

People
Change
the World

Diakonia

Annual Report
2020



THE PANDEMIC DOESN'T STOP THE FIGHT

2020 is the year that we perhaps don't even want to reflect on. I'm doing it anyway and am struck by all the amazing work done in such extremely challenging circumstances. What I'm most impressed by isn't the gigantic steps that digital development has forced us to take, or our ability to adapt to a life in uncertainty. No, what impresses me is how Diakonia's employees and partner organizations worldwide have not just endured the situation but also managed to adapt to meet the challenges. Our work shows that the struggle for a just, equal and sustainable world continues, even when communities are locked down and daily life, and even life itself, is turned on its head.

Working for women's rights is hard and in many places even dangerous. And the situation worsened during the coronavirus pandemic. With the risk of infection and an explosion in poverty and social vulnerability for millions of people. I am thinking for example of Diakonia's partner organization AGIMS in Guatemala. They quickly adapted their activities to meet the needs of vulnerable women during the pandemic. To mitigate the consequences of families' loss of income and no school breakfasts when everything was locked down, the women who run AGIMS distributed food parcels. At the same time, the organization took the opportunity to investigate what support was required by the women and girls

when gender-based violence increased in the wake of the pandemic. To me, this is a brilliant example of a quick feminist analysis that was immediately put into feminist practice. That's why I'm proud of Diakonia deciding that all our work should be based on feminist principles.

Having seen the huge strength, inventiveness and genuine solidarity that shone through during the coronavirus crisis, it is with great confidence – and a large measure of relief – that I say farewell to 2020 and wish 2021 a warm welcome!



Lena Ingelstam
Secretary General

Diakonia's Annual Report 2020 Editor: Annette U. Wallqvist. Cover photo: Adib Farhat. Where the photographer's name has not been given, the images are free or have been taken by Diakonia's staff. Graphic design: New Normal. Printing: Åtta45. Address: Diakonia, Box 14038, SE-167 14 Bromma, Sweden. Visiting address: Gustavslundsvägen 18, Bromma. Tel: +46 (0)8-453 69 00. Contact: diakonia@diakonia.se Website: www.diakonia.se Plusgiro: 90 33 04-4



Difficult restrictions to follow. 500 000 people were reached by our campaign in which we highlighted the challenges many people face during the coronavirus pandemic.



Discriminated. In Thailand we are working for the right of people to have legal status in the country. Their future depends on it.



Can grow and sell tomatoes again. Global climate project with a gender perspective included.

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Ingris Liliana Martínez García is six years old and lives in an area of Honduras hit hard by hurricanes Eta and Iota. Photo: Sean Hawkey.

Our vision is a just, equal and sustainable world

Our mission and overall goal is thus to address unfair political, economic, social and cultural differences that cause poverty, inequality, oppression and violence.

How we work

Change can happen when people have become aware of their rights and join forces to demand that rights are respected. Our extensive experience, presence and the fact that we are firmly established in 26 countries sees Diakonia working with individuals and organizations to change the world.

Diakonia is a development organization based on Christian values and a firm conviction that all people are of equal worth. Nobody, whether an individual or a state, has the right to violate another person’s human rights. That is why our vision is a just, equal and sustainable world.

Our founding churches are the Swedish Alliance Mission and the Uniting Church in Sweden. On their behalf, we fight for people’s right to a dignified life and to create fair social structures.

Our strategy for change is simple. Knowledge is a requirement if improvements are to take place.

Organization is required in order for us to be able to bring about lasting change by joining forces. It is only when we have knowledge and are organized that we can influence our situation and achieve sustainable change. But reality is complex. We need to have an in-depth understanding of how contexts

Diakonia works with the most vulnerable people, local partner organizations and others that can play a part in working for the right of all people to live a life in dignity – irrespective of age, class, disability, ethnicity, gender, nationality, political conviction, religion, or sexual orientation and identity.

Read more about the countries in which Diakonia operates and our partner organizations on page 50.

and problems interact in order to find solutions to the world’s biggest challenges.

This is why we have established offices in 23 of the 26 countries in which Diakonia has a presence and operations. We work with around 400 local organizations. Cooperation is characterised by

Together with our partner organizations, we have been working in 2015–2020 in the following intervention areas:

 Human rights	 Democracy	 Gender equality
 Social and economic justice	 Conflict and justice	 Emergency response and disaster resilience

flexible and long-term relationships based on shared values such as trust, honesty, shared responsibility and transparency.

We rely on common guidelines and frameworks, but above all we are working to establish close, open dialogue.

We work together to analyse the problems and opportunities that people face, enabling us to adapt our operations to local conditions. All our work takes a rights-based approach, whether it is conducted at national or at global level.

Information and advocacy are key elements. In order to have an impact on major structural problems, we need to work on a broad front and on several levels simultaneously. We need more people to join forces in the struggle that is taking place. This is why we are mobilising the public and informing them of our work and the major challenges the world is facing. It is why we work with advocacy, in Sweden and globally.

