



Terre des hommes

Let's protect children together

SOCIAL REPORT

2020

S U M M A R Y

A SUMMARY OF OUR 2020 A DIFFICULT YEAR TOGETHER WITH MILLIONS OF GIRLS AND BOYS AROUND THE WORLD

How to give back the richness of what we do every day? How to bring back a reality as articulated as that of Terre des Hommes Italia in this year that was so complex for everyone?

We started from our strategic choices, the heart of our daily commitment, which focus on our three priority areas: the protection of children and adolescents from violence and abuse; the education and vocational training of girls, children, adolescents and young adults, including in emergency situations; the right to health, well-being and nutrition. We have also described them through the SDGs to which they refer, the goals of the United Nations Agenda for Sustainable Development, a reference point that is now universal and shared by a plurality of stakeholders, from institutional donors to companies, from foundations to the media and the general public.

We have also paid particular attention to gender issues, which cut across all our projects, activities and campaigns because, unfortunately, equality is still a pipe dream in many contexts, including in our country.

And in summarising our 2020 we have also chosen to describe two focuses of activity, central to our organisation: the Middle East crisis, on which Terre des Hommes Italia has been investing resources and skills to bring its experience in protection, education, health and gender, since the outbreak of the Syrian conflict; and our response to Covid-19, which has decisively marked every organisational and planning aspect of the whole of 2020.

This year's report, with specific insights into some of the projects whose activities, results achieved, beneficiaries involved and outcomes we highlight more extensively, is the fruit of these choices.

Paolo Ferrara

Terre des Hommes Italy's General Manager

METHODOLOGICAL NOTE

The 2020 Social Report of Terre des Hommes Italia was prepared in accordance with the "Guidelines for the preparation of Social Reports by Third Sector entities pursuant to Art. 14 Paragraph 1 D.LGS 117/2017" by a specific internal work team coordinated by Mapping Change, which directly took care collecting all relevant information from the different internal and external key witnesses, directly and indirectly involving about 30 subjects. The inspection body certified with a report dated 18 June 2021 that the Social Report was drawn up in accordance with the ministerial guidelines, as per the attached report to the full text document available at <https://bit.ly/3Bu1fxL>

The Social Report was approved by the Board of Directors on 25 June 2021. The statutory audit of the 2020 Economic and Financial Report was entrusted to RIA Grant Thornton S.p.A. and the report is available on www.terredeshommes.it

On the same site, you can also consult the report of the inspection body on the Financial Report.

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SOCIAL REPORT SUMMARY 2020

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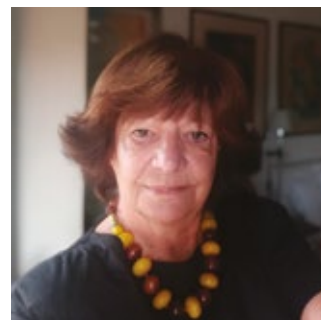
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LETTER FROM THE PRESIDENT

I am pleased to present the summary of our 2020 Social Report, which in an innovative way wanted to respond to the new legislation of the Ministry of Labour and Social Policies relating to Third Sector entities, and also to give our stakeholders a complete and transparent picture of the results achieved in 2020. You will find in these pages the reporting in terms of efficiency and effectiveness of some of our actions, which also measures how they contribute to the achievement of the Sustainable Development Goals of the 2030 Agenda. To view the complete report (in Italian), please visit the page terredeshommes.it/news/bilancio-sociale-2020-terre-des-hommes/.



With the emergence of the Covid-19 starting from March 2020, changes quickly occurred in work, and especially how work was carried out everywhere, not only in Italy. To remedy the impossibility of carrying out in-person work, we organised online courses and encouraged the use of PCs, tablets and mobile phones, conveying support and prevention messages to our beneficiaries via mobile phones, reducing negative psychological effects of the pandemic, and obtaining very positive results. Thanks to the praiseworthy stress management skills of the head office staff and most of our representatives and aid-workers, who did not panic and did not ask to be repatriated but remained in the field and were aware that the moment required an extra effort, we were able to help the families of our beneficiaries in all senses, especially in managing the unexpected needs that arose with the pandemic. Our expatriates were really able to create new ways to psychologically support families remotely, especially women and children, and also to support them economically with innovative forms of cash transfer to ensure the provisions of essential items such as food, personal protective equipment, hygiene products.

While it is a development of procedures that were previously created in specific emergency situations, this new approach was the real addition of this period, as it combined new operating methods, involving unusual institutions such as credit institutions, and more importantly, it built a rediscovered confidence in the beneficiaries' ability to identify their own needs, treating their need with the dignity it deserves. Last but certainly not least, it is necessary to provide very positive evidence to the unexpected network that was created in our country between companies willing to sell at reduced prices and/or donate goods, and the network of generous and attentive people of good will, which spontaneously materialised in our city of Milan, helping us in the distribution of basic needs in the neighbourhoods, comforting families who found themselves in difficult situations due to the lockdown.

We were no longer used to seeing such a large number of people in need in our country, and it was significant in testing the solidarity that developed not only for health aspects, but also for basic needs. Many parents had to deal with their own ability to carefully interact with the development of their children's lives, an aspect often absent in the frenzy of working life. The youngest undoubtedly suffered from isolation, secluded for many months in the virtual bubble of distance learning. The accountability of parents in the daily management of their children is a very positive sign (provided that it does not fall only on mothers' shoulders), also because for years we have been confronted with problems generated by worrying events that affect children and adolescents, such as bullying and cyberbullying, as well as a strong sense of loneliness. Even though it was within the often narrow perimeter of smart working at home, families' greater attention towards their children's behaviour may be one of the positive aspects of the pandemic because it restores the importance of knowing how to be a parent and having the ability and the will to supervise children's emotions, tension, listlessness and enthusiasm, especially for the younger ones.

It was a tiring year but also an excellent training ground for knowing how to reduce stress and insecurities and still try to give helpful, precise answers that contributed to the resilience of the weakest and most fragile. It seems to me that the results were positive, not only concerning the economic-financial part, excluding delays and the objective difficulties of the donors.

Donatella Vergari
 President of
 Terre des Hommes Italia Foundation

WHO WE ARE

Terre des Hommes Italy was founded in 1989 and became a Foundation in 1994. It is part of the Terre des Hommes International Federation, made up of 9 national organisations sharing the same mission and vision.

