

2024

ANNUAL REPORT

**NOTE: PROVISIONAL DOCUMENT, TO BE VALIDATED BY JUNE 2025
DURING THE NEXT GENERAL ASSEMBLY.**



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Introduction



In 2024, Mercy Hands Europe expanded its reach, scaled up impactful projects, and reinforced its commitment to sustainable humanitarian interventions across Iraq, Syria, Ethiopia, and Gaza.

This year, MHEU focused on key sectors including education, protection, health, emergency response, and livelihoods. By implementing innovative projects, we tackled critical needs like healthcare access, digital literacy, sustainable agriculture, and psychosocial support, creating meaningful and lasting impact for vulnerable communities in Iraq, Syria, Ethiopia, and beyond.

Building on a foundation of strengthened international partnerships, an expanded team, and increased donor engagement, MHEU advanced its global mission in 2024. This Annual Report showcases our achievements, highlights resilience from the field, and outlines our path toward a more equitable future.

A word from the Executive Director

In 2024, Mercy Hands Europe expanded its impact across Iraq, Syria, and Ethiopia, with projects tripling to address critical needs in education, protection, health, livelihoods, and emergency response. We also extended our support to Syrians and Lebanese during a particularly sensitive historical moment. By scaling up existing initiatives and launching new ones, we continued responding to crises while fostering sustainable development.

In August, I had the privilege of visiting Iraq and witnessing the transformative impact of our projects. Meeting our teams and beneficiaries reinforced the importance of our mission and the resilience of the communities we serve. Their determination continues to inspire our efforts.

Our achievements were bolstered by strategic partnerships with international organizations and local actors, enabling impactful solutions like healthcare in Syria, sustainable agriculture in Ethiopia, and digital education in Iraq. Empowering communities with dignity remains our core focus.

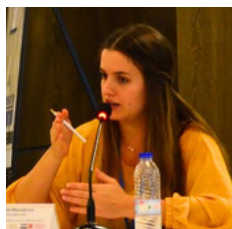
This year also marked an expanded presence in Switzerland, where new collaborations strengthened local interventions and community resilience.

As we look to the future, we are driven by the progress of 2024 and committed to advancing justice, equality, and opportunity for all. This Annual Report reflects the stories and successes that define our work and inspire us to do even more.

Michela G. Maccabruni



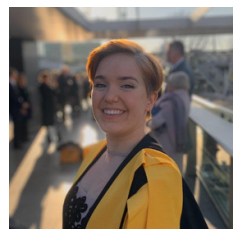
Our Team in 2024



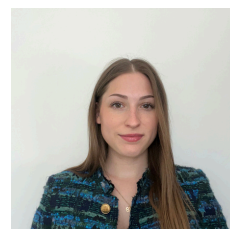
Michela G. Maccabruni
Executive Director



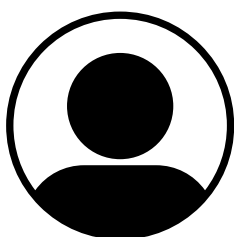
Claire Mérilhou
Programme
Coordinator



Stephanie Baker
Project Manager
Volunteer



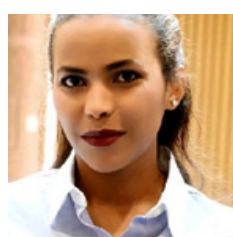
Célia Thibout
Project Manager



Ayse Alici
Volunteer Agriculture
Programme Manager



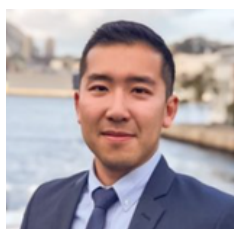
Johnny Hobeika
Consultant



Lydia Woldu
Project Manager
Agriculture



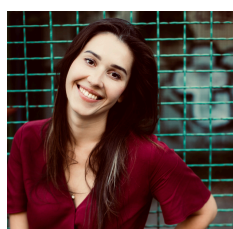
Keren Yengo Batshika
Project Assistant



Jason Koay
Project Manager
Education



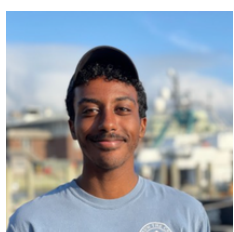
Emil Raiser
Project Manager
Education



Kateryna Savytska
Project Manager
Health



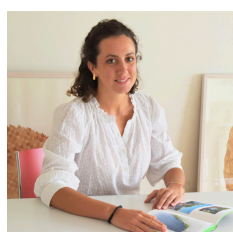
Srinithe Panneer Selvam
Project Manager
Agriculture



Marcus Mahtemework
Project Manager
Agriculture



Emma Viard
Volunteer



Chiara La Rosa
Volunteer

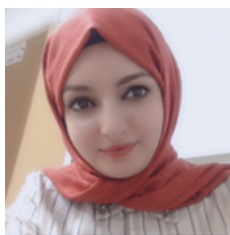


**Synergie Fiduciaire
Service SA**
External Accountability and
Administration Service

Our Field Team



Aya Mohammed
Project Coordinator - Iraq



Amani Mohamad
Lawyer and Manager
of Mercy Path



Diyala Hussein
Project Coordinator
North-East Syria



Asma Mohamed
Social Worker - Iraq



Saman Mohamed
Social Worker - Iraq

Our Board of Directors



Khaldoon Al Moosawi
President



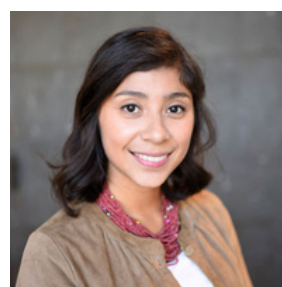
Zina Attar
Secretary



Francesca Grandi
Board Member



Michael Hyden
Board Member



Cynthia Macias
Board Member

2024 Achievements

10

Number of Projects
in 2024

+5

Reference Letters
totaling 13 since 2019

25

Social and Legal
Cases



Health Expansion in Syria

We expanded our health services in Syria, further strengthening our commitment to healthcare access in the region.