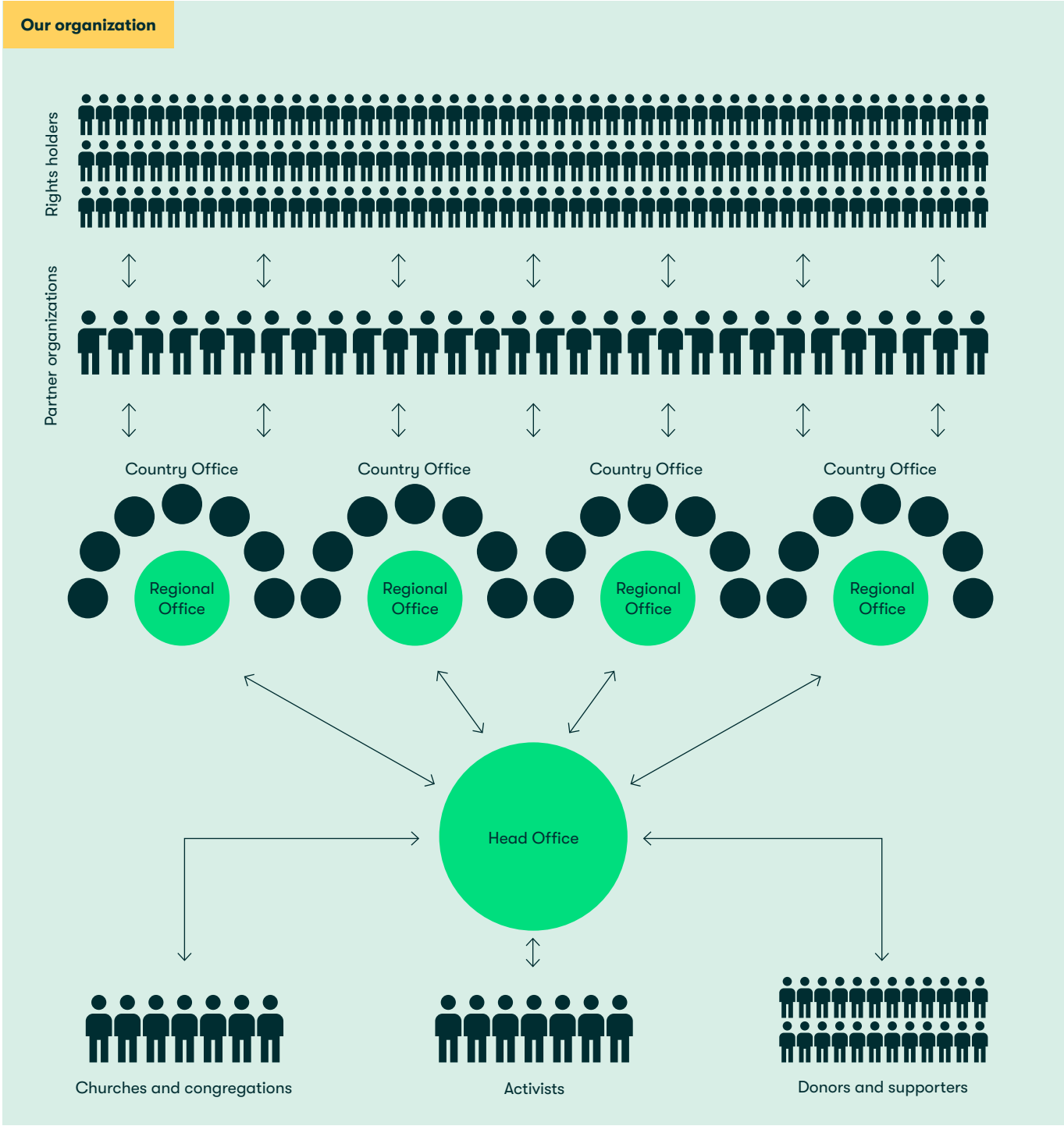


Photo: Asociación Grupo Integral de Mujeres Sanjuaneras (AGIMS)

Rapid help for vulnerable women in Guatemala

The measures implemented by governments to reduce the spread of COVID-19 severely affected already vulnerable women, particularly in the form of increased domestic violence and financial losses. In Guatemala, our partner organization started a helpline for women subjected to violence, and distributed food parcels to women who did not have enough food and had lost income.

The organization works to improve women's lives, especially women from the indigenous population. It distributes information about sexual and reproductive health, empowers women to take their place in society and fights for the right of women to a life free

of violence, even during the pandemic. Guatemala is one of the countries in the world with the highest rate of femicide, with violence forming an everyday part of women's lives. Home quarantine and isolation make it more likely that women will be subjected to violence when they live with the perpetrator. This is why a helpline for women victims of violence was quickly opened, so that they were able to get legal advice and help in an emergency. This information is also spread via social media. The helpline was staffed around the clock by speakers of Spanish and the indigenous language Kaqchikel. Pressure on the helpline has been intense.



EVENTS DURING THE YEAR

In 2020 we had to regroup and adapt our activities to the coronavirus pandemic and its restrictions. Re-prioritisations were made in both Sweden and our partner countries to meet the needs that arose.

Campaign about how the pandemic affects people around the world in different ways

500 000 people were reached by our campaign in which we highlighted the challenges many people are facing during the coronavirus pandemic. On Diakonia's website, we collected stories of how people in various parts of the world are being affected. To draw attention to how difficult it is to follow recommendations for people living in poverty, we asked questions such as "How do you wash your hands when you don't have water?" The campaign took place in two phases and on both occasions reached more than half a million people. 100 percent of respondents in a focus group said that the campaign had expanded their

knowledge of how a pandemic impacts people in poverty.



More people should know what development cooperation does

During the autumn, Diakonia launched its *1 procent för världen* (1 Percent For the World) campaign. The aim of the campaign was to spread awareness that 1 percent of Sweden's GDP goes to international development assistance. We talked about how the money is used and what results it gives around the world. Diakonia is working to ensure that Swedish development assistance remains at 1 percent.

To get the message out in a more relaxed way

and reach people who don't normally receive communication from Diakonia, we worked with Anitha Clemens, a well-known Swedish media personality with many followers on social media. In short videos, she discussed development cooperation, the 1-percent target and gender equality with family and friends. The video clips, watched by almost 650 000 people, were posted on both Diakonia's and Anitha Clemens' social media.

Companies must respect human rights

An area that Diakonia has prioritised is the respect of companies for human rights. In 2020 we reinforced our feminist perspective in this work. There are many reasons for this. Women are over-represented among those performing low-paid work, but they rarely have influence over their working conditions. In many parts of the world, women are denied the right to own the land they farm and live off. This is why they are particularly vulnerable when companies develop land. Another example is how homosexual men working in the mining industry are subjected to

discrimination due to norms regarding masculinity and heterosexuality. Diakonia has therefore drafted feminist recommendations on enterprise and human rights, which we use in discussions with politicians in Sweden and the EU.

Working with the Ministry of Justice, Diakonia has also helped formulate the contents of future legislation. This legislation will be crucial to companies taking responsibility for human rights, which will help increase gender equality in the world.

Seal of quality for Diakonia’s work

As the second organization in Sweden and 23rd in the world, Diakonia has been certified to the Core Humanitarian Standard (CHS). This means that our work meets the stringent demands set for quality, accountability and transparency. The CHS places particular emphasis on organizations in the humanitarian sector putting people front and centre.

The certification means that there is a clear framework that rights holders can use to make demands of us.

Diakonia receives the highest scores for HR issues, coordination with relevant actors and context analysis. Complaints functions need to be improved and agreements with partner organizations made clearer when it comes to preventing sexual harassment and sexual exploitation.

We’re boosting security

Diakonia drafted a global security framework in 2020. Our activities are performed in complex social structures and often in risky contexts. This is why it is highly significant that the security situation of staff is continuously analysed and managed optimally. In the global employee survey conducted in 2019, staff brought up the issue of security as Diakonia’s most important area for development internally. With the new security framework, we are becoming better at systematically analysing, preventing and following up on security-related aspects of our work.

A Palestinian medic disinfects the hands of a woman on her way into a refugee camp in the Gaza Strip. Photo: Ali Jaddalah



New needs in the wake of the pandemic

The coronavirus pandemic and the restrictions that followed in spring 2020 led to major changes for Diakonia and its partner organizations. In many parts of the world, needs changed when people lost their livelihoods, or when women exposed to violence, for example, found it more difficult to seek help, at the

same time as violence against women increased. This is why we have had to adapt the content of our activities, along with the messages we have conveyed. In many cases, we have had to switch to emergency response measures instead of long-term development work.



Intervention areas

RESULTS DURING THE YEAR

Diakonia has worked with six intervention areas: human rights, democracy, gender equality, social and economic justice, conflict and justice, and emergency response and disaster resilience.

