

من برازة المحت المي مخدمة اللامن انترية Isa Award For Service To Humanity







Dr. Jemilah Mahmood

Professionalism and Leadership in Humanitarian Work

THE ROAD NOT TAKEN

Two roads diverged in a yellow wood, And sorry I could not travel both And be one traveler, long I stood And looked down one as far as I could To where it bent in the undergrowth;

Then took the other, as just as fair, And having perhaps the better claim Because it was grassy and wanted wear, Though as for that the passing there Had worn them really about the same,

And both that morning equally lay In leaves no step had trodden black. Oh, I marked the first for another day! Yet knowing how way leads on to way I doubted if I should ever come back.

I shall be telling this with a sigh Somewhere ages and ages hence: Two roads diverged in a wood, and I, I took the one less traveled by, And that has made all the difference.

MERC

Robert Frost

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Responding to the Call

Dr. Jemilah Mahmood is a medical doctor and Fellow of the Royal College of Obstetricians and Gynaecologists. In 1999 – driven by her desire to assist people affected by the war in Kosovo and her observation that international humanitarian actors were rarely from Asia and the global south – she founded MERCY Malaysia.

MERCY Malaysia started with just a handful of volunteers, including doctors and nurses. Dr. Jemilah used her clinic as its office and operational centre, and the doctors' lounge as a meeting room and storage centre in coordination with hospital authorities. This was the modest beginning of her untiring medical and humanitarian work for her country, Malaysia, and for the world. Today, after 12 years of success, MERCY is Malaysia's most recognised export in the field of humanitarian aid.

Dr. Jemilah's success is based on several pillars. The clarity of her objective and her inspiring efforts have motivated organisations and volunteers to donate money and to undertake challenging missions. Senior public officials and the heads of corporations have cooperated by offering resources and support, and key Malaysian corporations have provided generous funding on a regular basis Dr. Jemilah's single-mindedness of purpose and absolute commitment drove her to mobilise future leaders in humanitarian work. Her focus, passion, energy and experience – involving crises in places like Kosovo, Iran, Iraq, Palestine, Sudan, Afghanistan, Pakistan, Myanmar, Sri Lanka and Indonesia – have led to astounding results in the field.

Having proven to herself and the world that her forte is humanitarian work, Dr. Jemilah has now dedicated herself entirely to serving humanity. Dr. Jemilah embodies the finest humanistic qualities with her distinctive leadership style, courage, flexibility,

"Jemilah Mahmood is someone who has truly dedicated her work and life to serve humanity in the most difficult circumstances".

Ed Schenkenberg van Microp Executive Director Icva, International Council of Voluntary Agencies



altruism, selflessness, pragmatism, steadfastness and dedication to serving others. Dr. Jemilah is one of the rare Muslim women who have broken through the humanitarian world's glass ceiling and helped to redefine women's roles and responsibilities. To ensure the quality of the aid provided, Dr. Jemilah has personally overseen MERCY's operations in a number of crises. In Afghanistan in 2002, she led MERCY Malaysia's work and drove the establishment of the Women and Children's Health Centre in Kandahar – in very difficult circumstances. Local staff still run the Centre, which has been transformed into a primary healthcare centre; this affirms Dr. Jemilah's belief that local communities can be empowered to lead and manage operations.

ACHIEVEMENTS IN DIFFICULT TIMES

In 2004, at the height of the conflict in Sudan, Dr. Jemilah went to West Darfur. Appalled by the standards of healthcare for women in El Geneina, Dr. Mahmood and her team set up a Reproductive Health Centre within the district hospital – equipped with a labour ward, operating facility, antenatal and neonatal care, and trained midwives and doctors in partnership with the local health authorities who continue to sustain services in the hospital. The Centre continues to serve the needs of women and girls in El Geneina. This achievement is even more remarkable when one considers that she and her team established the Centre with limited local capacity during a time of great violence.

Dr. Jemilah demonstrated her exceptional leadership abilities once again in the aftermath of the Indian Ocean Tsunami in December 2004. One of the largest natural disasters ever recorded, the tsunami caused widespread devastation and the loss of more than 167,000 lives; in Indonesia alone, an estimated 570,000 people were rendered homeless.