Emergency Response

Responded to two major emergencies: one for Lebanese communities and one for Syrians.

Team Development

Expanded our team, strengthening our capacity to deliver on our mission.



Social Media Growth

Launched a podcast and a TikTok account to engage wider audiences.



Forbes Feature

We were featured in Forbes, raising awareness of our work on a global platform.



Field Visit to Iraq

Conducted a field visit in Iraq to assess and support ongoing projects and partnerships.



Fundraising Events

Successfully organized two fundraising events in 2024, doubling our initial plan for the year.

Implemented & Ongoing Projects

1 PROTECTION

PSYCHOSOCIAL AND LEGAL SUPPORT FOR IRAQI AND SYRIAN FAMILIES

-  North-East Syria and Iraq
-  Starting date: January 2020
Closing date: Open ended (cases are ongoing)
-  78 beneficiaries targeted to date
-  In partnership with International Social Service (ISS) Switzerland, ISS Germany and Children and Families Across Borders (CFAB)

MHEU (Middle East Humanitarian and Educational Unit) has partnered with ISS Switzerland, ISS Germany, and Children and Families Across Borders (CFAB) to support Iraqi and North East Syrian families facing migration and displacement challenges. We provide social, legal, and psychological assistance to families, especially those affected by violence, abuse, divorce, and mental health issues, through a team of social workers, lawyers, psychologists, and translators.

Our team has expanded to include five social researchers, and we have strengthened our partnership with the "Masar Al-Rahma" Organization, which offers legal and social consultations for complex cases. We also collaborated with a team in Kurdistan, Iraq, to prepare community and police reports in coordination with local authorities.

This year, we received four new adoption cases from CFAB, assessing families nominated for adoption from the UK to Iraq. To date, we have handled over 15 cases, assisting 78 individuals. Additionally, we support Iraqis wishing to return and reintegrate sustainably into society after fleeing conflict.



STRENGTHENING THE CIVIL SOCIETY AND RULE OF LAW IN IRAQ AS A TOOL FOR PEACEBUILDING: PHASE III



Erbil, Iraq & Istanbul, Turkey



Starting date: May 1, 2024

Ending date: October 31, 2024



70 direct beneficiaries



In partnership with Mercy Hands Organization and the Geneva International Centre for Justice

This project, funded by ifa/zivik, established a Network of Stakeholders in Iraq to address Enforced Disappearances (ED) and related human rights violations. Over 70 members, including CSOs, legal professionals, and community leaders, were trained in advocacy, report writing, and legal processes, resulting in 15 comprehensive reports submitted to UN bodies.

The initiative prioritized gender inclusivity, collaboration, and capacity-building, while raising awareness through community engagement and online conferences. Despite security challenges, activities were relocated to Istanbul, ensuring participant safety and sustaining progress. The project successfully enhanced civil society's capacity, advanced legal reforms, and fostered a sustainable framework for long-term human rights advocacy in Iraq.



BEE-COME THE CHANGE

-  Al-Bab, Al-Bab district, Syria
-  Starting date: April 1st, 2023
Ending date: May 31st, 2024
-  100 direct beneficiaries
-  In partnership with International Agricultural Cooperation Organization

Following the highly successful first year, the second phase of our beekeeping project has been implemented, focusing on three main objectives:

- Addressing the decline in local biodiversity due to the impact of war and chemical pesticides. Proactively, we have initiated the planting of 20,000 seedlings in a specialized greenhouse to rejuvenate and enrich the local ecosystem.
- Promoting independence among our beekeepers by establishing a local queen bee production. Currently reliant on imported queens, we have successfully set up the first queen bee center in Syria, facilitating the cultivation and distribution of local queens, and reducing dependence on external sources.
- Expanding our training program to accommodate an additional 50 beneficiaries, ensuring equal representation with 25 women and 25 men. This expansion aims to provide comprehensive training and equal opportunities for all genders within the beekeeping field.



WATER, PLANTS AND ANIMALS FOR A SUSTAINABLE ETHIOPIA



-  Bibugn Woreda, Amhara Region, Ethiopia
-  Starting date: 1st of May 2023
Ending date: 31st of April 2025
-  400 direct beneficiaries
-  In partnership with Agri Service Ethiopia

This project is dedicated to empowering the rural community, with a special focus on women, through a range of income-generating activities. Our initiatives encompass capacity building in beekeeping, poultry practices, ecological agriculture, forestry, and livestock breeding. The core of our interventions is the establishment of income-generating agricultural activities and the enhancement of women's decision-making authority.

Additionally, our goal is to alleviate poverty within the community while promoting sustainable agriculture. Finally, we concentrate on health protection by facilitating access to clean water, aiming to reduce both the physical strain on women and the risks of waterborne diseases.



ECO-IRRIGATION & SUSTAINABLE ENTREPRENEURSHIP IN SOUTH OMO



 Dassenech Woreda, South Omo Zone , Ethiopia

 Starting date: 1st of September 2024
Ending date: 31st of August 2025

 100 direct beneficiaries

 In partnership with Agri Service Ethiopia

This project's focus shifts to Dassenech Woreda -- a rural community within Ethiopia's South Omo Zone that continues to feel the acute effects of enduring drought and crop failure. As such, the intervention seeks to enhance agricultural sustainability and economic empowerment across local populations.

In doing so, the project sets out to leverage innovative solar-powered irrigation technology, providing beneficiaries the means to become more resilient against climate induced shocks, before providing community members with the knowledge needed to promote climate-smart horticultural practices -- alongside the development market mechanisms for the sale of high potential agricultural commodities.



HIBISCUS, SAFFRON AND GINGER FOR HOLISTIC HEALTH TREATMENT



Domiz 2 Camp, Dohuk, Kurdish Region of Iraq



Starting date: 1 April 2023

Ending date : 30 June 2024



200 direct beneficiaries (Syrian refugees, 50% women)



In partnership with Mercy Hands Organization

This project aims to cultivate hibiscus, saffron and ginger within Domiz 2 refugee camp and produce herbal tea products from them for the community as a holistic natural treatment of various prolific cardiovascular diseases. This is building upon our pilot research project in 2022 demonstrating the power of hibiscus to lower blood pressure, now we will be conducting new medical research on the health impacts of hibiscus and ginger tea on refugees with hypertension and distributing free tea to at least 200 refugees.