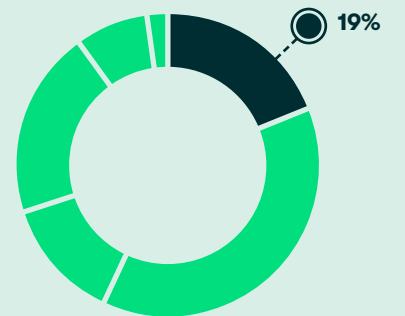


Action for human rights

For over ten years, we have seen how human rights have been actively undermined, ignored or combatted by states and fundamentalist groups. At the same time, attacks on human rights defenders are increasing, meaning that their need for protection is increasing. Protecting these brave people forms a key part of our work for human rights.

In several countries in which Diakonia operates, the situation is so difficult that our partner organizations have to find new ways to continue working every day. This is brave and amazing work performed by thousands of people.

The coronavirus pandemic has made it even clearer that we need to level up in the fight for the equal worth of all people. Particularly in terms of access to vaccines, but also through development cooperation, to reverse the trend of increasing poverty and the erosion of rights to education and health.



Diakonia's operational expenses totalled SEK 510 million. Out of these, 19 percent or SEK 97 million was spent in the Human Rights intervention area.

48 projects to strengthen and protect human rights defenders, 35 projects for fulfilment of human rights commitments and 14 projects for women's rights.



Sustainable Development Goals – read more on p. 56.

Giving a voice to the countryside

Colombia. What is happening in rural areas is rarely reported in the media. Diakonia is working to train the rural population of Colombia in news reporting. This is a method of democratising the news feed and allowing more voices to be heard. The idea is for people to report on their reality, tell their own stories and also learn to identify fake news.

Eight women decided to start their own radio news programme. The women have reported on topics such as women’s rights, the recent severe storms in the region and infrastructure projects affecting the area.



Nelcy García Archil is one of the women who started her own radio channel to give a voice to rural communities. Photo: Corporación Compromiso

Crucial play time for children in refugee camps

Lebanon. Children in refugee camps have been hit hard in the coronavirus crisis. Diakonia supports the Najdeh centre, which runs daytime activities in refugee camps in Lebanon. Children, but also adults, can come here to deal with traumatic memories of the war. Coming to the centre is a ray of hope in many children’s lives. They get to play, do crafts, paint and meet other children. During the coronavirus pandemic, the centre has been closed. Instead, the children and leaders have met via online video meetings, held activities such as play therapy outdoors and met in small groups. During the pandemic, activities have become more important than ever for children trapped in cramped housing in Lebanon’s refugee camps.



Whenever possible, the children have met outside. Photo: Najdeh

Successful fight for same-sex partnerships

Bolivia. Diakonia has long fought for LGBTQI rights in Bolivia, and in 2020 a same-sex partnership was recognised for the first time. After a ten-year relationship and two years of legal proceedings, two men finally got their relationship formally registered.

“I believe in justice again. This is an important step in the fight for LGBTQI rights and for all people to be treated equally,” says Mónica Bayá, chairperson of Diakonia’s partner organization and the lawyer who represented the couple. She used international

law to prove that the couple had been discriminated against. The next step will be to fight for national legislation to guarantee LGBTQI rights.

Nok is one of many young people in Thailand being denied the right to education. Photo: Visarut Sankham

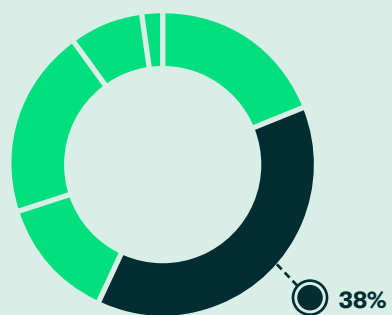
Young people want the right to education

Thailand. Several million people with origins in Myanmar live in northern Thailand. Many of them were born in Thailand but are still stateless because their parents are refugees. Diakonia works for civil rights such as citizenship and legal status because they give young people the right to go to school and further their education. Orawan Rawangsti, known as Nok, is one of the young people who has been assisted in applying for Thai citizenship. Nok dreams of training to be a nurse, something that is currently impossible because she is not allowed to apply for student loans. Nok says she is often discriminated against in Thailand because she has no legal status, and that there are many cases similar to hers. In 2020, Diakonia’s work led to 1 404 people being granted Thai citizenship.



Photo: Gustav Hugosson

Action for democracy



Diakonia's operational expenses totalled SEK 510 million. Out of these, 38 percent or SEK 194 million was spent in the Democracy intervention area.

139 projects for democratic culture, 31 projects for good governance, 9 projects for enabling environment for civil society and 8 projects for women's political participation.

The coronavirus pandemic has contributed to the further erosion of democracy, reinforcing the trend that has already existed for 15 years. Power-hungry regimes are using the pandemic to strengthen their position, assisted by emergency powers legislation and protest bans, for example.

People all over the world are continuing to show their anger about abuses of power and injustice. Digitalisation has given people great opportunities to participate, regardless of where they are in the world. At the same time, there is a huge gap between those who have access to the internet and those who don't. Digitalisation opens the door to surveillance, as well as to the risk of information being manipulated into fake news. That is why it is more crucial than ever to provide support for the mobilisation of resistance. One strategy to avoiding being stopped or arrested by repressive rulers is to act via informal structures and networks. The challenge for development cooperation is to adapt what are often inflexible regulations to allow the potential of these democracy warriors to flourish.



Sustainable Development Goals – read more on p. 56.

Smart solution to a difficult problem

Kenya. In the Isiolo district, Diakonia is working to improve the justice system, which is facing major challenges. With only one court in the area's largest city, many rural residents rely on traditional conflict resolution methods, with elders playing an important role as mediators. But the Isiolo district is large, and the elders have difficulty making their way on the inaccessible roads to places where conflicts have arisen. At the same time, the majority of the inhabitants are livestock farmers who find it difficult to leave their animals.



Photo: Legal Resource Foundation

Diakonia's partner organization solved the problem by purchasing motorbikes for the elders, who can now also reach residents who have fewer resources with which to access justice.

Inspiring more women to participate

Sri Lanka. Conflict resolution, environmental issues and gender equality are important issues for Diakonia in Sri Lanka. We work to strengthen women's ability and willingness to lead and engage in politics, despite the patriarchal structures that characterise rural areas in the country. Mallika Amirathanadan is one of the women who has been encouraged to run in the local elections where she lives.

Mallika says it was not easy to stand for election as a woman. Among other things, men expected her to have alcohol with her when she knocked on the door. But with the knowledge she gained through Diakonia's partner organization, she felt well equipped to stand for election after all.



Photo: Viluthu

Mallika Amirathanadan succeeded in being elected to the local council, paving the way for other women to have the courage to do the same.

"As a politician, I want to do my best for the villagers. I feel happy when my fellow sisters encourage me and say that the service in our community is getting better thanks to my efforts."

The people took back power

Peru. In 2020, Peru went through a period of political turbulence. The democratically elected president was ousted based on corruption allegations, and thousands took to the streets to protest what they saw as a coup d'état. The demonstrators, who were largely made up of students, feminist organizations, activists, indigenous peoples and land rights activists, were met with excessive force

by the police. The people demanded the resignation of the temporary president, and the people of Peru eventually managed to take back power. Diakonia's partner organization Coordinadora Nacional de Derechos Humanos played an important role in organizing civil resistance, documenting human rights violations and providing legal assistance to victims of repression.