OUR PROMISE

**TO PROTECT CHILDREN
FROM ALL FORMS OF VIOLENCE OR ABUSE,
TO ENSURE EVERY CHILD'S RIGHT
TO HEALTH, EDUCATION AND LIFE
WITHOUT ANY RELIGIOUS, ETHNIC,
POLITICAL OR GENDER DISCRIMINATION.**

OUR VISION

**FOR EVERY CHILD,
A CHILDHOOD.
EVERY YOUNG PERSON
EMPOWERED.
EVERY COMMUNITY
ENGAGED.**

OUR MISSION

WE FIGHT

- to ensure that **child and youth rights** are put into practice
- to **protect** children and youth **from harm**, even in the most difficult circumstances
- to **influence agendas and strategies** that affect children and youth at all levels

WE STRIVE

- to guarantee all children and youth enjoy a **life free from violence, exploitation and discrimination**
- to empower children and youth as actors of change to **actively shape societies, structures and mindsets**
- to achieve **sustainable systemic change** for children, young people and future generations

WE MOBILIZE

- to **involve all relevant actors**, from local to global, in the solutions we seek
- to engage partners, expertise and resources in **creating environments in which children and youth thrive**
- to **build capacity for the protection of children and youth** and the implementation of their rights

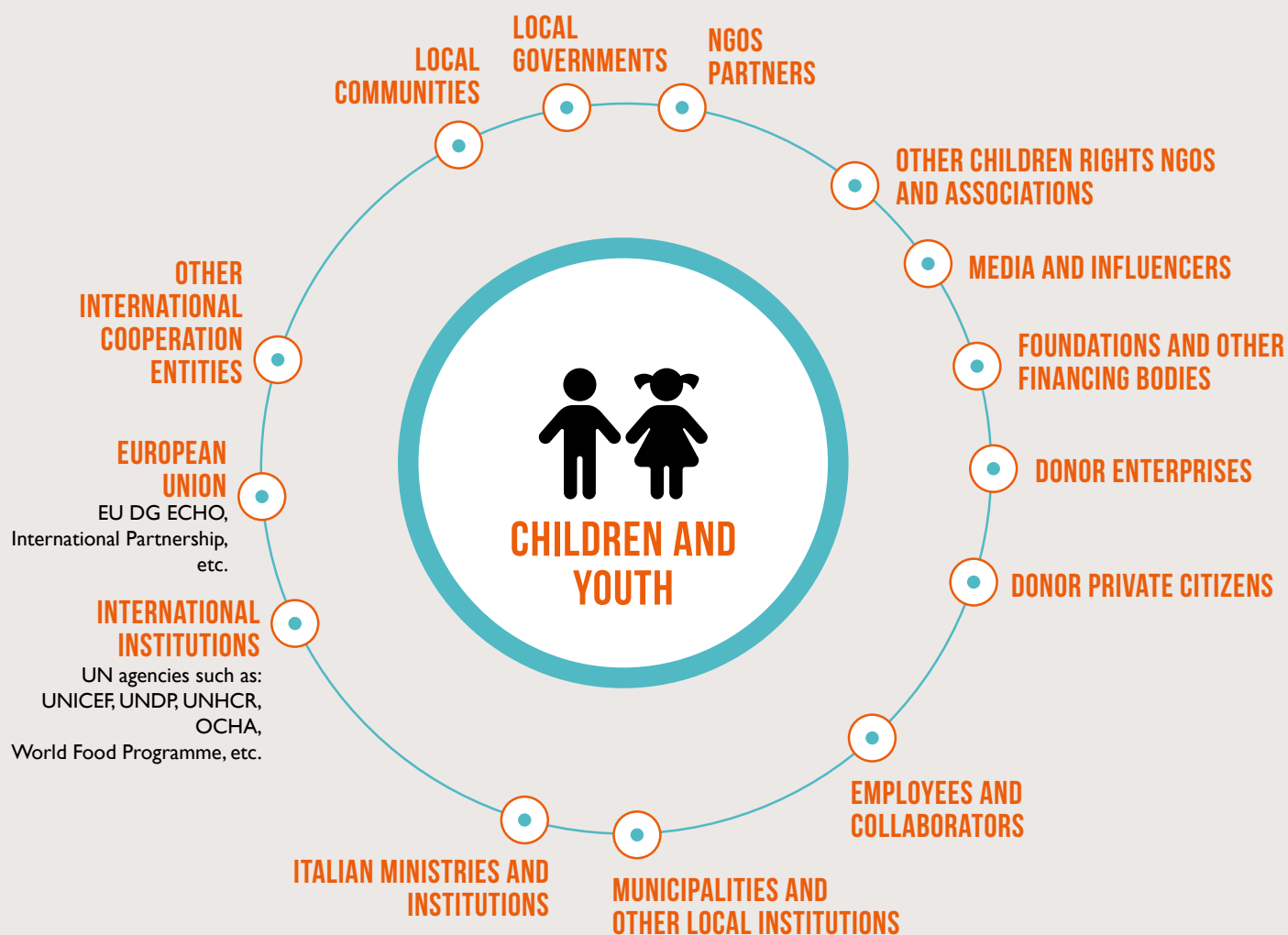


OUR VALUES

- Children's rights as a driver for action
- Impartiality, neutrality and independence of humanitarian action
- Gender parity and equal opportunities
- Respect of local cultures and promotion of local resources
- Honesty and transparency in communication and in fund management
- Expertise, militancy and professionalism of partners and operators
- Concreteness and sustainability of aid
- Promotion of civil and youth participation, active volunteering

TERRE DES HOMMES ITALY'S STAKEHOLDERS

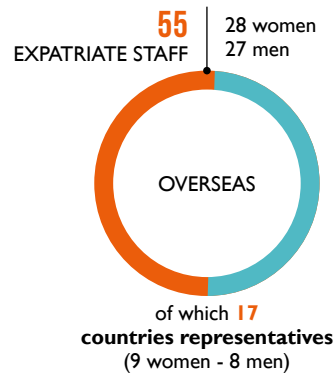
WE ARE COMMITTED EVERY DAY TO THE PRESENT AND FUTURE OF OUR BENEFICIARIES TOGETHER WITH VARIOUS STAKEHOLDERS WHO HAVE CHOSEN TO BELIEVE IN US, IN THE VALUES WE EXPRESS AND IN THE ACTIONS IN WHICH THEY ARE IMPLEMENTED.





OUR TEAM

FIELD OFFICERS



1.174
LOCAL STAFF

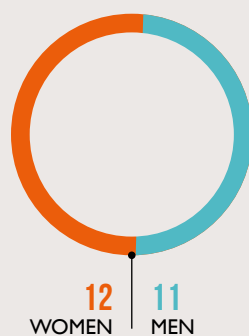
614 MEN | **560** WOMEN

THE NUMBER OF STAFF DIRECTLY EMPLOYED IN LAND OPERATIONS EXCEEDS **70%** PLUS:

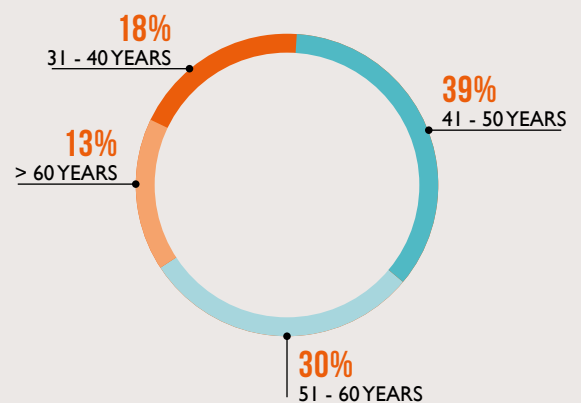
- 3%** EXPERTS
- 14%** SUPPORT STAFF
- 13%** MANAGEMENT AND ADMINISTRATION AND ADMINISTRATION STAFF (**148** PERSONS)

HEADQUARTERS

23 PEOPLE



Women are more present in the under 50 age group (62%), above 50 (60%) men are more numerous.



