

2019 ANNUAL REPORT



HARNESSING THE POWER AND SPEED OF THE AVIATION INDUSTRY
TO RESPOND TO DISASTERS AND OTHER HUMANITARIAN CRISES



2019 BY THE NUMBERS

28 humanitarian responses



44 humanitarian aid organizations assisted



19 airline and logistics partners activated



humanitarian aid delivered
197,993 lb



1,292 responders transported



total value of flights provided
\$1,402,502

A Note From The New Board Chair

The nature of disaster assistance is geographically diverse, with complex logistics and unique needs in every response scenario. As Airlink enters into its second decade, it is well-positioned to convene the goodwill of the aviation industry and support of donors and volunteers to ensure the right aid quickly reaches communities in need across the globe.



In my role as chairman of Airlink's Board of Directors, I look forward to building on the past decade of Airlink's dedication and passion to provide well-coordinated crisis response by further expanding Airlink's capabilities and reach through partnerships and a more developed global response network.

Airlink's great strength is found in its name - it is an organization that links people and resources to bring relief to communities around the world. There is space at the table for you. Please join us as we work to help some of the world's most vulnerable recover from crises.

James Hnat, Chair, Airlink Board of Directors (2020)

GROWING AND INNOVATING TO MEET NEED



Message From The President And CEO

Our work to mobilize the aviation community to ensure relief supplies and aid workers reach those impacted by natural disasters and other humanitarian crises has never been more important. The growing intensity of storms, urbanization of many parts of the world, and changing socioeconomic conditions are leading to increased human vulnerability.

Airlink's response to the 2010 Haiti earthquake, and the 67 responses that followed in the next decade, built our reputation for being an effective and efficient partner for nearly 50 airlines and 130 nonprofit organizations.

Ten years after our first humanitarian response, Airlink continues to grow, adapt and innovate to meet the needs of crisis-stricken communities and the nonprofit partners serving them around the world.



Steven Smith with Bahamasair CEO Tracy Cooper

In 2019, Airlink responded to 28 humanitarian events in 19 countries, bringing relief to more than two million people. We also invested in a regional approach to humanitarian response, and intensely engaged partners in building location-specific plans before crises occur. And while we remain focused on providing assistance to communities in the immediate aftermath of disaster, we also recognize that once initial distribution of provisions and restoration of basic services occurs, communities face the arduous and often under-supported task of longer-term recovery. In response, Airlink has strengthened its commitment to providing transportation for responding organizations staying with communities for months, or even years, to help them return to their normal conditions, or ideally improve upon them. Supporting our partners' transportation needs for all phases of humanitarian relief - preparedness, response, and long-term recovery - helps ensure continuity, better planning, and ultimately improves outcomes for recovering communities.

Our success in 2019, and over the preceding decade, would not have been possible without the generosity and dedication of our donors, volunteers, partners, and staff. Moving forward, we will build on the foundation they created to further globalize Airlink to reach even more people and communities in crisis.

Steven J. Smith, President and CEO



AIRLINE AND LOGISTICS PARTNERS

Nearly 50 airline and logistics partners stand at the ready to help Airlink move relief workers and humanitarian aid. Thank you to the partners activated in 2019:



NONPROFIT RESPONSE PARTNERS

More than 130 nonprofit response organizations rely on Airlink to help them respond to crises around the globe. In 2019, Airlink assisted the following organizations:

- ADRA International
- AFYA Foundation
- All Hands and Hearts
- American Federation of Teachers
- Americares
- CADENA
- Community Organized Relief Effort
- DART International UK
- Disaster Tech Lab
- Empact Northwest
- Engineers Without Borders
- Fuel Relief Fund
- Global Outreach Doctors
- GlobalMedic
- GR3 International
- Habitat for Humanity International
- Heart to Heart International
- Heavy Equipment Response Coalition
- Help.NGO
- Inspiritus
- International Medical Corps
- IsraAID
- Information Technology Disaster Resource Center
- Medical Teams International
- MedShare
- Mercy Corps
- Mobile Medics International
- NECHAMA
- Off-The-Grid Missions
- Operation BBQ Relief
- Project HOPE
- Rescue Global
- Rise Against Hunger
- Save the Children US
- Team Rubicon Australia
- Team Rubicon Canada
- Team Rubicon Global
- Team Rubicon UK
- Team Rubicon USA
- Veterans Without Orders
- Waves for Water
- World Central Kitchen
- World Concern
- World Hope International