A new school was high on the wish list when residents themselves were given the opportunity to influence development in their village. Photo: Diakonia

More schools as women influence social development

Somalia. Puntland, an autonomous part of Somalia, is a region struggling with internal conflicts, poverty, low education levels and sexual violence against women, among other problems. Through the District Development Plan project, Diakonia wants to change the living conditions of citizens by increasing their understanding of and influence in democratic processes. Residents, many of them women, have identified their own needs and decided which projects should be given priority. As a result, schools, health centres and markets have been built. In a country where only about 25 percent of women can read, projects like this have great potential to help bring about change.

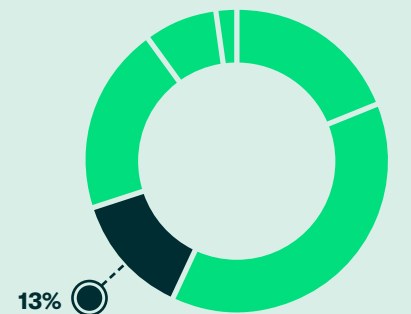


Photo: Fredrik Lerner

Action for gender equality

Diakonia works with organizations around the world to challenge patriarchal structures so that both men and women have the power to influence their own lives and society. A feminist analysis of power and injustice is needed to attain lasting change. In 2020, we have seen that the need to defend the right to a gender-equal life is greater than ever. We and our partner organizations are working to achieve just that, every day, all over the world.

Gender equality faces new challenges due to COVID-19. During the lockdowns in the majority of countries around the world, gender-based violence against women and young LGBTQI people has increased. Many women have lost their incomes, since as many as 90% of women in Asia and sub-Saharan Africa work in the informal economy. When schools are closed, poor girls risk falling behind as they have to help more with household chores. Overburdened health services lead to maternal, sexual and reproductive health services being neglected.



Diakonia's operational expenses totalled SEK 510 million. Out of these, 13 percent or SEK 66 million was spent in the Gender Equality intervention area.

38 projects to combat gender-based violence, 17 projects on sexual and reproductive health and rights, 8 projects on the rights of LGBTQI people and 1 project on men and boys for gender equality.



Sustainable Development Goals – read more on p. 56.

Campaign against child marriage

Lebanon. An online campaign to raise awareness of child marriage has been a great success in Lebanon. The aim of the campaign is to ban child marriage in the country. The campaign encouraged girls to talk about their own experiences of child marriage. It has helped raise awareness so that more child marriages can be avoided. Child marriage has increased in Lebanon in recent years due to the influx of refugees from Syria and Palestine. We know from experience that when poverty and destitution increase, so do child marriages.

Diakonia’s partner organization has been campaigning extensively since 2016, which has led to

the Lebanese parliament starting to discuss the issue of legislation.



Maria Esther Ayala Escalante (Esther), a lawyer at our partner organization, takes calls from women who have been subjected to violence. Photo: Centro de Derechos de Mujeres.

Contraceptives were distributed during the pandemic

Honduras. Honduras is one of the most dangerous countries in the world for women. Violence has become part of everyday life, and the view of contraception is harsh. Birth control pills are not sold to those under the age of 21, and morning-after pills are prohibited. The spread of incorrect information about contraception is also a major problem. Diakonia fights for women’s self-determination and sexual and reproductive rights. During the coronavirus pandemic, the ability of women to exercise these rights has been made more difficult. Diakonia’s partners have therefore focused on distributing contraceptives, condoms and pregnancy tests to women with limited resources and opportunities to seek care. Violence has also increased during the pandemic and it is difficult for women subjected to violence to know what to do, where to turn or how to report it. For example, the courts that deal with reports of sexual violence have been kept closed to reduce the spread of infection.

To reach such women with the correct information, our partner organization also runs a radio channel.

Police officers better at dealing with women

Kenya. In Kenya, domestic violence increased dramatically as women and girls were forced to stay at home with their abusers. Diakonia has long worked to improve police knowledge of human rights, which has led to a greater understanding of how police can better respond to the public.

The training has also led to greater acceptance and understanding of human rights, which has resulted in better case management. This is particularly true of violence against women, which has been particularly important during the pandemic.

Sakila is a member of the youth group in the village of Char Durgapur in Mymensingh. Photo: Diakonia

We dispel myths

Bangladesh. In rural Bangladesh, the lack of education regarding young women’s hygiene is affecting the lives and basic rights of teenage girls. Diakonia’s work plays a crucial role here. Every month, our partner organization brings young people together to dispel myths and discuss taboo subjects.

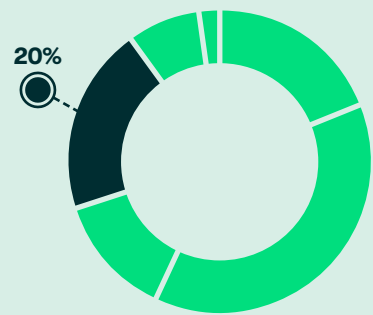
“Menstruation used to be taboo. During my period I used to withdraw, because I felt unclean. Now I know it’s not true,” says Sakila, one of the young women.

The organization is also working on what is known as the cycling project, where girls are encouraged to break with the norm by learning to ride a bike. When girls do this and have their own bike, they become more independent. Their attendance at school increases, child marriage decreases and their aspirations for the future grow.

Afi Attiogbe is one of the women who lives and sells goods in the border area between Togo and Ghana. In 2020, she learned how to continue making a living in the safest way possible in terms of not getting infected. Photo: Diakonia



Action for social and economic justice



Diakonia's operational expenses totalled SEK 510 million. Out of these, 20 percent or SEK 102 million was spent in the Social and Economic Justice intervention area.

41 projects for fair distribution of wealth and natural resources, 28 projects for women's empowerment, 16 projects for sustainable development and climate justice and 13 projects for decent work and fair income.



Sustainable Development Goals – read more on p. 56.

The pandemic has deepened inequalities that already existed and exposed vulnerabilities in social, economic and political systems. For the first time in a long time, the number of poor people in the world is increasing. A long-term scenario is that half of those now living in extreme poverty will continue to do so for many years to come.

Women have been affected to a greater extent than men, as they earn less, have less savings and therefore less power to control resources. The informal sector, in which half the world's population works, has been hit hard. This is particularly true in sub-Saharan Africa, Latin America and parts of Asia. In this sector, too, women are the hardest hit.

But the pandemic can also be seen as an opportunity to change our society. For Diakonia, 2020 was a year in which, together with our partner organizations, we have needed more than ever to reassess our fight for economic justice, intelligent solutions and innovative approaches.

