



MI

Order of Malta
Worldwide Relief



Malteser International Strategy:
MIndful 2025

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WHO WE ARE

Malteser International is an international humanitarian aid organization. It is the relief agency of the Catholic Sovereign Order of Malta and fulfills the Order's mission to "serve the poor and the sick". The motto of the Order is "*tuitio fidei et opsequium pauperum*", which is attributed to the time of Raymond du Puy, second Superior of the Hospital in Jerusalem (about 1120–1158).

Since 1956, our core task has been to improve the health and well-being of suffering and displaced people around the world. We provide emergency and disaster relief in the immediate aftermath of acute disasters and work towards the rehabilitation and reconstruction of afflicted communities. We work on the frontlines to provide immediate and long-term relief to those who need it most.

We take a holistic approach to health in our programming, which includes the

protection of nature and the environment. We work with local resources and engage local partners, ensuring that vulnerable populations are at the center of our interventions. In doing so, we extend our support to all individuals in need regardless of gender, political belief, origin, or faith.

We are a highly motivated, experienced, and international team, bound by empathy and respect for our diversity. Christian values and the humanitarian principles of humanity, neutrality, impartiality, and independence are the foundations of our work. We are committed to the highest levels of innovation, professionalism, quality, and transparency. Through our work, we experience joy, find greater meaning and a sense of belonging among like-minded individuals.

Globally, we are united by the goal of standing alongside the displaced and people in need. Together, we're working to build a life of health and dignity.

OUR MISSION

Our mission is to improve the health and well-being of suffering and displaced people around the world. We provide emergency and disaster relief in the immediate aftermath of acute disasters and work towards the rehabilitation and reconstruction of afflicted communities. We work on the frontlines to provide immediate and long-term relief to those who need it most.

We deploy our experts in crisis situations, conflict-ridden areas, during natural disasters and epidemics around the world. We intervene to provide medical and mental health support, clean water, sanitation and hygiene (WASH), food, protection, and shelter where possible. We take a holistic approach to health in our programming, which includes the protection of nature. We work with local resources and engage local partners, as well as the Order of Malta's global network, to provide rapid and effective responses in even the most remote locations.

People are at the center of our assistance. Our goal is to sustainably increase

the resilience of those worst affected by disasters. We are also committed to contributing to the achievement of the UN Sustainable Development Goals. In doing so, we extend our support to all individuals in need regardless of gender, political belief, origin, or faith.

Christian values and the humanitarian principles of humanity, neutrality, impartiality, and independence are the foundation of our work. We are committed to the highest levels of innovation, professionalism, quality, and transparency. Driven by our values, and thanks to our over 65 years of experience, we remain a trustworthy organization for our donors, partners, and most importantly, for the people we serve. Through our work we experience joy, find greater meaning, and a sense of belonging among like-minded individuals.

Globally, we are united by the goal of standing alongside the displaced, and people in need: together, we're working to build a life of health and dignity.



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MISSION STATEMENT

We improve the health and well-being of suffering and displaced people in crises around the world. In this way, we especially fulfill the mission of the Sovereign Order of Malta to “serve the poor and the sick”. We provide our support regardless of gender, political belief, origin, or faith.