MERCY Malaysia was among the earliest international organisations to offer medical relief in Banda Aceh in December 2004. Under Dr. Jemilah's direct leadership, MERCY Malaysia provided emergency medical relief, primary healthcare and psychosocial assistance, in addition to helping with the reconstruction of medical facilities, homes and orphanages. She introduced the approach of Total Disaster Risk Management (TDRM) to the organisation, insisting that there should be a shift from only acute response and recovery to greater preparedness and prevention with a focus on building resilience of communities affected by crises from as far back as 2003. Her philosophy that the people affected by crises should be able to become stronger after the organisation's interventions, still rings true till today. As a result, MERCY Malaysia's interventions continue to encompass disaster risk reduction and in her home country Malaysia, was able to introduce disaster education programmes in partnership with the Ministry of Education.

BANDER ACEH, INDONESIA, 2004



"Jemilah has for two decades proven herself to be an innovative and influential leader. There is no doubt that she is an important voice on humanitarian practice and promoting its transformation".

Dr. Sara Pantuliano Head, HPG Humanitarian Policy Group "She is a great, inspired, passionate and action-oriented leader".

William Sabander Chief Operating Officer of the President of Indonesia's Delivery and Monitoring Unit, Jakarta

Cyclone Nargis, Myanmar, 2008

In addition to being a very effective operational leader, Dr. Jemilah is a passionate activist for the betterment of the humanitarian sector, and widely recognised as a leading thinker in this field. She has been asked to serve a number of international organisations, acting as Vice-Chair of the International Council of Voluntary Agencies (ICVA) from 2006 to 2009, and serving on the Board of the Humanitarian Accountability Partnership International (HAP) in Geneva from 2007 to 2009, and again from 2011 to the present day. In 2008, she was appointed as Co-Chair of the Global Humanitarian Platform. In 2012, Dr. Mahmood was invited to join the Council of the Overseas Development Institute, a leading global think-tank. She has also been an active member of the United Nations Disaster Assessment and Coordination Team (UNDAC) since 2004.

In all of these capacities, she acts as a bridge between the global north and the global south; and the value of her role is widely recognised and appreciated in the humanitarian sector.

Her engagement and commitment to humanity leads to her travelling the world to address a wide variety of audiences. She shares her thoughts on ways to improve humanitarian assistance, to enhance accountability to affected populations and to develop their capacities to support themselves.

For two decades, Dr. Jemilah has proven herself an innovative and influential leader. There is no doubt that she is an important voice on humanitarian issues and that she promotes transformation.

CYCLONE NARGIS

International relief organisations faced severe challenges accessing the people affected by Cyclone Nargis in Myanmar. Myanmar's government, which has long experienced political isolation, was reluctant to allow widespread international intervention. Dr. Jemilah, by reason of her ASEAN nationality, was chosen to lead a small United Nations Disaster Assessment and Coordination Team (UNDAC), while her own organisation MERCY Malaysia managed to provide assistance in the aftermath of the cyclone. She also supported ASEAN's newly formed Emergency Response and Assessment Team (ERAT), providing her advice and expertise to the team.

By building confidence in even the most difficult conditions, leveraging her role in ICVA and the networks she had, Dr. Jemilah was also instrumental in the establishment of the Local Resource Centre in Yangon, Myanmar – which provided local resource training and capacity development for front-liners in the response phase.

GLOBAL HUMANITARIAN PLATFORM

In 2005, Dr. Jemilah's efforts led to MERCY Malaysia joining the International Council of Voluntary Agencies (ICVA). A year later, she became ICVA's Vice Chairman of the Executive Committee. As part of her role, Jemilah participated in a number of high-level international conferences, including the Global Humanitarian Platform – which she co-chaired for a year with UN Under-Secretary General for Humanitarian Affairs, Sir John Holmes.

At these international conferences and forums, Dr. Jemilah constantly encouraged and challenged western international organisations to approach their work in a more culturally sensitive way, and to invest in local capacity and talent, particularly amongst local personnel and institutions.

Honouring Great Humanitarian Achievements

Her commitment to noble humanitarian issues, her leadership and her focused vision have helped to save many lives and has improved people's living conditions in the aftermath of catastrophes in various parts of the world. Dr. Jemilah has proven that an individual can motivate many people to work as a team in the field of humanitarian services. She is an outstanding example of a humanitarian worker, a model of cultural tolerance, and a symbol of women's influence and power in humanitarian services.

