



# UKRAINE RESPONSE

1 YEAR OF RESPONSE

FEB 2022-2023



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# SITUATION UPDATE

As we near the 1-year anniversary of Russia's full-scale invasion of Ukraine, the scale of humanitarian needs continues to be immense. 17.6 million people are in need of assistance, according to UN OCHA. Despite territorial gains by the Ukrainian military in Kyiv, Donetsk, Kharkiv, and Kherson, fighting continues at high intensity in southern and eastern Ukraine, putting civilian lives at risk and cutting communities off from vital aid.

More than **8 million refugees** are scattered across Europe, concentrated mainly in Poland, Hungary, Romania, Slovakia, and Moldova—making this Europe's largest refugee crisis since World War II. For these refugees, focus has been placed on ensuring adequate health access for chronic conditions, as well as psychosocial support as they attempt to find new homes in communities across Europe.

A further **5.3 million people are internally displaced** inside Ukraine, having faced a harsh winter with minimal access to basic supplies. Access to clean water and hygiene items continues to be disrupted where sanitation infrastructure has been destroyed, raising the risk of waterborne diseases. Hostilities and infrastructure damage have led to heavy disruption in supply chains, resulting in unreliable access to food and essential items; half of all Ukrainians are currently food insecure.

Fall 2022 saw a significant increase in attacks targeting energy infrastructure in urban areas, disrupting access to water, electricity, health care, education, and other services. During the first year of the conflict, there were more than **750 attacks on healthcare infrastructure** that affected over **650 facilities**, necessitating a significant humanitarian focus on healthcare services and both medical consumables and durable medical supplies.



# OUR CONCEPT OF OPERATIONS

## AIRLIFT OF EMERGENCY SUPPLIES & RESPONDERS

### About Airlink

Airlink is a humanitarian organization delivering critical aid to communities in crisis by providing airlift and logistical solutions to nonprofit partners, changing the way the humanitarian community responds to disasters around the world.

### Concept of Operations

Airlink is supporting the humanitarian response of credible NGOs. By coordinating with nonprofit partners, the UN system, the private sector, and donors, Airlink is optimizing the delivery of the extensive humanitarian aid required, minimizing duplication of effort, and channeling aviation sector resources towards priority needs. Aid will support Ukrainian communities affected by the war, as well as those in the surrounding countries hosting refugees.

### Anticipated Outcomes

In 2022, Airlink committed to supporting at least 40 NGOs over 2 years, sending 1,000 passengers and 1,000 tons of aid by the end of 2023 and supporting sustained relief operations that will help millions of people. One year on, the organization has surpassed its 1,000-ton goal and is on track to reach 1,000 responders sent by the end of 2023. Airlink will continue to support access to medical and mental health care, shelter, WASH, food, protection, and other services for as long as needed by communities in crisis.

*In 2022, across 38 responses, Airlink airlifted 1,458 responders and 3.2M pounds of aid to 12.3M people in 38 countries, providing 56 NGOs with almost \$3M in transportation savings.*



# OUR RESPONSE: BY THE NUMBERS

FEBRUARY 2022 - FEBRUARY 2023

From the onset of Russia's invasion in late February 2022, Airlink has mounted a rapid and sustained response to match the scale of the humanitarian need in Ukraine and surrounding countries. Thanks to sustained support from our airline and logistics partners, Airlink has moved **nearly 1,400 tons of critical aid** and **nearly 700 responders** for aid agencies and their community partners in Ukraine, Poland, Moldova, Romania, Slovakia, and Hungary. In addition, Airlink has worked to foster collaboration within the NGO community throughout this emergency, convening **5 coordination calls** that linked **128 participants across 63 nonprofits**.

In the early months of the conflict, the organization launched **three multi-agency charter flights** in partnership with two airlines to accommodate large shipments of critical aid. As the war has continued, Airlink has used existing commercial capacity on an almost exclusive basis to mobilize aid for **52 NGOs**, including a 24 week air bridge from Canada, and cross-border trucking operations. This approach has allowed Airlink to leverage economies of scale to give multiple organizations access to efficient, fast transportation for their relief supplies—at no cost to them—while also ensuring commercial aircraft fly full.

