



# 2024 ANNUAL



# REPORT UKRAINE

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# Letter from the Country Director

In January 2024, shortly after arriving in Ukraine, I witnessed firsthand the remarkable impact of Mercy Corps' Economic Resilience Program. The Ukrainian entrepreneurs we visited had seen their thriving businesses destroyed in the early days of the full-scale war. Despite having solid business plans, they were unable to secure traditional loans due to lack of collateral, and many fell through the cracks of government assistance programs. What these resilient business owners needed was someone to believe in their vision and invest in their recovery. Today these same enterprises are thriving – reinvesting profits, creating jobs, and contributing to Ukraine's economic revitalization.

Investing in people delivers more than economic benefits – it fosters emotional well-being. Many of the entrepreneurs we supported have transformed their passions – pet grooming, baking, soapmaking, forging, catering, and more – into livelihoods that bring them true joy.

In eastern Ukraine, I've visited rural villages where not a single structure was left standing or a single piece of machinery left undamaged. Yet with support from our Ukraine Agricultural Support Program, farmers – often the first to return – serve as a spark to revive the community. They cooperate efficiently to make use of limited grant funds: one applies for a grant for a tractor and seeder while a neighbor restores grain storage facilities.

Farmers are the lifeblood of rural communities. Their impact extends far beyond agriculture: in addition to providing farm services, they also clear rubble, deliver winterization fuel, and reinvest profits to restore community water sources and schools. Perhaps our most meaningful endorsement came from the Ministry of Agrarian Policy and Food, who noted they recognize our impact not from our reports, but from consistent praise by the farmers themselves.

Our local partners in our humanitarian response program continue to provide life-saving support in the frontline areas, often arriving within hours of an attack. Their rapid and effective deployment of support in high-risk areas – in the form of cash or in-kind aid, shelter, evacuation support, protection activities, and emergency livelihoods – shows extraordinary courage and commitment that never ceases to amaze me.

All of the work we do is in partnership with Ukrainian organizations. I love going on field visits with our partners and listening to their reflections in partner meetings or learning sessions. In the spirit of true partnership, I was delighted when our partners started providing trainings for Mercy Corps staff. Our team strives to ensure our priorities align with national strategies and the needs of the communities in which we work.

Looking ahead, I am excited about our plans for 2025. In addition to scaling current initiatives, we're launching an Innovation and Inclusion Fund for civil society and socially responsive businesses, creating partnerships to fully integrate people with disabilities – including veterans – into the economy, supporting renewable energy alternatives, and developing market-based solutions that reduce humanitarian aid dependence.

Throughout this journey, we remain steadfast in our commitment to working alongside Ukrainians as they build a resilient future.



Vicki Aken  
Mercy Corps Ukraine Country Director



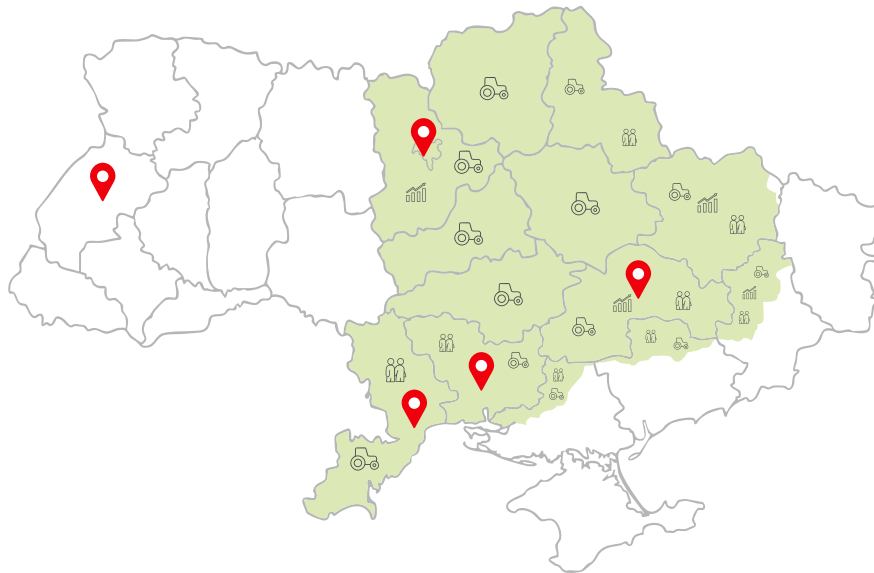
Mykolaiv, December 2024. Field visit to program participants.  
Photo courtesy of Howard G. Buffett.



## About Mercy Corps in Ukraine


As the full-scale war enters its fourth year, people in Ukraine continue to endure – finding ways to persevere and heal amid the devastation. Since February 2022, Mercy Corps has provided critical support to nearly 900,000 people in Ukraine and others seeking refuge in Poland, Moldova, and Romania.

Mercy Corps Ukraine supports conflict-affected populations with swift and sustained humanitarian assistance and community-driven investments that strengthen local partnerships, promote economic resilience and innovation, and build a more just and inclusive society.