Committed to economic justice

Africa. In sub-Saharan Africa, Diakonia has been working for economic justice through the Africa Economic Justice Programme (AEJ). Several countries in the region are struggling with major challenges that are hampering their ability to create a stable and inclusive economy. These concern ineffective foreign development cooperation, unjust distribution of resources, debt, illicit flows of funds and tax avoidance. The programme aims to achieve more just economic distribution through policy reforms and rules that take into account the poor and vulnerable. For example, during the pandemic, the programme is working to defend the rights of all those who depend on crossing borders to do their jobs, many of them women travelling for commercial purposes.

Giving young people hope for the future

Palestine. Unemployment in Palestine is 33 percent, and over 42 percent among women. In a society facing major economic, social and political challenges, new innovative ideas can provide jobs and hope for the young generation. With the Made in Palestine programme, Diakonia's partner organization is helping to open doors for young Palestinian entrepreneurs who have the potential to contribute to economic justice and gender equality in society.

“For us young women, the situation is frustrating. There are no jobs and no way to participate financially or socially. Made in Palestine opened our eyes to a future that offers economic opportunities,” says Sarah, one of the women participating in the programme.

More robust rights for workers

Lebanon. Lebanon's economy has collapsed as a result of years of economic crisis exacerbated by the pandemic, the global financial crisis and the explosion in Beirut's port in 2020. In a financial crisis, workers are particularly vulnerable. Diakonia's partner organization, the Lebanese Observatory

for Workers and Employees Rights, works to raise awareness of workers' and employees' rights. The organization has now become a point of contact for employees who need advice. It is also contacted by employers who need to develop internal guidelines for their human resources management.

Urban dwellers learned to grow crops

Honduras. When the coronavirus pandemic began, strict curfews were imposed. Many lost their sources of income, and life in the cities became particularly difficult. Mainly because only a few could produce their own food.

Diakonia's partner organization, which usually teaches organic farming in rural areas, organized an online urban farming course. The focus of the course was on fast-growing crops. Over a hundred people participated. In addition to the opportunity to grow food, the course also helped people who were locked down and stressed by the economic situation to unite around something.

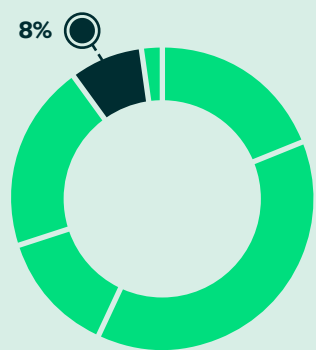


Gloria Zabeyda Romero is a teacher and active participant in the urban farming project. She also persuaded some of her students to join in. Photo: Comisión de acción social menonita



Decontamination of a building in a poor area of Palestine. Photo: Ali Jadallah

Action for conflict prevention and justice



Diakonia's operational expenses totalled SEK 510 million. Out of these, 8 percent or SEK 41 million was spent in the Conflict and Justice intervention area.

29 peacebuilding projects, 6 projects on protection in armed conflict, 3 projects on policy coherence for peace and 2 projects on women, peace and security.



Sustainable Development Goals – read more on p. 56.

Diakonia's goals are just and gender-equal peace, prevention of conflicts, protection for people in conflict areas and strengthened respect for international humanitarian law and human rights.

The trend towards increasingly protracted and complex armed conflicts continues. Conflicts are driven by several interacting factors, and in 2020 a number of states introduced repressive measures in response to COVID-19. Authoritarian leaders expanded the powers of the armed authorities and defined the pandemic as a matter of national security. 2020 also saw the continuation of a trend in which conflict and climate change are mutually reinforcing. At the same time, there is a growing need to see how violent conflicts increase people's vulnerability to natural disasters. Despite faltering peace processes and few successful high-level negotiations, civil society in many communities impacted by conflict has continued to work on conflict prevention. This has particularly centred around involving women and young people in peace and security work and in peaceful conflict resolution at local level.

Pandemic affects humanitarian law

Palestine. People in occupied Palestine have suffered severely during the coronavirus pandemic, largely due to Israel's occupation and blockade. This is the case in Gaza, for example, where access to health care was already limited before the pandemic.

Diakonia's International Humanitarian Law Center, IHL, in Jerusalem highlighted the challenges of COVID-19 in occupied Palestine in 2020.

IHL has produced legal analyses of international humanitarian law when a pandemic strikes an

occupied territory. For example, the analyses indicate the legal consequences of Israel's demolition of Palestinian homes and confiscation of medical equipment during the coronavirus pandemic – along with what responsibility Israel as an occupying power has for public health in Palestine. They are important in showing how the pandemic may have legal consequences in an already complex situation characterised by violations of international humanitarian law.

Alternative Nobel Prize for work on behalf of indigenous peoples

Nicaragua. Lottie Cunningham Wren won the prestigious Right Livelihood Award in 2020. She is the founder of Diakonia's partner organization Center for Justice and Human Rights of the Atlantic Coast of Nicaragua. She was given the award for her work in defending the legal rights of indigenous peoples to land, natural resources and self-determination.

"The people of Nicaragua have experienced the most severe human rights crisis in the country's history in recent years," says Lottie Cunningham Wren.

Nicaragua is home to indigenous and Afro-Nicaraguan communities, who are systematically subjected to violations, violent threats, attacks and confiscation of land. Armed settlers and private companies extract and exploit the resources of the area, a fact known by the authorities. Diakonia

works to defend the rights of inhabitants and end violence and lawlessness. One way is to provide legal aid so that residents can have their cases heard by the Inter-American Court of Human Rights. Despite the successes achieved in securing the groups' land rights, the situation worsened in 2020. The organization has had to implement a protection programme due to the increasing number of threats and attacks.



Photo: Joe Jenkins/ResourceSpace

Broad talks resolved difficult conflict

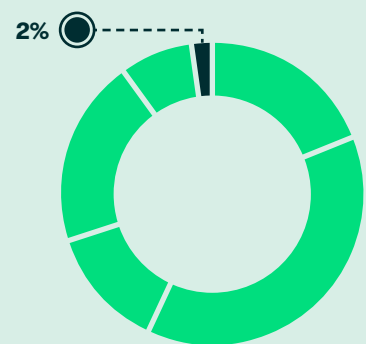
Mali. In 2020, Diakonia continued its crucial work on conflict prevention and resolution at the local level in Mali. This included resolving a violent conflict after a fatal shooting. Those involved belonged to armed groups in the towns of Kidal and Gao. The conflict quickly turned violent and escalated with looting, widespread destruction of property and armed attacks. Diakonia's partner organization, together with the authorities, convened a dialogue

between the parties in which several stakeholders and traditional institutions also participated. With broad support from political, traditional and religious leaders, women, youth, media and human rights organizations, the warring factions signed a peace agreement to end the violence and stop further reprisals. Civil society, including religious leaders and human rights defenders, provided additional support to ensure implementation of the agreement.



Photo: Sean Hawkey

Emergency response and disaster resilience



Diakonia's operational expenses totalled SEK 510 million. Two percent of these or SEK 10 million was spent in the Emergency Response and Disaster Resilience intervention area.

9 projects for disaster risk management and 3 projects for preparedness, relief and recovery.