Airlink will continue to support the response in Ukraine and surrounding countries for as long as airlift and logistics services are needed by nonprofit partners.



**13** AVIATION & LOGISTICS PARTNERS



**52** NONPROFIT ORGANIZATIONS



**1,370 MT**  
OF RELIEF SUPPLIES  
DELIVERED



**696**  
RESPONDERS  
SENT



**\$5.8 M**  
IN TRANSPORTATION  
RELIEF PROVIDED



**5.4 M**  
PEOPLE REACHED  
WITH CRITICAL AID



**171** COMMUNITIES ACROSS **6** COUNTRIES IN EUROPE



Since the beginning of our partnership with Airlink, RAZOM has been able to increase the amount of medical aid shipped to Ukraine. Airlink's assistance enabled us to amplify our work by sending medical missions, delivering more medical aid, and focusing distribution to the far-reaching and the most desperate medical facilities in Ukraine.

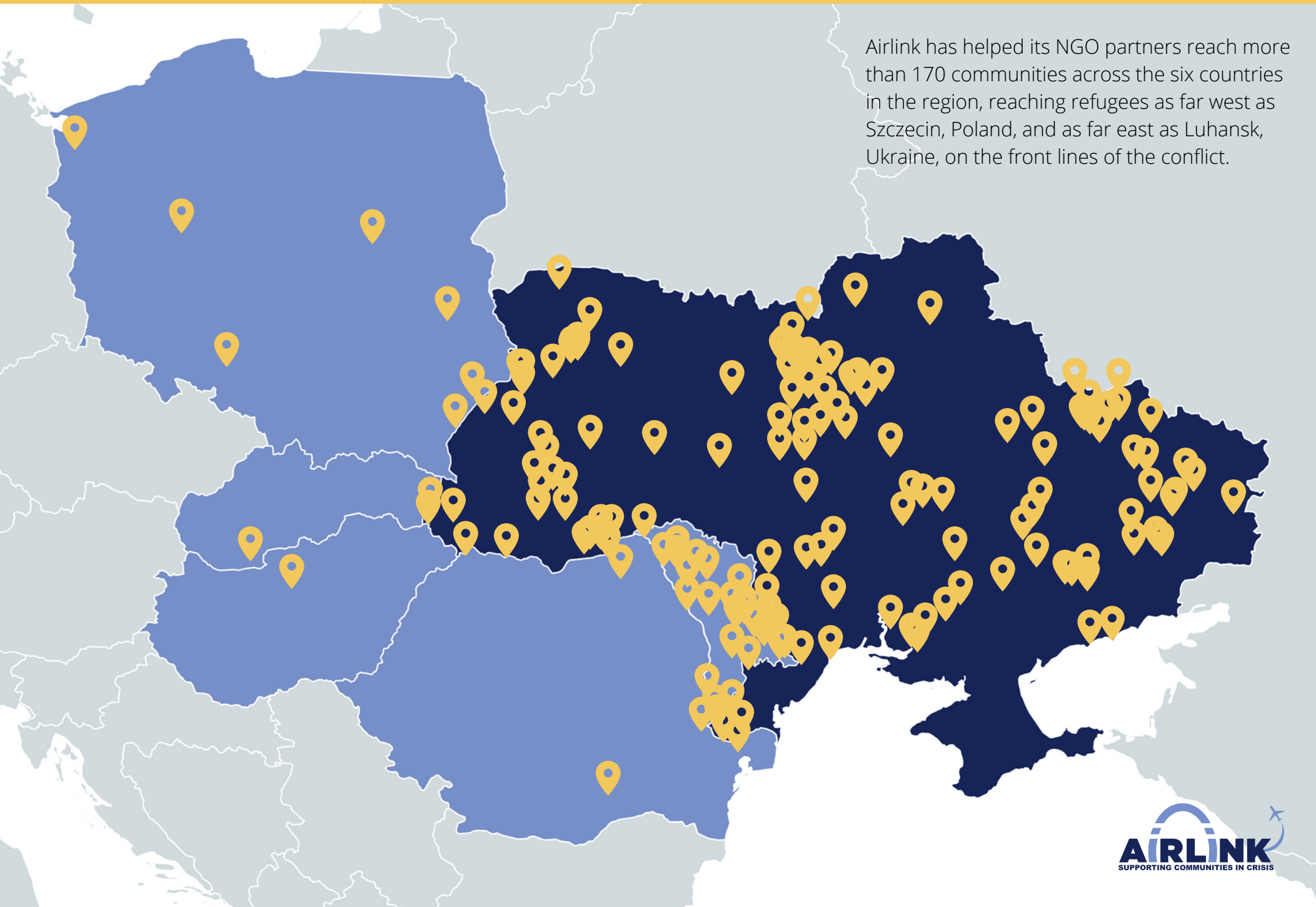
Iryna Kit  
Medical donations coordinator  
**RAZOM**



