



latin america india indonesia africa asia

Annual Report 2007

Afghanistan  
Albania  
Argentina  
Bali  
Belize  
Bhutan  
Bolivia  
Bosnia  
Brazil  
Cambodia  
Chile  
China  
Colombia  
Costa Rica  
Dominican Republic  
Ecuador  
El Salvador  
Germany  
Guatemala  
Haiti  
Honduras  
Hungary  
India  
Jamaica  
Jordan  
Kenya  
Lebanon  
Liberia

Macedonia  
Mexico  
Mozambique  
Myanmar  
Namibia  
Nepal  
Nicaragua  
Pakistan  
Palestine  
Panama  
Peru  
Philippines  
Romania  
Senegal  
Serbia  
Sri Lanka  
South Africa  
South Korea  
Santa Lucia  
Tanzania  
Thailand  
Tibet  
Ukraine  
United States  
Uruguay  
Venezuela  
Vietnam  
Zimbabwe



*Airline Ambassadors*





## Our Mission

*Airline Ambassadors provides humanitarian aid to children in need as well as international relief and development to underprivileged communities around the world.*

### Board of Advisors

**Dr. Patch Adams**

*Founder and President, Gesundheit! Institute*

**Joaquin Antuna**

*President Paz y Cooperacion*

**H. E. Inocencio Arias**

*Ambassador of Spain*

**Ken Behring**

*Founder, Wheelchair Foundation*

**H.E. Cavaliere Philip Bonn**

*United Kingdom*

**Dr. Noel Brown**

*Special Advisor,  
U.N. Environment Programme*

**Swami Chakradhari**

*Advisor*

**Lou D'Amore**

*President, International Institute for  
Peace Through Tourism*

**Lourdes Rodriguez de Flores**

*former First Lady of El Salvador*

**Francesco Frangialli**

*Secretary-General,  
World Tourism Organization*

**Millard Fuller**

*Founder, Habitat for Humanity*

**H.E. and Mrs. Luis Gallegos**

*Ambassador of Ecuador*

**Val Halemendaris**

*President, Caring Institute*

**Enrique Henau**

*POP ROX Global Music Ambassador*

**Kumar Ketkar**

*Editor, Maharashtra Times*

**Annette Lantos**

*Director, Congressional Human Rights Caucus*

**Geoffrey Lipman**

*Past President, World Travel and Tourism*

**Tsidii Le Loka-Lupindo**

*Broadway Star*

**Dr. Robert Muller**

*Under Secretary-General, United Nations (Ret.)*

**Dr. Wally N'Dow**

*Secretary-General, United Nations Habitat II*

**Ana Ligia Mixco de Saca**

*First Lady of El Salvador*

**Maria Beatriz Paret de Palacio**

*Former First Lady of Ecuador*

**Arvin and Eva Patel**

*International Entrepreneurs*

**Dr. Elisabet Sahtouris**

*Author, Biologist*

**Hiroo Saionji**

*President, World Peace Prayer Society*

**Dame Livia Sylva**

*Ambassador-at-Large,  
Comite de excellence Europeenne*

**Reverend Desmond M. Tutu**

*Archbishop Emeritus of Cape Town*

### Board of Directors

**Nancy Rivard**

*President, Airline Ambassadors*

**Frank Campagna**

*Director, Onboard Services American Airlines*

**Steve Crane**

*CEO, Delta 1/CPM*

**Stephen Forneris**

*Perkins-Eastman Architecture*

**Peter Greenberg**

*Travel Editor, Today Show*

**Patricia McPeak**

*CEO NanaCea*

**David Rivard**

*President, Haines Rivard Construction*

**Daniel Sheth**

*MSD Capital*

### Headquarters Staff

**Nancy Rivard**

*Executive Director*

**Leisa Bretz**

*Administrative Director*

**Jean Barry**

*Director of Humanitarian Missions*

**Jolane Luhrs, CPA**

*Accounting*

**Margaret Whitehead**

*Director, Escort Program*





## A Message of Thanks and Appreciation

Looking back on the accomplishments of this past year, we at AIRLINE AMBASSADORS are **very grateful** for your generous help and participation. With the help of our members and partners we have been able to personally improve the lives of an estimated 82,000 children in 20 countries last year.