The global pandemic has led to a major response in the countries in which Diakonia works. But it is above all lockdowns, food shortages and fewer jobs that have left a record number of people in the world in need of an emergency response.

In 2020, we saw clearly that our local partner organizations have a unique ability to reach vulnerable and crisis-affected groups in society. This has been a key to survival in hard-to-reach areas. That is why Diakonia, with the help of our partner organizations, has expanded its emergency response. We have focused in particular on female-headed households, hygiene and information initiatives regarding COVID-19.

Ahead of 2020, 168 million people were expected to need humanitarian assistance, but the number was considerably higher, around 200 million. In 2021, these needs are expected to increase even more.



Sustainable Development Goals – read more on p. 56.

Victims of violence hit hard in coronavirus pandemic

Sri Lanka. The Sri Lankan government quickly locked down the country to reduce the spread of COVID-19. The spread of the disease was contained, but the measures led to an acute crisis, disrupting essential societal functions. The centres for women and children who are survivors of sexual violence

were among those affected. Diakonia's partner organization, which runs several centres, quickly ran out of food and medicines. With Diakonia's support, the organization was able to continue helping 51 women and their children, as well as provide hygiene items in the form of masks and hand sanitisers.

Devastation after unusually powerful hurricanes

Honduras and Nicaragua. Recent hurricane seasons have been more severe than normal due to climate change. In November 2020, Central America was hit by Eta and Iota, two of the most powerful hurricanes to ever hit the region. The consequences were disastrous. In Honduras, 4 million people were affected, and the devastation was also huge in Nicaragua and El Salvador.

Diakonia decided to carry out an emergency response in both Honduras and Nicaragua. A total of

six partner organizations saved lives and alleviated distress through actions including distributing food and providing shelter for families who had lost their homes. Diakonia also raised funds in Sweden to further meet the immense needs. The campaign became particularly significant when the international community chose not to prioritise this crisis. This means that the countries are likely to live with the effects of the hurricanes for a long time to come.



Photo: Movimiento Amplio

Emergency response in 2020

Bangladesh. Support for 500 families affected by Cyclone Bulbul, on the southern coast of Bangladesh. Partner organization: Bangladesh Resource Center for Indigenous Knowledge, 4 months, SEK 235 000. Sector: water, sanitation and hygiene.

During an unusually cold winter in north-west Bangladesh, a total of 8 500 people received assistance in the form of warm clothes and blankets. Partner organization: Manab Kallyan Parishad, Safety and Rights, Udayankur Seba Sangstha, 2 months, SEK 501 500. Sector: water, sanitation and hygiene.

Humanitarian assistance to 500 construction and sewing workers and their families in the form of food, soap, gloves and face masks in response to the coronavirus pandemic. Partner organization: Safety and Rights, 3 months, SEK 198 000. Sector: food, hygiene, non-food.

Burkina Faso. With the support of the Radiohjälpen climate appeal, 48 500 people were provided with cash, seeds and training in what they could do to generate income and reduce the spread of COVID-19. Partner organization: Alliance Technique d'Assistance au Développement, 6 months, SEK 1 500 000. Sector: cash aid, food security, hygiene.

Colombia. Support to two different projects in Cauca and Norte de Santander that provided food, hygiene items and non-food items to human rights defenders and their families (1 900 people) and defenders of indigenous areas (2 500 people) during the coronavirus pandemic. Partner organization: Consejo Regional Indígena del Cauca, Corporación Centro de Atención Psicosocial, 5 months, SEK 700 000. Sector: food, hygiene, non-food.

Honduras. Providing food, hygiene items and counselling to 1 150 families in the southern and western regions of Honduras following the COVID-19 lockdown. Partner organization: Asociación de organismos no gubernamentales, Asociación de desarrollo Pespirense, 5 months, SEK 700 000. Sector: food, hygiene, psychosocial support.

Honduras. Emergency response to provide shelter, food and support to 1 100 families affected by hurricanes Eta and Iota, which caused major damage and over 100 deaths in November 2020. Partner organization: Comisión de Acción Social Menonita, Fundación San Alonso Rodríguez, 4 months, SEK 950 000. Sector: food, hygiene, shelter.

Lebanon. Funding for our partner organization to continue its work after its social work centre in Damour burned down. Partner organization: arcenciel, 6 months, SEK 408 094. Sector: non-food.

Lebanon. Psychosocial support for 2 350 people affected by the August 2020 explosion in Beirut. Implemented within an ACT Alliance appeal with support from ACT Church of Sweden. Partner organization: arcenciel, 6 months, SEK 2 647 000. Sector: psychosocial support.

Mali. Educational activities were carried out in the Segou and Koulikoro regions to raise awareness of the coronavirus pandemic. In addition, sinks were installed in ten schools and ten health centres, and hygiene items were distributed to a total of 9 000 people. Partner organization: Association de Formation et d'Appui au Développement, Association Malienne Pour La Promotion Du Sahel, 3 months, SEK 700 000. Sector: hygiene, education.

Myanmar. 1,400 returning migrants were provided with education, hygiene items and information videos on COVID-19 and how they could act to reduce the spread of infection. Partner organization: Equality Myanmar, 3 months, SEK 300 000. Sector: health, education.

Food and hygiene support for 2 841 people in eight IDP camps for the people of Sami in the Chin region who had limited opportunities to make a living due to the coronavirus pandemic. Partner organization: Kalyana Mitta Development Foundation, 3 months, SEK 200 000. Sector: food, hygiene

Nicaragua. Emergency response with food, seeds, hygiene items and psychosocial support to 1 620 families affected by hurricanes Eta and Iota, which caused major damage and over 30 deaths in November 2020. Partner organization: Asociación de Mujeres Indígenas de la Costa Atlántica, Centro Humboldt, Centro de Derechos Humanos, Ciudadanos y Autónomos, Center for Justice and Human Rights in the Atlantic Coast of Nicaragua, 4 months, SEK 1 200 000. Sector: food, hygiene, psychosocial support, health.

Sri Lanka. During the COVID-19 lockdown, 1 000 women, people with disabilities, LGBTQI people, survivors of sexual violence and pre-school teachers and their families were provided with support in the form of food and cash, while a women's shelter received funding to continue its activities. Partner organization: Suriya Women's Development Centre, Plantation Rural Education Development Organization, Women's Development Center, 3 months, SEK 560 000. Sector: food, cash aid, psychosocial support.

Smriti and Bonnita Mondal's parents have been involved in a project in Bangladesh that aims to increase resilience and reduce vulnerability to climate change and natural disasters.





Annual Report

MANAGEMENT REPORT

Diakonia's Board of Directors and Secretary General hereby submit the following Annual Report for 2020.

General information on the organization

Diakonia is a Swedish development organization based on Christian values. Our founding churches are the Christian denominations the Swedish Alliance Mission and the Uniting Church in Sweden.

We work for a just, sustainable and equal world free from poverty, oppression, injustice and violence. We are convinced that the most important drivers behind social change are people who become aware of their rights and organize themselves to assert them.