WHAT WE HAVE DONE: OUR THREE AXES OF INTERVENTION

Terre des Hommes defined some strategic choices that determine the heart of our daily commitment by focusing on **three priority areas**:

- the **protection of boys, girls and adolescents** from violence and abuse;
- the **education** and vocational training of girls, boys, adolescents and young adults, even in emergency situations;
- the right to **healthcare, wellness and nutrition**.

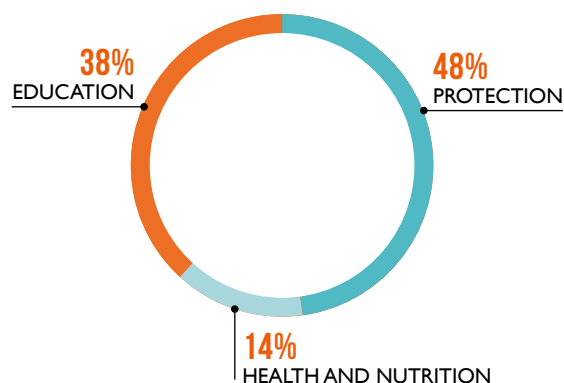
In this summary of the Social Report, we give a few examples of projects that focus on one or more of those areas, identifying the goals of our action and describing the main activities. We also analysed the results, beneficiaries and outcomes, where possible – that is, the changes we wanted to see for the benefit of our beneficiaries. We refer to the full text of the Report (<https://bit.ly/3y9QjDW>) for an in-depth analysis of many other projects, with their related outputs and outcomes.

An additional line of analysis was carried out by observing the **SDGs** – the Goals of the United Nations Sustainable Development Agenda – a now universal reference point shared by many stakeholders from institutional donors and companies to foundations, the media and the general public.

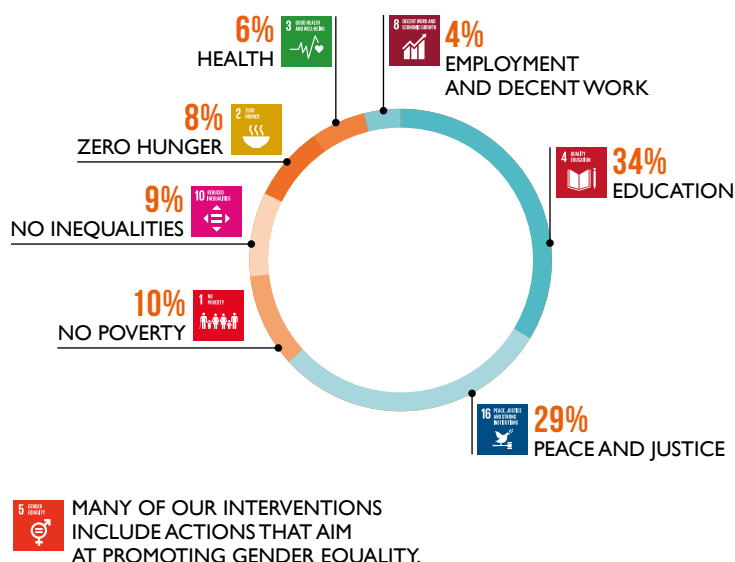
The double reading allows us to better grasp the interactions and the relationship between the Terre des Hommes approach and its activities, highlighting, for instance, how **quality education is strongly connected with the promotion of the rights of boys and girls, with protection from violence, exploitation and mistreatment, and with constant attention to the promotion of real gender equality** both with dedicated projects that are transversal to all our actions.

As can be deduced from the graphs presented here, an important part of our work has been carried out in **support of children and communities strongly affected by the consequences of the Syrian crisis** and then by the advance of Islamic fundamentalist movements, such as ISIS. A commitment that has led us to operate directly in Syria, Iraqi Kurdistan, Jordan, Lebanon, Libya and Tunisia, integrating our skills in protection, education, health and nutrition even in emergency contexts.

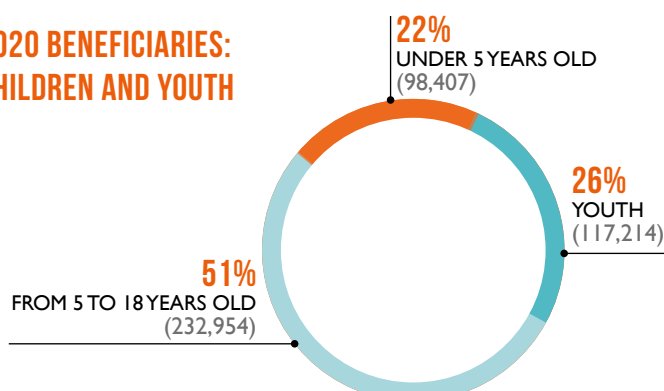
EXPENDITURE IN PROJECTS PER AXES OF INTERVENTION



EXPENDITURE IN PROJECTS PER SUSTAINABLE DEVELOPMENT GOALS (SDG)



2020 BENEFICIARIES: CHILDREN AND YOUTH



CHILDREN IN OUR COUNTRY NEED US TOO

MORE THAN
77,000 CHILDREN
IN THE CARE OF
SOCIAL SERVICES

5,930 MINORS
VICTIMS OF CRIME¹⁾

→ **1,015** IN LOMBARDY

More and more families are living in great difficulty. And more and more children are victims of violence: ill-treatment, physical violence, sexual assault, psychological abuse, child prostitution, even murder. In 2019, **5,930 minors were victims of crime**: Lombardy holds the sad record, with **1,015 children**, of whom 327 were victims of abuse in the family¹⁾.

According to the latest **“National Survey on Maltreatment of Children and Adolescents in Italy”** by Terre des Hommes and Cismai for the National Authority for Childhood and Adolescence, **more than 77,000 children are in the care of social services** for maltreatment or abuse.

This is why we have been active for several years, for preventing and combating violence and child abuse in our country as well, a commitment that did not stop in the year of the pandemic.

1) Data 2019, source: Criminal Analysis Service of the Central Directorate of Italian Criminal Police elaborated for Terre des Hommes

TIMMI'S TINY HOUSE TO WELCOME CHILDREN REMOVED FROM THEIR FAMILIES

This is the first educational-family community for children between the ages of 0 and 5 years old who are victims of violence or abuse and have been removed from their homes by order of the Judicial Authorities, created by Terre des Hommes together with its partner Comin. The residential children's home is located in a villa confiscated from the criminal association

'ndrangheta, which was renovated and furnished in 2020, after being vandalized, to create a welcoming and protected location for the children.