This project also involves training nine refugees from the Camp in the cultivation of these plants and production of herbal tea to distribute and sell to members of the local community through a new micro-enterprise. This project will thus address specific health, agriculture and livelihood needs within the region's refugee and IDP population.



DIGITAL LIBRARY SERVICE FOR ETHIOPIAN YOUTH



Hawassa, Sidama Region, Ethiopia



Starting Date: 4th of October, 2024

Ending Date: 2nd of February, 2025



Direct Beneficiaries: 900 youth aged 10-14

Indirect Beneficiaries: 4500 community members



In partnership with Mary Joy Ethiopia

The Digital Library Service project, a collaboration between Mercy Hands Europe (MHEU) and Mary Joy Ethiopia (MJE), addresses the pressing need for accessible digital learning resources in Hawassa, Ethiopia. This initiative aims to enhance education and digital literacy for underserved youth by establishing a fully equipped digital library.

The project focuses on renovating a dedicated library space and outfitting it with essential infrastructure, including desktop computers, internet connectivity, and digital books. Complementary efforts include recruiting trained facilitators, hosting workshops to promote digital skills, and ensuring a safe, inclusive learning environment. By bridging the digital divide, the library will directly benefit 900 young individuals aged 10-24, and indirectly support over 4,500 community members, such as parents and educators.

With a budget of CHF 36,344, the project exemplifies sustainable, scalable community impact. It integrates monitoring, evaluation, and community feedback mechanisms to refine services, ensuring relevance and efficiency.



EMPOWERMENT AND POTENTIAL OF WOMEN AND GIRLS IN ICT AND CODING



Shatt al-Arab District, Governorate of Basra, Iraq



Starting date: 1 October 2024

Ending date : 31 January 2025



220 direct beneficiaries (50,000 people living in the area project)



In cooperation with Mercy Hands Organization

The ICT and Coding Education Initiative, a partnership between Mercy Hands Europe (MHEU) and Mercy Hands for Humanitarian Aid (MH), seeks to bridge the digital divide and empower underprivileged youth in Shatt al-Arab, Basra, Iraq. This project, funded by the Canada Fund for Local Initiatives (CFLI), aims to equip 180 girls aged 12-16, including 30 students with disabilities at local disability institutes, with essential digital skills through comprehensive training in Microsoft Office and Python coding. The initiative also trains 10 local teachers and two institute teachers, ensuring sustainability via a Training-of-Trainers (T.O.T) model.

Complementary activities include field visits to ICT workplaces, community awareness campaigns. With a total of at least 220 direct beneficiaries and a broader impact on 1,920 individuals, the project emphasizes inclusivity, addressing the barriers faced by girls and youth with disabilities in accessing education and employment. Operating with a budget of approximately \$60,000 CAD contributed by CFLI, the project ensures scalability and sustainability through partnerships with local authorities. By fostering digital proficiency and advocating for gender and disability inclusion, this initiative not only enhances individual livelihoods but also contributes to the growth of Iraq's digital economy.



SAFE HAVEN SYRIA



Qabbasin, Al-Bab District, Governorate of Aleppo, Syria



Starting date: 1 October 2024

Ending date : 30 September 2025



250 direct beneficiaries (50,000 people living in the area project)



In cooperation with International Agricultural Cooperation Organization (IACO)



The Safe Haven Syria project seeks to establish a dedicated healthcare centre to serve as a vital support system for women and children in rural areas of Qabbasin, enhancing access to essential healthcare services. Through a combination of physiotherapy interventions and psychosocial support, the centre will provide targeted care to improve the well-being and resilience of local women and children.

Additionally, the centre aims to create a safe and empowering environment where women and children can learn about their rights and gain valuable knowledge on maintaining their health. Educational sessions focused on bullying prevention and violence awareness will further equip them with the tools to recognize and protect themselves against harmful behaviors, fostering a healthier and more informed community.

By building this healthcare center, we strive to make a meaningful, lasting impact on the health and safety of vulnerable populations, aligning with our commitment to supporting their well-being and advocating for their rights.



Financial Overview

In the years leading up to 2024, MHEU's financial journey saw significant transformations. In 2020, the organization relied exclusively on financial support from our sister organization, Mercy Hands Organisation, which generously provided a total of 104,848 CHF to sustain our operations. The following year marked a turning point as we began to secure grants for our projects, boosting our income to 117,042.65 CHF in 2021. A remarkable milestone was achieved in 2022 when MHEU became fully economically self-sustainable, generating a substantial income of 380,137.08 CHF solely through the successful implementation of our projects. Building on this momentum, in 2024, MHEU reached new heights with a total income of 494,709.49 CHF (NB numbers to be approved in the next audit). Here is a breakdown of our income:

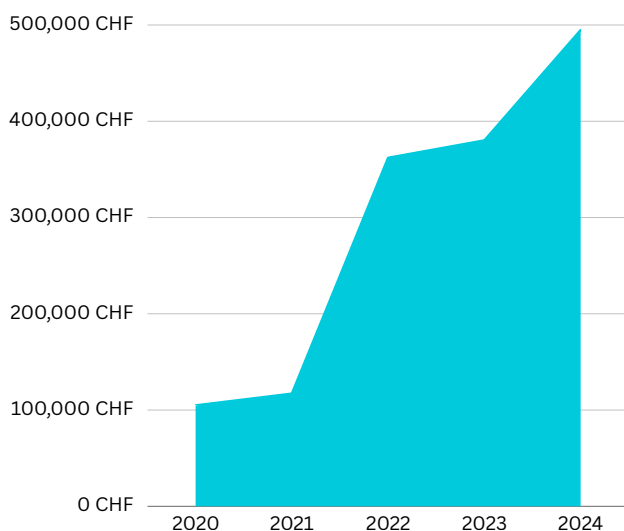


Chart 1 - Revenue growth since 2020

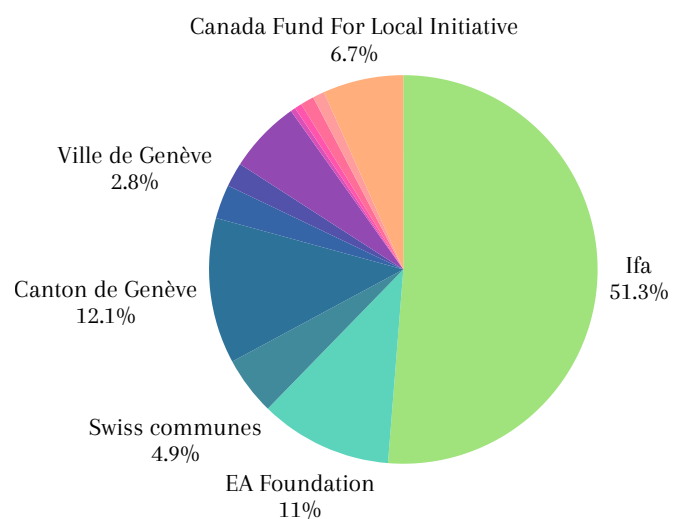


Chart 2 - Donations received in 2024

Governance Meetings in 2024

In 2024, Mercy Hands Europe held a total of **six key governance meetings**, including one General Assembly (GA) in May and five internal meetings of the Board of Directors (BoD) throughout the year.

These meetings served as essential opportunities to guide the strategic direction and drive operational improvements, ensuring transparent governance and organizational alignment.

Highlights of these meetings included:

- Reviewing the successes of 2023 and identifying lessons learned.
- Defining and approving the main objectives and priorities for 2024.
- Discussing and approving new projects secured during the year, as well as reviewing the progress of ongoing projects.
- Reflecting on the organizational development of MHEU and exploring ways to enhance its impact and sustainability.
- Approving updated administrative documents and internal policies to uphold good governance and compliance.



These ongoing interactions with the Board of Directors ensured team alignment on common objectives and reinforced a culture of transparency and effective governance.

Events & Networking



La solidarité dans tous ses états Plan-Les-Ouates, Switzerland



In February, we were proud to participate in "La solidarité dans tous ses états" in Plan-les-Ouates, Geneva, organized by one of our donors. This two-day event allowed us to showcase MHEU's work, offer tastings of honey from our Syrian beekeeping project, and serve hibiscus tea. We also organized fun activities, including a bee drawing session and a beekeeping quiz for children.

Click to see the video



Dynamic Women in Business Boston & New York, United States

On February 10th, 2024, Mercy Hands Europe, led by ED Michela Gisella Maccabruni, joined the 33rd Dynamic Women in Business Conference at Harvard. Highlights included insights on leadership, mentorship, and diversity from speakers like Ann Sarnoff and Victoria A. Budson, inspiring advocacy for equity and inclusion.



Click to see the video



Podcast with Booster Solidaire for Podcastthon - Online



Mercy Hands Europe participated in the 2024 edition of Podcastthon through an interview on the podcast La solidarité en avant by Booster Solidaire. This annual event, organized by Altruwe App, brings together French-speaking podcasters to promote charitable causes. The episode, available on major platforms, highlighted our work in challenging areas and raised awareness for solidarity initiatives.

Click to listen to the podcast



ICVA Annual Conference Geneva, Switzerland

Mercy Hands Europe attended the ICVA 2024 Annual Conference at Maison de la Paix, Geneva, represented by Michela G. Maccabruni. The event focused on rethinking coordination in humanitarian action, with insights on transparency, agility, and collaboration. Speakers from diverse organizations shared experiences, emphasizing adaptability and the importance of humanitarian principles in complex contexts.



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Events & Networking



Forbes Interview Paris, France



An exclusive interview and article featuring Michela G. Maccabruni and Claire Mérilhou was published on Forbes France. The piece highlights the organization's expertise and initiatives in humanitarian aid and sustainable development, focusing on its work in conflict and disaster-affected regions with trusted local partners.



Click to see the interview



OCHA High-Level Pledging Event Geneva, Switzerland

Mercy Hands Europe attended a high-level pledging event at the Palais des Nations, Geneva, focused on Ethiopia's humanitarian crisis, where 21 million people need aid. The event highlighted the urgency of the situation and the need for international action.



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Click to see the video

Breakfast Team Meeting Geneva, Switzerland

During a breakfast session, the MHEU team gathered to bond, reflect on projects, and practice the feedback sandwich approach. This method delivers constructive feedback between two layers of positive comments, fostering a supportive environment for growth. The session aimed to enhance team development and create a more constructive, encouraging atmosphere.



Farewell Celebration Geneva, Switzerland

In June 2024, we gathered at the Palais Anna et Jean Gabriel Eynard in Geneva to honor Loredana Marchetti's conclusion as Administratrice du Fonds dédié à la Solidarité internationale. Her dedication to the Ville de Genève has been vital to our development project in Ethiopia, benefiting hundreds of women.



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Events & Networking

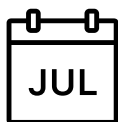


Festiv'Orient - Café Foound Geneva, Switzerland



The inaugural Festiv'Orient organized by Mercy Hands Europe brought together over 60 attendees who supported the cause through their donations. Guests enjoyed a Middle Eastern buffet, a raffle with themed prizes, and Syrian honey, while raising awareness about the organization's work. The event was hosted by Café Foound, with special thanks to the tombola sponsors for their contributions.

Click to see the video



Food Donation to Bateau Genève Geneva, Switzerland

Mercy Hands Europe is pleased to have partnered with Bateau Geneva, which accepted a food donation from our recent event. Bateau Geneva provides meals and support to 150-200 individuals daily, along with hosting pasta parties to foster community. Their work offers a safe space for those facing homelessness and migration challenges.



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Caux Democracy Forum Caux, Switzerland



In July 2024, the Caux Initiatives of Change Foundation hosted the Caux Democracy Forum, bringing together around 300 participants, including NGOs, diplomats, and UN agencies. The forum focused on strengthening democracies and human rights, with key speakers addressing corruption, trust-building, and inclusive economies to revitalize democracy and foster cooperation.