We hand delivered \$3.59M in medicine, medical supplies, food, clothing and school supplies directly to children in need; and escorted 161 children for life changing surgeries and orphans to new homes. We established long term relationships between youth around the world and offered hope and education to children in 94 facilities, villages and refugee camps.

We also positively impacted volunteers with 271 inspiring opportunities to bring compassion into action. Our members deepened their understanding of global inequity, respect for diverse cultures and appreciation of our common humanity.

AIRLINE AMBASSADORS is the only international aid and development organization within the airline industry. We more effectively leverage capabilities within our industry to provide low cost transportation, transport of goods, customs or logistical coordination and direct aid delivery to disaster regions and children in orphanages, clinics and remote communities. We have grown to thousands of members that act as a human link connecting world resource to world need.

**For every dollar donated in the year 2007, we were able to deliver over \$25 in humanitarian aid to thousands of children who are now depending on our help.** Our volunteers contributed over 93,000 hours of volunteer service and spent \$550,000 of personal income. With 1.5% of donations going to administration we have accomplished miracles.

We could not accomplish our work without the support of our volunteers, the airlines and local partners including dozens of non-profits, businesses and local governments. This letter of thanks and appreciation goes out to our benefactors who have generously contributed their resources, time and passion and to the children who await our help worldwide.

In Shared Dedication,

Nancy Rivard  
President and Founder



Air India  
 American Airlines  
 Applied Materials  
 Austin Community Foundation  
 Bill and Melinda Gates Foundation  
 Buckner Orphan Care  
 Care Bags Foundation  
 Cape Classics  
 Cathay Pacific Airlines  
 Catholic Relief Services  
 CROCS  
 Dallas Mavericks  
 Dallas Stars  
 Donald Rubin Foundation  
 FAMRI - Flight Attendant Medical Research Institute  
 Feed My Starving Children  
 General Electric  
 Homes from the Heart  
 Humanity in Unity  
 International Code Council  
 ISTAT - Intl.Society of Transport Aircraft Trading Association  
 JWS-60 Foundation  
 JetBlue Airways  
 Karells African Dream Vacations  
 Keefe Supply  
 Kiwanis International  
 LDS Charities  
 Loudon Foundation  
 Lufthansa German Airways  
 Mattel  
 Merck  
 Miami Heat  
 Northwest Airlines  
 Orphans of the World  
 Pepsico  
 Project Cure  
 Robert Millonig  
 Rotary International  
 Sheraton Hotels  
 South African Airways  
 Southwest Airlines  
 Spirit Airlines  
 Shurgard Storage  
 Starbucks  
 Starwood /Sheraton  
 TACA Airlines  
 Thomas Kroetch  
 United Airlines  
 Weil, Gotshal & Manges  
 West Marine  
 Wheelchair Foundation  
 Wick Foundation  
 World Care

*Thank you*  
*to our donors and sponsors for helping to create*



*A Mosaic of Miracles!*

# From the President and Founder

Airline Ambassadors provides domestic and international aid relief and development services to people and communities in need.

## AIRLINE AMBASSADORS INTERNATIONAL (AAI)

is a non-profit organization affiliated with the United Nations and recognized by the US Congress. Inspired by the UN Millennium Development Goals, AAI provides a way for individuals to participate and contribute to humanitarian relief and development projects at home and abroad.

Our teams have made significant contributions to our world community, addressing issues of POVERTY & HUNGER, CHILD WELFARE, EDUCATION, DISASTER RELIEF, HEALTH, and COMMUNITY DEVELOPMENT.

Partnering with non-governmental organizations (NGOs), schools, churches, and civil society organizations, Airline Ambassadors leverages our affiliation with the travel industry to match world resource to world need. Thousands of members volunteer their skills, time, finances, and effort to become a direct link, providing humanitarian aid, tangible care and goodwill services.

### How does Airline Ambassadors accomplish so much?

We provide a structure for our members to volunteer and make a personal difference in the global community. Our members receive a venue to apply their unique interests and skills to helping others. Our humanitarian model has unleashed creativity and resources heretofore untapped. In 2007, our volunteers contributed over 93,000 hours of volunteer service and spent \$550,000 of personal income. They helped establish orphanages, schools, clinics, feeding programs, vocational training, and agricultural programs. Our volunteers have even inspired a law that was signed by the U. S. President!