Mercy Corps` program areas

### Humanitarian Assistance:

 LIVES ("Locally Led, Inclusive, and Versatile Emergency Support to Conflict Affected Populations in Ukraine")

 Mercy Corps` offices

### Economic Resilience:

 Ukraine Agricultural Support Program

 Economic Resilience Program

## 2024 IMPACT HIGHLIGHTS



**>220,000**

people reached with humanitarian support, including multi-purpose cash assistance, in-kind assistance, psychosocial support, legal consultations, and temporary shelter

satisfaction rate among program participants - 97%



**~8,000**

people supported through resilience programs, including grants for self-employment, support to relocated and war-affected small and medium-sized enterprises, and support for farmers

income growth for more than 90% of participants and community revitalization through local spending, tax revenues, and infrastructure improvements



**33**

partnerships with local organizations across Ukraine to expand our reach in conflict-affected areas and provide targeted support to those most affected by the war



### RELATIONS WITH GOVERNMENT AUTHORITIES

strengthened by aligning our efforts with national strategies and community priorities and signing agreements with the Ministry of Economy of Ukraine and the Ministry of Agrarian Policy and Food of Ukraine

## LOCALLY-LED RESPONSE: UKRAINIAN SOLUTIONS FOR UKRAINIAN CHALLENGES

Localization underpins everything we do, because we believe that those closest to challenges are best equipped to solve them. By shifting power to national leadership and building local capacity, we create stronger, more sustainable outcomes.

Four core values drive our localization efforts:



### Inclusive Engagement

Mercy Corps supports Ukrainian organizations to ensure diverse voices shape policies and programs. We engage with partners and communities at every stage, ensuring local voices shape our interventions. In 2024, our learning sessions with partners strengthened local operations through helping partners establish custom Monitoring, Evaluation, and Learning systems, providing research methodology training, and sharing best practices.

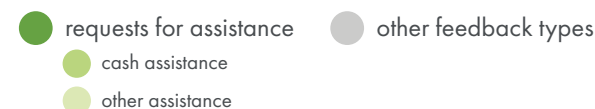
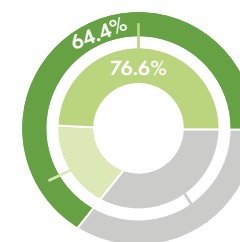
We also brought our partners to the global stage – supporting Voice of Romni to attend the Senior Officials Meeting in Brussels and an advocacy visit to the US; and facilitating the participation of Right to Protection and Perspektyva in the SIPRI conference in Stockholm. We supported Alliance Global and Responsible Citizens in their efforts to join the Humanitarian NGO Platform.

Ongoing dialogue with organizations representing LGBTQIA+ communities, women-led organizations, ethnic minorities, persons with disabilities, and internally displaced persons ensures their participation in decision-making and access to services. We also proudly supported the annual national LGBTQIA+ conference addressing human rights, inclusive society development, and LGBTQIA+ community support systems.

Mercy Corps' Community Accountability and Reporting Mechanisms (CARM) transformed feedback into action. This two-way communication builds trust and transparency while improving our programs, leading to concrete changes such as redesigned food and hygiene kits based on participant preferences.

**>20,000**  
feedback cases processed  
by Mercy Corps

**>30,000**  
feedback cases handled by  
our partner organizations



## Capacity Strengthening for Sustainable Recovery

Sustainable recovery requires local capabilities that persist beyond international assistance. As part of Mercy Corps' ASPIRE initiative (Appreciative Self-Directed Pathway for Institutional Reflection and Empowerment), partners identify growth priorities and then develop and implement capacity-strengthening activities. Throughout 2024, Mercy Corps' 11 institutional development workshops helped partners identify priority areas for becoming more resilient in a swiftly changing context. Partners most frequently focused on staff skill-building (including English proficiency), project management, fundraising trainings, and internal policy development.

*Spring of Hope embodies this approach. Working with Mercy Corps, the organization created an indirect costs policy to fund non-project expenses essential to day-to-day operations. After updating its internal policies, the group successfully passed the due diligence process to implement a large project with another international organization.*

*Similarly, Responsible Citizens proves how stronger local capacity drives program impact. The organization significantly expanded its humanitarian work, including cash assistance, during the full-scale war in partnership with Mercy Corps. In 2024, Responsible Citizens successfully ran a pilot program in which it independently managed the entire cash assistance cycle – a cycle with most activities previously implemented by Mercy Corps.*



Kyiv, February 2024. Partner Learning Event organized by Mercy Corps. Photo by Kateryna Alienko/Mercy Corps.



Mercy Corps' team at a meeting with the representatives of the Ministry of Agrarian Policy and Food of Ukraine. Photo courtesy of the Ministry of Agrarian Policy and Food of Ukraine.

## Coordination with Government Authorities

To align with national priorities and complement official recovery efforts, we coordinate with government authorities at all levels. In 2024, we signed agreements with the Ministry of Economy and the Ministry of Agrarian Policy and Food, seconding two analytical experts to the latter, who now prepare analytical and communication materials and help develop agricultural strategies.

Our regional partners include the Mykolaiv Regional Development Agency, the Dnipropetrovsk Regional Employment Centre, and the Coordination Centre of Civilian Population Support by the Dnipropetrovsk Regional State Administration. These relations help us tailor our approach to local needs and opportunities.

Mercy Corps successfully collaborated with the Ministry of Digital Transformation's Entrepreneurship and Export Promotion Office by promoting the Diia.Business portal. This collaboration enhanced government-led business advisory services for vulnerable groups, expanding access to entrepreneurial resources and raising traffic to the site by 33%.