15 local companies decided to donate furniture, clothing and gardening equipment. Following the presentation of the project in December 2020, several citizens of Carugo (CO), the town where



the children's home is located, and some of our donors offered to volunteer there. There is an adult couple living in the house who, supported by the educators, will be able to represent a stable emotional reference point for the children.

LEBANON PROJECT

SUPPORT FOR YOUNG BOYS, GIRLS AND VULNERABLE ADULTS AFFECTED BY THE BEIRUT PORT EXPLOSION



Start	August 6th 2020
Duration	12 months
Donor	Terre des Hommes Netherlands

WHAT WE DID

In the aftermath of the tragedy, Terre des Hommes immediately took action to offer psychosocial support to the most vulnerable groups of the population, as this disaster had been triggered by an extremely fragile economic, health and humanitarian situation.

- In the first phase, **473** children benefited from recreational activities in spaces made available by local associations and Terre des Hommes Italy.
- For **88** children in particularly vulnerable situations and at medium/high risk of violence, abuse and exploitation, we organised structured psychosocial support activities.
- **85** children and their families benefited from Terre des Hommes Italy's 24-hour reporting service and emergency number.
- **200** parents benefited from a psychological first aid and psychosocial assistance service.
- **55** vulnerable families also benefited from financial assistance programmes to meet their basic needs (rent, food, medical care).
- We sensitised **377** people on child protection issues to help communities secure children's rights; and **447** people benefited from informational activities on Covid-19.
- A total of **305** families affected by the explosion received care and support services; 178 caregivers and 364 children received a psychological first aid session.

OUTCOME

Access to quality services in the two priority areas (child protection and education) has made it possible to:

- re-establish positive interpersonal relationships among children and gain confidence in their environment;
- facilitate the expression of emotions and understand how to recognise and report abuse and violence or risk of exploitation;
- activate positive communication channels and counteract domestic violence;
- disseminate knowledge and training on infection prevention and child protection.

2021 → NEW OBJECTIVES

- We also want to increase mechanisms to resist health, economic and political crisis in the country. Beneficiary families will continue to access financial assistance programmes and receive hygiene kits to prevent Covid-19 infection.
- We want to raise awareness about child protection issues to ensure a holistic response to the needs of families most exposed to the effects of the crisis, and of children who are vulnerable and/or at risk of exploitation, abuse, and violence.
- We want to ensure that boys and girls have access to education by checking, together with the *educational sector working group*, on the educational needs in the area affected by the explosion. We will set up further activities taking into account also non-formal education services, preparatory to entering the formal system.

NICARAGUA PROJECT

RESPONSE TO THE SOCIAL AND ECONOMIC CRISIS IN NICARAGUA: TECHNICAL AND PROFESSIONAL TRAINING AND WORKERS' RESILIENCE BUILDING

Start **May 2019**
Duration **30 months**
Donor **European Commission**



WHAT WE DID

In Nicaragua, we worked under very difficult conditions, dealing with the effects of hurricanes Eta and Iota, alongside the pandemic. We have re-formulated and/or adapted professional training to the needs, giving priority to the sectors most affected by the crisis so that the beneficiaries most in need can access better employment. We constantly monitored actions to check the adequacy and sustainability of training processes by training centres.

OUTPUT

- **53** Territorial Advisory Groups contributed to the definition and type of courses: the Groups were composed of trade unions, training centres, relevant associations and companies in the area and unemployed workers in different departments and regions;
- **168** courses were organised, 36 more than in 2019 (126): 111 in the commercial sector, 27 in the craft sector, 18 in the industrial sector and 12 in the agricultural sector;
- Manuals, participant and instructor kits were distributed for each course, as well as consumables and, where necessary, basic machinery and equipment;
- **43** instructors trained with a learning method based 80% on practice and 20% on theory;
- **20%** of the intended beneficiaries have already participated in professional training: 6,228 workers, 77% women and 23% men.

OUTCOME

- According to satisfaction surveys conducted among the participants, **56%** felt that they had improved their knowledge and skills, and rated the course with the highest rating (10). **36%** rated it between 8 and 9. **92%** of the respondents gave a rating between 'very good and excellent' to the courses they attended.
- Attendance at professional courses reached **96%**, evaluation was stable at **89%**, and only **6%** dropped out of the course, compared to 9% the previous year.

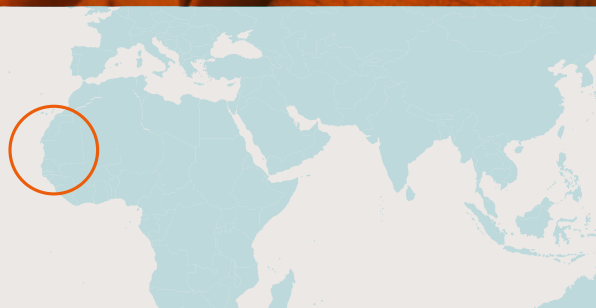
2021 → NEW OBJECTIVES

In the first half of 2021, we want to open 90 courses for another 1,300 beneficiaries and deliver at least 60 micro-enterprise kits to generate individual and/or family businesses.

MAURITANIA PROJECT

SUPPORT FOR THE MANAGEMENT OF SEVERE ACUTE MALNUTRITION IN CHILDREN BETWEEN THE AGE OF 6 AND 59 MONTHS AND INTEGRATION OF THE NUTRITIONAL MANAGEMENT SYSTEM IN THE “MOUGHATAA” OF KIFFA, BARKÉOL, KANKOSSA AND GERROU

Start **August 2020**
Duration **11 months**
Donor **ECHO**



WHAT WE DID

- **2,015** severely malnourished children were taken into care. **255** with medical complications benefited from the reimbursement of medical expenses and hospitalisation;
- Our workers carried out **14** training supervisions in **87** facilities and our 4 nurses offered technical assistance to health personnel in Malnutrition Treatment Centres;
- **10,275** people were made aware of baby feeding, exclusive breastfeeding, the importance of pre- and post-natal visits, gradual weaning and hygiene;
- We reached villages beyond 10 km from health facilities with a **vaccination campaign**, providing logistical and financial support, screening and distributing vitamin A supplements to combat malnutrition.

OUTCOME

- **83%** of malnourished children we have taken into care are cured;
- **32** health facilities are now able to manage the activities of the national protocol;
- **69%** of children in the recovery programme benefited from a family screening;
- All the **recommendations** of the Nutrition Sector have been implemented in the facilities of the intervention area.

2021 → NEW OBJECTIVES

- We want to increase training supervision in health facilities and further support health personnel in Malnutrition Treatment Centres.
- We want to take on even more seriously ill children without it being a financial burden on the families. We want to continue the transport activities carried out in 2020, launch new awareness campaigns on malnutrition and continue the vaccination and home care campaign in the most remote villages.
- We want to organise a technical meeting for exchange and coordination with other international organisations working in the same field and with the country's Regional Directorate for Health Action.