## Our Vision

AIRLINE AMBASSADORS has demonstrated that development assistance works best under the direction and invitation of those we assist. Creating opportunities for ordinary people to participate in international development and aid relief will be a critical element in determining the success of foreign aid programs politically and pragmatically.

Typically, relief and development organizations restrict donor involvement to contributions while making exceptions to high donors. They also rely on highly paid humanitarian professionals who restrict project visitation by ordinary citizens. While certain projects might certainly warrant such protocol, we believe that people from all walks of life have skills to offer in making communities whole again. While matching world resource to world need, volunteers bring unique aspects that enrich personal relationships with the people they serve. The additional human resources we enable bridge vital gaps in assistance shortfalls that are increasingly apparent everywhere.

*While there is not an abundance of resources in an increasing number of communities, there is an abundance of the human spirit we are placing, leveraging and nurturing.*

The Airline Ambassadors elements of service include:

- A greater leverage of resources that can be created by developing the “human element.” This human element consists of a greater sense of responsibility with both the giver and the aid recipient.
- On-going volunteerism programs that provide vital resources to community development and disaster relief.
- Local independence; which is the ultimate objective of any development or aid.

We link the above elements of service with aid, funding and professional service delivery to provide training and education for our volunteers. Our model provides the “continuity of care” element which is emblematic of Airline Ambassador Projects in 52 countries.



## POVERTY & HUNGER

### *addressing food security*

AIRLINE AMBASSADORS is committed to help meet the needs of over half the world's population that suffers from poverty and hunger. In 2007 we provided \$380,729 towards this focus, and initiated nutritional feeding programs in two countries and supported others we previously established.



We refurbished the kitchen and started a food program at Nkundusi Village, SOUTH AFRICA to provide ongoing nutritional support for orphans. We also donated funds to provide meals for over 100 children in Port-au-Prince HAITI. Prior to our assistance, many of these children were only getting one meal a day. We also continued missions to ARGENTINA to support our food programs at Todos por Una Sonrisa and El Honerito, which are now feeding hundreds of children each week. We delivered dried milk and nutritious supplements from Feed My Starving Children to projects in EL SALVADOR. The agricultural program we initiated on the Eastern Cape of SOUTH AFRICA, the Vulundela Project, continues to provide food and income to a population of 10,000.

## DISASTER RELIEF

### *responding to human suffering*

Within a week after the devastating earthquake in PERU Airline Ambassadors team was on the scene, working with our partner Caritas and MIMDES. We provided follow up holiday parties for the victims in the village of Canete and laid plans for a building project in Manejato. The CASA Corps manual we developed this year provides a platform for U. S. technical expertise to be first adapted and then adopted by local municipalities, making communities safer in the event of future disasters.



Tragedies, such as this in 2007, make us keenly aware of our fragility as a human family and of the difference we can make when we bring our compassion for one another into direct action. Our teams are still visiting the projects we initiated after the Tsunami. AIRLINE AMBASSADOR'S members continued to hand deliver supplies and funding to our projects in THAILAND, SRI LANKA and INDIA. We also continued support to those suffering in the aftermath of Hurricane Katrina, delivering relief such as clothing, hygiene supplies, cleaning items, and providing hope and support to the families. AAI teams are still traveling on a regular basis to the area, continuing to help families refurbish their homes.

When mudslides hit GUATEMALA and EL SALVADOR, we were able to send in a planeload of volunteers and supplies to help, carrying hand delivered blankets and tents to 1000 families after the devastating earthquake in PAKISTAN. We also sent \$1,000 for our Street Children's project in LIBERIA, ravaged by the disasters of terrorism and war

## CHILD WELFARE

### *sharing love and giving hope*

AIRLINE AMBASSADORS visited over 700 orphanages, schools, handicapped facilities, hospitals and remote communities in 2007 delivering \$304,582 in aid supporting children's welfare. We provided shoes, clothing, toys, arts and sports equipment and in many cases hosted a party where aid was given as part of the celebration. We found that many of the children had never before received a present, and with shining faces received their first pair of shoes, a soccer ball or musical instrument. Airline Ambassadors painted an orphanage and planted a garden with children in GUATEMALA, gave a pool party for orphans in EL SALVADOR, helped supply an Easter egg hunt for children in SERBIA and conducted similar activities for children in BOLIVIA, DOMINICAN REPUBLIC, INDIA, ST. LUCIA, and SOUTH AFRICA. Child welfare was addressed on nearly every mission this year.



