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A year in pictures and numbers

People in Need Annual Report for 2024



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Humanitarian Aid and Development

Around the world, we help people who live in areas that are affected by natural disasters, economic hardships, and armed conflict. Our goal is to help them to get back on their feet and return to normal life as quickly as possible.

pp. 8—31

Human Rights

In the field of human rights, we support people who face constant persecution, repression, harassment, and are imprisoned because of their opinions or activities in countries with repressive regimes.

pp. 32—41

Social Work and Counselling

We offer a wide range of social services to people dealing with difficult situations in the Czech Republic. In addition to directly helping specific individuals, we also undertook analytical activities and develop systemic solutions.

pp. 46—57

Education and Awareness

We want to see schools that are open to all children and young people, and that encourage them to develop respect and responsibility. Through courses, films, and discussions, we introduce topics such as human rights, media literacy, active citizenship, and more. We also organise the One World Film Festival.

pp. 58—69

Climate Change and Landscape Protection

We support communities threatened by natural disasters in stewarding their landscapes, helping them to better retain water and withstand the impacts of climate change more effectively. We helped teachers to better understand climate change issues, as well as how they can involve their students in addressing their impact.

pp. 70—75

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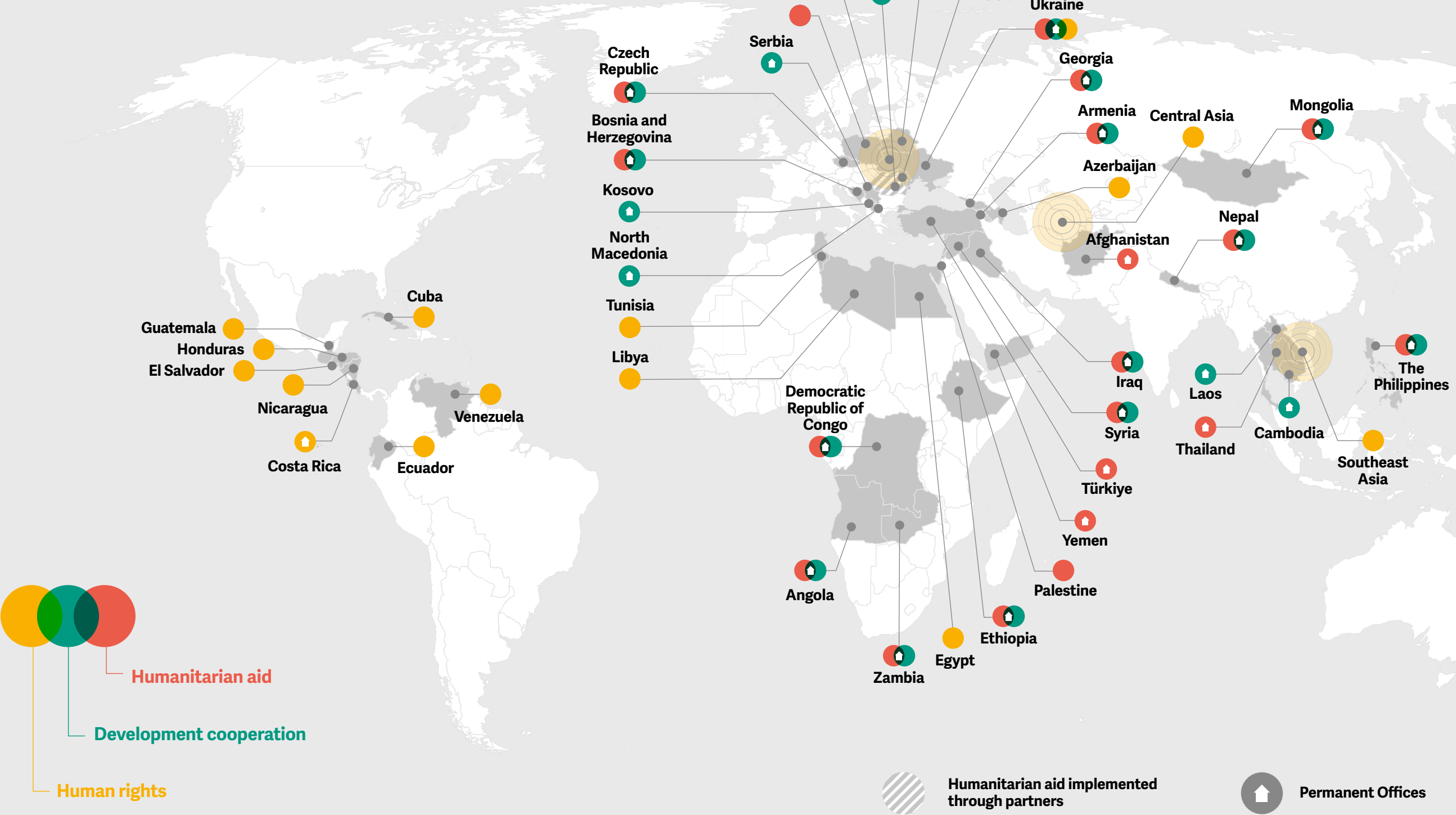
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An accelerated transformation



In 2024, it was evident that the countries that had been investing most in humanitarian aid and development were gradually reducing their commitments. That is why we started to work on our own transformation: how to work with less resources, while meeting growing needs? Our strategy has several parts: increasing efficiency, finding new sources of funding – in particular reaching out to private donors – strengthening technical know-how, building partnerships with an emphasis on local actors, finding solutions, investing in digitalisation and, last but not least, building a stronger link between our work and advocacy efforts necessary to achieve systemic change.

At the end of January 2025, the whole sector was hit when the US suspended funding in these areas. This meant that we had to deal with critical situations in DR Congo, Syria, Ukraine, and Armenia, where we were forced to stop several humanitarian programmes. It was also necessary to accept a new reality in which funding would be less predictable, resources across the sector would decrease, and instability in the world would grow. Our strategy seems to be the right one given this new situation, but we had to accelerate many steps. Unfortunately, this negatively affected dozens of our employees, whom I want to thank for contributing to our vision.