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Honey Distribution Geneva, Switzerland

Mercy Hands Europe thanks Swiss donors for supporting our projects in Ethiopia and Syria. Special thanks to IACO and Syrian beekeepers for providing honey distributed in Geneva. The Canton of Geneva, with the "Service de la Solidarité Internationale," was a key early supporter of our beekeeping project.



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Events & Networking



6e Rentrée des Associations MIA, Geneva Switzerland



On September 12, 2024, Mercy Hands Europe joined an event hosted by the Maison Internationale des Associations (MIA). The event offered a valuable chance to connect with Geneva's nonprofit community and hear from key speakers. We are excited about future opportunities for collaboration toward a more inclusive future.

Click to see the video



Honey Distribution London, United Kingdom

Mercy Hands Europe's project manager, Jason Koay, met with the EA Foundation in London to thank them for their support of projects in Ethiopia and Syria. Special thanks to IACO and Syrian beekeepers for providing honey distributed to the foundation.



Click to see the post



Festiv'Ethiopia Geneva, Switzerland



In September 2024, Mercy Hands Europe hosted a memorable Festiv'Ethiopia event, with thanks to Tesfaye Abebe for his speech and Ethiopian Restaurant Mercato for hosting. Local businesses contributed raffle prizes, making it a lively celebration of Ethiopian culture in Geneva.

Click to see the video



Journée de la Fondation Saint Pourçain sur Besbre, France

Mercy Hands Europe took part in the Journée de la Fondation 2024 at Le PAL park in Saint-Pourçain-sur-Besbre, France. The event, organized by the Le PAL Nature Foundation, focused on conservation awareness, with activities and engagements from various partner organizations.



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Events & Networking



100 Years of ISS Geneva Switzerland



Mercy Hands Europe celebrated ISS's 100th anniversary, recognizing their global work in child protection and family welfare. Partnering since 2019 in Iraq, we are expanding our collaboration to Syria to continue supporting families and protecting children's rights.



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NGO Career Days Geneva, Switzerland

On October 26-27, 2024, Mercy Hands Europe participated in the NGO Career Day at the Graduate Institute, engaging with students and professionals to discuss our humanitarian initiatives. We appreciate the Graduate Institute for hosting this inspiring event.



Click to see the video



Click to see the video

Afterwork with Voisins Geneva, Switzerland



On December 12th, Mercy Hands Europe and Voisins hosted an afterwork event in Geneva to celebrate the end of the year for the humanitarian community. The evening included networking, cultural exchanges, and a traditional "Fête de l'Escalade" celebration, where participants broke a chocolate pot together.

National and International Advocacy

In 2024, Mercy Hands Europe advanced the rights of vulnerable communities through advocacy at national and international levels, aiming to raise awareness, influence policy, and foster impactful collaborations.



In 2024, we continue our partnership with Voyage SO-LEADER, receiving 10% of travel fees from clients supporting our mission. Their ethical travel experiences align with our shared commitment to social impact.



A GLOBAL NGO NETWORK
FOR PRINCIPLED AND EFFECTIVE
HUMANITARIAN ACTION

Mercy Hands Europe remains an active member of ICVA in 2024, an international network of NGOs dedicated to improving humanitarian action. We are committed to expanding our connections and collaborating on shaping effective policies and practices in the sector.

UNITED NATIONS COMMITTEE ON ENFORCED DISAPPEARANCES



In “Strengthening the Civil Society and Rule of Law in Iraq”, phase 3, lessons from previous phases were incorporated to refine the approach and enhance impact. A dynamic group of Iraqi Civil Society Organizations (CSOs) and activists was carefully selected, bringing valuable expertise and perspectives.

Participants prepared 10 reports for United Nations (UN) Bodies, including three submitted to the UN Committee on Enforced Disappearances, providing updated insights into Iraq's enforced disappearances. The reports highlighted the lack of significant progress despite the Committee's recommendations, emphasizing the urgent need for action.

A key achievement was establishing direct communication between local organizations and international bodies, especially the UN Committee on Enforced Disappearances, fostering stronger collaboration to address the crisis.

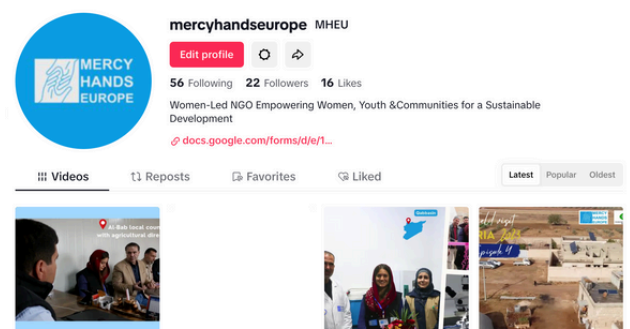


National and International Advocacy

In 2024, we continued our commitment to keeping our valued subscribers informed through our monthly newsletter. This publication provides updates on our ongoing projects, organizational developments, and upcoming events. By releasing a new edition at the start of each month, we aim to maximize our outreach and raise awareness about the impact of our work. We are excited to share the latest highlights and insights with an ever-growing audience as we work towards making a positive difference in our community.



In March 2024, Mercy Hands Europe was featured on the "La solidarité en avant!" podcast, where our Executive Director discussed the importance of safeguarding humanitarian workers and implementing safety measures in unstable environments.



In 2024, Mercy Hands Europe launched its TikTok presence, expanding our digital outreach and engaging a wider audience to raise awareness about our projects and impact.



Our Recent Letters of Recommendation



Präsidialdepartement des Kantons Basel-Stadt

Aussenbeziehungen und Standortmarketing

► Entwicklungszusammenarbeit

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www.bs.ch/eza

Mercy Hands Europe
Maison des Associations
Rue des Savoises 15
1205 Genf

Basel, 3. Dezember 2024

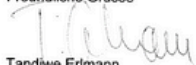
Empfehlungsschreiben für das Imkereiprojekt "Bee-Come: Nachhaltige Imkerei zur Stärkung der syrischen Imker und Imkerinnen und zum Schutz der Biodiversität"

Sehr geehrte Damen und Herren

Gerne bestätige ich, dass die Organisation Mercy Hands Europe im Jahr 2023 Fördergelder des Kantons Basel-Stadt in der Höhe von 30'000 Franken zur Durchführung des Projektes "Bee-Come: Nachhaltige Imkerei zur Stärkung der syrischen Imker und Imkerinnen und zum Schutz der Biodiversität" erhalten hat.

