

Be Human Centered

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Be Human Centered

Our Values In Action

HOW WE WORK.
 INTERACT.
 MAKE DECISIONS.

— Is who we are. —

Dear Friends,

As the American Refugee Committee becomes Alight, we have a set of values guiding us – driving how we work, interact, make decisions and unleash the abundance around us.

These values are central to how we show up in the world every day. So we thought it was important to share with you some examples of our values in action...beginning with one of our most important values - **Be Human Centered**.

Be Human Centered reminds us to always ask ourselves *am I treating this person with dignity and respect – the way I would like to be treated in this situation? Am I designing with empathy and humility? Do I understand what is truly meaningful to this person and what will help them live a life of joy, connection, and purpose?*

I hope these examples inspire you and give you an idea for the journey we're on to become a new kind of human institution. Give us a call if you have any questions.

Daniel Wordsworth
 CEO, Alight



A young man we met named Mohammed once told us this – “All the time I was a refugee, I felt people were doing things – giving me food, shelter, medical care – to me. No one saw me. No one looked at me, and saw me for me.” We don't want anyone to feel that way. And so we've chosen to be radically accountable to the people we serve – and one way we do that is through Kujia Kujia, our customer service feedback system. Our teams meet people one-on-one immediately after they've received one of our services. They can tell us whether they were satisfied and if they have ideas for improvement. We post all the data publicly and are constantly working on responses to the feedback people give us. We want everyone we work with to feel seen and heard.

ASK AND LISTEN



ACKNOWLEDGE THE PAST, CREATE THE PRESENT

Kismayo has always been a fishing town. Families made their livelihoods from the sea. Grandfathers, fathers, and sons handed the trade down – teaching the next generation what it was to be a fisherman. But thirty years ago, conflict in Somalia changed all that. Families fled, and many of the skills built over centuries were lost. But over the last few years, families have returned to Kismayo. And we've been helping them rebuild their once vibrant city, beginning with an industry that runs deep in their blood – fishing. We're helping all down the value chain – training fisherman, helping merchants with refrigeration to keep the catch fresh longer, and even deploying solar-powered food trucks to prepare fish meals and deliver clean and fresh fish directly to consumers. In Kismayo, it's a new beginning and a return to an age-old way of life.



WE OPEN OUR ARMS IN WELCOME

In our health centers in Darfur, we can keep mothers and newborns for just 6 hours after delivery before welcoming the next mother. It's such a short visit, but we wanted to see if we could do something simple to maximize their time with us. We've begun cooking warm meals for mothers after their deliveries. It's unheard of in other maternity wards, but it helps moms restore strength they've used during labor and initiate breast milk. By giving them something warm and nourishing, it's providing another layer of care for mothers. But it's also about the way we can make them feel for a moment – cared for and looked after – before they begin the work of a new mom. **"It's a simple idea, but the impact is huge,"** said our health coordinator Beatrice. **"We're touching the women in a very compassionate way."**

DEMOCRATICALLY CO-DESIGN

Asili started as a question. Is it possible to build a business in a low-resource community in eastern Congo that not only provides reliable healthcare, clean water, and economic resources, but that does so in a way that is worthy of the people it serves? That people feel ownership over and are proud of? There was one way to find out – by asking them. Congolese families welcomed us into their homes and chatted with us in the fields. They designed and gave insight into what became Asili – the concept, the guiding principles, the business model, the beautiful brand itself. Now, Asili is working. Why? Because real people played a not so insignificant role in the design. The day the first clinic was launched, the logo freshly painted on the walls, we were approached by a mother who had helped from the start. She pointed to the blue point of the star and said, **"I did that."** And she did.



WE LOVE. WE HONOR. WE SEE.

Kajaho is the only deaf school for hours around. It's a boarding school and home to the students 9 months of the year. There, Dorothy leads a team of world class teachers who had a problem. The dormitory didn't suit the students. They had no mattresses and no mosquito nets – no way to get a good night's sleep and be ready to learn. And there was no light. **"Light is the life of the deaf,"** teacher Lydia told us. **"When there is no light, there is no working, talking, communication. You don't say anything."** We were able to transform the dormitory for the teachers and the students. Renovating the entire building...providing mattresses and mosquito nets so the kids were rested, healthy and ready to learn. And installing solar panels to ensure the lights never go out on Kajaho again.