Navigating the complexities of humanitarian logistics requires a well-supported effort. We are thrilled to have some of aviation's top leaders lend their experience and influence to further our ability to deliver relief to vulnerable communities.

Peter Davies, Airlink Governors Council Chair

BOARD OF DIRECTORS

Robert Brown

Airlink Board Chair (2019)
Partner, Vx Capital Partners

James Hnat

Airlink Board Chair (2020)

Todd Kallman

Airlink Treasurer
President, TK Advisory Services

Robyn Mandel

Airlink Secretary
Vice President, Legal and General Counsel, AerSale

Julian Balaam

Director, Skytech-AIC

Peter Davies

CEO, Airline Management Group

George Fenton

Chairman and Executive Director, Humanitarian Logistics Network

Todd Freeman

Special Advisor to the Chairman, Nordic Aviation Capital

Ken Gazzola

President, Four Stars Aviation

Peter Huijbers

Director, PH Aviation Asia Ltd.

Niklas Lund

President, Rockton AB

Mark Packard

Airline Finance Consultant

Steve Rimmer

CEO, Altavair

Myène Scholnick

Principal, Amazon

Jon Sharp

Founder, Engine Lease Finance Corporation

New Trustees in 2020

Patrick H. Dowling

President and CEO, Seabury
Corporate Finance and Senior Managing Director, Seabury Capital

Mary Ellen Jones

Vice President, Asia-Pacific Sales, Pratt & Whitney

Jennifer Villa Tennity

President, CIT Aviation Lending

GOVERNORS COUNCIL

In 2019, Airlink created the Governors Council which is comprised of top aviation leaders committed to advancing Airlink and the life-saving role aviation plays in humanitarian relief.

Peter Davies

Governors Council Chair
CEO, Airline Management Group

Enrique Beltranena

President and CEO, Volaris

Alec Burger

President and CEO, GE Capital and Chairman, GECAS

Chris Cholerton

President, Civil Aerospace, Rolls-Royce

Robert Crandall

Former President and Chairman, American Airlines

William J. Flynn

Board Chair, Atlas Air Cargo

Christina Foerster

Member of the Executive Board, Customer and Corporate Responsibility, Deutsche Lufthansa AG

Robin Hayes

President and CEO, JetBlue Airways

Pedro Heilbron

CEO, Copa Airlines

Peter Ingram

President and CEO, Hawaiian Airlines

Oscar Munoz

CEO, United Airlines

Doug Parker

Chairman and CEO, American Airlines

John Slattery

Chairman and CEO, Embraer Commercial Aviation

Bradley Tilden

Chairman, President and CEO, Alaska Airlines

Andre Viljoen

CEO and Managing Director, Fiji Airways

STAFF

Steven J. Smith

President and CEO

Stephanie Steege

Acting Director of Humanitarian Programs

Sandra M. Walter

Director of Development

Andrew Williams

Communications Director

Bethany Holland

Humanitarian Programs Manager

Amy Langley

Administrative Coordinator

Rita Pratte

Humanitarian Programs Manager

Emily Sperling

Strategic Advisor

Chen Xing

Senior Accountant, Wegner, CPAs



AMBASSADORS

Airlink's Ambassador Program brings together individuals from across the aviation sector who believe in the importance of rapidly responding to humanitarian crises worldwide. These volunteers are committed to promoting and supporting Airlink and are crucial to the organization's response efforts.