Despite financial uncertainties, increased risks and forced layoffs, we believe that we will not only remain a relevant supporter of change but also increase our impact. This is especially important in situations where large donors no longer consider issues such as supporting communities coping with the impacts of climate change, supporting good governance that considers the needs of marginalised groups, providing education in crisis areas and beyond, and combating malnutrition to be important. This is terrible news for the world, but it is also motivation for us to do our utmost to ensure that the values we believe in do not disappear.

Jan Mrkvička, Director of the Relief and Development Department



Alliance2015 is a strategic alliance of seven European NGOs that are engaged in humanitarian and development activities – ACTED, Ayuda en Accion, Cesvi, Concern Worldwide, HELVETAS, Welthungerhilfe, and People in Need. The main objective of this alliance is to work together to combat economic disadvantage, improve the effectiveness of aid, and carry out joint advocacy work on humanitarian aid and development policies in Europe. People in Need has been a member of Alliance2015 since 2004.



Founded in 2018, **PIN UK** is our centre of international development and humanitarian technical knowledge. It collaborates with well-established People in Need programmes in various countries, as well as with other civil society organisations, research institutes, and government organisations.

Our work focuses on the following areas



Emergency Response and Recovery

We focus on the most disadvantaged people in hard-to-reach areas and build support on the principles of humanity, neutrality, and impartiality. We help where it is most needed and link the immediate humanitarian response with recovery efforts and long-term development. We focus on financial aid, food security, shelter, water and sanitation, and education.

More on pp. 16–21



Climate Resilience

In response to the growing impacts of climate change, we strengthen the resilience of at-risk communities. We work on the principles of green growth, reducing emissions, and protecting natural resources. We focus on food security, climate-proof water and sanitation systems, clean energy, and sustainable landscape management. Our programmes combine adaptation and mitigation approaches, support livelihoods, and include local communities in addressing their specific needs.

More on pp. 22–25



Civil Society and Inclusive Governance

We support civil society as a key actor in the democratic, social, and economic development process. We support capacity-strengthening for civil society organisations, informal groups, and individuals — including youth and marginalised communities — to effectively assert their rights, engage in decision-making, and work with government institutions to create inclusive public services. We also support active citizenship through civic education and media literacy.

More on pp. 26–29

Members of the International Advisory Committee Our

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Where we work and how many people we help

In Eastern Partnership countries, the Balkans, and the EU, we reached 1,351,668 people of these, 45.5% were men and 54.5% were women



Ludmila fled from southern Ukraine's Ochakiv to Moldova, where she settled into an older house. She lives in modest conditions with her pets and a number of rescued animals. As part of our support of Ukrainian refugees and Moldovan host families, we helped Ludmila cope with the challenging winter, by providing her with cash assistance for her energy and basic needs. This enabled her to cover essential expenses during a period when her resources had already been exhausted.

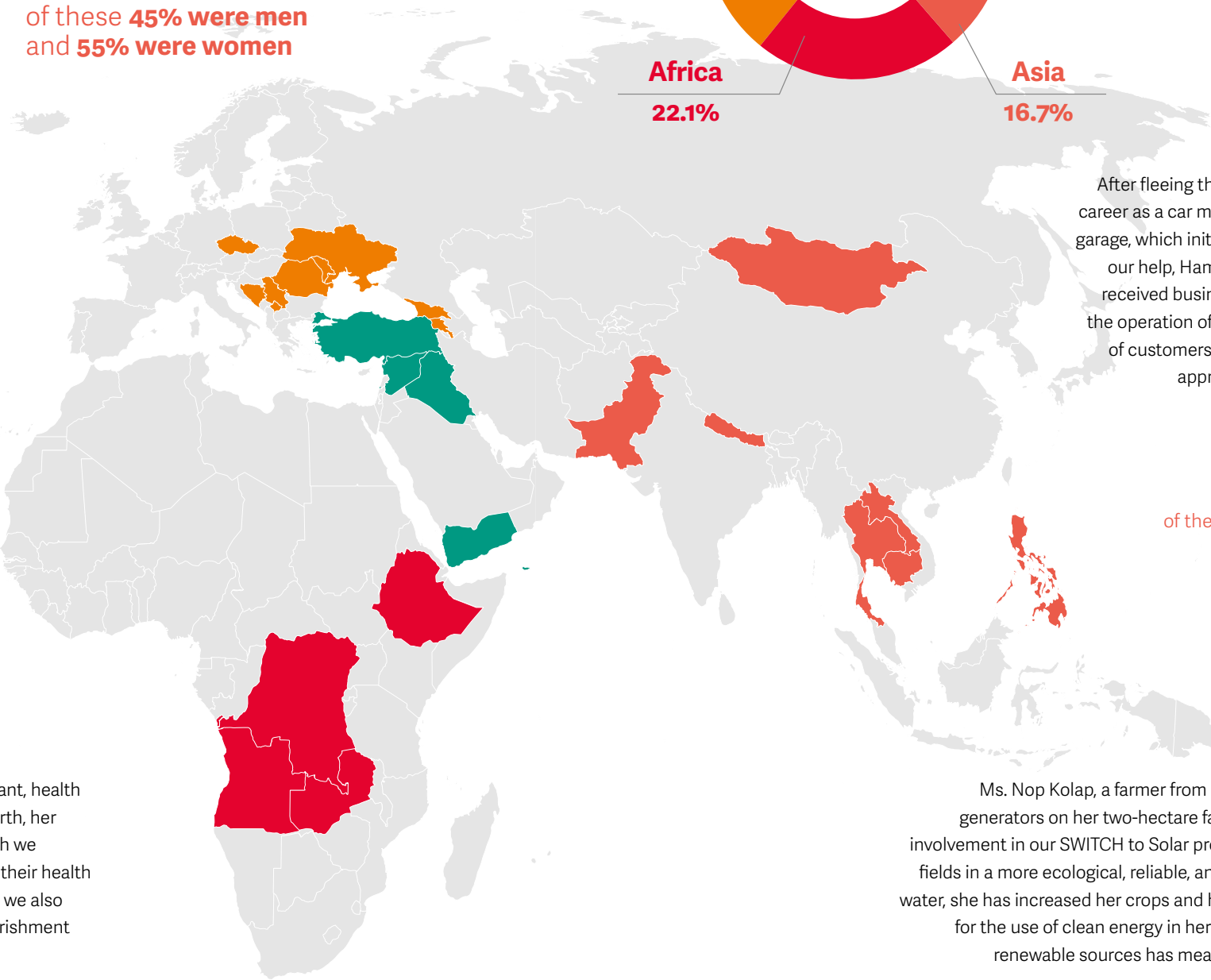
In Africa, we reached 764,470 people of these, 41.9% were men and 58.1% were women



