



**MERCY
CORPS**

2019 IMPACT REPORT

Shaping a brighter future

FROM OUR EXECUTIVE DIRECTOR

Despite our unwavering belief that change is always possible, it is tough to overlook the fact that 2019 was beset with global turbulence, multiple countries suffering from protracted crisis and conflict, and rising humanitarian need.

Last year the number of people displaced rose to more than 70 million and natural disasters such as Cyclone Idai in East Africa, and ongoing conflicts in Syria and Yemen, threatened the safety, stability and health of millions.

We're striving more than ever to harness new partnerships, innovations, technology, ideas and improved ways of working to positively affect more people in the places where we work. This past year we reached nearly 29 million people; a scale greater than any time in our history. Underpinning much of our work is a commitment to building the resilience of communities in the face of shocks and stresses, more urgent than ever as we scale-up our response to the climate crisis.

Empathy and compassion – qualities our global team of humanitarians stand for – have never been more needed. I want to express my deepest appreciation to all who have contributed to our work around the world this year.

With gratitude,



Simon O'Connell, Executive Director, Mercy Corps





Your support is helping young people, like Olga in Guatemala, unlock opportunities to become small-business owners and take the next step towards financial security. It's connecting refugee children to the resources they need to heal from trauma. And it's supporting communities as they prepare for, and rebuild after, natural disasters.

Thanks to your support, in 2019 we:

- › Reached nearly **29 million people** in more than **40 countries**
- › Responded to major crises in **The Bahamas, Bangladesh, Colombia, India, Nepal, Myanmar and Zimbabwe**, delivering key resources like first aid, water, sanitation facilities, solar lanterns and long-term recovery support
- › Partnered with leading newspaper **The Times** to raise over £438,000 to help those on the frontlines of the humanitarian crisis in Yemen (some of which was match-funded by **The TripAdvisor Charitable Foundation**)

On the following pages, meet some of the individuals whose lives have forever changed because of support from dedicated, compassionate humanitarians like you.

Learn more about the future you're making possible at europe.mercycorps.org/2019ImpactReport

OPENING UP OPPORTUNITIES FOR YOUNG PEOPLE

When young people are in crisis, their entire community's future is at stake.

Today's young people face a unique set of challenges; from high unemployment, to recovering from conflict, to being the first generation to grow up with the tangible effects of the climate crisis.

In 2019, your support helped us to connect hundreds of thousands of young people with resources to build their own businesses, safe spaces as they recover from crisis, and the opportunity to become leaders as they work to transform their communities for good.

Reaching new heights

In Gaza, jobs are scarce and often pay far too little for the skills they require. We're helping young people create their own promising opportunities through Gaza Sky Geeks, a Mercy Corps tech incubator project that's helped over 2,000 young people like Anas start small tech businesses.



Anas is now self-employed as a medical translator, with plans to use the money he's earned to study psychiatry in the U.K.



Breaking through barriers

Access to an education is a gamechanger, but a lack of resources keeps too many girls and young women out of the classroom. In 2019, we connected tens of thousands of girls and young women around the world to the supplies and support they need. In Ethiopia, we helped girls like Rahima get textbooks, uniforms and tuition.

Today, Rahima is working towards her master's degree so she can become a maths teacher and help other girls and young women in her community pursue the education they deserve.

MAKING MATCHES FOR OPPORTUNITY

Through funding from Google.org, Youth Impact Labs supports technologies like job-matching platforms, which helped 5,674 participants across the Middle East and Africa find work in 2019.

RESPONDING AND REBUILDING AFTER EMERGENCIES

When disaster strikes and crisis unfolds, our global team of humanitarians mobilises to save lives.

The world's toughest crises can destroy lives and debilitate the support systems needed for recovery. That's why we're on the ground before, during and long after devastating events, ready to help communities meet their most urgent needs and rebuild stronger for the future.

With your help, in 2019 we stood alongside communities facing conflict, disaster and disease. In Zimbabwe, the Democratic Republic of Congo and The Bahamas, we were there with support, providing vital resources and training to help people recover and prepare for the challenges ahead.



Mercy Corps team member Vimbayi distributes emergency supplies to families from a community destroyed in the wake of Cyclone Idai.

On the frontlines of relief

Mercy Corps was among the first to respond after Cyclone Idai devastated Ngunu, Zimbabwe. We provided more than 26,000 emergency kits to communities that had been badly affected by wind, rain and multiple mudslides.