Robyn Mandel
Ambassador Program
Board Liaison
Vice President, Legal and
General Counsel, AerSale

Julian Balaam*
Director, Skytech-AIC

Toby Bright
Senior Advisor, Jackson
Square Aviation

Virginia Connolly
Senior VP and Strategic
Marketing Leader, GECAS

Mehtap Cevher
Partner, Arnold & Porter Kaye
Scholer LLP

Joe Dunne*
Executive Director of
Business Development,
The Boeing Company

Simon Goodson
Senior Vice President, Sales
and Leasing, Rolls-Royce

Peter Harbison*
Chairman Emeritus,
CAPA Centre for Aviation

*Airlink Board Member Emeritus

Alan Hedge
Principal at Hedge & Associates
Aviation Consulting

JJ Hornbliss
President and CEO, Royal Media

Peter Huijbers*
Director, PH Aviation Asia Ltd.

Barry Humphreys*
Former Director, Virgin Atlantic

Ben Leon
Founder, Bravo Lima

C.J. Lorio
President, Petrus Aviation

Tim Lynes
Partner, Katten Muchin
Rosenman LLP

Mari Mesri
Airline Marketing Director,
Airbus

John McMahon
Managing Director, M.J.
McMahon & Company Ltd.

William McNulty*
Cofounder, Team Rubicon

Jane Middleton*
Chairman, British Air
Transport Association

John Mowry
Managing Director,
Alton Aviation Consultancy

Jose Mateo Naguiat
First Officer, PSA Airlines

Rose Neale
Managing Counsel,
Castlelake Aviation

Tetsuya "Ted" Nozaki*
Managing Director,
Asahi Aviation

Mike Platt
CEO, Lease Corporation
International

Michael Rettig*
Executive Director
and Cofounder, LIFT

Murrae Ross-Eskell
Managing Director,
Horizon Executive Search

Joe Schreiner
Executive Vice President,
Aircastle Limited

Lars Winkelbauer
Executive Vice President
and Chief Operating Officer,
Polar Air Cargo Worldwide



We take deep pride in the role we play, leveraging our unique reach and resources as an airline, to respond to natural disasters and humanitarian challenges – from delivering vital supplies and personnel, to helping communities recover from tragedy. Airlink has been an outstanding partner in these ongoing efforts.



Oscar Munoz, CEO, United Airlines

We're committed to helping communities respond in times of crisis. We're pleased to support Airlink and their partners, enabling them to provide vital humanitarian relief to those in need around the world following devastating disasters.



Holly Gray, Community Investment Manager, British Airways



2019 CORPORATE AND FOUNDATION SUPPORTERS

Signature Lead \$250,000+

• United Airlines

Platinum \$100,000 - 249,000

• Aircastle Advisor LLC
• The Boeing Company
• Clara Lionel Foundation

• International Society of
Transport Aircraft Trading
(ISTAT) Foundation

• Rolls-Royce

Gold \$50,000 - 99,999

• Alton Aviation Consultancy
• Arconic Foundation
• Bristol Associates

• Center for Disaster
Philanthropy (CDP)
• Engine Lease Finance
Corporation

• GECAS
• Greater Washington Aviation
Open (GWAQ)

Silver \$25,000 - 49,999

• AerSale
• Amazon
• Altavair
• BOC Aviation

• Carlyle Aviation Partners
• CIT
• Embraer/Embraer Foundation
• Katten Muchin Rosenman LLP

• Rockton/Tagehus
• The Wings Club
• Vx Capital Partners

Partner \$10,000 - 24,999

• AerCap Holdings N.V.
• Airbnb
• Aviation News Ltd.
• Alaska Airlines
• Amedeo
• Arnold & Porter
• Avenue Capital Group
• Aviator Capital

• Avolon
• Castlelake
• CDB Aviation Lease Finance
• GA Telesis
• Goshawk
• Holland & Knight LLP
• Jackson Square Aviation
• Polar Air Cargo

• Pratt & Whitney
• Rolls-Royce & Partners Finance
• Seabury Capital
• SkyWorks Capital LLC
• TK Advisory Services
• T-Mobile
• Willis Lease Finance
Corporation

Supporter \$1,000 - 9,999

• Aviation Capital Group
• Flexport
• Four Stars Aviation
• International Aviation
Women's Association (IAWA)
• IBA
• Novus Aviation Capital
• PayCargo
• Regional Express
• REN Legal
• Royal Media Group
• Skytech-AIC
• Uber



The nature of the work we do at Waves For Water requires that our teams travel to some of the world's most remote areas, seeking the hardest hit communities in need of clean drinking water. Not only has Airlink's support set conditions that allow us to quickly reach those who need our help, but it has allowed us to allocate funding toward the procurement of program-essential materials.