When Ms. Biembe, from Western Province, Zambia, was pregnant, health workers discovered that she was malnourished. After giving birth, her baby was also weak. Both were put on a therapeutic diet, which we provided. Thanks to regular care and nutritional supplements, their health gradually improved. Our help does not stop with individuals — we also train local health workers and volunteers to recognise malnourishment early and provide effective care where it is most needed.

In total, we helped 3,456,853 people around the world

of these 45% were men and 55% were women



In the Middle East, we reached 762,767 people of these 46.1% were men and 53.9% were women



After fleeing the conflict in Beiji, Iraq, Hamad started a new career as a car mechanic. Upon returning home, he opened a garage, which initially operated with minimal equipment. With our help, Hamad purchased the tools and equipment and received business training. This enabled him to streamline the operation of the workshop, which increased the number of customers and his income. Today, Hamad employs two apprentices and continues to grow his business.

In Asia, we reached 577,948 people of these 47% were men and 53% were women



Ms. Nop Kolap, a farmer from Cambodia's Pursat province, replaced diesel generators on her two-hectare farm with a modern solar pump thanks to her involvement in our SWITCH to Solar project. This change allowed her to irrigate her fields in a more ecological, reliable, and economic way. Thanks to stable access to water, she has increased her crops and her income. Today, she is actively advocating for the use of clean energy in her community as well, saying that switching to renewable sources has meant a major improvement in her quality of life.

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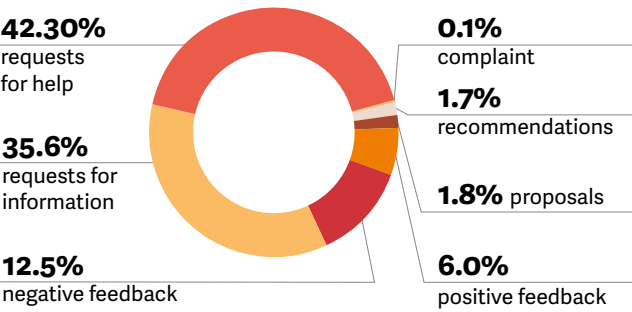
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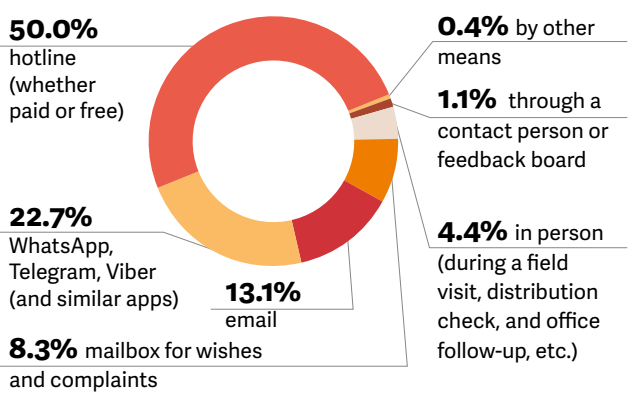
Accountability

We strive for maximum accountability and openness, because we are interested in how people evaluate our help. Over 83,000 people reached out to us through the Community Feedback and Response Mechanism channels in 2024. The vast majority used these channels to request assistance or seek information about our work in their areas. Nearly 5,000 people contacted us to express appreciation for our work or to offer suggestions for improvement and new projects. Over half of the people who contacted us were women, a reflection of our efforts to encourage them to share their opinions and make their voices heard. The most commonly used means of communication are phone, for which we offer a free hotline in most countries to eliminate cost barriers, and various internet-based channels depending on which is most popular in each country (email, WhatsApp, Telegram, Facebook, Viber). Suggestion boxes are commonly used in areas where mobile network coverage is limited or non-existent.

Why people contacted us



Means of communication



Charter4Change

Charter4Change includes eight commitments that international non-governmental organisations (INGOs) pledge to implement to address imbalances and inequalities within the global humanitarian system.

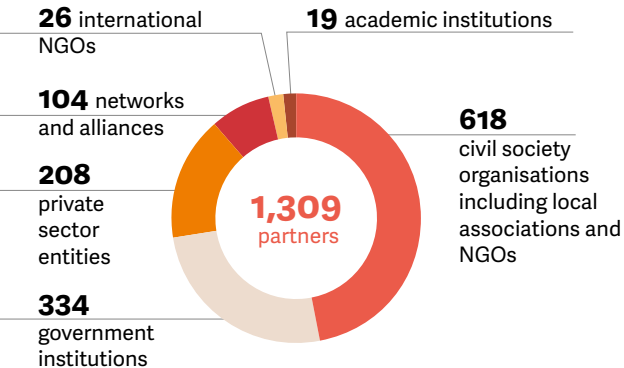
1. Direct funding	2. Partnership	3. Transparency	4. Recruitment
A commitment that 25% of humanitarian funding will be given to national non-governmental organisations (NGOs).	Acknowledging the principle of equal partnership .	Disclosure of the amount or percentage of funding given to national non-governmental organisations (NGOs) .	Addressing and preventing the negative impacts of recruiting staff from national NGOs during crises.
5. Advocacy	6. Equality	7. Support	8. Promotion
Stressing the importance of national actors to humanitarian donors.	Addressing sub-contracting and ensuring equality in decision-making .	Providing strong organisational support and supporting capacity strengthening for local organisations .	Promoting the visibility of local actors in the media and the general public.