Additionally, AAI helped to establish long term relationships between youth through our Cards for Kids Program. Children in various countries were connected with their counterparts in the US at 24 different US schools. We partnered with the Us Foundation to facilitate the first Youth to Youth cultural exchange with the country of BHUTAN. In a series of three exchanges in 2007 - 70 students in San Francisco communicated via cards and letters and completed an artistic mural for the student exchange.

## EDUCATION

### *investing in the future*

AIRLINE AMBASSADORS delivered 895,677 in programs on education in 2007, and supported schools in 19 countries. Our members and partners were able to refurbish Melanche School in NEPAL, continue support of the Temple of Dawn School in Bangkok, THAILAND, the first vocational training school of its kind in the country. We provided a student intern at the Duang Prateep Foundation, also in THAILAND and continued support to La Escuela de Milagros, the School of Miracles, to provide an education for children in rural GUATEMALA. We were able to provide school desks for children in INDIA and computers and supplies to schools in EL SALVADOR, PERU, MEXICO and VIETNAM. We also delivered school kits and supplies to the School we began at Kiwanis Village in Soyapongo, EL SALVADOR. On virtually every one of our missions we deliver school kits containing notebooks, pencils, sharpeners, scissors, etc. Restricted funds also provide funding for teachers salaries and school building projects. We raised funds at special events in Miami and New York to provide school supplies for HIV orphans at Nkundusi Creche, SOUTH AFRICA.



AIRLINE AMBASSADORS also co-sponsors an International School Competition on a global issue, stimulating creative thinking on solutions to global problems that affect us all. The 2007 Competition - A World Without Gender Violence, challenged students and teachers to consider the roots of violence and how to shift the focus to peace and tolerance. Posters describing the competition were printed in five UN languages and distributed through the UN Information Center's around the world. 30,000 children from 38 countries participated in the competition. Cuala Sigo, 17 from ROMANIA was awarded the grand prize of two round trip tickets provided by AAI.

## HEALTH and DISEASE PREVENTION

*from clinics to mountain-top villages*

AIRLINE AMBASSADORS delivered nearly a million dollars worth of medications, supplies and equipment to 46 hospitals and clinics affecting thousands of lives in 2007. Our team of surgeons in ECUADOR provided cleft palate surgeries for 126 children. With Patch Adams, we provided "clown doctors" and traditional MD's to service remote communities in EL SALVADOR. Other member's relayed life changing HIV medications to projects in GUATEMALA, thanks to our partner organization, Other Options. Thanks also to Project Cure, we were able to deliver specifically needed medications and equipment to hospitals in four



countries. Thanks to transport on JetBlue and American Airlines we brought teams of pediatricians to treat children in EL SALVADOR and provide cleft palate surgeries in ECUADOR. The medical clinics we started in Juampas, HAITI continue to thrive and provide medical service to their communities. Our teams deliver needed items, HIV medication, wheelchairs and other medical and physical therapy equipment to many clinics in rural communities and mountaintop villages.

AAI members delivered hygiene kits of soap, shampoo, washcloths, toothbrushes, etc. as part of each mission. This year we also completed our Health and Hygiene manual. Airline Ambassadors volunteers use the manual to teach basics such as hand-washing, tooth-brushing, the dangers of smoking, and importance of cleanliness, good nutrition and pure water. On medical missions, our teams also instruct on issues such as maternal and pre-natal health, breast exams, birth control, safe sexual practices and HIV protection. AAI members also volunteered their time to escort 161 children for life-changing medical care, not available in their home country.