GENDER EQUALITY: A CHALLENGE THAT MUST BE WON

Hundreds of millions of girls around the world are still not in control of their lives and have to fight to have their rights respected, they have to face gender discrimination from birth, or even before. Yet these young women could be decisive change agents to improve the living conditions of their families and communities.

With the pandemic that has put at risk the past achievements, although insufficient, towards gender equality, an even greater commitment is needed from everyone.

Terre des Hommes has always worked to empower millions of girls in their future, and to build a more just and sustainable world. Young girls make up the majority of the beneficiaries of our education and training projects. Our maternal and child health programmes are tailored to the different contexts where we operate, and we have specific interventions against gender-based violence and for the empowerment of girls.

In Italy, as part of our **indifesa Campaign**, we created **#ioGiocoAllaPari** (I play fair) - Rights and skills gym, an

empowerment and gender equality course based on *role modelling*. With a *dream team* of experts, professionals and voices of extraordinary women, we address many topics to raise awareness on the issue of access to equal rights and equal opportunities and conditions, but also to increase those skills that are valuable for personal growth and preparation for the labour market. The first events in 2020 involved 23,000 girls and boys, as well as institutions such as the Ministry for Youth Policies and Sport, the National Youth Agency, and organisations specialising in youth participation and training such as OneDay and Junior Achievement Italia. 13 meetings are scheduled in 2021.

In 2020, we also opened **Consultami in Parma, the first indifesa Point** for counseling and psychological support, with a free information and legal desk for girls and women who are victims of physical, psychological or economic violence, but also for children and families, thanks to the fundamental contribution of Bata. We created this project together with the Punto Parma volunteers and in collaboration

with the Intesa San Martino social promotion association. The centre is sponsored by the Municipality of Parma and realized with the collaboration of AiGA Parma (Italian Association of Young Lawyers), OPP (Parma psychologists observatory), Munus Onlus Foundation, and Roberta Venturini social library.

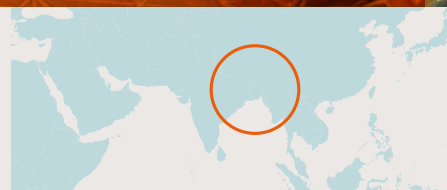
In Milan, we have launched an intervention to support the Assistance service for parenthood during adolescence (SAGA in Italian) of the ASST Santi Paolo e Carlo, which provides important support to younger mothers.

Last but not least, despite lockdown and the pandemic, the activities of our **indifesa Network**, the first Italian network of webradios and young ambassadors against discrimination, stereotypes and gender-based violence, bullying, cyberbullying and sexting, created together with the association Kreattiva in 2018, continued. In 2020, 5 new formats and 200 hours of radio broadcasts were created, new webradios joined, which now are 14 nationwide, with the direct participation of 480 students and young people.

BANGLADESH PROJECT

EKOTAY MORJADA - UNITY FOR DIGNITY

Start **January 2020**
 Duration **36 months**
 Donor **European Union (EuropeAid)**



The clothing industry in Bangladesh employs 4 million people, mostly young girls and women. Working conditions are still very poor, and the workers are often not aware of their rights. This is the reason of our intervention, aimed at reducing the socio-economic vulnerability of girls and women, by providing them with information and knowledge, helping them to develop their skills and supporting them in claiming their rights.

WHAT WE DID

- **15** agreements with as many clothing factories were made in order to activate/re-activate nurseries and revamp the social dialogue mechanism in the factories;
- **4** Women's Cafes and **2** community nurseries were opened to accommodate **50** children;
- **680** female domestic and textile workers attended training sessions in the Women's Cafes on workers' rights in Bangladesh, on female workers' rights and trade unions.
- **51** professionals from **17** nurseries received training on early years education;
- **43** female domestic and textile workers received support during the April-May lockdown by means of subsidies for food, rent, medicine, education etc. via telephone banking, which is a widespread method of payment in the country, as it enables safe distancing and financial traceability;
- A music video was produced to advise of hygiene practices recommended by Unicef and the social behaviour that should be adopted, as well as messages against gender-based violence. The video was aired on national TV, radio, and social media, reaching over **261,500** people;
- An SMS campaign was launched in the project's target areas to raise awareness of gender-based violence and share the helpline numbers to call for help. The campaign reached **35,750** women and men aged 18 to 65.

2021 → NEW OBJECTIVES

- We intend to further develop the skills of female workers in areas such as leadership, communication, protection from gender-based violence in the workplace, and those on labour law in Bangladesh for managers within the textile industry and employers of domestic female workers.
- We intend to activate and re-activate the committees, social dialogue tools in factories.
- We want to set up more training sessions on female workers' rights.

OUTCOME

- The pandemic forced us to postpone many field activities. Many of the factories that had given their commitment during the first quarter of 2020 later withdrew from the project, due to the crisis triggered by cancellations from western brands. This is why agreements could only be made with **15** of the originally 28 expected factories.
- It is still too early to measure the changes in the lives of the beneficiaries; however, we know that financial support was a lifeline, and that the women were able to continue working thanks to the childcare support provided.

MIDDLE EAST CRISIS: NINE YEARS OF COMMITMENT FOR SYRIAN CHILDREN

Since the beginning of the war in Syria, in March 2011, our workers in Syria, Lebanon, Jordan, Iraqi Kurdistan, and also in Italy, have relentlessly sought to restore the rights that the conflict was denying to Syrian children, as well as Iraqi children, since the expansion of ISIS in 2014. First of all, education, by rehabilitating schools, creating educational centres and informal education programmes,

including distance learning, after the pandemic broke out. Furthermore, the right to health, with medical assistance programmes for mothers and newborns, distribution of nutritional supplements to combat the unfortunately frequent malnutrition. We have improved the psychological and physical well-being of thousands of children and adults, including many people with disabilities, with

our team of physiotherapists, speech therapists, and psychologists. We have created specific programmes for the protection of the most vulnerable children, for their inclusion in residential children's homes, and we have refined our psychosocial care methodologies to offer families and children the most effective support to help them overcome daily difficulties.