Partnering for recovery

One of the most powerful Atlantic storms on record, Hurricane Dorian hovered over The Bahamas for 48 hours, destroying homes, levelling airports and contaminating fresh water.

Mercy Corps and Mission Resolve Foundation joined forces to build a water treatment plant, which provided over 28,000 litres of fresh water to residents every day.



Photo: Mission Resolve Foundation

Taking on an outbreak with outreach

Last year, we launched our Vision Ebola Zero programme in the Democratic Republic of Congo as the country grappled with the world's second-worst Ebola outbreak. Despite rising distrust of medical aid, we reached over 1 million people with lifesaving information — including hygiene techniques like handwashing — to reduce infection rates.

TAPPING A NEW WATER SOURCE

Treating locally sourced water through reverse osmosis makes it suitable for drinking, cooking and bathing. It also decreases plastic waste and frees up valuable space on vehicles delivering aid.

ADAPTING TO THE RISING CLIMATE CRISIS

As our planet's weather patterns change, more droughts, floods and natural disasters are affecting already fragile communities.

The challenges that the world's most vulnerable communities already face are now being compounded by rising food insecurity, resource-related conflict and disappearing livelihoods. It's becoming more difficult for people to find a path forward.

Your support has been essential in opening up new possibilities. Through technology, we're developing innovative ways to connect communities to crucial information, resources and solutions. By helping people adapt to the challenges that climate change poses, we're helping them to build better lives for themselves and their families.



Transforming agriculture through technology

In Kenya, agricultural communities rely on the rainy season. Increased drought is putting small-scale farmers like Lydia and her husband at risk of losing their livelihoods. With Mercy Corps' AgriFin programme, Lydia planted sunflower seeds and was able to buy a goat with her profits. Through mobile phones, AgriFin connects farmers to high-quality seeds, as well as crop insurance, financial tools, weather data, soil testing and a host of other resources that help them adapt to the impacts of a changing climate.



Cultivating more secure lives

In Myanmar, extended droughts are becoming more frequent. Growing consistent, high-yield crops is becoming increasingly difficult for farmers like Lal.

To help, Mercy Corps' weather-index insurance programme is expanding to reach at least 5,000 acres of paddy farms, so farmers' investments won't be completely lost in the event of future droughts.

BETTER DATA FOR A BETTER WORLD

Through a partnership with NASA, our AgriFin programme is growing. Soon, farmers will have access to an expanded set of digital tools, which will harness the power of satellite data to help them manage their crops and adapt to climate change.

**OUR WORLD
IS BRIGHTER
WHEN WE WORK
TOGETHER**

**What we achieved together in 2019 helped
build a better world for millions of people.
With your support, our work has made
an impact and continues to open up new
opportunities for the future.**

UNLOCKING EDUCATION EQUALITY

**We're creating better opportunities
for more than 6,000 girls in Nepal.**

In the Kailali district of Nepal, attitudes surrounding gender roles shape how much support many girls receive in their education. By reaching out to parents, Mercy Corps has helped underserved girls focus on homework instead of housework. They're making strides in literacy and maths, and clearing the way to more job opportunities after graduation.

Girls like Sabita benefit from programmes that change the way parents think about education for girls.



A PATH FORWARD FOR THOSE FAR FROM HOME

We've delivered emergency cash, medicine and other support to nearly 10,000 Venezuelan migrants and refugees fleeing to Colombia.

In 2019, political unrest and inflation forced more than 1 million Venezuelans to seek safety and security in Colombia. Jose and Ana Maria have found work and shelter, but providing for their family is still difficult. Emergency cash from Mercy Corps helped them to buy essential supplies, and get the medical care they needed to welcome their new baby.



Jose looks forward to returning to Venezuela with his children. "I want them to grow up there. To get an education. To grow up in their country."



“We are very happy with the progress. It was a barren land, totally out of grass. But now we have rehabilitated it, so we can now easily get grass for our cattle,” say Gale and her husband, Tutu.

PROTECTING RESOURCES AND LIVELIHOODS

We helped over 260,000 households in Ethiopia build resilience to climate change.

As droughts worsen in Ethiopia, natural resources are vanishing, and farmers and ranchers are at risk of losing their livelihoods. Cattle ranchers Gale and Tutu worked

with Mercy Corps to form a farmers group that is helping their community protect the land, adapt to extreme weather and survive the dry season.



STRENGTHENING SOLIDARITY AMONG REFUGEE GIRLS

We're helping girls and young women establish support networks after fleeing violence.