# OUR RESPONSE: REGION-WIDE IMPACT

FEBRUARY 2022 - FEBRUARY 2023

Airlink has helped its NGO partners reach more than 170 communities across the six countries in the region, reaching refugees as far west as Szczecin, Poland, and as far east as Luhansk, Ukraine, on the front lines of the conflict.



# OUR RESPONSE: UKRAINE

With some 6.6 million people internally displaced within Ukraine, Airlink and its NGO partners continues to sustain an international response to the needs of those affected - helping communities get access to healthcare, clean water, hygiene items, food, emergency telecommunications, and more—in the midst of a constantly-shifting conflict.

Long delays continue to plague trucking into and within the country, and fighting in the southern and eastern parts of the country cuts off communities from needed supplies for weeks at a time. At the same time, areas reclaimed by Ukrainian defense forces needed medical resupply, rebuilding, and winterizing assistance.

Despite the myriad challenges of responding in a conflict setting - from delivering truckloads amid air raid sirens, to rapidly deploying winterization supplies to help Ukrainians weather the cold - Airlink and its partners have reached more than 170 communities, from major cities to small villages, throughout Ukraine. Thanks to **Aeromexico, Air Canada, Amerijet, American Airlines, British Airways, Flexport.org, SEKO Logistics, United Airlines, UPS Foundation, Coyote Logistics, and Virgin Atlantic**, Airlink has flown nearly 1,300 tons of supplies—including two multi-agency charters, a 6-month-long air bridge that sent bi-weekly shipments to Ukraine, and an 11-flight air bridge that delivered winter boots to those displaced by the war.

As we mark the 1-year anniversary of the invasion of Ukraine, Airlink is committed to continuing its support for civilians facing displacement and shortages of essential supplies and services for as long as is necessary.



# OUR RESPONSE: MOLDOVA



One of Europe's poorest countries, the Republic of Moldova has a resident population of just 2.6 million people and has accepted more than 417,000 refugees from Ukraine since the start of the war.

Of the countries hosting refugees, Moldova has the highest ratio of Ukrainian refugees to resident population. The influx of refugees has caused a large burden on the country, which previously suffered from a lack of access to health care due to a weak national public health system.

In March 2022, working with **Flexport.org**, Airlink launched a 747 freighter filled with needed medical supplies. Since then, Airlink has worked with **American Airlines, Air Canada, and United Airlines**, to support the refugee relief effort in three locations in Moldova—including airlift of 73 responders and 132 tons of aid—helping organizations provide food, medical assistance, psychosocial support, and access to clean water for Ukrainians in the country.

As part of a 6-month airlift program in partnership with **Air Canada**, Airlink worked with GlobalMedic to send bi-weekly shipments of food aid to Chisinau to support refugees who have settled there.

# OUR RESPONSE: POLAND

In addition to the more than 6 million people displaced, more than 6.7 million Ukrainians have fled the country and dispersed throughout Europe—with the majority settling in Poland. Many of Airlink's partners operating in Poland have launched traditional refugee response operations in the country, providing those fleeing Ukraine with hygiene kits, food, psychosocial and general medical care, and economic support to Ukrainians at congregate shelters and refugee reception centers.

Powered by miles contributions from **United MileagePlus** and **American Airlines AAdvantage** members, as well as donated cargo space from these airlines, Airlink has mobilized nearly 200 responders and 84 tons of aid to support the refugee relief effort. Among these efforts was a large shipment of food aid, sent in partnership with the Tzu Chi Foundation from Taiwan, which helped nearly 25,000 Ukrainian refugees in Poland.