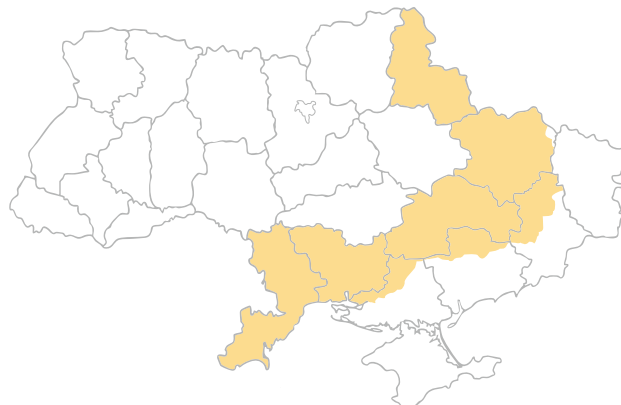
## Humanitarian Assistance to Meet Urgent Needs

As the full-scale war persists, millions of people remain displaced or continue to live in frontline communities with limited access to resources and essential services.

Throughout 2024, Mercy Corps worked with local partners to provide critical humanitarian assistance to people affected by the ongoing war.

With financial support from the UK government and private donations, our LIVES program (Locally Led, Inclusive, and Versatile Emergency Support to Conflict Affected Populations in Ukraine), operates in the Donetsk, Dnipro, Kharkiv, Kherson, Mykolaiv, Odesa, Sumy, and Zaporizhzhia regions.

  
**>220,000**  
individuals received  
humanitarian  
assistance



LIVES program areas

Zaporizhzhia, September 2024. Vira receiving a hygiene kit at a distribution point organized by Mercy Corps and our partner Pomagaem. Photo by Ezra Millstein/Mercy Corps.

## WHEN CRISIS STRIKES: EMERGENCY CASH ASSISTANCE

One night in Zaporizhzhia, a Shahed drone shattered Olha's world. As it crashed into her home of 20 years – the place where her two daughters had been born – it severely damaged the roof, shattered windows and walls, and severed all utilities.

Within hours, Mercy Corps' partner Sonce UA responded. It quickly determined that she qualified for cash assistance, delivering funds just four days later. With these resources, Olha purchased plumbing equipment and hired local craftspeople who restored her water access within a week.

### Our cash assistance partners:

Perspektyva  
Pomagaem  
Sonce UA  
The Tenth of April  
Responsible Citizens  
Voice of Romni

  
**43,000**  
people  
supported

  
**USD 12M**  
provided in cash  
assistance



Zaporizhzhia, August 2024. Emergency repairs to Olha's home that was damaged in the drone attack. Photo courtesy of Sonce UA.

This is just one example of how in 2024 Mercy Corps and its partners provided cash assistance to people affected by the war.

Cash assistance restores dignity and enables people to prioritize their specific needs – be it food, medicine, winter clothing, shelter, or transportation – all while supporting local markets.

## WHEN EVERY HOUR COUNTS

207

rapid deployments across  
frontline regions

>17,000

people received hygiene,  
food, and shelter repair  
kits

The Rapid Response Mechanism enables quick delivery of aid to communities in acute need. Our local partners maintain pre-positioned stocks of emergency supplies for immediate mobilization.

For young mothers like Olena, who lives with her 6-month-old son Roman in an active conflict zone in Kherson, this rapid support is crucial. Our partner organization provided her with essential childcare kits containing diapers, baby lotion, powder, wet wipes, and children's shampoo.

Though Olena and her husband would prefer to raise their child away from the front lines, financial constraints have forced them to remain and live with Olena's parents. *"I often go into the hallway with Roman and cover his ears so that the explosions don't wake him,"* she said, describing the family's daily reality.

### Our RRM partners:

Since UA  
The Tenth of April  
Perspektyva  
Misto syly  
A-help



Kherson, September, 2024. Olena and her son Roman, at the Rapid Response Mechanism distribution point organized by Mercy Corps in partnership with The Tenth of April. Photo by Ezra Millstein/Mercy Corps.

## BEYOND MATERIAL AID: COMPREHENSIVE SUPPORT FOR DISPLACED COMMUNITIES



>170,000

people received other types  
of humanitarian assistance,  
addressing needs that go far  
beyond emergency relief

For many Ukrainians, active combat and war-related damage has meant that remaining in their homes is impossible.

In 2024, Mercy Corps and its partners provided evacuation support and temporary shelter, creating crucial lifelines when they were most needed. In collaboration with The Way of Ukraine, we help safely evacuate people from dangerous areas. After evacuation, our network of temporary shelters provides safe spaces where people can begin to rebuild their lives. Our approach to displacement and shelter is inherently inclusive, recognizing the diverse needs of war-affected populations.

The psychological toll of war extends far beyond physical displacement and material losses. Throughout the year, Mercy Corps and its partners provided psychosocial support, helping people cope with trauma and build resilience.

When the full-scale war began, Olha and her three children spent five months living in an underground shelter before temporarily relocating to western Ukraine. After returning to Mykolaiv in July 2024, they found support through a community center run by Perspektyva.