Die prüfende Fachkommission für Entwicklungszusammenarbeit sowie der Regierungsrat des Kantons Basel-Stadt waren überzeugt von dem Projekt, da es mit ganzheitlichen und wirkungsvollen Ansätzen anstrebt, die wirtschaftliche Lebensgrundlage von Imkerinnen und Imker mit der Honigproduktion und Bienenzucht nachhaltig zu verbessern.

Freundliche Grüsse


Tandiwe Erismann
Wissenschaftliche Mitarbeiterin

English translation :

Recommendation Letter for the Beekeeping Project "Bee-Come: Sustainable Beekeeping to Strengthen Syrian Beekeepers and Protect Biodiversity"

Dear Sir or Madam,

I am pleased to confirm that the organization Mercy Hands Europe received funding in 2023 from the Canton of Basel-Stadt amounting to CHF 30,000 for the implementation of the project "Bee-Come: Sustainable Beekeeping to Strengthen Syrian Beekeepers and Protect Biodiversity."

The reviewing expert commission for development cooperation as well as the Government Council of the Canton of Basel-Stadt were convinced by the project, as it pursued a holistic and effective approach to sustainably improve the economic livelihoods of beekeepers through honey production and beekeeping.

Sincerely,

Our Recent Letters of Recommendation

FONDATION D'ENTREPRISE DEVOTEAM
Siège social: 73, rue Anatole France - 92300 Levallois-Perret

MERCY HANDS Europe
28 Avenue des Tilleuls
1203 GENEVE
SUISSE

Paris, le 22 février 2024

Objet : Lettre de recommandation à Mercy Hands Europe et IACO pour la mise en œuvre du projet de l'unité mobile d'irrigation fonctionnant à l'énergie solaire en Syrie

Madame, Monsieur,

J'écris cette lettre pour recommander vivement Mercy Hands Europe et son partenaire de mise en œuvre International Agricultural Cooperation Organization (IACO) pour leurs compétences, leurs connaissances et leur expertise dans le domaine de l'énergie solaire et leurs contributions à la mise en œuvre réussie du projet consistant à mettre en service une unité mobile d'irrigation fonctionnant à l'énergie solaire dans le Nord-Ouest de la Syrie, à Qabbasin. Leur dévouement, leur professionnalisme et leurs compétences techniques ont fait de ce projet une réussite.

L'un des principaux atouts de Mercy Hands Europe et IACO est leur capacité à communiquer efficacement des concepts techniques complexes à des parties prenantes ayant des niveaux d'expertise variés. Tout au long de notre collaboration, ils ont fait preuve de compétences en communication, articulant clairement les exigences du projet, les progrès et les défis potentiels aux membres de l'équipe technique et non technique. Leur capacité à favoriser la collaboration et à s'engager avec diverses parties prenantes a joué un rôle crucial dans l'obtention de résultats fructueux.

En outre, Mercy Hands Europe et IACO font constamment preuve d'un haut niveau de professionnalisme et d'une solide éthique de travail. Ils sont toujours ponctuels, fiables et s'engagent à livrer les projets dans les délais et dans le respect du budget. L'attention qu'ils portent au contrôle de la qualité et le respect des normes industrielles ont permis la mise en œuvre de systèmes de panneaux solaires fiables et efficaces.

Au vu des qualifications et des performances attestées de Mercy Hands Europe et IACO, je n'hésite pas à les recommander comme partenaires pour la mise en œuvre de projets liés aux énergies renouvelables et la gestion de l'eau. Leurs compétences techniques, leur éthique de travail et leur capacité à communiquer efficacement en font des candidats idéals pour toute initiative dans ces domaines. Je suis convaincu(e) que Mercy Hands Europe et IACO contribueront de manière significative à la réussite des projets futurs et constitueront un atout précieux pour votre organisation.

Je vous prie d'agréer Madame, Monsieur, l'expression de mes sincères salutations.

Roland de Laage de Meux
Secrétaire Général



English translation :

Dear Sir or Madam,

I am writing this letter to highly recommend Mercy Hands Europe and its implementing partner, the International Agricultural Cooperation Organization (IACO), for their expertise, knowledge, and skills in the field of solar energy and for their contributions to the successful implementation of the project establishing a mobile solar-powered irrigation unit in North-West Syria, in Qabbasin. Their dedication, professionalism, and technical competence have been key to the success of this project.

One of the main strengths of Mercy Hands Europe and IACO is their ability to communicate complex technical concepts effectively to stakeholders with varying levels of expertise. Throughout our collaboration, they have demonstrated excellent communication skills, clearly articulating project requirements, progress, and potential challenges to both technical and non-technical team members. Their ability to foster collaboration and engage diverse stakeholders has played a crucial role in achieving successful outcomes.

Furthermore, Mercy Hands Europe and IACO consistently demonstrate a high level of professionalism and a strong work ethic. They are always punctual, reliable, and committed to delivering projects on time and within budget. Their attention to quality control and adherence to industry standards have ensured the implementation of reliable and efficient solar panel systems.

Given the proven qualifications and performance of Mercy Hands Europe and IACO, I have no hesitation in recommending them as partners for the implementation of projects related to renewable energy and water management. Their technical expertise, work ethic, and ability to communicate effectively make them ideal candidates for any initiative in these fields. I am confident that Mercy Hands Europe and IACO will contribute significantly to the success of future projects and will be a valuable asset to your organization.