In 2024, we became a Signatory to Charter-4Change (C4C), an NGO-led initiative to implement practical changes to how the humanitarian system operates and enable locally-led response. We pledge to fulfil the eight commitments of C4C and annually report on our progress.

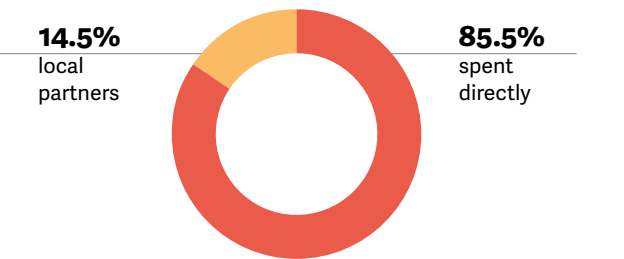
Partnership

In 2024, we continued to expand our partnerships and increased the share of our funds allocated to our partner organisations. At the end of 2024, we conducted our second large-scale survey, asking our partners how satisfied they were with our cooperation. Like last year, most respondents appreciated our partnership and wished to work with us in the long term. Examples of feedback we received from our partners: *PIN has a good approach to jointly designing and developing projects, and is open to finding compromises with partners. PIN usually considers the ideas highlighted by partners (Ukraine) Partnering with PIN has contributed to our organisational capacity... We are learning new ways of doing things (Zambia)*

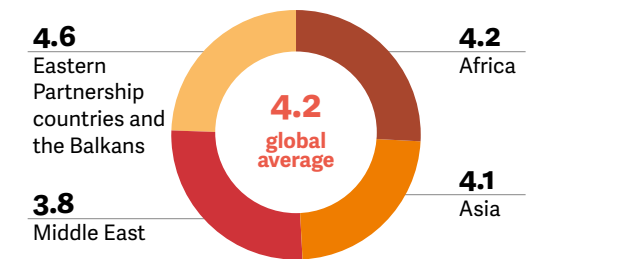
We have worked with **1,309** partner organisations and institutions in **26** countries, of which **618** are local CSOs.



Percentage of financial assistance we provided through local partners



How do partners rate their cooperation with PIN? (1 = poor to 5 = excellent)



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Emergency Response and Recovery

Our work focuses on the following areas:

- financial assistance
- food security and nutrition
- water, sanitation and hygiene
- shelter and infrastructure
- education in emergencies and psychosocial support
- emergency livelihoods
- disaster preparedness

Amid the ongoing war in Gaza Strip, we provide conflict-affected children with urgent psychosocial support and recreational activities. Photo: War Child Alliance

Helping people in conflicts and natural disasters

In 2024, our humanitarian aid led us deeper into the devastating conflicts taking place in Ukraine, Syria, Sudan, the Democratic Republic of Congo, and Ethiopia. The tragic impact on civilians, illustrates widespread violations of international humanitarian law, as well as the lack of humanity. The situation in Gaza with immense levels of violence and human suffering, shows one of the most brutal aspects of this dark reality. Across our work, we have continued to strengthen the key principles of our assistance: the humanitarian imperative, independence, impartiality, and neutrality. Through a growing network of local partner organisations, we assist in hard-to-reach or at-risk areas. In regions plagued by recurrent natural disasters, we focus on preparedness and strengthening resilience. Flexible financial assistance remains vital to our work, ensuring the dignity of affected populations and strengthening their self-reliance. Similar to past years, the essence of our work remains in assisting and protecting the most vulnerable and marginalised groups, especially children, providing them with improved access to quality education and personal development.



Our assistance to children in conflict zones and crisis areas

We have provided more than **250,000 children** with access to education, psychosocial support, and malnutrition prevention, detection and management.

Physical protection and a safe environment

- Repair and construction of schools and learning centres
- Prevention and assistance to vulnerable and conflict affected children

Psychosocial assistance and protection

- Psychological first aid
- Psychological support activities to help cope with distress
- Development of social and emotional skills

Access to quality education

- Training and mentoring of teachers
- Provision of teaching and learning materials
- Accelerated learning and catch-up classes for children whose schooling has been disrupted

Support networks

- Engagement with parents, teachers, and the broader community
- Awareness of child rights

Basic needs

- Malnutrition detection, prevention and treatment
- Food assistance and livelihood recovery
- Access to water and sanitation, including menstrual hygiene
- Financial assistance

Along the front-lines in **Ukraine**, we set up learning spaces in the basements of schools where children are safe from air strikes and shelling. In Kharkiv, we supported a “Metro school” that uses subway entrances, and in other schools, students alternate between in-person attendance and online instruction.

In **Syria**, we trained teachers in pedagogical skills, classroom management, and how to recognise and support children in distress. We distributed teaching aids for teachers and pupils received basic student kits. For children who had previously been unable to attend classes, we held accelerated

and catch-up classes so that they could rejoin formal schooling.

In **Afghanistan**, we supported older girls, who are denied access to further education, help younger students with assignments as tutors within homework clubs. We involved elders and other important community members in supporting school attendance.

In **Gaza**, in cooperation with our partner, War Child Alliance, we provided urgent psychosocial

assistance to children and their families. We established centres where children could learn and play, and where theatrical performances and art workshops were organised, to help them cope with traumatic experiences.

In **DR Congo**, our health professionals examined children at risk of malnutrition and those in need were provided with treatment in health centres, supported through staff training, and the provision of medical supplies. For caregivers, we organised courses on the prevention of malnutrition

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We help internally displaced families in the Sahla Albanat camp in northeastern Syria survive the winter in makeshift conditions.
Photo: People in Need



Solidarity amidst disaster. We provide support from Ukraine to Afghanistan

We have provided comprehensive humanitarian assistance to **1.1 million Ukrainians** in cooperation with **46** local partners, mainly near the frontline in the east of the country.