### Our shelter partners:

LIGA  
Perspektyva  
Alliance Global



2,959

people received evacuation  
support and temporary shelter

### Our evacuation partner:

The Way of Ukraine

The girls attend art therapy programs that provide a rare space where they can simply be children again. *“Younger children are very afraid; they can't go from one room to another by themselves. Here, they feel a little bit like children again,”* Olha explained.

For Olha herself, adult group therapy sessions help her deal with trauma. *“I can express everything that bothers me here. When I come out, it's like a weight has been lifted from my shoulders.”*



**9,904**  
people received  
psychosocial support

**Our psychosocial support partners:**

Perspektyva  
Pomagaem  
The Tenth of April  
LIGA  
Spring of Hope  
Fight For Right  
Sonce UA  
Alliance Global  
Free and Happy  
Gender Club Dnipro  
Haim  
Voice of Romni

We help create safer environments through targeted protection efforts. In 2024, we delivered gender-based violence prevention trainings, distributing dignity kits to women and men to address practical needs and broader protection concerns.

**GBV prevention partner:**

Sumy Public Circle



Mykolaiv, September 2024. Photo 1: Olha, Viktoriia (7) and Ruslana (8) near Perspektyva's center. Photo 2: Olha's daughter Viktoriia takes part in an art therapy class organized by Mercy Corps' partner organization Perspektyva. Photos by Ezra Millstein/Mercy Corps.



**Food Support:** Distribution of food packages to vulnerable households across affected regions.  
**Partners:** Sumy Public Circle, Spring of Hope, LIGA, Dosvid, Helmet of Salvation, Team 4UA, Martin Club, and Alternatyva



**Hygiene Support:** Delivery of hygiene kits to vulnerable populations.  
**Partners:** YES, Pomagaem, Martin Club, Dosvid, Motion of Mercy, LIGA, and Spring of Hope



**Clothing Support:** Operation of a clothing hub providing essential items to displaced people.  
**Partner:** Diya



**Inclusive Humanitarian Support:** Ensuring people with disabilities can access both specialized assistance and mainstream services, creating more inclusive humanitarian support.  
**Partner:** Fight For Right



**Information and Resource Centers:** Establishing and running one-stop service points where displaced people can find answers about assistance, use computers, and receive legal advice and psychosocial support.  
**Partner:** Gorenje



**Legal Services:** Providing legal consultations to help participants navigate red tape and advocate for their rights.  
**Partners:** Perspektyva, Pomagaem, Haim, and LIGA



**Skill-building & Career Guidance:** Providing courses and guidance for unemployed individuals.  
**Partners:** Responsible Citizens and LIGA



**Life Skills & Crisis Survival Training:** Delivering trainings on critical skills including first aid and crisis survival techniques.  
**Partner:** Haim



**Professional Development for Service Providers:** Providing specialized trainings for psychologists, social workers, and educators to enhance their capacity to support affected populations.  
**Partners:** Free and Happy, Gender Club Dnipro, and Responsible Citizens

# Building Economic Resilience Amid War

While continuing to deliver critical humanitarian assistance, Mercy Corps is committed to building economic resilience in Ukraine. We support entrepreneurs, businesses, and farmers in restoring their livelihoods, helping communities recover and grow stronger despite ongoing challenges.

**~8,000** people received grants to rebuild their businesses and revitalize local economies in 2024

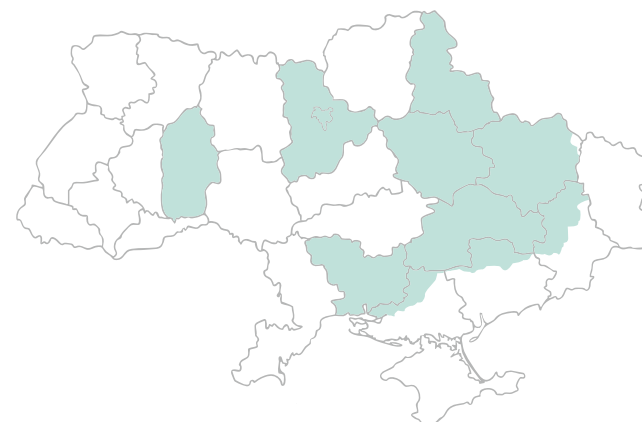
## ECONOMIC RESILIENCE PROGRAM: URBAN RECOVERY AND ENTREPRENEURSHIP

The Economic Resilience Program (ERP), funded by the Swiss Agency for Development and Cooperation, Kyramis Foundation, and private donors, is being rolled out across 10 of Ukraine's regions. In 2024, under the leadership of Mercy Corps and in partnership with Helvetas, Right to Protection, Joint Emergency Response in Ukraine (JERU), and eight local organizations, the Consortium supported more than 10,000 individuals affected by the war.

### FROM BANKING TO BURGERS: VIKTOR REBUILDS IN DNIPO

As the full-scale war erupted, Viktor was forced to leave his banking job in Kramatorsk, but he carried with him a dream he'd held since 2019 – opening his own street food café. Relocating to Dnipro, he turned crisis into opportunity.

By March 2023, the café was up and running but, like many displaced entrepreneurs, Viktor struggled to access traditional financing.



ERP program areas

In 2024, Mercy Corps provided more than 350 micro-business grants (MBGs) to help entrepreneurs like Viktor transform their skills into sustainable livelihoods. Program participants have seen their average net income rise by 63%, while recourse to negative coping strategies fell by 39%.