She has played a significant role in instilling the principle of diversifying expertise and in involving local communities, not only in humanitarian action but, more importantly, reducing risks and ensuring communities are left stronger and more able to meet future challenges. Dr. Jemilah also sees the role of the local community and local organisations as crucial in dealing with crises and catastrophes. She also believes that international organisations should not only invest in local capacity development, but also be empowered by local knowledge.

MERCY Malaysia, through Dr. Jemilah's leadership, has become a model for civil community organisations in Asia, Africa and the Middle East. MERCY Malaysia's success has motivated several organisations in these regions to improve their professionalism and influence.

"In her selfless desire to bring respite to those who have survived human and natural calamities, she has on a number of occasions placed her own life in danger".

Shareen Shariza Abdul Ghani Director, Corporate Responsibility Khazanah Nasional Berhad, Malaysia

Extraordinary Leadership Style

Dr. Jemilah's strength in leadership results from a combination of broad vision, profound insight, unrelenting determination, deep compassion and a healthy dose of humility and humour. She is an inspiration through her assistance of the vulnerable, of those in dire need of support, and even of those who need a warm embrace.

In her selfless desire to bring relief to people who have survived human and natural disasters, Dr. Jemilah has put her own life in danger on a number of occasions. She was shot in the hip in Iraq yet continued to serve as an obstetrician for a woman in labour. She has lived and worked in extreme conditions in war zones and disaster areas. In addition to her strength in upholding humanitarian principles, Dr. Jemilah is equally strong when it comes to advocating and voicing her opinions, especially on humanitarian injustices. She is passionate about the right of women and girls to receive reproductive healthcare, often underserved in emergencies. She is willing to work with all actors – as evidenced when she negotiated with the Taliban in Afghanistan to not obstruct medical services and facilities and allow women access to healthcare in the early days of the war in late 2001.

With these unique qualities – and her deep understanding and professionalism in addressing humanitarian challenges – Dr. Jemilah is well regarded by the aid agencies that seek her counsel. Her position is an achievement for a leader from the global south, an Asian and a Muslim woman. She has transcended misconceptions and bridged the gender and religious divides with her personal and professional interactions. The sites of international humanitarian crises are not Dr. Jemilah's only battlegrounds – she also makes her voice heard at various UN meetings and international humanitarian conferences, by advocating that humanitarian agencies should follow clearly defined practices and by driving the message that accountability to affected populations is crucial and of utmost importance.



"She is definitely poised to be a lifelong humanitarian worker with lots of experience to share and stories to tell. Inshallah".

Farah Hamzah former advisor to mercy malaysia Malaysia Her deep sense of responsibility stems from her belief that affected populations have rights, and that humanitarian agencies and personnel have a duty to the people they serve. She works to encourage these agencies to take a close look at their accountability framework. Her efforts have ensured that aid that is delivered is appropriate – culturally and religiously sensitive.

The Humanitarian Accountability Partnership (HAP) – currently the only global agency that provides certification services for humanitarian agencies based on clear standards and benchmarks – became her chosen platform for advocacy and action. Under Dr. Jemilah's leadership, MERCY Malaysia became the third humanitarian organisation in the world – and the first in Asia – to be accredited by HAP for its accountability process and procedures. By championing humanitarian issues, Dr. Jemilah has advocated and insisted on the responsible delivery of aid by humanitarian agencies responding to emergencies. More importantly, she has preserved the dignity of beneficiaries and given survivors a voice.



NATIONAL AND GLOBAL RECOGNITION

In recognition of her contribution and dedication to humanitarian work in Malaysia – and for putting the nation on the world map in this sector – the Malaysian government conferred the title of Tan Sri (an honourable title bestowed to less than 500 Malaysians) on Dr. Jemilah. The government recognises her expertise and continues to seek her advice on disaster management and related topics. She is an outstanding teacher with a reservoir of knowledge and experience in coaching, teaching and motivating people to give back to society.

Everything that Dr. Jemilah does is done with passion for service to humanity. She is living proof that women in this part of the world are capable of leading and supporting humanitarian efforts and interacting with influential development bodies.