VISION

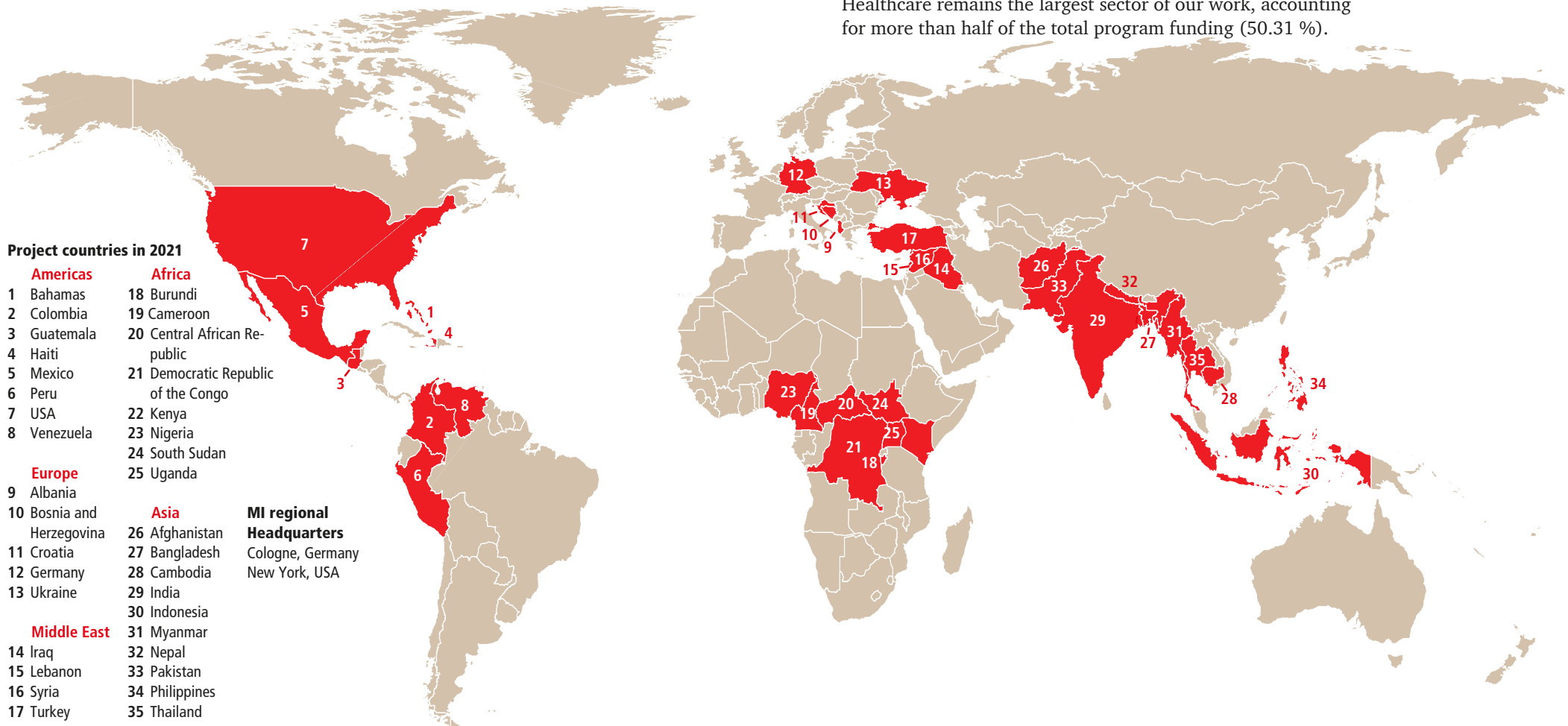
We aspire to a world where all individuals – particularly those in need and those who are displaced – live a life of health and dignity.

WHERE WE WORK

In 2021, Malteser International worked on more than 140 projects reaching people in need across 35 countries.

The regional distribution of our program funding was: Middle East (€ 37 million), Africa (€ 20.8 million), Asia (€ 13.7 million), the Americas (€ 8.1 million) and Europe (€ 1.3 million).

Healthcare remains the largest sector of our work, accounting for more than half of the total program funding (50.31 %).