Yours sincerely,

Our Recent Letters of Recommendation

English translation :

Subject: Letter of Recommendation for Mercy Hands Europe

To whom it may concern,

We hereby wish to express our support and recognition for Mercy Hands Europe (MHEU), a humanitarian organization based in Geneva, for its project “BEE-COME THE CHANGE: Sustainable Beekeeping and Biodiversity Protection in Syria”, carried out in collaboration with its local partner, the International Agricultural Cooperation Organization (IACO).

The City of Onex had the honor of supporting this project for two consecutive years, in 2022–2023 with a grant of CHF 7,000, and in 2023–2024 with CHF 8,000. This project, implemented in North-West Syria, focuses on the protection of bees—an essential element of biodiversity and a key pillar for ecosystem balance.

This project is built on three main pillars:

- Biodiversity conservation,
- Sustainable agriculture,
- Gender equality.

Through an integrated approach, it has strengthened the skills of local beekeepers, protected bees and their vital role in pollination, while also supporting the economic empowerment of women, thereby fostering their active inclusion in local development.

In addition, this project has had a significant impact in areas such as food security, resilience to climate change, and the preservation of fragile ecosystems. It reflects the constant commitment of MHEU and IACO to meeting the needs of local communities with sustainable and adapted solutions.

We would like to emphasize the quality of the work accomplished by MHEU in the implementation of this project.

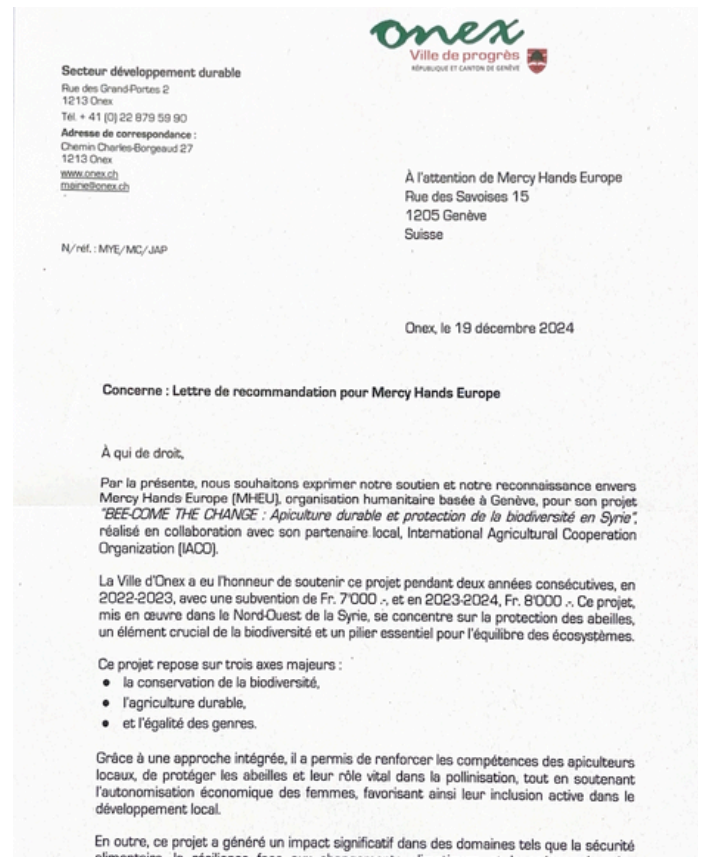
The organization has demonstrated a high level of professionalism by respecting deadlines and providing reports in line with our expectations. The rigorous management of financial resources was carried out with full transparency, in accordance with established procedures.

Following these various successful collaborations, we decided in November 2024 to support the emergency intervention for displaced Lebanese refugees in Iraq, for a duration of six months, through the provision of medical, mental health, and psychosocial services.

In conclusion, we warmly recommend Mercy Hands Europe for its future initiatives. With their expertise and commitment, we are confident that they will continue to deliver impactful projects.

We remain at your disposal for any further information.

Yours sincerely,



Our Recent Letters of Recommendation



MERCY HANDS EUROPE

Rue des Savoies 15

1205 GENÈVE, SUISSE

Saint-Pourçain-sur-Besbre,

le 2 décembre 2024

Objet : Lettre de recommandation

Par la présente, nous souhaitons exprimer notre soutien et notre reconnaissance envers Mercy Hands Europe (MHEU), organisation humanitaire basée à Genève, pour son projet "BEE-COME THE CHANGE : Apiculture durable et protection de la biodiversité en Syrie", développé en collaboration avec son partenaire local, International Agricultural Cooperation Organization (IACO).

Ce projet, mis en œuvre dans le Nord-Ouest de la Syrie entre le 1er juin 2023 et le 30 juin 2024, se concentre sur la protection des abeilles, une espèce essentielle à la préservation de la biodiversité et à l'équilibre écologique. Ce projet, réalisé dans le Nord-Ouest de la Syrie, aborde trois axes majeurs : la conservation de la biodiversité, l'agriculture durable et l'égalité des genres.

En mettant en œuvre une approche intégrée, il a renforcé les compétences des apiculteurs locaux, contribué à la protection des abeilles – une espèce essentielle pour l'équilibre des écosystèmes à leur rôle clé dans la pollinisation – et soutenu l'autonomisation économique des femmes, favorisant ainsi leur inclusion dans le développement local.

En parallèle, le projet a généré un impact significatif dans des domaines stratégiques tels que la sécurité alimentaire, la résilience face aux changements climatiques, et la préservation des écosystèmes fragiles. Ces efforts reflètent l'engagement de MHEU et IACO à répondre aux besoins des communautés locales tout en garantissant des solutions durables et adaptées.

Nous souhaitons mettre en avant l'importance et la qualité du travail accompli par MHEU dans la réalisation de ce projet. L'organisation a non seulement respecté les délais fixés, mais a également fourni des rapports finaux conformes à nos attentes. Elle a également démontré une gestion rigoureuse des ressources financières, conformément aux dispositions préétablies. Le projet a répondu à nos attentes, tant en termes d'efficacité que de résultats obtenus.

En conclusion, nous recommandons chaleureusement MHEU pour ses initiatives futures, convaincus de son professionnalisme et de son engagement. Nous restons à votre disposition pour tout échange ou information complémentaire.

