team installed solar-powered clean water systems, which not only increase residents’ access to safe drinking water but also reduce plastic waste and offer an environmentally-friendly alternative to plastic water bottles.

From the onset of Hurricane Iota, CADENA provided vital assistance to residents returning to Providencia. High winds and sustained rainfall after the hurricane destroyed the majority of homes and community infrastructure. CADENA responded by building temporary shelters, distributing solar lamps, and installing water filters for impacted families. Their staff members have also provided psychological support through art intervention projects for children recovering from trauma.
Considered the most severe natural disasters to hit Honduras in over 20 years, Hurricanes Eta and Iota impacted over 4.7 million people throughout the country and left more than 368,000 isolated from relief services. At least 2 million people were left with limited or no access to health services due to physical damage to facilities. More than 400 health clinics reported damage, and at least 120 were considered inoperable. Identified critical needs include emergency shelter, food, hygiene supplies, and relief items in vulnerable communities, many of which are indigenous.

The spread of COVID-19 is a continued concern, particularly in departments that were most affected by the hurricanes. This is causing concern among health officials as reports indicate that overwhelmed medical facilities are unable to admit new patients.

Airlink partner CADENA deployed volunteers to Honduras just one week after Hurricane Iota made landfall, thanks to donations of flights from United Airlines. Their initial response focused on communities in the hardest-hit municipalities: San Pedro Sula, San Manuel, Trasceros, Santa Rita, Mololoa. This community-based approach allowed them to distribute 500 solar lamps, install 525 water filters in homes and community centers, provide 347 people with health consultations (including 21 people provided with psychological first aid). In total, their Honduras response helped nearly 15,500 people in cut-off communities get access to relief supplies.

As the health needs became clear, Airlink worked with United Airlines to send staff from Project HOPE to the country. The organization quickly stood up a response in San Pedro Sula and surrounding communities, where residents are still clearing debris and cleaning up the damage left by Hurricanes Eta and Iota. Teams have been working to ensure access to safe drinking water and support training and education initiatives to strengthen COVID-19 prevention practices. The organization also provided personal protective equipment (PPE) to clinics and providing surge support to healthcare facilities in an effort to respond to the dual emergencies of COVID-19 and the hurricanes.
On August 4, 2020, Lebanon’s Port of Beirut erupted in explosions leaving at least 200 people dead and 6,500 people injured. According to local officials, 300,000 people were left homeless. The healthcare system was on the brink of collapse, weighed down by the combined stress of the COVID-19 pandemic and the effects of the explosion.

In addition to damaging healthcare infrastructure, the blast destroyed several shipments of critical personal protective equipment, medical supplies, and pharmaceuticals being stored in warehouses at Beirut’s port. To address the needs following the explosion, Airlink partner Anera began coordinating cargo movement and supply distribution to hospitals and health facilities throughout Lebanon. With support from Qatar Airways, Airlink coordinated transportation for 8 critical cargo shipments on behalf of NGO partners Americares, MedWish International, Project C.U.R.E., Medical Teams International, Heart to Heart International, and International Health Partners UK.

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<tr>
<th>83,584</th>
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<td>POUNDS OF RELIEF SUPPLIES DELIVERED</td>
<td>RESPONDERS DEPLOYED</td>
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<th>12</th>
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<td>NONPROFITS HELPED</td>
<td>PEOPLE PROVIDED WITH HEALTHCARE &amp; SUPPLIES</td>
<td>PEOPLE PROVIDED WITH CLEAN WATER &amp; HYGIENE SUPPLIES</td>
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More than 300,000 people were left homeless after the explosion. With landlords threatening eviction when tenants could not repair their apartments quickly, and many businesses shuttered due to damage, volunteer rebuilding assistance was needed quickly.

With generous support from the **ISTAT Foundation**, Airlink provided flights for 32 volunteers with **Team Rubicon Norway**. The volunteer team contributed to ongoing rebuilding efforts throughout Beirut, helping small businesses and their owners recover from the structural and economic damage from the blast, clearing out damaged homes and apartments for residents without the resources to do so themselves, and working alongside local organizations completing projects as needed. Some of Team Rubicon Norway’s specific projects included rebuilding Lebanon’s largest fire station, which sustained major damage in the explosion and repairing a school and pediatric blood and cancer center.
In late 2020, the Philippines was struck by five typhoons in quick succession within one month. 2.3 million people were affected across 8 regions of the country, over 23,000 people were displaced in evacuation centers, and nearly 50,000 people were displaced outside those centers. The country continued to struggle with COVID-19, and amid these public health concerns, congregate shelters following each storm had low capacity, forcing many to return to their damaged homes - where electricity and running water had been cut off.

To address the needs amid this string of powerful storms, Airlink partner GlobalMedic identified several communities that could benefit from access to clean water as they repaired their homes. Thanks to support from Qatar Airways and Airlink, they were able to send their signature family emergency kits (FEKs) to Manila. The organization then worked with the local fire service to distribute these FEKs, which contain a water filter with a bucket, as well as personal hygiene supplies like toothbrushes and toothpaste, as well as solar lights.
**GLOBAL SIGNATURE LEAD**
United Airlines

**TITANIUM (UP TO $250,000)**
Conrad N. Hilton Foundation
Deloitte
Flexport Fund

**PLATINUM ($100,000+)**
The Boeing Company
Center for Disaster Philanthropy
International Society of Transport Aircraft Trading (ISTAT) Foundation

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BOC Aviation
Bristol Associates
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GECAS
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Avolon
Castlelake
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TK Advisory Services
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Four Stars Aviation
Horizon Executive Search International Ltd
MBA Aviation
Novus Aviation Capital
Royal Media Group
Skytech-AIC
Vedder Price P.C.
**FINANCIALS**

Airlink’s Complete Financials Are Available At: airlinkflight.org/about-us/financials-reports

Revenue: $5,064,510  
Expenses: $4,228,689  
Net Assets: $4,346,655

**(FY2020 Audited)**

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**NGO Partners**

We are pleased to acknowledge nonprofit partners throughout this report. Learn more about them at airlinkflight.org.