Caitlan Rowe, Global Operations Director,
Waves For Water

INDIVIDUAL SUPPORTERS

Airlink is thankful for the support it receives from individuals across the world. Donations from the public and aviation industry professionals boost Airlink's ability to respond to multiple disasters simultaneously. Thank you to those joining Airlink's efforts to bring relief to communities in crises.

2019 HUMANITARIAN RESPONSES

Airlink's Regional Response Framework makes effective connections to empower collaborative response whenever and wherever a disaster occurs. The Framework breaks the globe into six regions – Asia-Pacific, Europe, Latin America and Caribbean, Middle East and North Africa, North America, and Sub-Saharan Africa.

IN 2019, AIRLINK CARRIED OUT 28 RESPONSES.



North America

Alberta Wildfires (Canada)
Hurricane Florence * (USA)
Hurricane Michael * (USA)
Midwest Floods (USA)
Midwest Tornadoes (USA)
Ottawa Floods (Canada)
Tropical Storm Imelda (USA)

Latin America and Caribbean

Earthquake * (Mexico)
Fuego Volcano* (Guatemala)
Hurricane Dorian (Bahamas)
Hurricane Maria * (Puerto Rico, USA)
Refugee Crisis (Venezuela)
US-Mexico Border Crisis (Mexico)
Disaster Preparedness Projects - Water, Sanitation and Hygiene
Haiti
Guatemala
Ecuador
Costa Rica
Nicaragua
Honduras



Europe Conflict (Ukraine)

Sub-Saharan Africa

Complex Crisis (Democratic Republic of the Congo)
Cyclones Idai and Kenneth (Mozambique)
Refugee Crisis (Ethiopia)

Asia-Pacific

Community Capacity Building Project (Philippines)
Dengue Fever Outbreak (Marshall Islands)
Disaster Preparedness Project - Health (Philippines)
Flooding (Australia)
Flooding (Nepal)
Kerala Flooding * (India)
Rohingya Refugee Crisis (Bangladesh)

**Ongoing recovery from disasters occurring in previous years*

2019 IMPACT

Airlink-supported missions brought relief to communities across the globe and resulted in:



917,513
people received clean water and sanitation



2,372,994
people received food



14,382
people provided with shelter



1,387,836
people provided with health and medical assistance



218,348
people received other types of assistance



CELEBRATING 10 YEARS OF BRINGING RELIEF TO COMMUNITIES IN CRISIS



68
disaster
and recovery
responses



3,124,903
pounds of
humanitarian
aid sent



6,788
relief workers
transported



130
humanitarian aid
organizations
assisted



47
airlines and
logistics partners
engaged



AIRLINK'S 10 YEAR ANNIVERSARY



Remembering Airlink's First Response: The 2010 Haiti Earthquake

On January 12, 2010, a 7.0 magnitude earthquake struck a highly populated area near Haiti's capital Port-au-Prince. In the two weeks that followed, a relentless drumbeat of more than 50 aftershocks measuring a magnitude of 4.5 or greater hit the island nation. The United Nations estimates more than 230,000 people lost their lives, 300,000 were injured, and 1.5 million people were displaced as a result of the earthquakes.

With seaports closed and many roads made impassable by debris, getting water, food, temporary shelter, and medical care to those in need was difficult. Immediately following the initial earthquake, Airlink, then a project of the ISTAT Foundation, jumped into action for the first time.