Bien cordialement,

Arnaud BENNET
Président de la Fondation Le PAL Nature

English translation :

Subject: Letter of Recommendation

We hereby wish to express our support and appreciation for Mercy Hands Europe (MHEU), a humanitarian organization based in Geneva, for its project "BEE-COME THE CHANGE: Sustainable Beekeeping and Biodiversity Protection in Syria", developed in collaboration with its local partner, the International Agricultural Cooperation Organization (IACO).

This project, implemented in Northwest Syria between 1 June 2023 and 30 June 2024, focuses on the protection of bees, a species essential for biodiversity conservation and ecological balance. The project addresses three major areas: biodiversity conservation, sustainable agriculture, and gender equality.

Through an integrated approach, it has strengthened the skills of local beekeepers, contributed to the protection of bees - a species vital for ecosystem balance due to their key role in pollination - and supported the economic empowerment of women, thus promoting their inclusion in local development.

At the same time, the project has generated a significant impact in strategic areas such as food security, climate change resilience, and the preservation of fragile ecosystems. These efforts reflect the commitment of MHEU and IACO to meet the needs of local communities while ensuring sustainable and adapted solutions.

We would like to highlight the importance and quality of the work carried out by MHEU in the implementation of this project. The organization not only respected the established timelines but also provided final reports in line with our expectations. It also demonstrated rigorous financial management, in accordance with the agreed provisions. The project fully met our expectations, both in terms of efficiency and results achieved.

In conclusion, we warmly recommend MHEU for its future initiatives, being fully convinced of its professionalism and commitment. We remain at your disposal for any further discussion or information.

Sincerely,

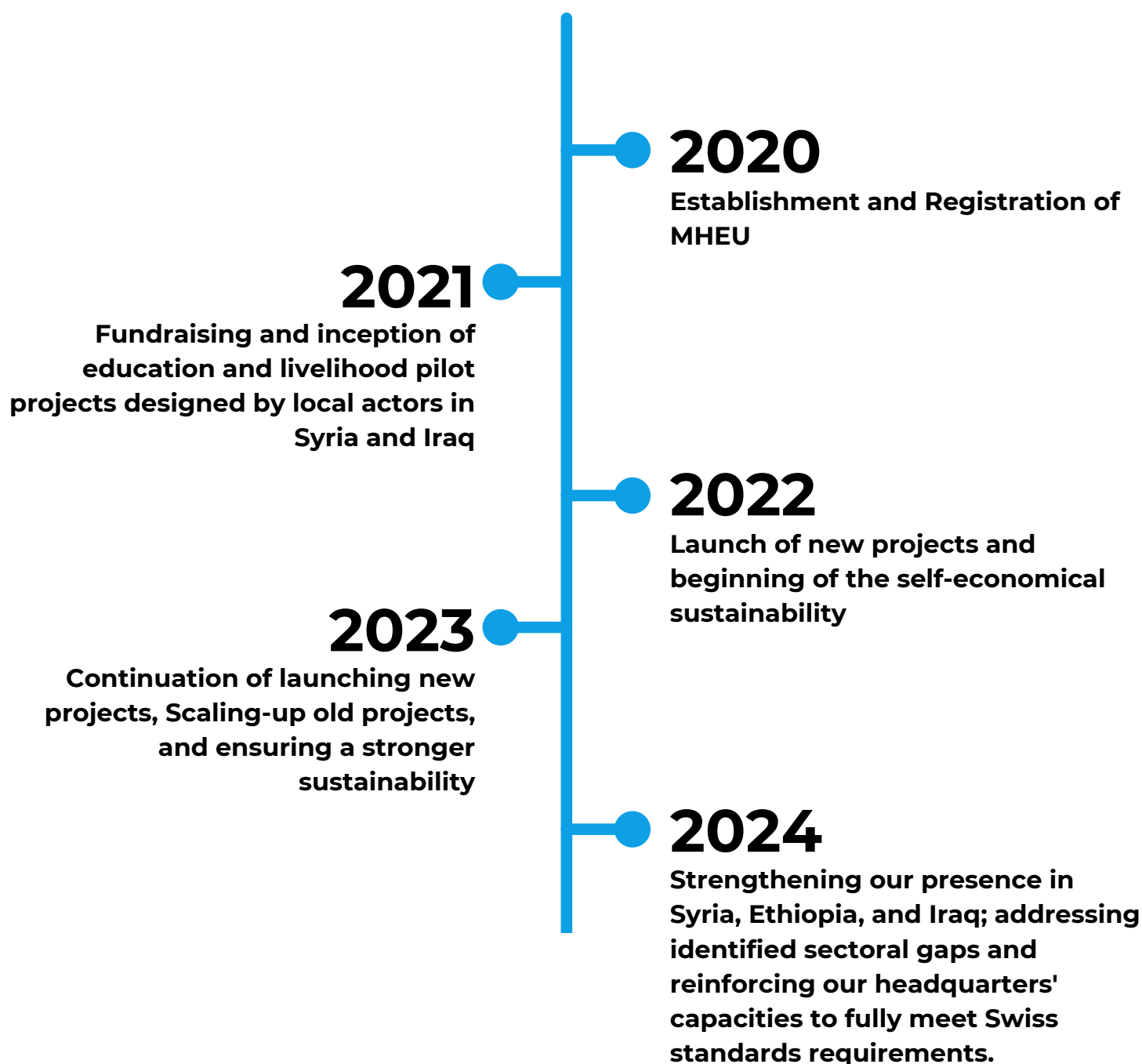
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Summary of Timeline



Next Steps for 2025

For 2025, Mercy Hands Europe will focus on scaling its impact through strategic objectives grounded in humanitarian values and sustainability. The organization's priorities include:

- **Enhancing MHEU's visibility** to raise awareness of its mission and projects.
- **Establishing new partnerships** in order to expand our impact.
- **Developing new projects and scaling up existing ones** to address evolving needs in crisis-affected regions.
- **Strengthening the organization's structure** to ensure efficiency and long-term sustainability.

These steps will further reinforce MHEU's role as a strategic bridge between donors and vulnerable communities across the regions it serves.

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