LEBANON

What we do:

- formal and non-formal education;
- provision of psychosocial support and protection;
- humanitarian aid and support for Syrian and Syrian-Palestinian child refugees and their families and communities,

Where:

Beirut and Mount Lebanon - Tyre - Sidon - Tripoli - Beqaa Valley and Palestinian refugee camps in the entire area (12 camps and informal settlements)

Direct beneficiaries: 274,840 (including 250,000 refugees)

Indirect beneficiaries: 1,395,000

Situation: 1,5 million Syrian refugees

IRAQI KURDISTAN

What we do:

- psychosocial support and child and adolescent protection;
- physiotherapy for disabled children

Where:

- Erbil and Koya;
- Qushtapa, Basirma, Darashakran and Kawergosk camps

Direct beneficiaries: 97,355

Indirect beneficiaries: 147,828

Situation: 243,121 Syrian refugees

JORDAN

What we do:

- mother-and-baby care;
- education;
- psychosocial support and protection;
- humanitarian aid for children and adolescent refugees and their families

Where:

- Governorate of Zarqa;
- Mafrq and Amman and 50 informal refugee camps

Direct beneficiaries: 51,658 (including 36,160 refugees)

Indirect beneficiaries: 258,290

Situation: 655,000 Syrian refugees (51% of them minors)

SYRIA

What we do:

- psychosocial support and protection for children, adolescents, women and disabled people;
- humanitarian aids (food, baby milk, hygiene kits, medicine, clothes, cash, vouchers etc);
- mother-and-baby care;
- physiotherapy for disabled children and adults;
- professional education and training

Where:

Aleppo - Al Sweida - Damascus - Idlib, Latakia - Hama - Hassakeh - Homs - Qamishli - Rural Damascus - Tartous

Direct beneficiaries: 450,341

Indirect beneficiaries: 2,251,705

Situation:

- more than 6 million displaced;
- 5,6 million Syrian refugees in neighbouring countries;
- more than 400,000 deaths in the conflict;
- 11.1 million people in need of humanitarian aid;
- 2.4 million children don't attend school





ALL TOGETHER

AGAINST COVID-19

The outbreak of the pandemic took us all by surprise. In terms of size, duration, health, economic and social consequences, the cyclone that swept over us was unparalleled in the many emergencies we have experienced in our 60-year history.

After the initial disorientation, we organised ourselves to make our employees, collaborators and the beneficiaries of our projects safe, wherever they were. We deployed our best energies and completely rethought the way we organise our work and respond to the needs of the millions of children in Covid-19 emergencies and their families.

We distributed food parcels and hygiene kits, made videos to accompany the play and recreational activities of children confined to their homes, created webinars, donated tablets and supported distance learning, used digital platforms for psychological support activities, including case management for the most vulnerable children.

In Italy, we operated with the same energy and sense of responsibility that has always distinguished us. We offered the advice of our team of psychologists to families in order to mitigate the social isolation caused by the lockdown; we opened a psychological helpline for medical staff and for minors in difficulty. We supported the Zumbimbi project for the children of parents hospitalised due to Covid-19; we donated medical devices to the Vittore Buzzi Children's Hospital in Milan; and we offered free participation in a summer camp, with the support of one of our psychologists, to the children of families most affected by the crisis. With SpesaSospesa we have provided ongoing food support to hundreds of families with children, responding to their immediate needs.

The crisis has shaken our lives in an often dramatic way, but it has also allowed us to redefine ourselves through the real needs of children and their families, adapting and innovating, once again and thanks to your support.

1.6 BILLION

STUDENTS HAVE BEEN AFFECTED
BY THE IMPACT OF THE PANDEMIC

50% OF STUDENTS WORLDWIDE
DON'T HAVE A COMPUTER⁽¹⁾

43% DON'T HAVE INTERNET AT HOME⁽¹⁾

56 MILLION STUDENTS DON'T HAVE
ACCESS TO MOBILE NETWORKS⁽¹⁾

370 MILLION CHILDREN WITHOUT
SCHOOL MEALS DUE TO SCHOOL CLOSURES
ARE AT RISK OF HUNGER⁽²⁾

2 MILLION ITALIAN FAMILIES
LIVE IN EXTREME POVERTY
(+1 COMPARED TO 2019)

INCREASE IN EDUCATIONAL POVERTY
CAUSED BY CHILD LABOUR
AND CHILD MARRIAGE

1) International Telecommunication Union, 2020
2) United Nations, SDG progress

SHOPPING FOR THE CHILDREN - SPESA SOSPESA

Start
April 2020

Duration
9 months

Donors
SNAM Foundation,
Lab00 Committee,
Tigros, Esselunga,
Lidl, various private
donors, RAI and
telecommunica-
tions fundraising via
charity phone-lines



The pandemic has created a serious economic crisis that has affected the most vulnerable and insecure families also in Italy. We couldn't sit back: we took immediate action by providing food and other aids to families with children from the suburbs of Milan, to strengthen their resilience.

WHAT WE DID

- **270** families at risk (**1,080** people) were identified through local QuBi, a charity fighting child poverty in Milan, as well as local church associations, under the supervision of the Municipality of Milan;
- weekly or fortnightly supplies were provided to those families, either directly or through charities accredited by Italy's food bank, Banco Alimentare, with over **100,000** meals donated;
- **1,300** food shops at local supermarkets or via suppliers listed on the blockchain platform "Regusto";
- we integrated the food bank **donations**, Coop food-waste initiative "Spesa del Buon Fine", and other donations in kind such as nappies, baby food, thousands of protective masks, and more than **511** litres of hand sanitiser;
- electronic tablets were provided to **70** children and adolescents from different families.

OUTCOME

- Our work significantly eased the everyday burden for **270** families. Stable aid has allowed these, almost all "newly poor", households to worry less about the crisis and focus more on finding a new job, helping their children with schoolwork and parents' care, thus reducing potentially damaging stressful circumstances.
- Our decision to provide fresh food, in particular eggs, white meat, fruit and vegetables, has improved the families' diets, with outcomes that will have to be monitored over time.
- **70** minors were able to learn remotely and improve their grades.

2021 → NEW OBJECTIVES

- We want to carry on providing supplies to more families with the funding received from Fondazione OTB, Comitato Lab00, the Municipality of Milan and other partners.
- We wish to create a new food HUB in Milan, including a solidarity market and a the first multipurpose hub for the most deprived children, women and families in the area in collaboration with the Municipality of Milan, members of QuBi (from zone 8), and a few private donors.
- In this new phase, additional families indicated by the Municipality of Milan, will be added to a database that will also provide a detailed analysis of the flow and the achieved impact.

FUNDRAISING

OUR DONORS, ALWAYS ON OUR SIDE, DESPITE THE CHALLENGES

In 2020 there was an overall 10.43% decrease in the amount of funds raised mainly due to the considerable downscaling of the Christmas initiative “Un pacchetto per un dono” (similar to shoebox appeal), the suspension of face-to-face sales activity for several months, the postponement of some projects, and cautious reduction of some fundraising and communication investments (-29.4%). However, if we analyse the decrease concerning the donors’ relation (both private and corporate) and not specifically linked to events or large projects, there is only a 2.5% reduction, showing a substantial stability despite the pandemic crisis.

-10.43%

DONATIONS FROM A SOLIDARITY NUMBER

From 21st to 27th September 2020, the campaign on solidarity number 45591, in which took part the RAI channels, several media outlets and radio stations, was aimed at supporting the project “Shopping for the Children”. The money received (€57,609) went towards supplies for 250 families, from December 2020 to July 2021, including seasonal fruit and vegetables, food packages, nappies and electronic tablets.