## COMMUNITY DEVELOPMENT

*building capacity in the developing world*

AIRLINE AMBASSADORS' humanitarian efforts also lead to long term commitments and development projects. This year we provided community development support and services worth 799,529. We built two medical clinics in the mountains of EL SALVADOR providing a focal point for medical services using local trainees servicing dozens of remote communities or "hollows" near the Honduran border. (Many thanks to the support from Gesundheit! Institute) We established wells in Port au Paix, HAITI, providing pure water for the local community, and cooperative fishing boats for families in THAILAND and INDIA. We started an educational and sewing program for indigenous women in Chiapas, MEXICO delivering many sewing machines, empowering the women to have begun their own business. Our vocational training program in construction at Kiwanis Village, our adopted community in Soyapongo, EL SALVADOR and inaugurated a vocational sewing school for women of the village. We provided a three month training course, and upon graduation, each woman got to keep her machine, giving her a way to generate income for her family.

Our CASA Corps developed the first ever international manual for building codes; the "Where There Are No Doctors" of building safety. This simple to use construction manual is entitled "*The Essential Elements of a Building Code*". The AIRLINE AMBASSADORS CASA Corps team is comprised of architects, engineers and municipal officials from the highest level institutions in the U. S. In 2007 the team

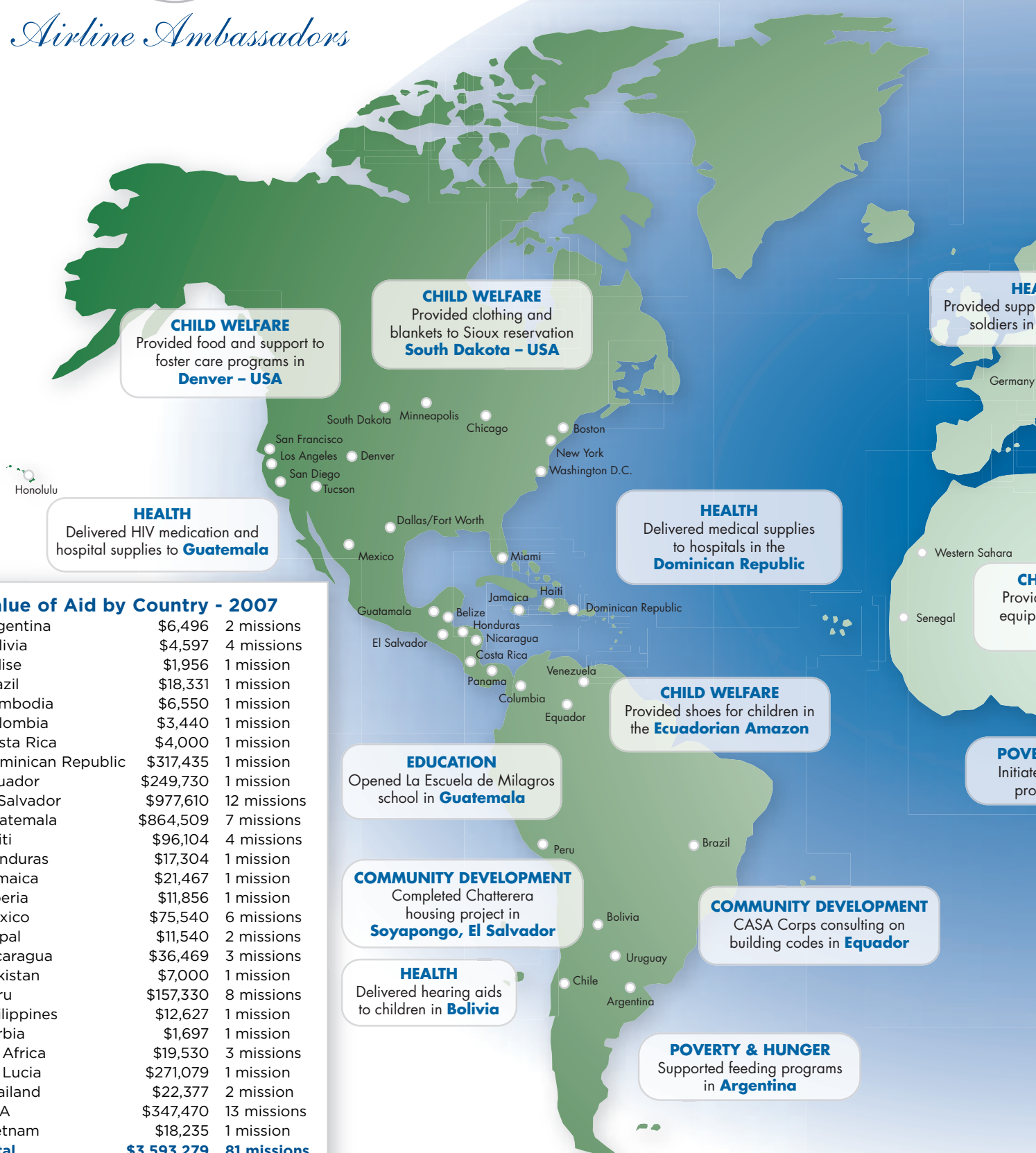


