



## 2020 ANNUAL REPORT

# Taking on what's next

For countless communities around the world, 2020 was catastrophic. The COVID-19 pandemic, climate change and conflict combined to create the worst humanitarian crisis in a generation. For many, the pandemic was the latest in a series of crises, and today 1 in every 33 people depend on humanitarian assistance in order to survive.

Despite these extraordinary circumstances, Mercy Corps has shown that a better world is possible. Last year we reached nearly 37 million people with vital, lifesaving support. I'm incredibly proud of how our team pivoted their focus to support 15 million people with emergency COVID-19 response programming, navigating COVID-19 restrictions on top of day-to-day challenges.

In continental Europe, we have built our reputation as a key member of the development and humanitarian community by growing our presence in The Hague, and strengthened our ability to influence through policy and advocacy work in The Netherlands and Brussels, maintaining strong relationships with key donors across Europe.

Despite a planned reduction of the aid budget, the UK remains an internationally influential donor. At a time where humanitarian aid has never been needed more, we are grateful to all our donors for their partnership and adaptability.

I thank each of you for your support to Mercy Corps and I hope you continue to join us as we build a brighter future in 2021 and beyond.



Sincerely,  
Alexandra Angulo  
Executive Director, Mercy Corps



## Helping communities stay healthy through the COVID-19 pandemic

When COVID-19 spread across the globe, the challenges vulnerable communities were already facing intensified. In response, our teams started taking every precaution to keep themselves and the people they serve safe and healthy. We then quickly adapted our operations to the reality of the pandemic, distributing the supplies and information needed for communities to prevent transmission of the virus and the assistance needed for families and small businesses to stay on their feet.

As we continue this work, it's critical we ensure the equitable delivery of vaccines to vulnerable communities.

› **15.1m**  
reached with COVID-19  
intervention programmes

› **450k**  
students in Iraq helped to  
continue their education

› **433k**  
with new access to handwashing  
stations in Timor-Leste

## Warnings for locust swarms

Farmers we work with in East Africa faced both the spread of COVID-19 and swarms of desert locusts, so we modified our existing mobile outreach programme to deliver up-to-date information that helped them stay healthy and protect their livelihoods.

## Rebuilding shattered livelihoods

After a massive explosion damaged half of Beirut and left hundreds of thousands of people without homes, we provided grants to small and medium business owners. The sooner their businesses recover, the sooner they can power a broader recovery across their communities.

## Staying healthy after disaster strikes

For families in Guatemala sheltering together after Hurricane Eta destroyed their homes, the risk of COVID-19 transmission intensified the emergency. Our team quickly distributed hygiene kits and food aid to help families stay safe and healthy. With storms becoming more intense and frequent due to climate change, we're committed to helping communities prepare.



**“More than ever, our teams have to be nimble, responsive and deploy effective approaches that not only support people in fragile states for today’s urgent life saving needs, but also consider and, wherever possible, build communities’ resilience to crises.”**

–Anissa Toscano, Vice President  
Humanitarian Leadership and Response

**> CLIMATE ADAPTATION**

## Planting the seeds for a stronger world



This year Mercy Corps' climate resilience work tackled the pressing challenges of climate change — disappearing livelihoods, rising food insecurity, increasing disaster and escalating violence — by empowering communities to adapt, innovate and thrive, even during a global pandemic.

**> 4.9m**

better equipped to adapt to climate change

**> 138k**

more prepared for extreme weather events in Kenya

**> 98k**

farmers in Indonesia introduced to new practices and tech

**> INNOVATION**

**“We lean forward on technology in service of trying to be more efficient and effective in serving needs.”**

– Myriam Khoury,  
VP of Innovation for Mercy Corps



## Printing possibilities for young refugees

In Jordan's Za'atari refugee camp, Mercy Corps piloted the use of 3D printing to support children with disabilities. After introducing this inexpensive technology, five children so far have received devices that will improve their mobility so they can participate in school activities.

## A STRONG PERFORMANCE FOR ENTREPRENEURS

With our MicroMentor initiative, we connect budding entrepreneurs across the globe with an opportunity to learn from seasoned professionals. 2020 saw nearly a 300% increase from 2019 in hours donated by our mentors, with a value of £6.5 million. And as the pandemic disrupted business across the globe, mentors provided critical COVID-19 support to entrepreneurs.

## PANDEMIC SOLUTIONS BUILT WITH CODE

In Palestine, we help young people open a world of opportunities by building up their tech skills. To combat the effects of the pandemic, 700 of them joined the #HacktheCrisis movement. Together, they created nearly 90 viable prototypes, including apps to aid medication delivery and teach children about the virus. With the right tools, young people can change our world for the better.