"It was like learning how to swim by being thrown in the deep end of the pool," said Bob Brown, Airlink founder. ***"We had not yet formally launched Airlink when the disaster happened and we did the best we could under the circumstances. Our response to the Haiti earthquake proved the need for Airlink and we haven't stopped bringing support to communities in crisis since."***

Airlink went on to support 41 flights in the first several weeks of the response, bringing 500,500 pounds of humanitarian aid and 2,010 response personnel, including doctors and nurses, to Haiti.

Reflecting on the devastation Haiti faced in the aftermath of the earthquake, one is reminded that disasters continue to wreak havoc on millions of people each year.

Since 2010, Airlink has grown to reach people and communities impacted by crises around the world. While the organization continues to refine its approach to disaster response, the nimbleness that made it highly effective in the immediate aftermath of the Haiti earthquake remains the same.

"Every response Airlink conducts is a tribute to those who lost their lives and to survivors continuing their recovery even today," said Brown.

With the help of donors, sponsors, volunteers, airlines, and logistics partners, Airlink continues to support a diverse group of nonprofit relief organizations and bring life-changing assistance to millions of people each year.



As Airlink diversifies and develops over the next decade, I hope it continues to serve as a good example of the power of the private sector to leverage its vast resources and deliver services of all kinds to our fellow man."

Bob Brown,
Airlink Founder



Airlink transported more than 39,000 pounds of emergency supplies to address critical needs, including cholera prevention.



365,000
meals provided



770
people provided
with shelter



660,441
people received
clean water and
sanitation



254,100
people provided with
health and medical
assistance



93,336
people received
other types of
assistance

Airlink partner World Central Kitchen worked with local community members to provide 20,000 meals a day to cyclone survivors. Locals played a key role in determining the daily menu and preparing and distributing food while learning valuable skills in food hygiene and preparation.



Volunteers from Mobile Medics International, provided much needed triage and treatment services, while also building the skill sets of local healthcare workers.



RESPONSE SPOTLIGHT



Cyclones Idai And Kenneth

In March and April 2019, Southern Africa was hit by two subsequent cyclones killing more than 1,000 people and leaving more than 2.2 million in need of urgent assistance.

On the night of March 14, Tropical Cyclone Idai made landfall near Beira City, Sofala Province, in central Mozambique and brought torrential rains and winds to the region before continuing to Zimbabwe as a tropical storm. Rain from the cyclone also affected drought-stricken southern Malawi, causing widespread flooding and access issues.

On April 24, Tropical Cyclone Kenneth passed north of the Comoros Islands, hitting the northern island of Ngazidja and making landfall in Mozambique the next day. With wind gusts of up to 137 mph/220 kmh, Tropical Cyclone Kenneth became the strongest cyclone to ever hit Africa.

Airlink worked with airline and nonprofit partners to support the response in Mozambique, Malawi, and Zimbabwe. The organization facilitated transportation for relief workers and emergency supplies to provide clean water, repair shelters, give medical care to survivors, prevent the spread of disease and provide other critical assistance as people and communities recovered.



“Airlink’s team worked feverishly to get our rescuers deployed and in the field so they could save lives.”



Rahul Singh,
Executive
Director,
GlobalMedic

Airlink transported responders from CADENA who provided water filtration systems to impacted communities and trained locals how to operate and maintain the systems for long-term use.



STORIES FROM THE FIELD: In the Face of Tragedy They Turned to Helping Neighbors

With the help of Airlink, volunteer teams from Empact Northwest deployed to provide urban search and rescue services in communities devastated by Hurricane Dorian. They searched buildings, deployed dogs to look for trapped victims, and used special cameras to explore voids in the debris with the hope of finding survivors. The team also delivered food, water, and tended to the sick and injured. ***“Ultimately, our mission is about giving what we can to those most in need,”*** said Jake Gillanders, Empact Northwest executive director. ***“It’s about bringing our greatest strengths to bear for those who are desperate.”***