Diakonia works using a rights-based approach with long-term development cooperation, emergency response, mobilisation and advocacy work. We do this with around 400 locally and popularly rooted movements and organizations in 26 countries around the world.

Diakonia is a member of ACT Alliance, a coalition of churches and Christian development organizations that works in more than 125 countries around the world.

Activities are funded by donations from congregations and individual donors, along with grants from Sida (the Swedish International Development Cooperation Agency), the EU, the charitable foundation Radiohjälpen, the Swedish Postcode Lottery and other financiers. Diakonia carries out fundraising campaigns with the help, for example, of fundraising letters and social media, and we have a '90 account' – a special account approved and monitored by Swedish Fundraising Control.

Significant events during the year of activity

COVID-19: transformation and digitalisation

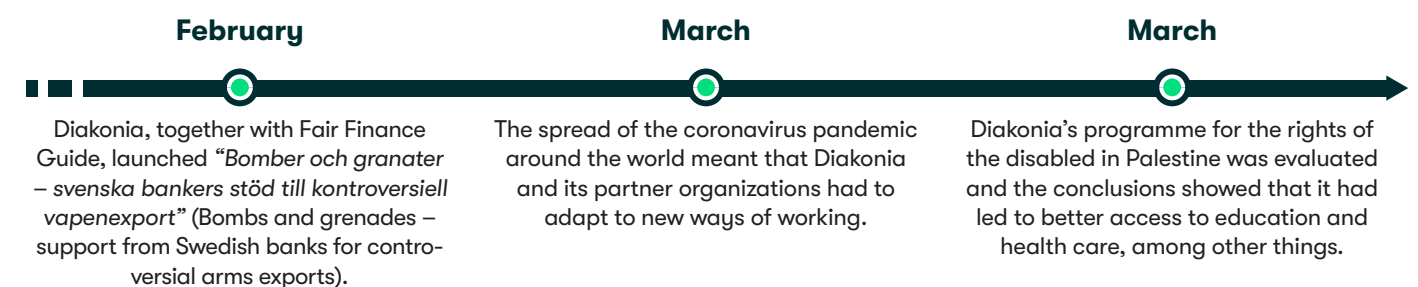
In the spring of 2020, Diakonia and partner organizations had to adjust and adapt to the ongoing coronavirus pandemic. An active dialogue was conducted with partner organizations, and re-prioritisations were made to meet emerging needs, including how and when activities were carried out. Many organizations

adapted the content of their activities, for example by changing information campaigns to spread messages about prevention, or by advocating for the right to health care and defending workers' rights. In some cases it was necessary to switch to an emergency response. The aim was to perform as many as possible of the planned activities while meeting the needs that arose due to the pandemic, especially for people living in vulnerability and poverty (rights holders). Diakonia and our partner organizations have to a large extent capacity for both development cooperation and emergency response efforts, which, in close dialogue with financiers, has given them the flexibility to reprioritise when planning activities. Diakonia has also had to switch from follow-up trips and face-to-face meetings to digital coordination and meetings. A major focus has been on introducing and training staff in Microsoft Teams. This has led to new opportunities to meet digitally across the organization and has helped bring countries, regions and offices closer together. These positive experiences will continue to be a priority after the pandemic.

Global policy, new global strategy and country strategies

In 2020, Diakonia's Annual Meeting adopted an updated policy and Diakonia's Board of Directors adopted a new global operations strategy. The policy, which describes Diakonia's values and theological foundation, has been developed in close cooperation with the founding churches and the Board. The new operations strategy focuses on Diakonia's theory of change, i.e. the organization's description and view of how change takes place. It is based on both a rights perspective and a feminist perspective. The two steering documents have set the direction for the country strategies of the countries in which Diakonia operates, which were drafted during the year.

Events during the year



External and internal evaluations

In 2020, several external and internal evaluations of Diakonia’s work were carried out. The objective was to analyse Diakonia’s work on internal control and integration of conflict and environmental perspectives in projects and programmes during the previous strategy period. The conclusions and lessons learned from the evaluations will be used to prepare and strengthen the organization prior to the new strategic period.

Global application to Sida-Civsam

A global application to Sida’s Unit for Support to Civil Society, Sida-Civsam, was drafted in 2020 in a process involving staff in country offices, regional offices and Head Office. The application, which covers the period 2021–2025, is based on the global operations strategy and country strategies and allows for broad support to partner organizations and rights holders in 24 countries in four regions.

CHS certification

Diakonia was the second organization in Sweden and 23rd in the world to become certified to the Core Humanitarian Standard (CHS) in 2020. The certification is confirmation that Diakonia has solid procedures, steering documents and systems that enable it to conduct high-quality activities in a transparent, accountable and participatory manner. It also shows that we have developed systems to receive complaints in the event of breaches in our organization.

Security framework

In 2020, with external support, Diakonia developed a global security framework that enables systematic work on analysing, preventing, implementing and monitoring security-related aspects. Our activities are performed in complex social structures and often in risky areas. This is why it is highly significant that the

security situation of staff is continuously analysed and managed optimally. In the global employee survey conducted in 2019, staff brought up the issue of safety and security as Diakonia’s most important area for development internally.

New Secretary General and management

In June 2020, acting Secretary General Johan Romare handed over to Lena Ingelstam, who took over as the new Secretary General of Diakonia. Two new Regional Directors for Africa and Latin America took up their posts in January, and a new Regional Directors for Asia took up her post in August. The process of recruiting a new Head of International Department, Deputy Head of International Department and Head Controller was completed in 2020.

External factors

The pandemic was, of course, the big overarching event that affected everything in 2020. Poverty and need in the world increased dramatically, with the worst impact on those who were already vulnerable. The effects of the pandemic have reinforced many of the structural inequalities that already existed, with unequal access to often underfunded health and welfare services being among the more obvious examples.

Global trends of a shrinking democratic space, authoritarianism, populism and opposition to women’s and LGBTQI rights continued in 2020. The opportunities of country offices and partner organizations are increasingly being curtailed in several countries by national laws, rules, threats and abuses. In some countries, criticism of the government is prohibited, regardless of what the constitution says. At the same time, the role of the judiciary in protecting democracy and civil liberties and rights is being jeopardised. This pattern poses a serious threat to the international conventions adopted to



On International Women's Day, a bicycle race was organized in Bangladesh to highlight the fact that cycling gives girls freedom and the opportunity for education. Participants included Baby, Afrin and Sultana Akter. Photo: Gustav Hugosson

guarantee and promote peace, democracy and development. Moreover, in 2020, those in power used the pandemic as a pretext to further shrink the space and silence critics. At the same time, the downturn in the global economy affected the funding of our partner organizations. In short, it was a very tough year. But the creativity of staff, partner organizations and rights holders to continue their work in these circumstances has been impressive, not least in the digital field, with positive effects on the economy, environment and communication. To some extent, the pandemic has helped to create a greater awareness in Sweden, both of the injustices we are fighting and of how we need to work together at a global level, rather than just concerning ourselves with our own country.