**> YOUTH OPPORTUNITY**

**Building new possibilities and brighter futures for young people**

**> 2,500+**

girls in Nigeria received vocational training

**> £1.9m**

in income generated for young people in Jordan

**> 5,190**

new work opportunities for youth in East Africa



When connected to the right opportunities, young people have the power to be a positive force for change. We help prepare young people for those opportunities — and the challenges they'll meet along the way. This year, we focused more on job creation and support in order to combat the devastating economic effects of COVID-19 and to support lasting change.

**ABOUT US**

Mercy Corps is a leading global organisation powered by the belief that a better world is possible. In disaster, in hardship, in more than 40 countries around the world, we partner to put bold solutions into action — helping people triumph over adversity and build stronger communities from within. Now, and for the future.

**Join us.**

**YOU CAN BE PART OF WHAT'S NEXT**

With support from people like you, our teams continue to create transformative change in the lives of people around the world. It's when we work together, that a brighter future is possible.

**BOARD OF DIRECTORS**

**Iman Dakhil**  
Chair

**Tjada D'Oyen McKenna**  
Chief Executive Officer  
As of October 2020

**Beth deHamel**  
Interim Chief Executive Officer  
Through October 2020

**Scott Brown**

**Nicola Cobbold**

**Gisel Kordestani**

**Alexandra Mousavizadeh**

**Tom Murray**

**Debu Purkayastha**

You can find out more about our board of directors by visiting

[europe.mercycorps.org/who-we-are](https://europe.mercycorps.org/who-we-are)

# 2020 FINANCIAL STATEMENT SUMMARY

## GLOBAL FINANCIAL SUMMARY

Mercy Corps Consolidated Operations: Condensed Summary of Support, Revenue and Expenses (in the thousands of dollars) for the year ending June 30, 2020

	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2020 TOTAL
<b>Support and Revenue</b>			
Public Support and Revenue	329,125	—	329,125
Private Support and Multilateral Revenue	134,618	14,933	149,551
Other Revenue	33,703	40	33,743
Released From Restriction	8,677	(8,677)	—
<b>Total Support and Revenue</b>	<b>506,123</b>	<b>6,296</b>	<b>512,419</b>
<b>EXPENDITURE—Programme Services</b>			
Humanitarian Assistance—Relief	127,610	—	127,610
Humanitarian Assistance—Recovery	41,352	—	41,352
Livelihood/Economic Development	140,356	—	140,356
Civil Society and Education	67,850	—	67,850
Health	47,299	—	47,299
<b>Subtotal: Programme Services</b>	<b>424,467</b>	<b>—</b>	<b>424,467</b>
<b>Supporting Services</b>			
General and Administrative	57,201	—	57,201
Resource Development	16,379	—	16,379
<b>Subtotal: Support Services</b>	<b>73,580</b>	<b>—</b>	<b>73,580</b>
<b>Total Operating Expenditures</b>	<b>498,047</b>	<b>—</b>	<b>498,047</b>
<b>Change in Net Assets</b>			
	WITHOUT DONOR RESTRICTIONS	WITH DONOR RESTRICTIONS	2020 TOTAL
Change in Net Assets From Operations	8,076	6,296	14,372
Non-operating Loss, Net	(4,588)	—	(4,588)
Net Assets at Beginning of Year	97,980	8,617	106,597
Net Assets at End of Year	101,468	14,913	116,381
<b>Change in Net Assets</b>	<b>3,488</b>	<b>6,296</b>	<b>9,784</b>
<b>Condensed Statement of Financial Position</b>			
	MCG	MC AND AFFILIATES	
<b>Total Assets</b>	<b>196,024</b>	<b>400,766</b>	
<b>Total Liabilities</b>	<b>116,608</b>	<b>284,385</b>	
<b>Net Assets</b>			
Without Donor Restrictions	68,701	101,468	
With Donor Restrictions	10,715	14,913	
<b>Total Net Assets</b>	<b>79,416</b>	<b>116,381</b>	
<b>Total Liabilities and Net Assets</b>	<b>196,024</b>	<b>400,766</b>	

You can find our complete financial statement at [mercycorps.org/financials](https://mercycorps.org/financials)

## WE USE YOUR GIFTS WISELY

Mercy Corps is efficient and accountable. Over the past five years, we have used 86 per cent of our resources for programmes that help people in need around the world.



[bbb.org/charity](https://bbb.org/charity)

### BETTER BUSINESS BUREAU

Mercy Corps meets all 20 standards of the Better Business Bureau Wise Giving Alliance for charity accountability.



### CHARITY NAVIGATOR

Mercy Corps is a highly rated charity according to Charity Navigator.



### CHARITYWATCH

Mercy Corps is a "Top-Rated" charity and recipient of an "A" rating.



### GUIDESTAR

Mercy Corps is recognised for its transparency with a Platinum Seal on our GuideStar Nonprofit Profile.

### Mercy Corps Europe Headquarters

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