produced a construction guide and program for local builders in communities without building codes. With Rotary International and the Universidad de Catolica educational system, we partnered to send trainees from ECUADOR to a Connecticut municipal building department for such training. We intend to expand this successful pilot training program into other municipal building departments next year. Plans are in place for 2008-2009 to build prototype structures in EL SALVADOR and ECUADOR as a teaching aid to train local professionals in proper building techniques. These programs build capacity at the local level and share valuable knowledge with developing countries.





## Airline Ambassadors



### Value of Aid by Country - 2007

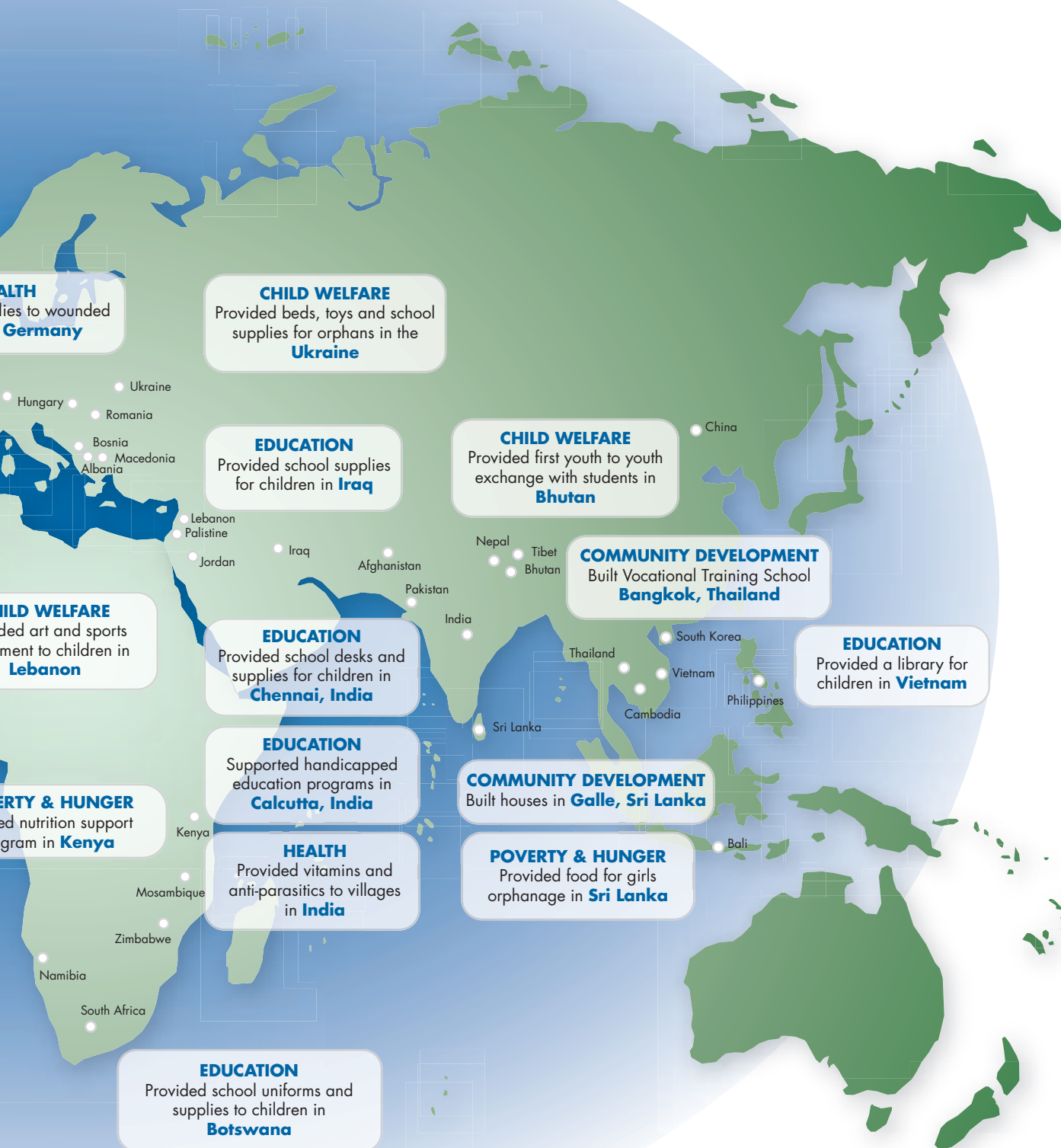
Argentina	\$6,496	2 missions
Bolivia	\$4,597	4 missions
Belize	\$1,956	1 mission
Brazil	\$18,331	1 mission
Cambodia	\$6,550	1 mission
Colombia	\$3,440	1 mission
Costa Rica	\$4,000	1 mission
Dominican Republic	\$317,435	1 mission
Ecuador	\$249,730	1 mission
El Salvador	\$977,610	12 missions
Guatemala	\$864,509	7 missions
Haiti	\$96,104	4 missions
Honduras	\$17,304	1 mission
Jamaica	\$21,467	1 mission
Liberia	\$11,856	1 mission
Mexico	\$75,540	6 missions
Nepal	\$11,540	2 missions
Nicaragua	\$36,469	3 missions
Pakistan	\$7,000	1 mission
Peru	\$157,330	8 missions
Philippines	\$12,627	1 mission
Serbia	\$1,697	1 mission
So Africa	\$19,530	3 missions
St. Lucia	\$271,079	1 mission
Thailand	\$22,377	2 mission
USA	\$347,470	13 missions
Vietnam	\$18,235	1 mission
<b>Total</b>	<b>\$3,593,279</b>	<b>81 missions</b>