As they build new lives in new countries, it's important that Syrian refugees — especially children and young people — have what they need to succeed. As a part of our ongoing work to provide support to refugee youth, we launched the WISE Girls programme, which empowers girls and young women to express themselves and lead classes on reproductive health.

Persistence through conflict and crisis

In addition to our work with Syrian refugees and their host communities, in 2019 we provided immediate emergency support for **over 630,000 people in Syria** amid rising violence inside the country.

WE LIVE AND WORK IN MORE THAN 40 COUNTRIES.

Mercy Corps brings the power and innovation of a global community to the frontlines of today's biggest crises to create a future of possibility, where everyone can prosper.

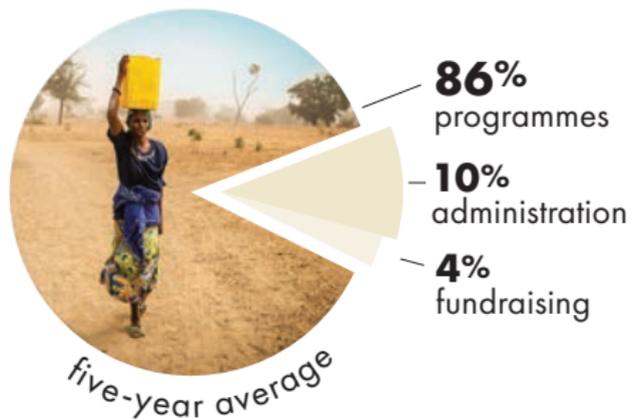
 countries where we work

OUR MISSION

Mercy Corps exists to alleviate suffering, poverty and oppression by helping people build secure, productive and just communities.

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

BETTER BUSINESS BUREAU

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



CHARITY NAVIGATOR

Charity Navigator gives Mercy Corps four stars, its highest rating, for transparency and accountability.



CHARITY WATCH

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



GUIDESTAR

Mercy Corps was recognised for its transparency with a Gold Seal on our GuideStar Nonprofit Profile.

2019 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, 2019.

	UNRESTRICTED	TEMPORARILY RESTRICTED	TOTAL
Support and Revenue			
Public Support and Revenue	295,714	—	295,714
Private Support and Multilateral Revenue	153,921	8,142	162,063
Other Revenue	31,434	74	31,508
Released From Restriction	9,872	(9,872)	—
Total Support and Revenue	490,941	(1,656)	489,285
EXPENDITURES—Programme Services			
Humanitarian Assistance—Relief	120,882	—	120,882
Humanitarian Assistance—Recovery	34,615	—	34,615
Livelihood/Economic Development	140,989	—	140,989
Civil Society and Education	81,100	—	81,100
Health	37,402	—	37,402
Subtotal: Programme Services	414,988	—	414,988
Supporting Services			
General and Administrative	55,617	—	55,617
Resource Development	18,146	—	18,146
Subtotal: Support Services	73,763	—	73,763
Total Operating Expenditures	488,751	—	488,751

	UNRESTRICTED	TEMPORARILY RESTRICTED	TOTAL
Change in Net Assets From Operations	2190	(1656)	534
Non-operating Loss, Net	(1276)	—	(1276)
Change in Net Assets	914	(1656)	(742)
Net Assets at Beginning of Year	97,066	10,273	107,339
Net Assets at End of Year	97,980	8,617	106,597

Condensed Statement of Financial Position

Total Assets	361,150
Total Liabilities	254,553
Net Assets	
Without Donor Restrictions	97,980
With Donor Restrictions	8,617
Total Net Assets	106,597
Total Liabilities and Net Assets	361,150

GLOBAL BOARD OF DIRECTORS

Gisel Kordestani,
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Kevin Ryan



BE PART OF WHAT'S POSSIBLE

BECOME A CHAMPION OF CHANGE

Make a monthly gift to help spark lasting change.

europe.mercycorps.org/champion

INSPIRE YOUR COMMUNITY

Lead your own fundraising campaign, or host an event to help transform lives around the world.

europe.mercycorps.org/fundraising

SPREAD THE WORD

Read the latest stories about our work, and share your favourites with friends and family online.

Find us on [Facebook](#), [Twitter](#) and [Instagram](#)



YOU CAN HELP SAVE AND TRANSFORM LIVES

Support families all over the world, like Juan and Maria, as they build a better future. Give your gift today by calling us on **+44(0)131 662 2377**, or by visiting **europe.mercycorps.org**

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