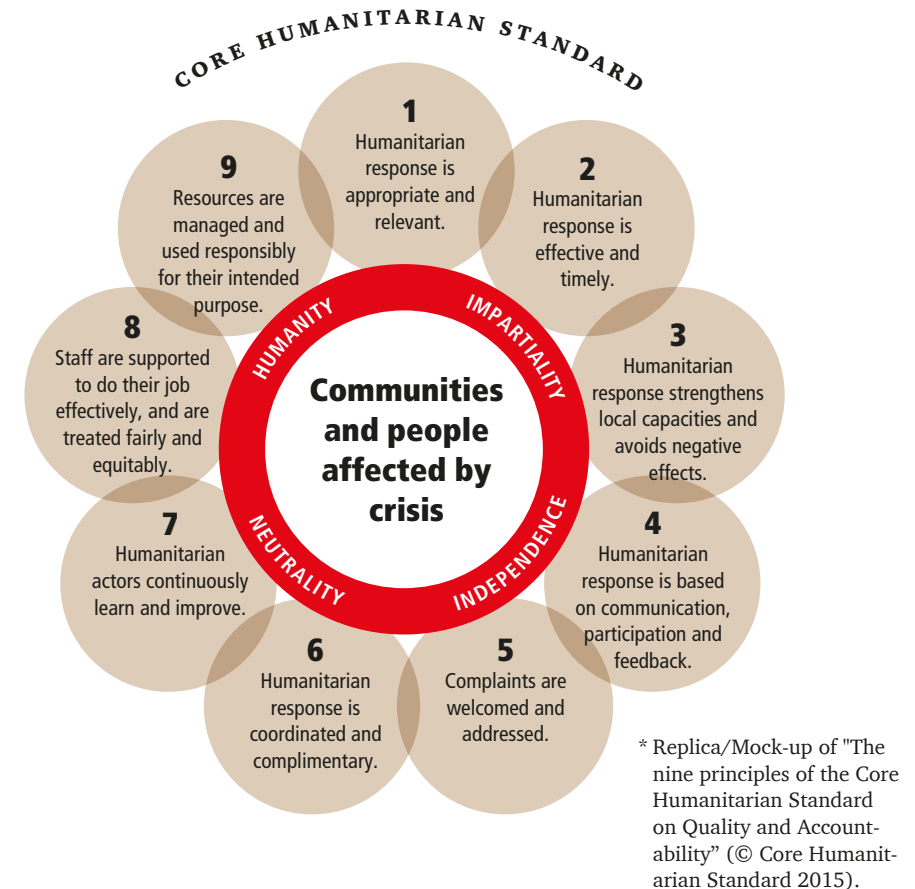


HOW WE WORK

As well as making sure that our work adheres to minimum quality standards, we constantly seek to improve its quality wherever and whenever we can.

To do this, we have subscribed to the following national and international Codes and Standards of practice:

- Core Humanitarian Standard on Quality and Accountability (see overleaf)
- The Code of Conduct: Principles of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Response Programs
- The Sphere Project: Humanitarian Charter and Minimum Standards in Disaster Response
- The Social and Moral Teaching of the Roman Catholic Church: Approach to bioethics developed with the National Catholic Bioethics Center (NCBC) of Philadelphia, USA, to defend the dignity of the human person
- The VENRO transparency, leadership and accounting code of conduct
- The twelve basic rules of humanitarian aid, as agreed by the the German Federal Foreign Office's Humanitarian Aid Coordinating Committee



Quality control

The regular quality control measures that we undertake in order to maintain the high standards that we are committed to in our work include, for example, a robust financial controlling system, and an Internal Auditing department which supervises all of our activity both at home and abroad. These ensure that we adhere to the all relevant guidelines, internal control limits, and risk-management protocols.

WHAT WE DO

The world is full of injustice and suffering: Malteser International has the expertise, experience, and innovative mindset to address many of the challenges we face around the world.

We are:



Experts in delivering emergency relief

Malteser International has been responding to international emergencies since 1960: whether by providing aid to refugees and constructing hospitals in Vietnam between 1966–1975, or working to provide medical care and housing after the 2005 Asian Tsunami, the 2021 earthquake in Haiti, or the rapid response to the 2023 Türkiye/Syria earthquake. We have repeatedly been amongst the first on the ground to support people in need with experts, supplies, and services.



Experienced in enhancing health and wellbeing

We strive for the health and wellbeing of people in need. The Order of Malta's traditional strength is providing all-round, holistic care for people in need. This includes primary health care, clean water, nourishing food, safe homes, and support for communities.

At Malteser International, our skill set includes the control and treatment of infectious diseases. This includes training for healthcare workers, providing mental health support, and using mobile clinics to supply basic healthcare to remote locations.