In the Gaza Strip, we have provided urgent psychosocial support to **15,803** conflict-affected children and their families.

The war in **Ukraine** has resulted in thousands of deaths and injuries, and displaced millions of people. Attacks on schools, hospitals, and residential areas continue to endanger civilians, while the destruction of energy infrastructure has made enduring cold winters significantly more difficult. Most of our aid is directed to the east of the country, where we delivered immediate financial assistance, drinking water, hygiene supplies, and other essential items. We have supported repair of homes, water and sanitation systems, and schools. Before winter, we installed solar energy systems and distributed briquettes to help families stay warm. Our mobile teams and hotline operators offered psychosocial assistance. We provided children with lessons in bomb shelters and online, as well as in existing schools in quieter areas. Through grants and counselling, we also supported associations connecting youth and war veterans in the development of

their communities and businesses. In delivering aid, we worked closely with 46 local partner organisations, all of which continue to demonstrate remarkable determination and commitment. In **Moldova**, we provided financial assistance, psychosocial support and access to education for Ukrainian refugees, again working closely with local partners dedicated to ensuring decent conditions for refugees. Similarly, we support Ukrainians in **Georgia** and **Armenia**, providing for immediate basic needs and ensuring access to education for children. Conflict in the Gaza Strip, which escalated in October 2023 with Hamas's attack on Israel and Israel's subsequent retaliation against **Gaza**, has evolved into an unprecedented humanitarian catastrophe. Dozens of adults and children are killed there every day, and nine out of ten residents have been forced from their homes and survive in inhumane conditions

We provided **250,221** people in Syria with food vouchers and supplied bread to **145,505** people daily.

In hard-to-reach areas of **DR Congo**, we provided malnutrition treatment and prevention for **52,750** children.

under constant threat. Providing aid is extremely difficult due to the blockade of border crossings and aid is in critically short supply. The conflict has had and is having an enormous impact on children in particular. Through our partner the War Child Alliance, we have provided urgent psychosocial support to children and their families. Where the security situation permits, we have supported opportunities for children to play and learn together

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Girls make up more than half of all students attending the community-based classes we support in Afghanistan's Wardak and Samangan provinces. For many girls from remote areas, these classes are the only way to access education. Photo: Nadya Ali



We provided financial assistance to **505,971** people worth more than **€43.7 million**.

Thanks to our **79** local partners, we delivered humanitarian aid worth almost **€10.7 million**.

We provided **1,230,534** monthly food rations.

We provided psychosocial support to **145,897** children and adults.

motorcycle or on foot, in addition to training health workers, delivering medicines, and distributing therapeutic food, we held courses for parents on malnutrition prevention. In the long term, we also support the protection of tropical forests, for example through charcoal energy-efficient cooking technologies. **Afghanistan** has experienced a period of relative stability, but decades of war and economic crisis have displaced millions of people and pushed more into chronic poverty, further exacerbated by recurrent droughts, earthquakes, and floods. Women and girls continue to face systematic restrictions on their rights in public life, education, and work, but we have managed to integrate them into our teams, as well as provide them with direct assistance. We deliver cash and food assistance, provide nutritional education, repair water resources, and support families with assistance for heating, blankets, and warm clothing for winter. We also provide children with access to primary education in community schools. Northern **Armenia** suffered devastating floods in May. We immediately provided people with essential items and financial assistance. We have also

continued to support thousands of Nagorno-Karabakh refugees, primarily with cash assistance to cover rent, and heating and warm clothing ahead

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Climate resilience

In 2024, the world experienced a series of significant climate-related events that underscored the escalating impact of climate change.

In partnership with farmers in Bangsamoro, we are developing a more sustainable approach to agriculture that will make it more resilient to climate challenges and risks.
Photo: Zenny Awing

Strengthening Climate Resilience Through Locally-Led Action

From the Mekong in Southeast Asia to the drought-stricken valleys of Syria, and the dense forests of the Democratic Republic of Congo, the countries where we work are on the frontlines of climate change. Over 250 million people in our programme countries are exposed to heightened climate risks such as extreme droughts, devastating floods, heatwaves, and accelerating environmental degradation. In some countries, like Afghanistan and the Democratic Republic of Congo, over half the population is at immediate risk of climate-related livelihood loss, while in others, such as Cambodia, Zambia, and Iraq, the economic costs of inaction could reach several billion dollars annually. As climate shocks deepened inequalities and threatened hard-won development gains, we helped communities adapt through our climate resilience programmes. To face these challenges, our climate resilience programmes strengthened the communities, prioritised locally led climate action, ensured that solutions are sustainable, and adapted to specific environmental challenges. A key principle is subsidiarity—the devolution



Our Locally-Led Climate Action Approach

Devolving decision making

- Working with a diversity of local actors: Private sector, local government, CSO/CBO
- Using participatory planning processes

Addressing structural inequalities

- Through transformational systemic approach
- Using climate vulnerability and resilience assessment (GESI – sensitive)

Investing in local capabilities through

- Coaching / Incubation processes
- Capacity strengthening

2024 was the hottest year on record, with global temperatures averaging 1.62°C above pre-industrial levels. Some areas experienced intense heat while others disastrous floods, such as those that occurred in the Czech Republic in September 2024. Globally, climate change disproportionately affects communities facing social or economic exclusion, worsening inequalities.

of decision-making processes to the lowest appropriate level. Depending on the context and programme type, we work with diverse partners including grassroots organisations, local CSOs, Micro, Small and Medium Enterprises, and local governments to ensure our work is built on existing knowledge, capacities, and cultural practices. The following examples showcase experiences from the countries where we work, highlighting how we engaged local actors to understand their specific climate risks. By identifying their resources, capacities, challenges, and opportunities, we co-developed tailored interventions that strengthened their resilience to climate change.