This assistance allowed Viktor to expand his menu and increase revenue by 30% in just three months.

*"If we open more restaurants, that will create new jobs," he shared. "Also, paying taxes to the Dnipro community is another form of support."*

Thanks to ERP support, Viktor's business is one of many that have collectively created at least 138 new jobs in 2024. Beyond employment, these businesses generate an estimated USD 352,938 per month in local spending on wages, raw materials, and services – financial circulation that helps revitalize war-affected communities.

#### Our MBG partner:

Free People Employment Center

a grant of  
USD 3,500

an oven for burgers and pizza  
a small refrigerator  
a dough preparation machine  
a slicer



Dnipro, September 2024. Viktor at work in his street food café.  
Photo by Ezra Millstein/Mercy Corps.

## CREATING INCLUSIVE EMPLOYMENT: YURII'S VISION CONTINUES

Yurii's lifelong mission has been empowering visually impaired persons like himself. Growing up in Kramatorsk, Yurii became head of the Ukrainian Association of the Blind in 2000 and built a thriving cardboard product manufacturing enterprise that employed 50 workers with varying degrees of visual impairment.

When the full-scale war began, Yurii and his family, together with sixteen other families from the association, were forced to relocate to Dnipro. However, in its new location, the business stalled without critical equipment.

46

small and medium-sized enterprises (SMEs) received grants in 2024

a grant of  
USD 20,000

→ a box-printing machine, reigniting production and renewing Yurii's vision of meaningful employment for people with visual impairments

*"We will rebuild our destroyed businesses, help people find jobs, and do everything we can,"* Yurii remarked. His determination exemplifies how ERP's support for small businesses extends beyond economic recovery to address social inclusion and community resilience.



Dnipro, September 2024. Yurii working at his cardboard manufacturing plant. Photo by Ezra Millstein/Mercy Corps.

Our SME partner:

West Ukraine Digital

## HEALING THROUGH BAKING: ANNA'S NEW BEGINNING



Kyiv, November 2024. Anna working in her bakery's kitchen. Photo courtesy of West Ukraine Digital.

Anna, a pastry chef from Mariupol, lost everything in 2022 when shelling destroyed her family's successful bakery. After relocating to Kyiv, she started small – selling cakes through Instagram while dreaming of rebuilding her business.

*"When I cook something beautiful and delicious, I feel as if I'm meditating,"* Anna shared. *"I am at peace, I forget my sadness."*

Her bakery illustrates how economic resilience programming does more than restore livelihoods – it provides psychological healing and a sense of purpose. *"Every day I feel happy that this is mine, that I can work, and that I can give people comfort,"* she explained.

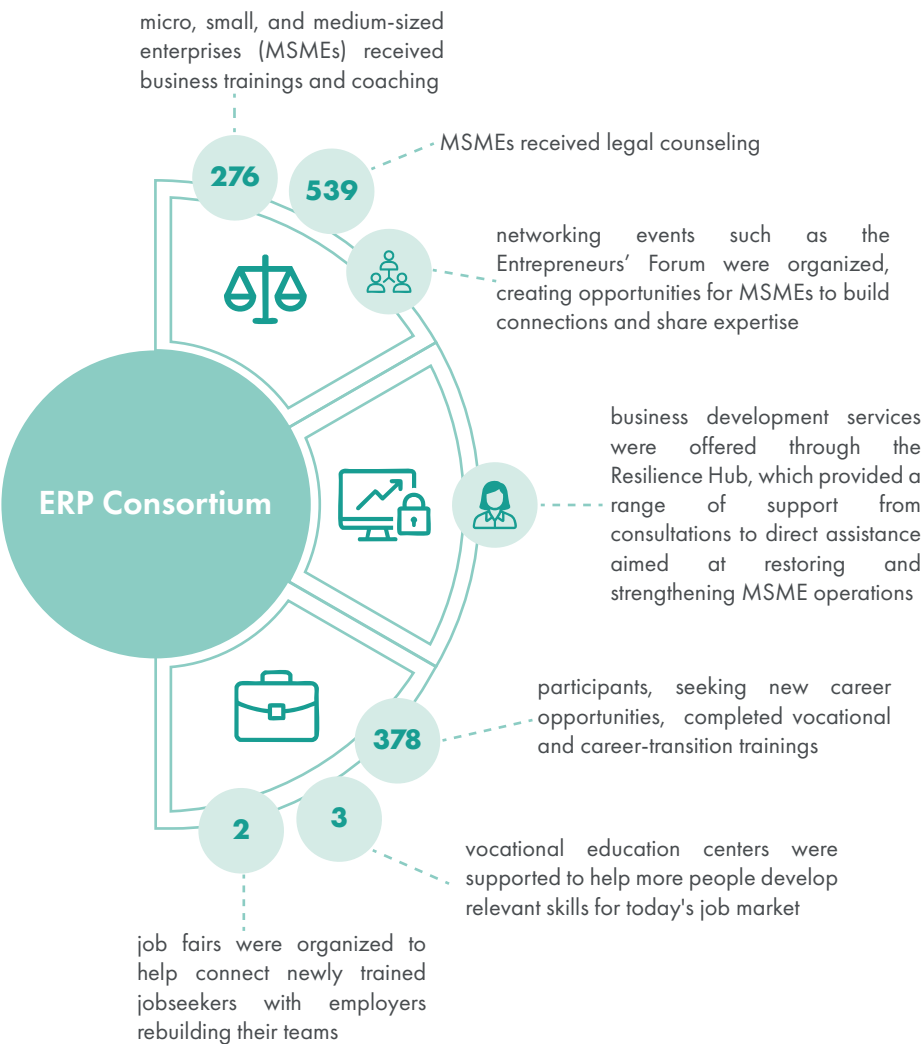


Businesses like Anna's provide vital tax revenues to war-affected communities, where local budgets have been hard-hit. Small and medium-sized enterprises that received one-time grants totaling USD 1,453,502 during the program's two years are now generating an estimated USD 2,154,240 in annual tax revenues.