As welcoming as neighboring countries can be, a large influx of people can put a strain on host communities over time. Even as some displaced Ukrainians return home, there continues to be a need for NGO personnel to provide relevant and dignified support to refugees, including access to healthcare, long-term shelter, and cash assistance programming. Airlink will continue to provide flights for skilled responders and material aid that cannot be procured locally for as long as is needed.



# HEALTH ACCESS

## NGO SPOTLIGHT: GLOBAL RESPONSE MANAGEMENT (GRM)

GRM first deployed to Ukraine just one week after the Russian invasion began. Thanks to support from Airlink and its airline partners, the organization has sustained a six-month health program that has not only treated acute injuries but also bolstered the capabilities of Ukrainian first responders and healthcare providers.

GRM has delivered on the following key initiatives:

- Teaching trauma assessment and care to more than 1,800 physicians, nurses, paramedics, and firefighters
- Distribution of 1,800 individual first aid kits (IFAKs) containing tourniquets, compression gauze, and other life-saving materials
- Frontline surgical care at hospitals in Mykolaiv and Donetsk, scrubbing in on 526 surgeries
- Bedside teaching on complex injury management for trauma cases
- Distribution of 20 portable Butterfly ultrasounds with point-of-care ultrasound training
- Medevac programs provided care and transport in eastern and western Ukraine for 80 patients



# FOOD ASSISTANCE

## NGO SPOTLIGHT: GLOBALMEDIC



With 50% of families in Ukraine experiencing food insecurity and many refugees left without adequate access to food while displaced, a robust food aid response continues to be required. GlobalMedic's food assistance programs have reached nearly 55,000 people so far, thanks to a large-scale distribution of their Emergency Food Kits.

These kits contain culturally appropriate dried pantry staples, along with Aquatabs for safe drinking water, solar lights, and, in some cases, first aid kits. While some of these kits have been sourced and assembled locally by refugees, Airlink has worked with GlobalMedic to send thousands of Emergency Food Kits to Ukraine, Poland, Moldova, and Romania to be distributed by their Rapid Response Team members stationed in each country.

# WATER, SANITATION, AND HYGIENE

## NGO SPOTLIGHT: WATER MISSION



More than 13 million people across Ukraine are in need of water, sanitation, and hygiene (WASH) support. Since the first days of the conflict, Water Mission has been active in partnering with local groups to meet their clean water needs. The organization is addressing the WASH need by producing clean water, providing critical and sustainable support to several affected cities inside Ukraine.

In partnership with Water Mission, Airlink coordinated the shipment of Living Water Treatment Systems to support communities where the water infrastructure was affected by conflict. These systems, now operational, are providing consistent water access for 10,000 people. Beyond the water treatment systems, Water Mission has additionally distributed hygiene kits to conflict-affected communities, as well as refugee populations in surrounding countries.

# DONOR SPOTLIGHT: BUDDHIST TZU CHI CHARITABLE FOUNDATION



## RESOURCING CRITICAL HEALTH SYSTEMS

Using a partnership model to leverage the capabilities of reputable and experienced NGO partners, this project brought life-saving medical supplies, hygiene items, and durable medical equipment to Ukrainians trapped in the conflict and refugees seeking safety in Moldova and Romania. Through coordination with civil society, local municipalities, and donors, the consortium ensured that only the highest priority aid was delivered to support health systems, which remain under significant strain.



In 2022, Airlink, ADRA, Project HOPE, and World Hope International delivered health and WASH programming in Ukraine and Moldova thanks to a \$3M grant that funded the entire supply chain, from procurement of supplies to distribution to affected communities. The project, completed in December 2022, was focused on three goals:



- Delivering critically needed medicines, medical equipment and supplies, to treat conflict-related trauma and provide health care related to chronic illnesses, primary care, and infectious diseases
- Strengthening overburdened and under-resourced health systems in Ukraine and Moldova
- Removing transportation and logistics barriers to increase the amount of aid available to support those sheltering in place, internally displaced people in Ukraine and refugees in Moldova