Coffee farmers and seaweed producers in the Philippines
In the Bangsamoro region, many coffee farmers still rely on wild seedlings gathered from the jungle and dry their coffee beans directly on the roadside, while local seaweed producers face challenges such as low market prices and the increasing intrusion of sea crocodiles into their cultivation areas. To address their needs, around 2,000 farmers were organised into clusters and began adopting improved agricultural practices. We support them through coaching, increased access to quality planting materials, and enhanced post-harvest facilities. By engaging traders, suppliers, local universities, and government

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As part of the “Mostar – Space for Revitalisation and Active Use” project, we have supported community events that have brought together residents from different parts of the city.
Photo: Mostar Run Weekend

“The workshops helped me tremendously. I feel stronger, more confident, and truly aware of my worth. I saw the same transformation in other participants as well.”

— Sanela, participant in the Economic Empowerment workshops.

“Watching him so active and accepted is a joy that’s hard to describe.”

— Danijela Vućemil, mother of Andrej, who was born with Down syndrome, diabetes, and Hashimoto's disease, and improved his fitness and social connections through the project.

“It was the first real investment in over a decade—and it changed everything,” one grantee shared about the major investment in the Buna and Bunica recreational area. “The reconstruction didn’t just improve buildings; it lifted spirits.”



Reimagining Mostar:
Community-Driven Projects
Leave a Lasting Mark on
City Life

Background

Mostar, Bosnia and Herzegovina, is scarred from nearly 30 years of division. Since 2022, the, “Mostar – Spaces to Activate and Rejuvenate” project, funded by the Government of the United Kingdom, has helped the city overcome

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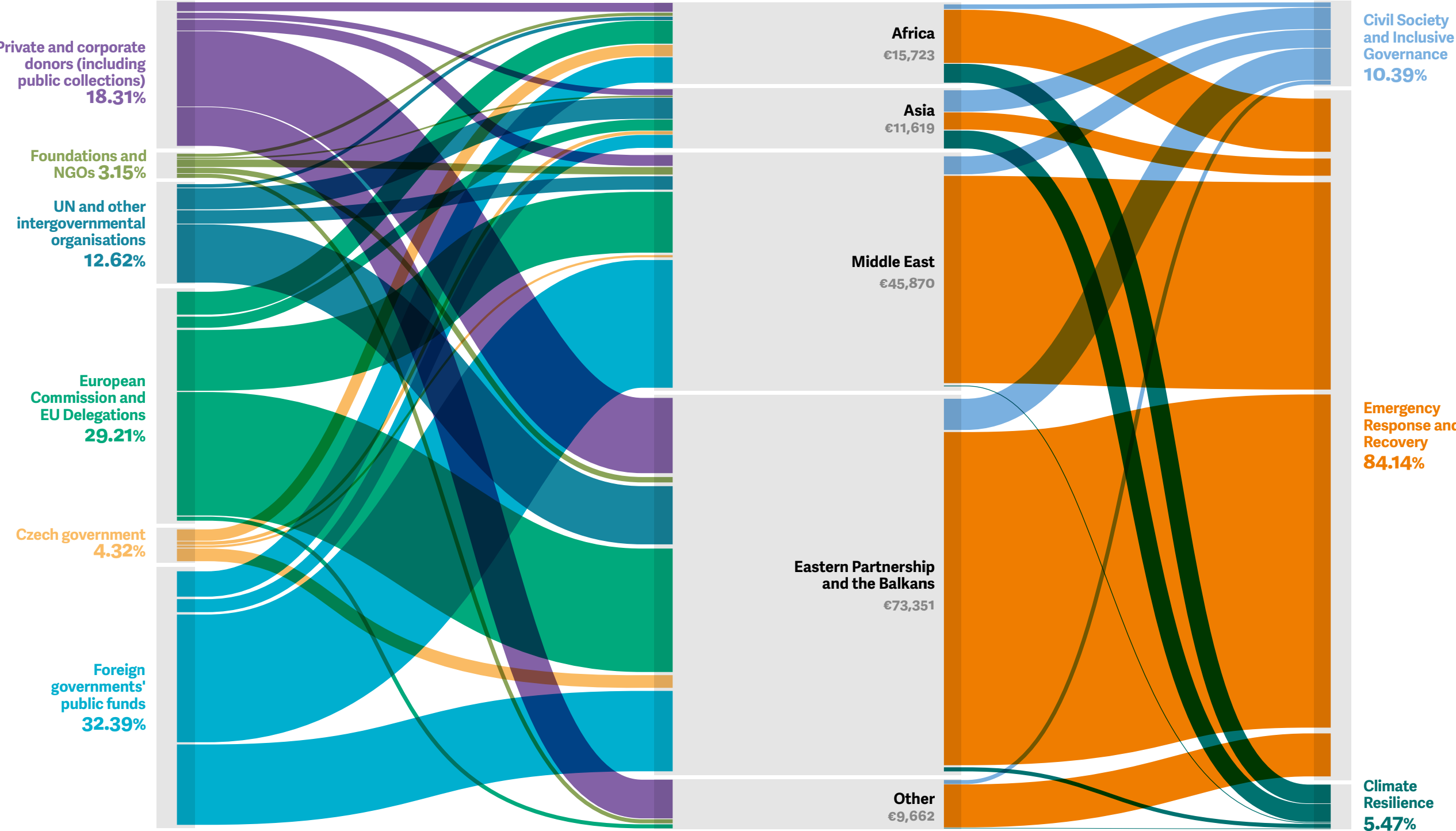
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Humanitarian Aid and Development