a grant of  
USD 19,300

↓ Anna created what she calls "my dream kitchen," fitted with equipment that would have taken years to acquire otherwise

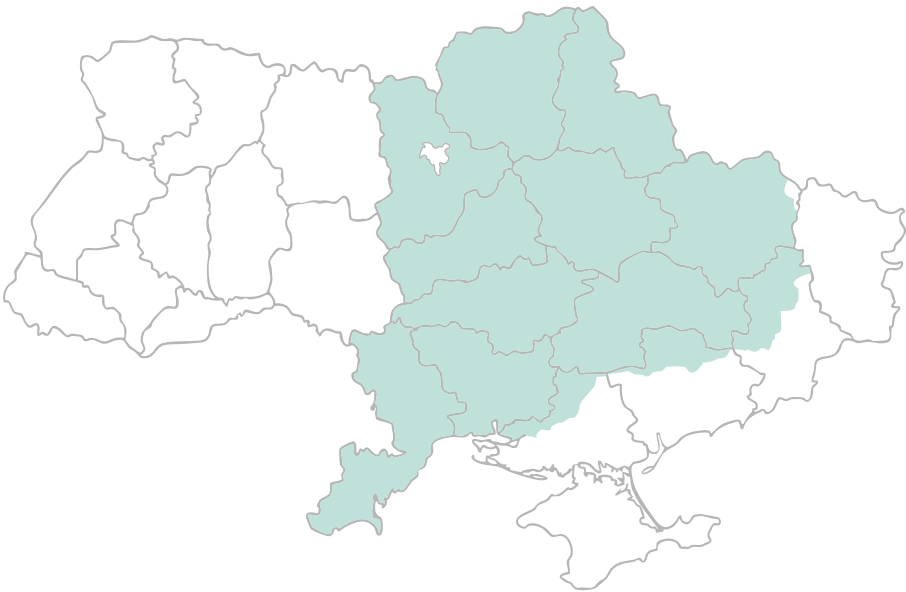
BUSINESS SUPPORT AND CAREER DEVELOPMENT



These efforts contributed to a measurable improvement in participants' well-being: among program beneficiaries, the number of people able to meet their basic needs increased by 40%, reflecting a rise in income and livelihood stability.

AGRICULTURAL SUPPORT PROGRAM: RESTORING RURAL LIVELIHOODS

While ERP focuses on urban business recovery, our Ukraine Agricultural Support Program (UASP) tackles the agricultural sector's distinct challenges across 13 regions, bolstering food security and helping farmers restart their operations. With funding from the Howard G. Buffett Foundation, UASP works with key partners to identify and empower farmers who can spearhead community revitalization.



UASP program areas

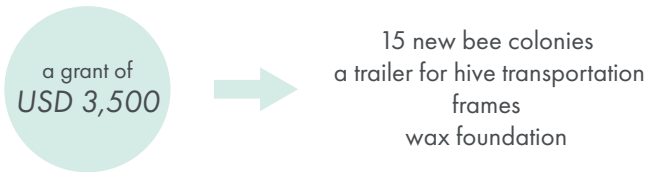
Our agricultural grant partners:

- Eastern Ukrainian Agricultural Department of the Service
- Women Farmers Council
- Charitable Foundation "LASKA"
- Agricultural Cooperative "Zernovyi"

FROM DESTRUCTION TO RECOVERY: YULIIA'S BEEKEEPING REVIVAL

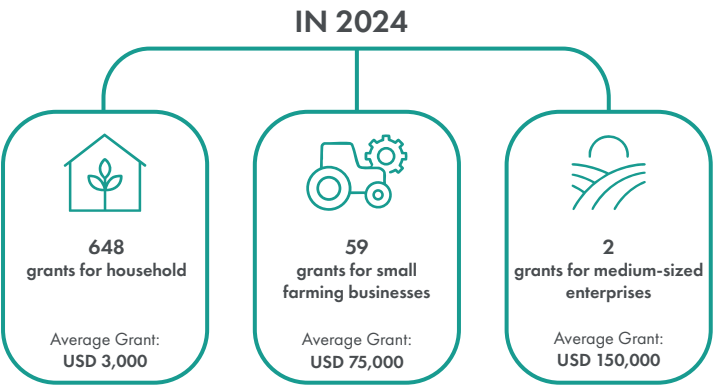
Yuliia and her husband had built a thriving beekeeping business in Bila Krynytsia, Mykolaiv region: their 100 bee colonies produced up to 10 tons of honey annually. When the full-scale war broke out in February 2022, they were forced to flee, leaving everything behind.