57,609 € RAISED

HUGE INCREASE IN ONLINE DONATIONS

The impact of the pandemic meant people’s activities moved online, also with regard to donations. We registered a 58% increase in individual donations, mainly towards our initiatives focusing on the Covid emergency, both in Italy and abroad. We also noticed an increase of almost 73% in fundraising coming from solidarity gifts.

+58% ONLINE DONATIONS

+73% SOLIDARITY GIFTS

CORPORATE DONATIONS ON THE RISE

In 2020, despite everything, the number of companies that chose to support us increased, as they opted to support mainly projects in Italy to combat gender-based violence and child abuse. As a matter of fact, we registered a significant increase of income from corporate fundraising and private foundations, +30.3%, which partially made up for the decrease from the same sector in 2019.

+30.3%

FUNDRAISING FROM COMPANIES AND PRIVATE FOUNDATIONS



365 DAYS OF THANK YOU! COMPANIES AND FOUNDATIONS THAT SUPPORTED US IN 2020

888 Software Products S.r.l.	Crio Trans S.r.l.	Giaretta Italia S.r.l.	Protase Salvatore
A.Gen.Spe.Co. S.r.l.	Cromo -Pharma di Gavioli Ada e	Gold Fitness di Nadir Terruzzi s.a.s.	Qstep srl, RAI Radiotelevisione
Abb Sace Laboratori	C. s.a.s	GTRADE SYSTEM	Italiana
Adriatica Commerciale Macchine S.r.l.	Cromoflesch	Guido Berlucchi S.p.A.	Ranalli e Associati
Agordo Assicura S.A.S.	Cwc S.r.l.	Hic et Nunc S.r.l.	Rete del Dono S.r.l.
di Fantauzzi Luca	Desiobank	Home di Pellizoli Ivan	Ria Grant Thornton S.p.A.
Alma Briosa Snc	Discovery Italia S.r.l.	Iliad Italia spa	Rotaract Distretto 2100
Area Legale S.r.l.s.	Ditta Comarcon Snc	Immobiliare Santa Cristina S.r.l.	Rotarct Club Napoli
Arem S.r.l.	Douglas Italia S.p.A.	Intellienergy Technologies S.r.l.	S.O.M.S La Fratellanza
Ass. di Promozione Sociale Brusaioli	Econova Corporate	Intermatica S.p.A.	Scuola On Line s.a.s.
Associazione Culturale	EDGE Consulting S.r.l.	Ispì Istituto per gli studi di politica	Servizi Museali Bologna Società
Associazione Culturale Io Stanzino	Ellania Sas	Italian Image Institute S.r.l.	SGL LAB S.r.l.
Avery Tico S.r.l.	Enghouse Italy S.r.l.	Kosmelab S.r.l.	SIC S.r.l.
BIC ITALIA S.p.A.	Environmental Surveys S.r.l.	Kravos & Guadagno S.r.l.	Società Cooperativa Meridiana
Bomé S.r.l.	EOS S.p.A.	La Rocca	Progetti
C&R Associati	Europa World	Libera	Starcode S.r.l.
Ca' Rossa	Europolveri S.p.A.	Longoni Broglia Studio	Stichting Cordaid
Centro Del Sorriso	Eurosette S.r.l.	Commercialisti	Storgaz S.r.l.
Cetos S.r.l.	Esselunga	LUDUM S.r.l.	Studio Ferrario Associati
Charity Stars S.r.l.	EWI srl	Magaldi industrie S.r.l.	Studio Garbo
Chatwin S.r.l.	F&M Elettrica	Mainad S.r.l.	Teamsystem S.p.A.
Chiesi Farmaceutici Group,	Filli Brioschi S.r.l.	Mylady Acconciature di Pagani	Tecnogas S.r.l.
Chiuri	Facebook	Rosanna	Telecom Italia S.p.A.
Cisco Photonics	Faliva A. E R.	Nexus Accademy	Terenzi Communications S.r.l.
Coccatto e Mezzetti S.r.l.	Faliva Snc	Nico S.p.A.	Termopponente Snc
Comitato LAB00	Fambri Camillo S.p.A.	Nuova P.D.M.	Tersigni S.r.l.
Compar S.p.A.	Farmacia dell'Università	Officine Meccaniche San Giorgio	Twt S.p.A.
Consulenze S.r.l.	Faveto Impianti Tecnologici S.r.l.	S.p.A.	UISP
Contrada Capitana dell'Onda	Fondazion d'enterprise BIC	Oscarfrigo S.r.l.	Velux Italia S.p.A.
Coop Italia	Fondazione Geronimo Stilton	Overview S.r.l.	Verallia Italia S.p.A.
Cosaporto S.r.l.	Fondazione Snam	Pagano Costantino & Fratelli S.r.l.	Weborama Italia
Cral Deutsche Bank	Fondazione Zanetti Onlus	Polispostiva Hic Sunt Leones Varese	Wind Telecomunicazioni S.p.A.
CRAL Dip. Osp. Civ. di Cecina	G.I.S. EUROPE SE	Pompadour Te S.r.l. - Gmbh	Yamaha Music Europe GmbH
Cral Dipendenti Italia	Giannino Distribuzione S.p.A.	Pramerica Sgr S.p.A.	Zerosei Multimedia

OUR VISION OF PARTNERSHIP WITH COMPANIES. WORKING TOGETHER TO IMPROVE TOGETHER.

We live in a world where economic, social and gender-based inequality are more and more prevalent. It is increasingly important that we work together to address the gap and create a better world for future generations.

This year has reminded us all that the doing of each person has an impact on everyone else and, as per any environment, in order to do better we need to join forces and cooperate.

It is not easy to put all this into fruition. We need to make far-reaching changes within the system in order to make the best possible use of funding and resources, and utilise advances in technology that help us

work together for a common purpose. Humanitarian organisations alone and the individual states can only do so much: we must all get involved, including small and large businesses, which must play their part. It is crucial to engage in dialogue, discussion and plan together projects that may have a real impact on the area whilst contributing towards sustainable development for all.

We have always been committed to build consistent partnership networks (between Organizations, Companies and Institutions). We foster the co-design of programmes that will actively contribute towards meeting the Sustainable Development Goals (SDGs) such

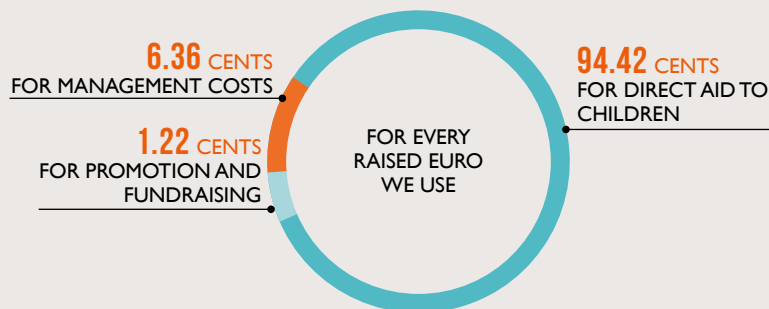
as quality education for everyone, a world free from violence, inequality and injustice, and a more inclusive society that provides equal opportunities to all. In line with the goal 17 of the SDGs, we foster sustainable partnerships where we are equal in value and status to our business partners, to create real and structured cooperation which involves all stakeholders over time.