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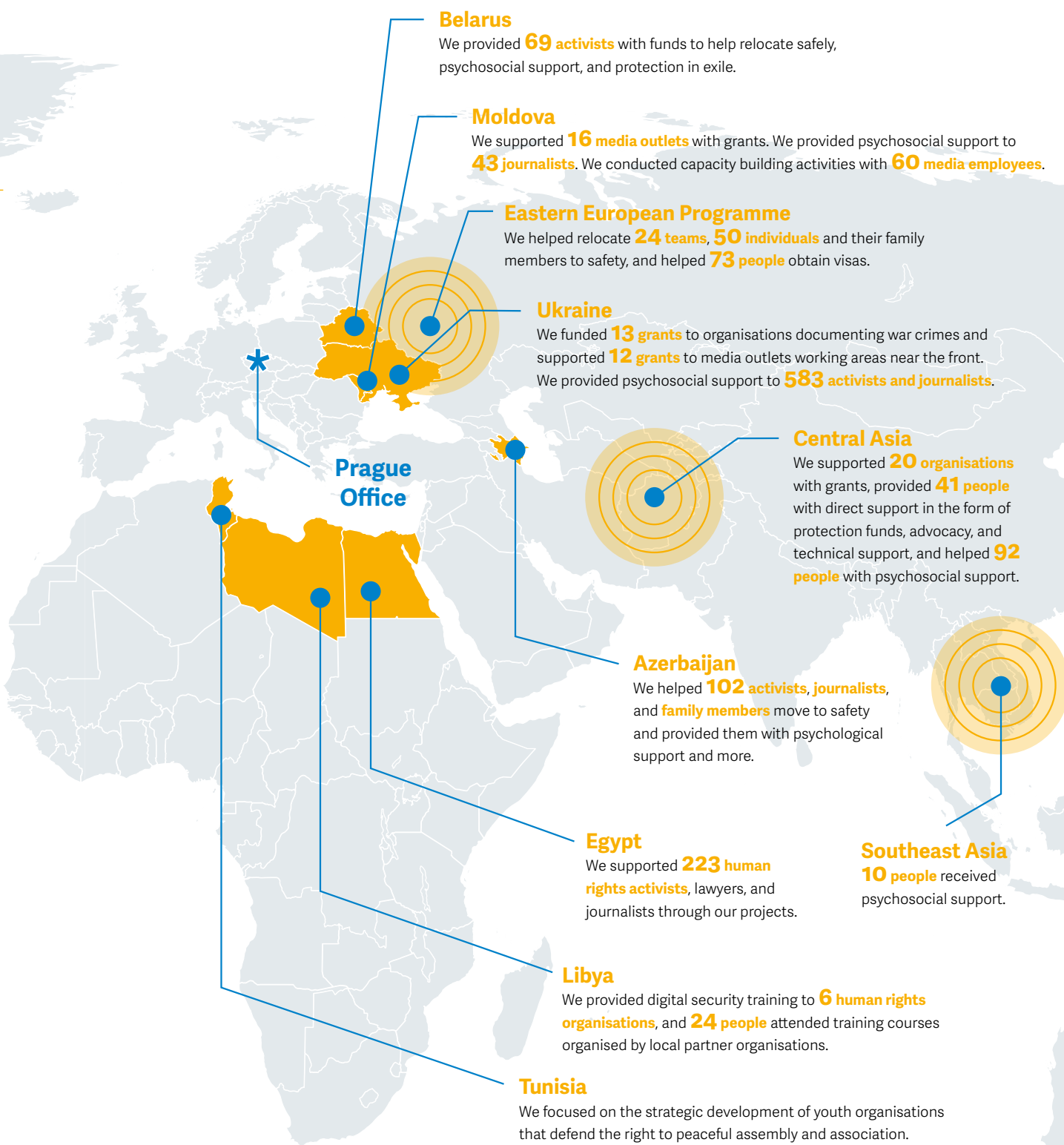
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Where does PIN's Centre for Human Rights and Democracy work?



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Our Activities in the Czech Republic

Social work and debt counselling

In the Czech Republic, we support individuals and families dealing with complicated life situations. We offer a wide range of social services and other programmes. We also provide debt counselling and help to refugees. **More on p. 46–57.**

One World Film Festival

The 26th annual One World International Human Rights Film Festival was held once more in cinemas across the Czech Republic in 2024. We presented **96** films and **10** immersive projects. **98,276** people watched the films at school and public screenings. **More on p. 68–69.**