This is the amount of in-kind aid delivered, not counting services provided or travel /freight donated.



# Where We Work

52 countries since 1996



*Giving Wings to Love...*

# We accomplish our mission through these five programs:

## Humanitarian Missions

AIRLINE AMBASSADORS coordinates between 3 and 10 missions per month. Members hand deliver medical supplies, first aid kits, school supplies, clothing, blankets, and medicine to refugee camps, orphanages, clinics, schools, and remote communities. We also provide opportunities for medical professionals, teachers, builders, clowns and others to share their unique skills and expertise to benefit local communities. In 2007, we delivered \$3.59 Million of humanitarian aid, directly impacting an estimated 82,000 children.

## Children's Escort Program

AIRLINE AMBASSADORS contracts with various adoption agencies and nonprofits to provide volunteer escorts for children in need of medical care not available in their home countries or for orphans going to their new homes. These Airline Ambassadors are airline personnel who use their flight privileges to provide a loving and capable adult companion for these disadvantaged children at a fraction of the cost to adoption agencies, health care partners or individuals requiring our service. In 2007 we escorted 161 children, representing 5,921 service hours.

## Youth Program

Our representatives visit local schools and involve students in volunteer projects to serve both their local and global community. Students study geography, language, and social issues while developing cross-cultural relationships with their counterparts throughout the world. Since 1995 we have sponsored an annual international school art competition at the UN with our internationally acclaimed partner "Paz y Cooperacion" from Madrid to increase creativity and raise awareness about global issues. 2000 U. S. students and 28,000 international students participated in this program. In 2007 the theme was entitled "A World Without Gender Violence". The art theme focused students to think about gender equality issues.

## Special Events and Conferences

AAI members volunteer at civic or charitable events at home and abroad. Participation with standing (voting and consultation status) at international conferences enriches members' awareness of social and political issues and members can make important contributions toward international policies. Volunteering at local civic and charitable events gives members a venue to contribute in their home communities as well. Our members participated at dozens of events this year, helping to bring goodwill and hands on experiences into action. In 2004 we received accreditation with ECOSOC (the United Nations Economic and Social Council) and in 2005 we were granted status as a PVO (Private Voluntary Organization) with USAID.