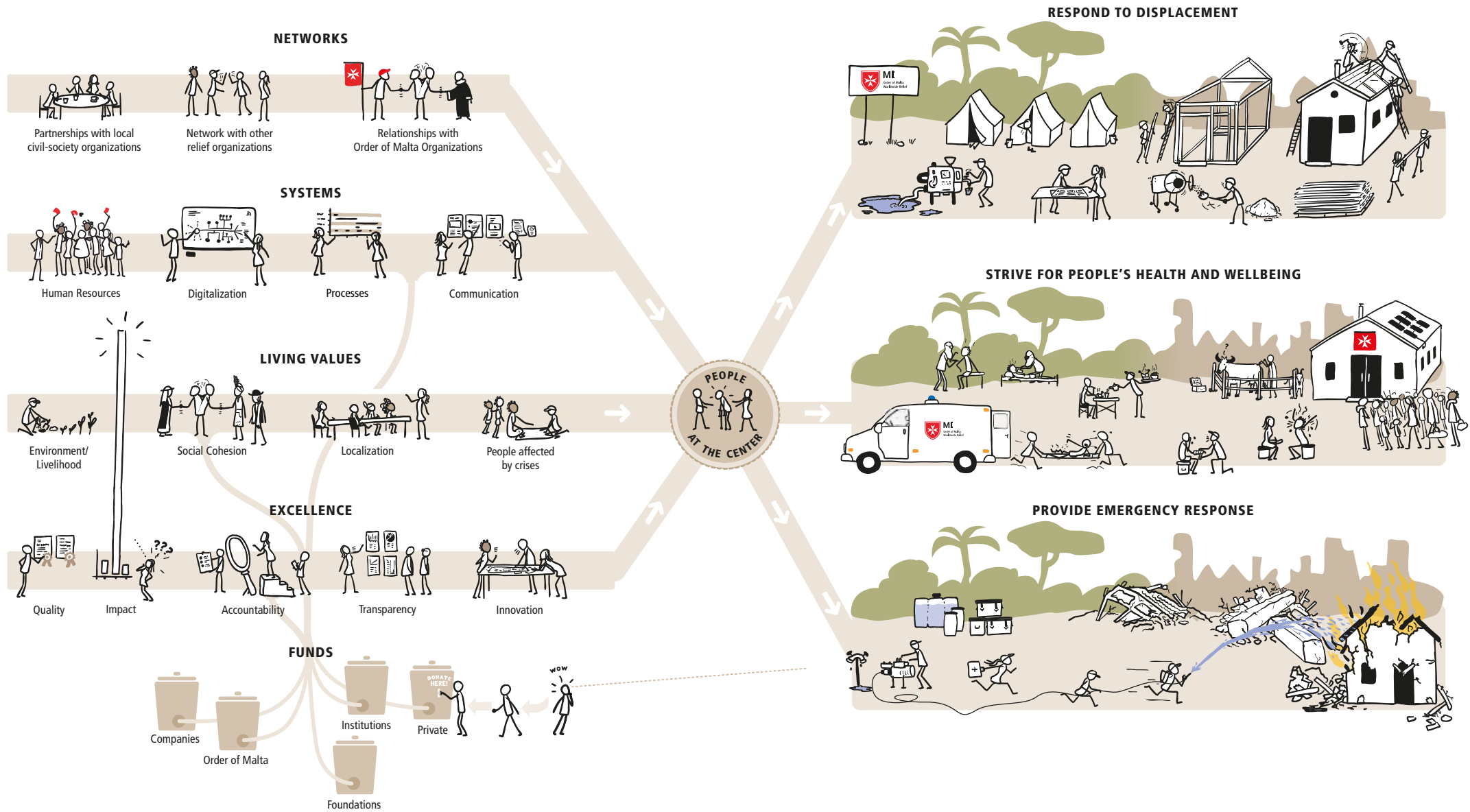
Our holistic approach to health includes promoting the availability of clean water, working with communities on better food and nutrition security, and helping make sure people have a safe place to live.



Passionate about serving displaced people

We provide shelter, nutrition, and emergency healthcare for people in emergency situations. We also focus on supporting communities that host people who have lost their homes.

will allow us to do best even better.





“Mindful 2025 allows the thousands of professionals of MI worldwide to build on and develop our Order’s hospitaller charism in helping our Lords the poor and the sick.”

H.E. FRA’ ALESSANDRO DE FRANCISCIS
GRAND HOSPITALLER, 2023

HOW WE DO IT

Strengthen MI’s excellence in the areas of human resources, IT and accountability.