Dr. Jemilah Mahmood's Achievements

AFGHANISTAN:

Dr. Jemilah Mahmood led several humanitarian missions to Afghanistan in late 2001 and 2002. She led MERCY Malaysia to establish the Women and Children's Health Centre in Kandahar, despite very difficult circumstances on the ground. Local staff continues to run the Centre, which helps to empower the local community.

DARFUR, SUDAN:

Dr. Jemilah arrived in 2004 to West Darfur, Sudan at the height of the conflict in that region. The standards for healthcare were poor. Dr. Jemilah negotiated with the local authorities to improve the healthcare of women in the area by establishing a maternal centre in El Geneina. Today, this centre is a reputable institute within the local community, run by locals for locals.

PAKISTAN:

Following the 2005 earthquake that hit Pakistan, Dr. Mahmood's MERCY Malaysia led health relief projects. Despite dire challenges, Jemilah also led an UNDAC team to the remote Bagh province – to assess the situation and coordinate with Pakistan's Government and Army, as well as agencies, international governmental and non-governmental organisations, and local civil societies. These efforts and cooperation contributed greatly to a work plan to coordinate efforts, resulting in successful relief and aid operations in the affected areas. MERCY Malaysia continued to provide healthcare including the rebuilding of health facilities and training in Bagh.



MYANMAR:

Despite challenges to work in Myanmar, MERCY Malaysia gained access to the Ayerwaddy Delta and rebuilt 13 high quality, cyclone-proof health centres in partnership with the Ministry of Health in Myanmar.

ACEH, INDONESIA:

Within a week of the tsunami, Dr. Jemilah sent out and later led a team of health professionals to Banda Aceh. She also led the organisation to widen the scope of action and work with local communities to understand their basic needs beyond healthcare, including their requirements for food, water and shelter. Hundreds of volunteers from various disciplines continued to serve in Aceh following the tsunami. Within a year, people in Lhoknga were given permanent homes that were earthquake resistant. This contributed to the speedy recovery of the community.

Approximately 1,000 nurses died as a result of the tsunami. With the support of Syiah Kuala University, Dr. Jemilah convinced a private sector donor to fund a nursing college; supported a team of healthcare experts, academics and donors from Malaysia and Indonesia to share knowledge and teaching materials; leading to the establishment of an integrated nursing programme.

To date, more than 750 Acehnese have graduated with degrees in nursing, and have provided the workforce for the Province and much of North Sumatra in Indonesia. The establishment of the college also progressed and today includes a Master's in Community Nursing, which incorporates disaster management in its curriculum.

Dr. Jemilah's efforts led to two new private sector-funded school-orphanages and childcare centres in Aceh. She and her team also helped to establish a pharmacy college in collaboration with the Department of Health.

NIAS, INDONESIA:

The tsunami of December 2004 and the subsequent devastating earthquake in March 2005 affected the island of Nias, destroying over 90% of the island's healthcare facilities and public infrastructure. Although the world expressed its concern for Aceh, the international community paid little attention to this remote island with one of the poorest communities in Indonesia.

Under Dr. Jemilah's leadership, MERCY Malaysia supported the Indonesian Government in assessing rebuilding needs on the island. Her team led efforts to support the development of the blueprint for healthcare services, which was followed by the reconstruction of two health centres and three main blocks of the Gunung Sitoli Hospital. It has been named by the Government of Indonesia as one of the best provincial hospitals in West Sumatra.

OTHER ACHIEVEMENTS:

Since 2007, MERCY Malaysia has received the ACCA Award for Social Reporting for the non-profit sector for three consecutive years.

In 2008, MERCY Malaysia was ranked eighth of thirty international humanitarian NGOs by One World Trust UK.

Despite being its founder – with the desire that MERCY Malaysia would be able to grow and sustain itself with new leadership independently of her – Dr Jemilah stepped down as President in July 2009.

She moved on to a short stint at the United Nations to better understand how the UN works from the inside. In August 2009, she was appointed as Chief of the United Nations Population Fund (UNFPA) Humanitarian Response Branch. As part of her role, she reorganised the management of the emergency response fund, and set policies and principles to ensure quality and accountability. During her two years at the UN, she led the second generation of humanitarian response strategy.

At the UN, Dr. Mahmood raised awareness of reproductive health needs and gender issues during humanitarian crises, and represented her organisation in the Inter-Agency Standing Committee and other inter-agency groups and task forces on these issues.