To us, building partnerships with businesses is an essential step to go beyond the short-term support approach to individual projects; embracing instead, at last, long-term support to the organization, that may lead to shared vision, values and programs, and truly assess the impact of the work that is being done.

PERFORMANCE INDICATORS

RESOURCE ALLOCATION INDEX 2020

BENCHMARK FOR ITALY
(UN-GURU FOR SOLE 24 ORE):
70% INSTITUTIONAL ACTIVITIES,
15% PROMOTION AND FUNDRAISING
10% MANAGEMENT COSTS
5% OTHER



PROGRAMME EXPENDITURE

EURO MILLIONS



PUBLIC FUNDRAISING

EURO MILLIONS

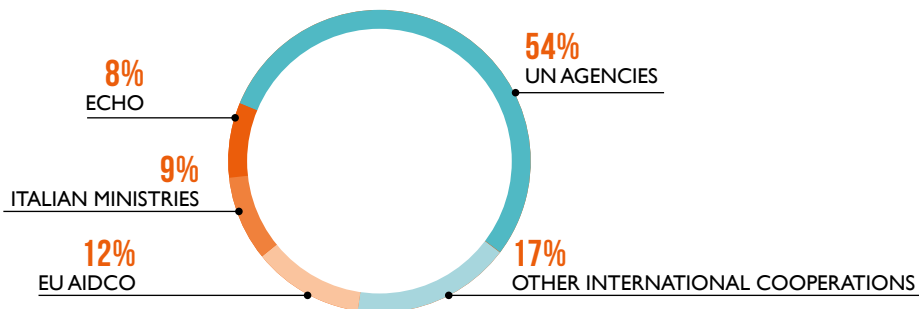


PRIVATE FUNDRAISING

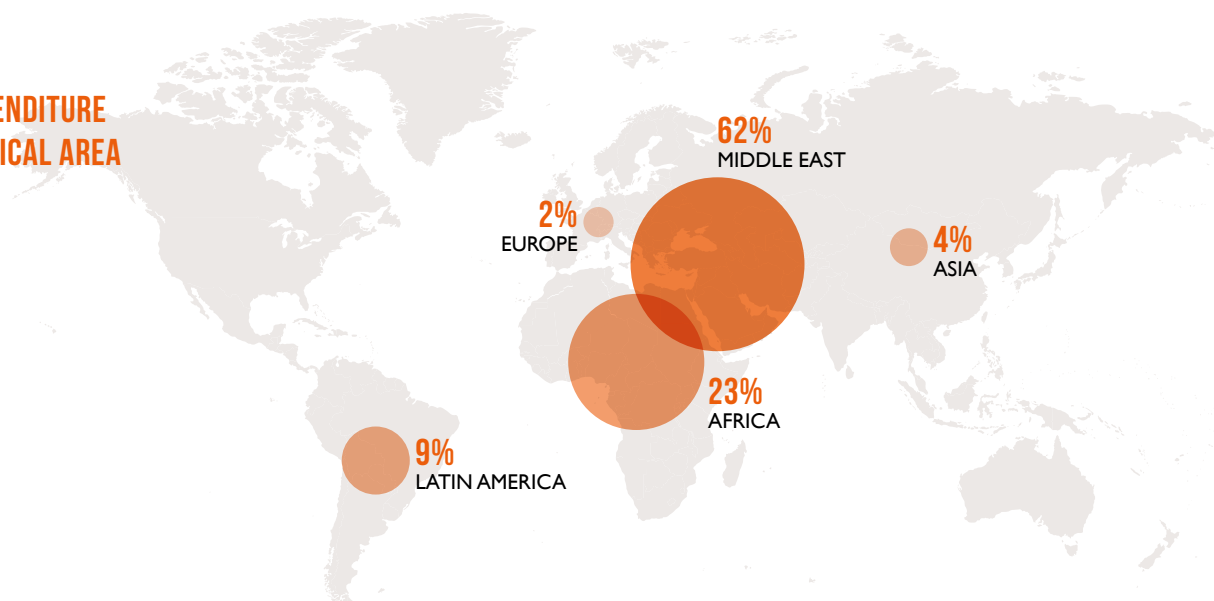
EURO MILLIONS



SOURCE OF PUBLIC FUNDRAISING



PROJECT EXPENDITURE BY GEOGRAPHICAL AREA



SINTESI DEI DATI ECONOMICO-FINANZIARI

ECONOMICAL AND FINANCIAL DATA

Bilancio certificato da / Financial statement audited by
Ria Grant Thornton S.p.A.

DATI PATRIMONIALI

BALANCE SHEET

	2020	2019	"	%
Totale immobilizzazioni Total fixed assets	722.477	721.989	488	0%
Crediti Receivables	15.864.565	18.202.897	-2.338.332	-13%
Disponibilità liquide Cash and Cash equivalents	2.505.980	3.127.783	-621.803	-20%
Ratei e risconti attivi Accrued earnings and prepaid expenses	27.303	34.137	-6.834	-20%
TOTALE ATTIVO TOTAL ASSETS	19.120.326	22.086.806	-2.966.480	-13%
Patrimonio netto Net equity	434.051	434.051	0	0%
Fondo TFR Employee severance indemnity	379.495	341.321	38.174	11%
Debiti Payables	18.306.779	21.311.434	-3.004.655	-14%
TOTALE PASSIVO TOTAL LIABILITIES AND EQUITY	19.120.326	22.086.806	-2.966.480	-13%

RENDICONTO DELLA GESTIONE

MANAGEMENT REPORT

	2020	2019	"	%
Entrate per contributi Income from contributions	22.020.466	22.390.073	-369.607	-2%
Avanzi finali progetti finanziati Final surplus from financed programmes	813.144	1.481.501	-668.357	-45%
Quota e proventi della raccolta fondi Funds raised to cover general expenses	1.295.669	1.025.648	270.021	26%
Altri proventi Other incomes	24.707	24.695	12	0%
TOTALE PROVENTI TOTAL INCOME	24.153.986	24.921.917	-767.931	-3%
Spese progetti Costs for projects	22.220.533	22.811.605	-591.072	-3%
Collaboratori di sede su progetti In residence co-operators on projects	9.016	70.048	-61.032	-87%
Spese funzionamento struttura General and administrative expenses	1.494.880	1.467.642	27.238	2%
Oneri promozionali e raccolta fondi Charges for promotional activities and fundraising	294.142	416.533	-122.391	-29%
Altri oneri Other expenses	135.416	156.088	-20.672	-13%
TOTALE ONERI TOTAL CHARGES	24.153.986	24.921.917	-767.929	-3%