## CASA Corps

The CASA Corps program within AIRLINE AMBASSADORS was established in 2001 after the CASA (Code and Safety Act of the Americas) was enacted. The program provides opportunities for architects, construction engineers, and building code officials to share knowledge with their counterparts in developing countries who are critically in need of safe building technologies. This "technology transfer" program facilitates building code development with an "adaption then adoption" philosophy and supports a consequent construction industry culture that is evolving from this initiative. The preventative approach of the CASA Corps program has a potential to save millions of lives in the event of earthquakes or other natural disasters. Our CASA Corps team provided \$300,000 worth of consulting in 2007.





## Financial Highlights

The following is a financial summary for fiscal year 2007. Airline Ambassadors full financial audit information is available upon request.

Statement of Activities  
Year ending Dec. 31, 2007

### Private Support and Revenue (called "Public" support)

Contributions	\$153,950
Foundation Grants	\$9,000
Donated Goods and Services	\$3,593,279
Other Income	\$1,747
Special Events	\$11,689

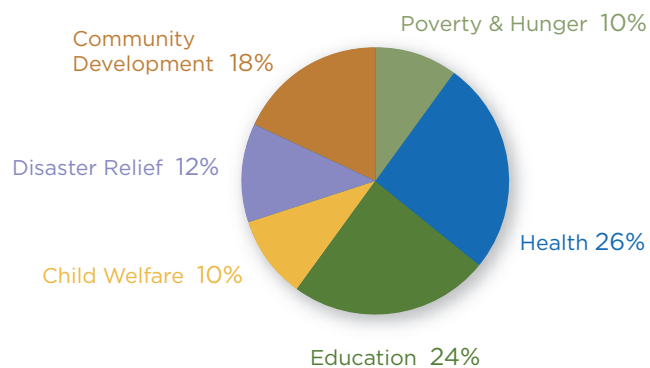
**TOTAL PUBLIC SUPPORT** **\$3,769,665**

### Expenses

Programs and Services	
Poverty and Hunger	\$387,068
Health	\$994,093
Education	\$933,059
Child Welfare	\$387,069
Disaster Relief	\$468,577
Community Development	\$637,419

Programs Total	\$3,807,285
Management and General	\$58,567
Fundraising	\$4,833

**TOTAL EXPENSES** **\$3,870,685**



Donated volunteer hours **\$768,492**  
Donated Services **\$369,260**

In 2007, due to generous in-kind support, every \$1 donated to AAI resulted in \$25 of aid



98.3%  
Programs & Services

1.5%  
Management and  
General

.2%  
Fundraising







*Airline Ambassadors*

## **Airline Ambassadors International**

Phone 866-ANGEL-86 • [www.AirlineAmbassadors.org](http://www.AirlineAmbassadors.org)

### **Thank you again to our donors and sponsors!**

Air India • American Airlines • Applied Materials • Austin Community Foundation

Bill and Melinda Gates Foundation • Buckner Orphan Care

Care Bags Foundation • Cape Classics • Cathay Pacific Airlines

Catholic Relief Services • CROCS • Dallas Mavericks

Dallas Stars • Donald Rubin Foundation

FAMRI - Flight Attendant Medical Research Institute

Feed My Starving Children • General Electric • Homes from the Heart

Humanity in Unity • International Code Council

ISTAT - International Society of Transport Aircraft Trading Association

JWS-60 Foundation • JetBlue Airways • Karells African Dream Vacations

Keefe Supply • Kiwanis International • LDS Charities • Loudon Foundation

Lufthansa German Airways • Mattel • Merck • Miami Heat

Northwest Airlines • Orphans of the World • Pepsico

Project Cure • Robert Millonig • Rotary International • Sheraton Hotels

South African Airways • Southwest Airlines • Spirit Airlines

Shurgard Storage • Starbucks • Starwood / Sheraton

TACA Airlines • Thomas Kroetch • United Airlines • Weil, Gotshal & Manges, LLP

West Marine • Wheelchair Foundation • Wick Foundation • World Care

*and especially our generous members!*

---

### **Make a difference for children in need**

Each \$1 of your donation, because we leverage that dollar, feeds a child for a month.  
Please make your tax-deductible gift payable to **Airline Ambassadors**.

---

Thank you ColorPrint for assistance with content and design of the 2007 Annual Report.