When she returned after nine months, Yuliia discovered heart-wrenching devastation – their home was damaged and looted, and 90% of their hives had been destroyed.



This grant, provided in partnership with Charitable Foundation "LASKA", rescued the family`s production season – they were able to transport the bees to a region with better weather conditions and harvested 1.5 tons of honey. Today, Yuliia's apiary has grown to 65 bee colonies.

Small farming businesses serve as vital links in the agricultural ecosystem, providing services to other small farms, supplying necessary resources, purchasing agricultural products, and connecting farmers to markets. Meanwhile, medium-sized enterprises, which typically manage between 500 and 3,000 hectares, contribute significantly to local budgets through taxes, employ workers in the community and provide additional income to households through land rental payments.



Bila Krynytsia, September 2024. Yuliia working with her bee colonies. Photo by Roman Basyk.



## PRESERVING UKRAINE'S AGRICULTURAL HERITAGE: IVAN'S "LYUBASHA" GARLIC

For 16 years Ivan dedicated himself to crossbreeding garlic in the Zaporizhzhia region, eventually creating his own "Lyubasha" variety that earned him an official patent and recognition beyond Ukraine's borders. When his village Molochansk was taken under Russian control in early 2022, Ivan and his family fled, leaving behind their home, greenhouses, and farm.

*"In a year, there was almost nothing left," Ivan recalled. "Our house was ransacked. The enterprise, warehouses – everything had been stolen."*

a grant of  
USD 80,000



a tractor, a navigator  
system, a harrow, a plow,  
a garlic clove planter, a  
sprayer, a harvester, garlic  
processing tools

The impact of the grant, provided together with Women Farmers Council, extends far beyond one farm – today, Ivan's "Lyubasha" garlic grows in seven different regions through partnerships with other farmers, preserving genetic diversity to support Ukraine's agricultural resilience.

*"When we earn well, we are able to pay our taxes and help the local population," Ivan noted. "We can give people good-paying jobs. First you help us, and then we can help the country."*

## ENHANCING AGRICULTURAL SUPPORT NETWORKS

Beyond direct assistance to farmers, Mercy Corps strengthens the broader agricultural ecosystem in two ways.

First, we lend essential support to agricultural service providers – including research institutions, food safety laboratories, veterinary services, advisory organizations, educational institutions, and irrigation and water management associations – all of which are essential for farms of any size to operate successfully.

Second, we provide guidance on legal issues, accounting, and grants through webinars and consultations, so that agribusinesses can navigate the wartime regulations and use resources effectively.

**Our agribusiness support  
partner:**

Civil Society Union "All-Ukrainian  
Congress of Farmers"

# Looking Ahead to 2025

As we reflect on our achievements in 2024, we're also looking forward to expanding our impact through new initiatives and by deepening our existing programs. Our approach remains centered on addressing immediate humanitarian needs while strengthening foundations for long-term resilience.

## WATER SECURITY AND ACCESS TO ENERGY

Last year, Mercy Corps launched two bold new initiatives addressing critical infrastructure needs. They are set to be implemented in 2025.

Reliable access to clean water is essential for both households and farms. Many rural communities in Ukraine must cope with war-damaged infrastructure and contaminated water sources.

Our water security projects are revitalizing essential infrastructure, bringing dependable access to uncontaminated water in rural communities for both farmers and households. Through targeted investments in community water initiatives, Mercy Corps will directly benefit approximately 4,000 rural residents in the most vulnerable regions, including Kharkiv and Mykolaiv.

Meanwhile, relentless attacks have crippled Ukraine's energy infrastructure, creating severe electricity shortages that affect businesses, farms, and households. In response, we're driving energy security and sustainable recovery through innovative solar energy solutions and capacity-building programs. Working with local energy organizations in the Kharkiv and Kropyvnytskyi regions, the new program integrates critical infrastructure upgrades, such as solar panels at essential facilities and comprehensive training courses enabling women, veterans and internally displaced persons to find jobs in the solar energy sector.

Looking ahead, Mercy Corps is also forging partnerships with local organizations and government entities to pioneer sustainable solutions in green financing, carbon credits, and bioenergy – transforming today's crises into opportunities for resilience.

## MARKET SYSTEMS DEVELOPMENT

We're preparing to launch a new program that will implement market systems solutions to promote sustainable pathways away from humanitarian assistance for vulnerable, war-affected populations.

This approach will strengthen local market systems to better meet the needs of affected communities while reducing reliance on external aid.

## INCLUSIVE APPROACHES TO ECONOMIC RESILIENCE

Building on our successful resilience programming, we're expanding our efforts to include underrepresented and marginalized groups in economic recovery.

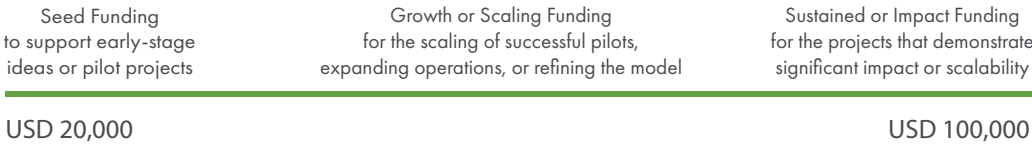
Additionally, our expanded women in agriculture initiatives will tackle gender barriers and promote equal opportunities for leadership and economic advancement in the sector.