Gillanders recalls meeting a migrant worker from Haiti providing labor for large-scale agricultural operations destroyed by the hurricane. ***“This gentleman explained to our team that he lost his passport and birth certificate in the storm and wasn’t sure what he was going to do as he now couldn’t return to Haiti or leave the island where his home had been destroyed and his work gone,”*** said Gillanders. ***“When explaining about his lost documents and livelihood, he simply told us ‘I don’t even exist anymore.’”***

Yet while their homes, businesses, communities, and livelihoods were destroyed, the spirit of those who the Empact Northwest team met was fully intact. ***“In the face of this tragedy, they turned to helping their neighbors,”*** said Gillanders. He described meeting Walter, a building contractor living in Cooperstown, whose family survived the storm largely unscathed. Recognizing his good fortune, he and his son immediately joined neighbors to find as many chainsaws as they could and set out to help others. They began clearing the road back to Treasure Cay, until they met up with British Army engineers who finished the job with their heavy equipment. ***“Walter, like many Bahamians, was committed to sticking it out and doing what it takes to aid and rebuild his community — right up to and including lending our team his truck for the duration of our deployment so we would have transportation to complete our mission,”*** said Gillanders. ***“When I expressed our deep gratitude, his attitude was simply that it was the least he could do to help his neighbors.”***



Hurricane Dorian: From Sprint To Marathon

In September 2019, Hurricane Dorian, one of the strongest Atlantic hurricanes on record, made its prolonged landfall in The Bahamas as a Category 5 storm. The hurricane caused catastrophic damage and as with many large disasters, reconciling needs on the ground with the aid delivered was an overwhelming task for responding organizations. Nonprofit partners rely on Airlink to help them overcome logistical barriers to response and find the quickest and most efficient ways to meet the needs of those affected.

To ensure a rapid response to impacted communities in The Bahamas and the U.S., Airlink began transporting relief workers into position as the storm approached. Once landfall occurred, Airlink focused on transporting search and rescue teams, emergency medical providers, water and sanitation experts, debris clearing crews, and aid such as food and shelter repair materials.

With more than 13,000 homes damaged or destroyed and 76,000 people impacted, the need remained immense. The sprint to bring life-saving assistance to the islands evolved into a marathon to help communities fully recover. Airlink’s response continued into 2020 by sending

responders with the specialized skills needed to assist and empower communities as they began to rebuild.

Working together with Airlink, donors and airline partners have, and will continue to make, a significant difference for Hurricane Dorian survivors.



9

airlines and
logistics partners
engaged



28

humanitarian aid
organizations
assisted



822

responders sent



145,449

pounds of
humanitarian
aid sent



1,945,716

meals
provided



158,612

people received
clean water and
sanitation



11,175

people provided
with shelter



109,685

people provided
with medical
assistance



114,977

people received
other types of
assistance

STORIES FROM THE FIELD: Restoring Connectivity in the Wake of Hurricane Dorian

Within hours of Hurricane Dorian exiting The Bahamas, Information Technology Disaster Resource Center (ITDRC) received an urgent request to re-establish communications at Grand Bahama International Airport. The airport was closed and under six feet of water at the time, which provided a narrow window for the organization to request flights from Airlink and mobilize an advance team and small cache of equipment. As soon as the flooding subsided, the airport re-opened to emergency traffic, with little more than a generator and cell phone to control the airspace. The flood destroyed all telephone and communications equipment on the first floor of the control tower, leaving air traffic controllers without access to aviation and weather radar or the ability to communicate with other airports.

With the help of Airlink, ITDRC teams arrived quickly and were able to install temporary voice and network infrastructure on the upper three floors of the tower, enabling controllers to access flight tracking systems and providing a method for pilots to file flight plans and call into the weather desk. ITDRC volunteer responders went on to install internet and telephone connectivity for responding nonprofits, shelters, community recovery sites, and residents on Grand Bahama, Great Abaco, and Nassau.





Organizations like Airlink enable Team Rubicon's impact to be greater and our service to communities longer. We're thankful for their generosity and for getting our teams on the ground.

Brent Slough, Mobilization Manager, Team Rubicon

Airlink is a nonprofit organization working with 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.



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