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# 2019 ANNUAL REPORT



# Friends-International: ANNUAL REPORT 2019

## Overview FI

Working directly with marginalized children, youth, families and communities, at Friends-International (FI) we enable those who often severely lack opportunities to become productive, functional and independent citizens of their country. As a leading social enterprise we run and support innovative projects saving lives and building futures for children and their families across Asia, Africa and Europe, guided by those who matter the most to us - the children and youth we work with every day.



Under the supervision of our Headquarters in Paris, France, International Coordination comes from a centralized team based in Phnom Penh, Cambodia, and support teams that adapt to reflect the needs of our field programs. In 2019 these teams comprised.



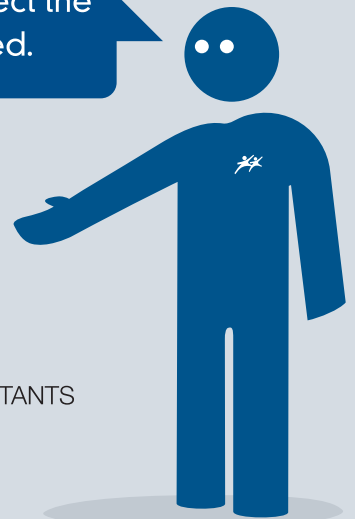
### INTERNATIONAL COORDINATION

- FINANCE
- COMMUNICATIONS
- HR / ADMINISTRATION
- FRIENDS ALLIANCE
- CHILDSAFE ALLIANCE
- CHILDSAFE MOVEMENT
- QUALITY / M.E.R.
- PARTNERSHIPS



### INTERNATIONAL SUPPORT TEAMS:

- FINANCE
- VOCATIONAL TRAINING
- EMPLOYMENT
- TRAINING BUSINESS
- COUNTRY TECHNICAL ASSISTANTS
- HUMAN RESOURCES





**The Friends Alliance (FI)**

Developing innovative, holistic services providing best quality services that adapt to an ever-changing population.



**The ChildSafe Alliance (CSA)**

Building cooperation, coordination and capacity of NGOs and Government services to improve the overall quality of services and facilitate system change through common campaigns and lobbying.



**The ChildSafe Movement (CSM)**

Involving all tiers of society in being able to recognize children at risk and to react and respond to that risk appropriately. This is linked to behavior change campaigns that impact positively on how people, businesses and society in general act and react to children.

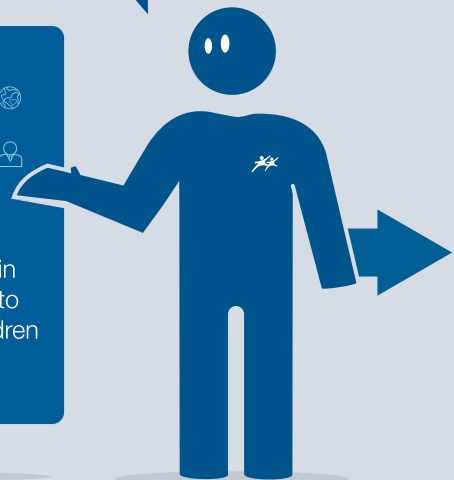
We aim to create and implement solutions based on innovation.

Responding rapidly to environmental / population changes

Avoiding traditional dependency models of charity

Reducing overlap of services which leads to resource and time wasting

Involving everyone in their duty to protect children



# Key Achievements 2019

## IMPACT SUMMARIES 1/3

2019 marked the 25th anniversary of the first FI program and also saw the launch of exciting new ventures; the Friends Futures Factory, ChildSafe Experience, and Let's Eat! in Phnom Penh. We saw a 63% increase in numbers of people we reached, but we also faced a number of challenges - significant funding gaps, increasing costs and recruitment issues.



# 84,432

people reached through outreach work, programs, and projects.



# 209,159

people supported by our global partners to build better futures!



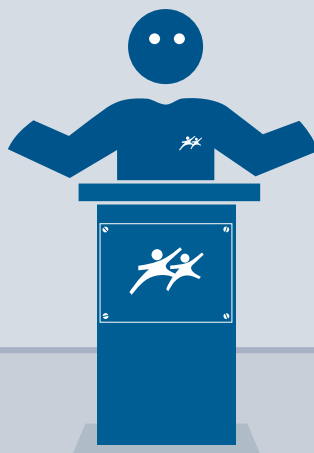
# 17,325

children protected by trained ChildSafe Agents!

In 2019 our Friends programs and projects built futures in safe and sustainable ways through outreach work (Saving Lives) and access to education, training and employment opportunities (Building Futures)!

ChildSafe Alliance – working closely together with our 58 global partners we supported 209,519 persons to build better futures! Our Cambodian Alliance partnership 3PC reached over 51,000 people with a range of family strengthening, support and reintegration services!

ChildSafe Movement – during 2019, over 5,136 trained ChildSafe Agents in communities prevented children from facing abusive or risky situations and directly protected over 17,000 children from harm through their positive actions! Campaign materials reached over 7.5 million persons this year!



# Key Achievements 2019

## IMPACT SUMMARIES 2/3



### FINANCE

Our consolidated income increased by 5% to \$7,478,907 with donor funding at 59% and training revenues at 35%. Private donations / consultancy saw increases this year to 3% and 2% respectively of our total income, and our admin costs remained at 5%.



### PARTNERSHIPS

Non-social business income reached \$4,868,156 in 2019, contributing to a sustained growth of ~10% over the past 3 years – an encouraging upward trend!



### QUALITY / MER

Our Child Protection Policy was completely revised and upgraded and a range of new resources and materials were developed and implemented to support the quality of our service delivery. We conducted 21 consultancies over the course of 2019!



### COMMUNICATIONS

Our campaigns, media interactions and social media postings reached a total of 18,910,674 persons during 2019!



### EDUCATION

Our Alliance programs supported 6,650 children to return to school, and to stay in school!



### TRAINING & EMPLOYMENT

In 2019 we supported 3,099 people to access employment readiness and vocational training, and we placed 1,280 persons into employment!



### HUMAN RESOURCES/ADMIN

498 #everydayheroes were employed by FI in 2019 - 95% of those were local and we had a 50/50 gender balance! We completely revised our Basic Training and worked to create a pool of new in-house trainers to deliver this across programs.



### SERVICES

Our teams of #everydayheroes provided 3,005,920 services (including medical, educational, psychosocial, drug-related and others) to those we work with.



# Key Achievements 2019

## IMPACT SUMMARIES 3/3



### TRAINING & EMPLOYMENT



### EDUCATION



### SERVICES





# Key Events 2019

## PROJECTS LAUNCHED IN 2019