We will partner with organizations like SuperHumans to ensure that people with disabilities, including veterans, can fully participate in the economy through opportunities that meet their specific needs.

## INNOVATION AND INCLUSION FUND

We launched the Innovation and Inclusion Fund to identify and support innovations that significantly improve the lives of Ukrainians. The Fund will provide tiered grants ranging from USD 20,000 to 100,000 for Ukrainian civil society organizations and businesses developing creative solutions to social challenges. Operating across three stages – from seed funding for early-stage ideas to larger investments for proven innovations – the Fund will spotlight both innovation (novel ideas, technologies, and business models with social impact potential) and inclusion (benefiting underserved groups).

Priority will be given to initiatives aligned with our strategic focus areas: agriculture, economic development, climate change and energy security, recovery, and humanitarian assistance, with particular emphasis on gender equality, digital inclusion, and locally-led solutions.

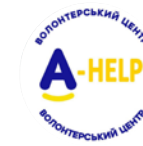


# Acknowledgements

Mercy Corps' impact in Ukraine would not be possible without the dedication and expertise of our partners, the generous support of our donors, and our collaborative relationships with government authorities. We are deeply grateful to all who have contributed to our shared mission of supporting conflict-affected populations with swift and sustained humanitarian assistance and community-driven investments that strengthen local partnerships, promote economic resilience and innovation, and build a more just and inclusive society.

## OUR PARTNER ORGANIZATIONS

At the heart of our response are our partner organizations working across the country. These organizations bring deep local knowledge, specialized expertise, and unwavering commitment to serving their communities. From providing emergency response in frontline areas to implementing economic recovery programs, our partners enable us to reach those most in need with relevant, timely, and effective assistance.



and Helmet of Salvation, Haim, Dosvid, Small and Medium Business Support Consulting Center in Ukraine, Motion - of Mercy

## GOVERNMENT RELATIONS AND PARTNERSHIPS

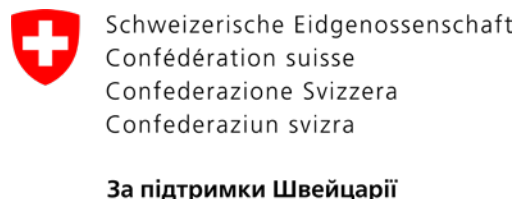
Our work in Ukraine is strengthened by close coordination with national and local authorities. Memoranda of Understanding with the Ministry of Economy of Ukraine and Ministry of Agrarian Policy and Food of Ukraine have facilitated better coordination and integration of our programs with national recovery strategies. We regularly interact with regional authorities and institutions across our areas of operation to ensure our work complements official recovery efforts.

Through these partnerships and collaborations, we are collectively building more resilient communities across Ukraine, supporting both immediate humanitarian needs and long-term recovery efforts.

## OUR DONORS

We extend our sincere gratitude to the donors who make our work possible:

- **UK Foreign, Commonwealth and Development Office (FCDO):** Supporting our humanitarian response through the LIVES program;
- **The Swiss Agency for Development and Cooperation (SDC) and Kyramis Foundation:** Funding the Ukraine Economic Resilience Program;
- **The Howard G. Buffett Foundation:** Providing generous support for the Ukraine Agricultural Support Program;
- **Private Donors:** Contributing vital resources that enable flexible and responsive programming.



# Contacts

## Partnership and Program Inquiries

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## Media Inquiries

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## Feedback and Accountability

We value your feedback, whether it's positive or suggestions for improvement. Please share your thoughts, concerns, or complaints about our work through any of these channels:



**Hotline:** +38 0800 332 590  
(Free of charge for all mobile and landline phones within Ukraine)



**Email:** [feedback.ua@mercycorps.org](mailto:feedback.ua@mercycorps.org)



**Viber:** [www.viber.com/mercycorpscarm](https://www.viber.com/mercycorpscarm)



**Telegram:** <https://t.me/mercycorpscarmbot>



**Facebook:** <https://www.facebook.com/mercycorps.ukraine>



**Online Feedback Form:** <https://bit.ly/moya-dumka>

All feedback is treated confidentially and is used to improve our work. You can submit feedback anonymously. Please note that we do not register requests for assistance through these feedback channels.

## Warning About Fraud



Mercy Corps and its partner organizations NEVER require payment for providing humanitarian assistance. If you become aware of cases where Mercy Corps employees and/or its partner organizations are demanding payment for their services (in any possible form), please report this via email to [integrityhotline@mercycorps.org](mailto:integrityhotline@mercycorps.org) or through the portal <https://mercycorps.i-sight.com/portal>.

## Stay Connected

We encourage you to visit our website and follow us on social media to stay updated on our programs and activities.

**Mercy Corps Ukraine Website:** <https://www.mercycorps.org/ukraine-response>

**UASP Website:** <https://uasp.mercycorps.org/>

**ERP Website:** <https://uerp.mercycorps.org/>

**Mercy Corps Ukraine Instagram:** [https://www.instagram.com/mercycorps\\_ukraine/](https://www.instagram.com/mercycorps_ukraine/)

Beware of fake accounts pretending to be us! Mercy Corps social media accounts will never ask you for money or your personal data. Be vigilant and check sources.