Support for education in the Czech Republic

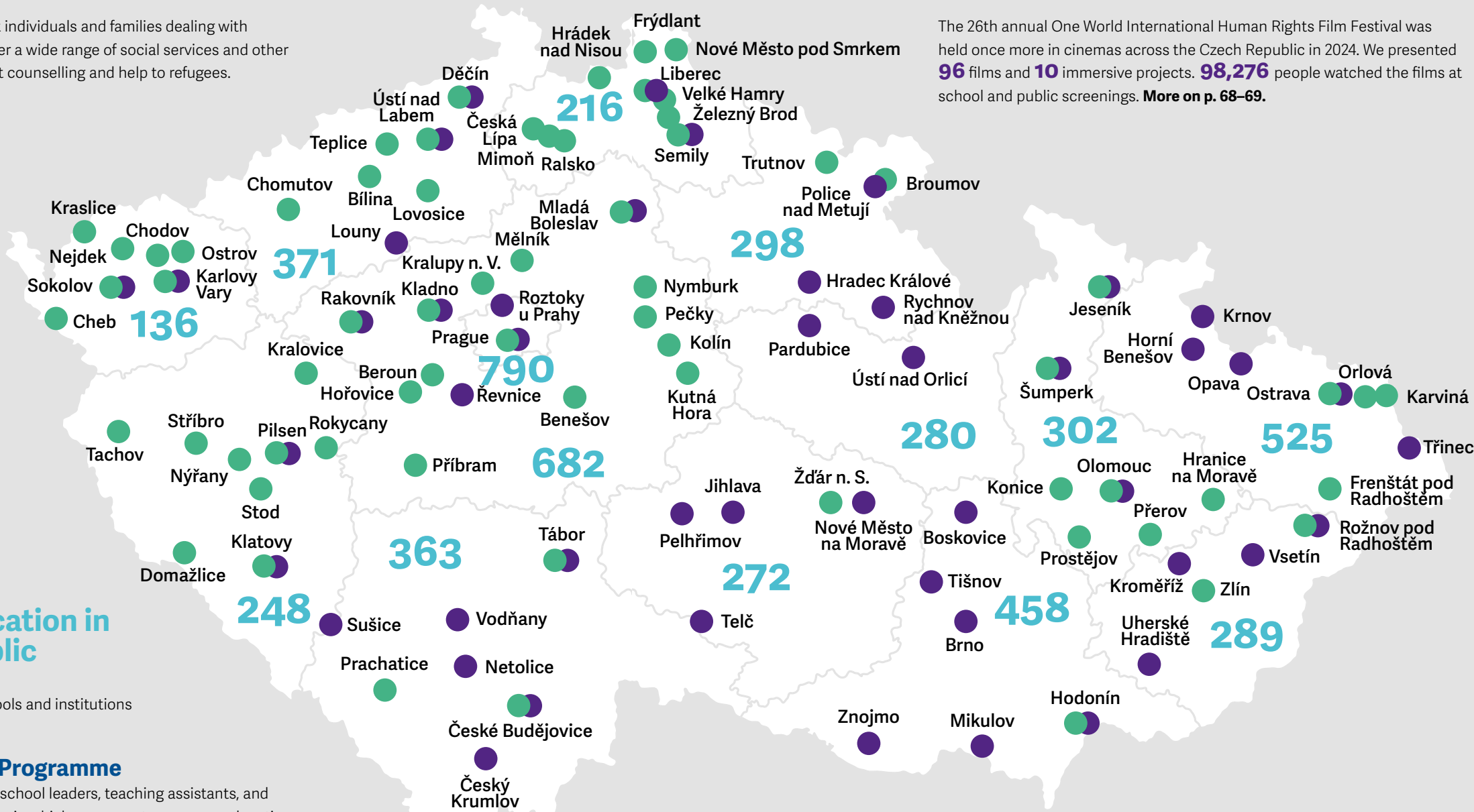
We cooperated with **5,320** schools and institutions

Varianty Educational Programme

We offered courses for educators, school leaders, teaching assistants, and students in pedagogical disciplines, in which we promote common education, education for global responsibility, active citizenship, the development of communication in school, and modern teaching methods. **More on p. 66–67.**

One World in Schools education programme (OWIS)

Since 2001, we have contributed to the education of responsible young people trying to orient themselves in the contemporary world, so they can approach information openly and critically, are not indifferent, and genuinely want to influence what happens around them. **More on p. 62–63.**



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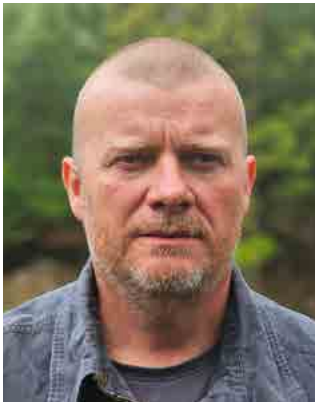
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Our work is reflected in the positive stories of families as well as in systemic change



Firstly, I would like to thank all our supporters, volunteers, and colleagues for their efforts and their above-standard commitment to what we do. We also need to thank the social work commissioners from the city and local governments, and the ministry programmes. It is thanks to you that the next chapter of the annual report is possible.

It is our job to deliver our findings from our work to public policymakers. This is how we strive to correct what we consider to be systemic issues.

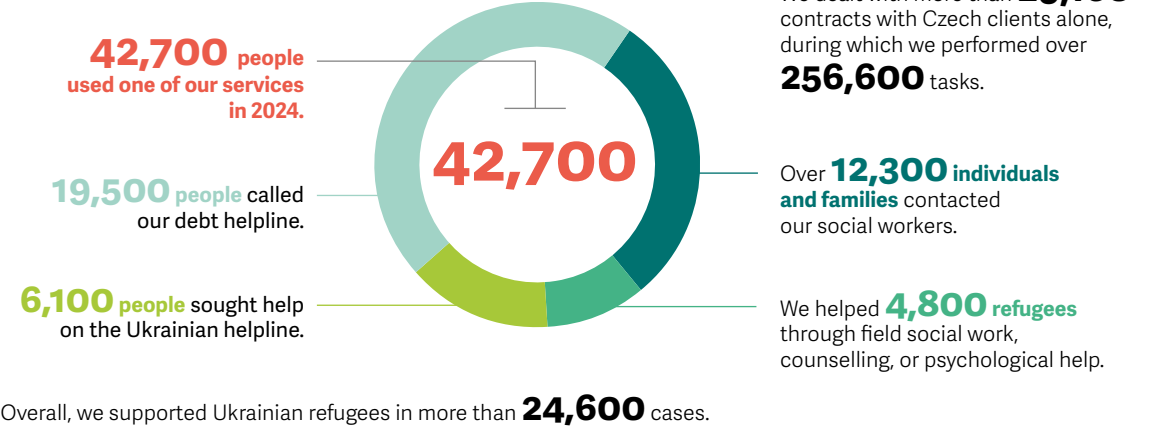
By providing long-term educational, social, legal, and material assistance to the families that come to us, we strengthen their resilience and thus that of society as a whole. In the specific stories, we can see how important investing in families is and how it brings short and long-term social and economic benefits to society. Lobbying for a public policy that fosters the most resilient society possible is a natural part of the agenda of an organisation providing help for people in need. You will see that many of our staff share their experiences with elected officials and are registered as lobbyists. Topics such as how families should be helped after a flood, how to address the debt burden of ten per cent of the population, the importance of justice in education, and the benefits to society through integrating war refugees and preventing their exploitation certainly deserve attention and lobbying.

Our team has drawn on their experiences to help address many systemic problems and will continue to do so. In the following chapter, you will learn more about our work.

Once again, we thank all our supporters and public policy makers for considering our experience when making their decisions.

Jan Černý
Director of Social and Educational Programmes

How many people did we help in the Czech Republic?



Where we work



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