"She is an ambassador for her own gender, country and faith, showcasing that the humanitarian imperative is something we all have a common responsibility to fight for".

Terje Skavdal Chief, Field Coordination Support Section and Secretary of Insarag Emergency Services Branch

- Martine

NOTABLE ROLES

ASIAN DISASTER REDUCTION AND RESPONSE NETWORK (ADRRN)

Dr. Jemilah Mahmood is a co-founder, and she served as Chair of ADRRN from 2004 to 2009. She is now an advisor to the network, which currently has 42 NGO members. ADRRN aims to improve Crisis Response standards through the exchange of knowledge and cooperation. ADRRN was formed to allow home-grown Asian NGOs to work together, support and learn from each other and, more importantly, to take leadership in disaster risk reduction and humanitarian crises. The network epitomises her vision that organisations from the global south must have a voice and be leaders in their own right and in the global arena. ADRRN started with 10 organisations and is now seen as a leading Asian NGO network in humanitarian issues and disaster risk reduction.

CENTRAL EMERGENCY RESPONSE FUND

In April 2006, the UN appointed Dr. Jemilah as a member of the CERF Advisory Group. CERF is an emergency response fund established to meet and respond to immediate needs in global emergencies. She served on the Advisory Group until July 2009.

SAVE THE CHILDREN UK

In 2008, Dr. Jemilah was appointed to the Board of Trustees of Save the Children UK in recognition for her leadership, her understanding of developing countries' issues and her efforts to establish partnerships between the North and the South. She relinquished this position when she joined the United Nations.

DOCTORS OF THE WORLD

In 2011, Dr. Jemilah was appointed to the Board of Trustees of Doctors of the World USA (Medecins du Monde, headquartered in Paris) – a non-governmental humanitarian organisation in the United States. Jemilah was one of the few non-US citizens and the only Asian on the Board.

HUMANITARIAN INNOVATION FUND (HIF)

From 2011 to the present day, Dr. Jemilah chairs the international and independent grants panel of the London-based Humanitarian Innovation Fund (HIF). HIF supports organisations and individuals to identify, nurture and share innovative and scalable solutions to the challenges facing effective humanitarian assistance.

OVERSEAS DEVELOPMENT INSTITUTE (ODI)

In March 2012, Dr. Jemilah was appointed as a member of the Overseas Development Institute, the UK's leading independent think-tank on international development and humanitarian issues and ranked the second most important global think-tank. Its task is to inspire and inform policies and practices that reduce poverty.

DARA INTERNATIONAL

Dr. Jemilah was invited to join the esteemed Board of DARA International based in Madrid, Spain in 2012. Founded in 2003 by Silvia Hidalgo, DARA is an independent organisation committed to improving the quality and effectiveness of aid for vulnerable populations suffering from conflict, disasters and climate change.

DARA has recognised expertise in providing support in the field of humanitarian aid as well as climate change, disaster and risk reduction. It has conducted evaluations of humanitarian operations in over 40 countries across five continents for a variety of government, United Nations and European Union agencies as well as major international organisations, including the Red Cross/ Red Crescent Movement.

TEACH FOR MALAYSIA

Since 2012, Jemilah has served as Chair of the Board of Trustees of Teach For Malaysia. Teach For Malaysia believes that, in order to solve the problem of education inequity, the mobilisation and direct intervention of Malaysia's most promising future leaders are crucial. Teach For Malaysia is building that movement for change by gathering passionate individuals who are invested in understanding the root causes of education inequity, and who are ingrained with a sense of possibility to achieve the vision that "One day all children in Malaysia will have the opportunity to attain an excellent education".

A Multi-tasker and Recognised Resource

Dr. Jemilah has participated in conferences, workshops and training programmes on development and humanitarian issues ranging from assessments, security, health, gender, partnerships and coordination. She has also facilitated programmes for UN agencies, Interpol, several governments, NGOs and academic institutions. She is passionate about disaster risk management and resilience of communities and the importance of finding innovative ways to work and new models of partnership. Dr. Jemilah is regarded as a firm believer in cooperation and partnership, especially with multi-racial and multi-cultural organisations and societies.