**493,968**

PEOPLE ASSISTED



**233,558**

KG OF SUPPLIES  
MOBILIZED



**7**

NONPROFIT ORGANIZATIONS  
ASSISTED



**\$774K**

IN TRANSPORTATION RELIEF  
PROVIDED TO NGO PARTNERS

# STORIES FROM THE FIELD

## Patients of Project HOPE's Mobile Medical Units (MMUs)

A 73-year-old woman from Nikopol, Dnipropetrovsk region, applied for a consultation of the Shyroke MMU. She was suffering from non-insulin-dependent diabetes mellitus requiring medical treatment.. Because all her property burned to the ground along with her savings, she cannot afford the necessary medicines. The MMU doctor examined the patient and prescribed treatment, and with the support of International Health Partners, provided her with life-saving medicines free of charge (Glucophage 850mg). It is also important to know that metformin products are still insufficient in Ukraine, so this kind of help is extremely appreciated.

The family of a 66-year-old man who received a shrapnel wound to his leg, causing an amputation, which was performed at the upper third level of the thigh on his right lower limb, and his 58-year-old wife, who suffered from coronary heart disease and obesity of the 1st degree, addressed the MMU in Zaporizhzhia. They come from the city of Orikhiv, Zaporizhzhia region. As a result of active hostilities, their son has died, and their house has burned down. During the consultation, their doctor examined and prescribed the treatment, they were given all the necessary medications, mainly Bisoprolol 2.5 mg, Simvastatin 20 mg for a month and they received psychological support. The family was grateful for the warm attitude towards them and the opportunity to receive medicines with the support of Project HOPE.



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“ To date, 56 of our little patients have been assisted with the kit's content. Supplies for antibacterial therapy, dressings and antiseptics have also been requested daily by different departments. Given the difficult time in our country, I am very glad that I can provide our doctors with a quality medicines and useful equipment, for example the Ambu bag, a manual resuscitator device for performing temporary artificial lung ventilation. The team of Project HOPE guys delivered all the modules of this pediatric kit upon request, thank you!

Hanna Rud  
Pharmacist  
**Dnipropetrovsk Regional Medical Center  
for Family Health**

# THANK YOU TO OUR PARTNERS

## IMPLEMENTING PARTNERS



# THANK YOU TO OUR PARTNERS

## AVIATION & LOGISTICS PARTNERS

Thanks to all of the airline and logistics partners that have donated cargo capacity, airline tickets, trucking services, and freight forwarding capabilities to mobilize relief aid and personnel to support the response to the crisis in Ukraine. Donated and discounted airlift and other in-kind support help Airlink's funding go further. Without these ongoing partnerships, many of the programs carried out by Airlink's NGO partners this year would not have been possible on the same scale—and many times, they would not have been possible at all.



# THANK YOU TO OUR DONORS

## INDUSTRY & FOUNDATION FUNDING PARTNERS

Lead Funders



Buddhist Tzu Chi Foundation  
佛教慈濟基金會美國總會



GE Foundation



## SPECIAL THANKS TO EVERYONE GIVING THROUGH...

- Family & Community Foundations
- CNN Impact Your World
- United MileagePlus & American AAdvantage Campaigns
- Schwab Charitable & Fidelity Charitable Donor Advised Funds
- ISTAT & ISTAT Foundation Campaign
- Workplace Giving & Matching Campaigns



# ABOUT AIRLINK

## OUR MISSION & VISION

Airlink is a global humanitarian organization delivering critical aid to communities in crisis by providing airlift and logistical solutions to nonprofit partners, changing the way the humanitarian community responds to disasters around the world.

Working with over 50 airlines and more than 130 NGOs worldwide, the organization seeks to leverage the power and speed of aviation to get the right aid to the right people at the right time.



**+70** COUNTRIES REACHED  
WITH CRITICAL AID



**+125** EMERGENCY  
RESPONSES



**+4M**  
KG OF SUPPLIES  
MOBILIZED



**+10K**  
RESPONDERS  
SENT



**+\$25M**  
IN TRANSPORTATION  
RELIEF PROVIDED TO  
NGO PARTNERS





For more information about the activities in this report,  
please contact:

**Sandra Walter**, Development Director  
swalter@airlinkflight.org / +1.202.550.7692

**Stephanie Steege**, Humanitarian Programs Director  
ssteege@airlinkflight.org / +1.703.596.2171