Human Resources

We become an attractive employer in order to keep & attract highly committed professionals.

Key Performance Indicator:
Percentage of employees who have received further training within MI.



Innovation & Digitalization

We improve our use of innovative IT to turn MI into a competitive, sustainable & constantly learning organization.

Key Performance Indicator:
Number of successfully piloted, replicated and newly launched innovations.



Expertise & Evidence

We train our staff, share knowledge among our teams and measure the impact of our work.

Key Performance Indicator:
Number of networks, working groups and committees in which MI is represented.



“Mindful 2025 brings together what belongs together. The Order and its workers around the world will flourish in unity.”

THIERRY COMTE DE BEAUMONT-BEYNAC,
PRESIDENT OF MI

HOW WE DO IT

Increase MI’s visibility, build and use networks.



Order of Malta Organizations

We help to leverage the network and resources of the Order of Malta to fulfill our joint mission: *tuitio fidei et obsequium pauperum.*

Key Performance Indicator:
Number of project sponsorships arranged.



Communication

We address target groups by creating relevant stories in matching formats in order to raise awareness of our work and generate funds.

Key Performance Indicator:
Percentage increase in the level of awareness of MI in the Order of Malta and among dioceses.



Business Development

We continuously serve the poor by sustainably increasing funds and donor diversity.

Key Performance Indicator:
Percentage of total revenue unrestricted funds.



“We deliver quality by defining goals and ways to get there. This makes us trustworthy and reliable.”

JANINE LIETMEYER,
PROGRAM DIRECTOR, 2023

HOW WE DO IT

Further develop MI's programs



Humanitarian Development and Peace

We have programs that are sensitive to conflict and promote peaceful coexistence.

Key Performance Indicator:
Percentage of new projects that include peacebuilding and/or social cohesion activities.



Environment

We protect the vulnerable and poor from the impacts of climate change. We also try to design our own ecological footprint in such a way that the disadvantages are compensated for.

Key Performance Indicator:
Funds in EUR that flow into global environmental and climate protection measures through the MI's own climate collection system.



One Health

We prevent the outbreak of infectious diseases and improve our response by thinking about human, animal and environmental health together.

Key Performance Indicator:
Number of projects with a dedicated One Health approach.



“Mindful 2025 translates the Order’s principle of service to Our Lords the Poor and the Sick into the requirements of modern organization and the needs of future challenges.”

CLEMENS GRAF VON MIRBACH-HARFF,
SECRETARY GENERAL, 2023

HOW WE DO IT

Establish defined program approaches and program mind-sets.



Risk Mitigation & Management

We prevent and respond to organizational risks. We ensure that the people we serve and our staff are well and protected from harm.

Key Performance Indicator:
Proportion of MI locations with a functioning feedback mechanism for staff and beneficiaries.



People Centeredness

We ensure people in need design and lead the programs that help them emerge from humanitarian crisis and progress beyond assistance.

Key Performance Indicator:
Percentage of beneficiaries involved in project and decision-making processes



Localization

We promote local actors & partners to provide fast and appropriate responses.

Key Performance Indicator:
Percentage of partner organisations that report having improved their organisational structure and processes through MI measures.

GOING FORWARD TO SERVE WITH HUMILITY

By 2025 we aim to be an organization that:

- continues to provide high quality services to people in need, makes a positive impact, and significantly improves people's livelihoods
- works based on evidence, with a focus on innovation, and achieving an ever higher level of cost effectiveness
- is known for its deep knowledge of the aid sector, expertise, and close relationships with local communities
- can grow sustainably whilst managing risk
- is recognized around the world as the relief agency of the Sovereign Order of Malta.

Our strategy MIndful 2025 will help us to achieve these objectives.

Malteser International aims to be to be an ever-learning, transparent, and innovative organization. This means increasing our capacity to try new approaches and sharing our experiences widely.

All this will be achieved by making use of excellence, evidence, and expertise. Our mission remains delivering the highest quality service to those most in need: making a tangible and lasting impact while reflecting our history as part of the Order of Malta.



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OUR WORK IS NOT DONE YET!



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