"She combines passion with a strong intellect, deep cultural and political insight, never losing the opportunity to fight for the dignity of those affected by disasters or conflicts".

Terje Skavdal Chief, Field Coordination Support Section and Secretary of Insarag Emergency Services Branch United Nations

CURRENT AND FUTURE ROLES

Senior Research fellow at the Humanitarian Futures programme (HFP), King's College London.

HFP is committed to enabling those with humanitarian responsibilities to effectively manage the potential consequences of a much more complex and uncertain future. Its aim is to support those with humanitarian responsibilities to develop the organisational structures and leadership to become more adaptive and to effectively engage and collaborate with a wide range of players. HFP works with a range of actors to strengthen their skills to anticipate evolving and emerging threats and identify the technological, scientific, social and political innovations that will allow longer-term speculation as to what might be, as well as the capacities needed to manage widening vulnerability and increasing humanitarian demands. Dr. Jemilah's specific area of work focuses on the roles of private sector, military and other emerging participants, including regional organisations, in disaster management.

Senior Fellow at Khazanah Research Investment and Strategy, Khazanah Nasional, Malaysia.

Khazanah Nasional Berhad is the Government of Malaysia's strategic investment fund. As trustee to the nation's commercial assets, it has the role of promoting economic growth and making strategic investments on behalf of the Government that would contribute towards nation building. Khazanah is also tasked to nurture the development of selected strategic industries in Malaysia with the aim of pursuing the nation's long-term economic interests.

Dr. Jemilah is conducting research and writing the role of private sector in Malaysia and Asia in disaster management, including a focus on the opportunities and gaps in disaster risk reduction in development and investment zones.

The Future

Dr. Jemilah Mahmood hopes to be able to influence governments, the private sector, international organisations, national as well as local institutions to ensure: high standards of humanitarian and development assistance at all times; better partnerships and greater leadership in and before crises; rethinking of risk; and more effective reconciliation and transition post-conflict. All this, she believes require a strong foundation of leadership development at every level.

EDUCATIONAL AND VOCATIONAL QUALIFICATIONS

Dr. Jemilah Mahmood graduated from the Universiti Kebangsaan Malaysia or National University of Malaysia (UKM) in 1986. She was top of her class in Obstetrics and Gynaecology. She received her postgraduate degrees in Obstetrics and Gynaecology from the Royal College of Obstetricians and Gynaecologists in the United Kingdom and a Master's in Obstetrics and Gynaecology from Malaysia. She was elevated to a Fellow of the Royal College of Obstetricians and Gynaecologists of the United Kingdom in 2004.

Dr. Mahmood worked as a Consultant Obstetrician and Gynaecologist. Until 1995, she practiced and lectured at the UKM in Malaysia. She was a successful Obstetrician and Gynaecology Consultant in private practice at Ampang Puteri Specialist Hospital from 1995 and, following the Indian Ocean Tsunami in late 2004, gradually decided to focus full-time on humanitarian issues. In 2009, Dr. Mahmood completed the Programme for Executive Development at the globally renowned International Institute of Management and Development (IMD) in Lausanne, Switzerland and was voted the Most Valuable Participant by her peers. IMD recognises Dr. Jemilah's distinctive leadership qualities. She has been featured in international management books including International Management Behaviour produced by IMD. A recent publication entitled 'Barefoot Leadership' by her fellow Malaysian Alvin Ung featured her widely as a model of leadership with "art and heart".



AWARDS AND CERTIFICATES OF APPRECIATION:

Dr. Jemilah's contributions have been recognised both nationally and globally. She has received several awards, including four Royal awards from Malaysia.

In November 2005, Dr. Jemilah was one of the recipients of the 'Her World Women 2005' Award. She was also listed among the 'Ten Most Powerful Women in Malaysia in 2005'.

She received the Gandhi, King, Ikeda Community Builders Prize from Morehouse College USA in 2006, the East Asian Woman's Award for Peace (Humanitarian Section) from the Philippines in 2003, and an Honorary Doctorate from the International Islamic University in Malaysia in 2007.

In a 2010 Readers Digest survey, she was named the second most trusted person in Malaysia.

Personal Information

Married with two children, Dr. Jemilah currently lives in Kuala Lumpur. She has a great passion for music and the arts, and considers scuba diving as her ultimate relaxation.