In Sweden, some political parties have continued to argue for a reduction in development aid, partly by spreading misinformation and making untrue claims. Some argue for reducing international development

aid to focus on domestic needs. Others say this would be absurd, given that needs have increased and that the SDGs were severely underfunded even before the pandemic. The public’s willingness to provide development aid did not seem to decrease significantly in 2020.

Despite increased global awareness of the climate crisis and a temporary reduction in air travel, global warming is far from being reversed. Irregular rainfall, extreme weather and disasters are severely impacting many of the vulnerable groups we work with. Diakonia and many others need to continue to both perform advocacy work and boost local preparedness.

Operations and results

Diakonia’s activities are governed by a global strategy and by separate regional and country strategies. The work carried out within a country programme may have various financiers. This work is being implemented in close partnership with



local organizations and other strategic partner organizations. Diakonia provides financial support and helps to strengthen the capacity of partner organizations in areas such as resource mobilisation, planning and follow-up, and gender mainstreaming. Diakonia also serves as a sounding board, creating synergies between our various partner organizations – nationally, regionally and globally.

2020 was the year when our partner organizations around the world had to adapt their work to a new reality. The coronavirus pandemic has meant that we, together with our partner organizations, have had to face challenges that we hadn’t planned for. Nevertheless, many important results have been achieved. For us, it is becoming clear that, with persistent and focused work, change can be achieved by fighting for human rights, gender equality and democracy.

The fight for women’s rights faced a major backlash in 2020 because of the pandemic. In countries where sexual violence against women is already common, the situation became acute. When a strict curfew was imposed, Diakonia’s partner organizations had to find new ways to help vulnerable women.

In Honduras, one of the world’s most dangerous countries for women, our partner organization Centro de Derechos de Mujeres (CDM) opened a hotline for women who are victims of violence. CDM also found ways to get contraceptives and pregnancy tests to women in isolated areas.

In Nicaragua, the lack of water became a significant problem when COVID-19 began to spread. Proyecto Miriam, an organization that usually works to combat violence against women, realised that it had to expand its activities to help families that did not have enough water to protect themselves from the virus. 150-litre water butts were distributed to 250 families. In distributing these, the organization also saw an opportunity to make contact with women who

had been subjected to violence to see what support they needed.

Diakonia is working to boost women’s empowerment in Somalia, too. Through the social and economic justice programme, women have been helped to set up their own businesses in areas such as sustainable agriculture. As women’s economic status increases, so does their influence in both the home and society.

To strengthen human rights in the world, it is important to engage people and spread knowledge. When Zimbabwe shut down due to COVID-19, one of Diakonia’s partner organizations used local radio to get important information out to citizens on how to detect and report human rights violations. Information about the spread of the virus and how people could protect themselves against it was also disseminated via radio and leaflets.

As poverty increases, so does child labour

With major losses of income during the pandemic, children are becoming an attractive workforce. In the Mansa district of Zambia, child labour in mines became increasingly common in 2020. The work of Diakonia’s Strengthened Accountability Programme (SAP) II includes informing society about children’s rights, the laws that exist around child labour and the responsibilities of companies and authorities.

Diakonia’s partner organization Center for Girls in northern Thailand works to ensure that all women and children can live their lives in safety and equality. In particular, they work to combat sexual exploitation, child labour, human trafficking and gender-based violence. Through leadership training and human rights courses, they motivate women to change their own lives and then pass on their knowledge in the communities in which they live. Over a five-year period, the Center for Girls plans to train 204 women, who will in turn reach a target group of over 6 000 people.



In connection with the Världens barn fundraising campaign, a staff member in Lebanon was interviewed by P4 Extra on Swedish public service radio broadcaster Sveriges Radio. She talked about the situation of traumatised children in refugee camps and how we are working with them during the coronavirus crisis. With 1.5 million listeners daily, P4 Extra titles itself Sweden’s biggest current affairs programme. Our partner organization Najdeh was also highlighted in Sändaren magazine for its work in the refugee camps.

In 2020, Diakonia was committed to working for legislation to force companies to take human rights into account. Ahead of the European Commission’s work on drafting legislation focusing on what is known as human rights due diligence, Diakonia has been talking to Swedish MPs, government representatives and MEPs. This is to raise awareness and promote effective legislation. To push the issue further, the *Visa handlingskraft* (Show Action) campaign was launched together with 13 other organizations. The campaign gathered over 20 000 signatures from companies, unions, organizations and individuals supporting the call for legislation. Our political parties also showed increased support for legislation.

Performance and financial position

In 2020, Diakonia’s income decreased compared to 2019, amounting to just over SEK 558 million. The change is mainly due to a large inheritance that was received by Diakonia in 2019 and had no counterpart in 2020.

On the other hand, agreements with new institutional donors increased slightly. 91 percent of the revenue for 2020 was used for operational expenses, totalling almost SEK 510 million.

	Revenues	Operational expenses	
Year	SEK th.	SEK th.	
2020	558 414	509 764	91%
2019	576 063	494 869	86%
2018	516 892	476 232	92%
2017	506 481	460 697	91%
2016	450 585	411 183	91%

In 2019 Diakonia received a large bequest of approximately SEK 30 million, which together with funds raised from other donations, bequests and the gift shop meant that funds raised amounted to SEK 97 million.

Our fundraising in 2020 was basically on a par with 2018, but with an increase of more than SEK 2 million. Fundraising from monthly donors has remained relatively unchanged over the past three years, reaching SEK 14 million in 2020.

	Raised funds	Fundraising expenses	
Year	SEK th.	SEK th.	
2020	70 959	7 295	10%
2019	97 184	4 800	5%
2018	68 679	7 058	10%
2017	63 201	9 850	16%
2016	54 540	9 121	15%

In 2019, there was no face-to-face campaign, which meant that fundraising costs were significantly lower that year. In 2020, fundraising costs were once again about 10% of the funds raised, i.e. just over SEK 7 million.

Diakonia’s involvement in the *Världens Barn* fundraising campaign resulted in a grant of SEK 3.1 million in 2020, and the Postcode Lottery contributed SEK 22 million. The Postcode Lottery’s surplus goes to charitable organizations, with Diakonia being one of the beneficiaries.

Financial instruments and investment policy

Diakonia’s securities portfolio is primarily managed by Nordea and is invested in funds that adhere to the investment policy that Diakonia’s Board of Directors has established. This means that investment is made

November

Diakonia was the second organization in Sweden to be certified to the Core Humanitarian Standard (CHS), which shows that Diakonia lives up to the requirements of quality, accountability and transparency.

December

The Board adopted a new global strategy that will guide what Diakonia focuses on from 2021 onwards.

December

Diakonia’s Country Office in Bangladesh celebrated its 50th anniversary.

Total costs per region (SEK thousand)	2020		2019		2018	
Middle East	54 458	10%	60 222	11%	61 987	12%
Asia	59 184	11%	56 183	11%	55 930	11%
Africa	264 815	48%	232 852	44%	219 232	43%
Latin America	105 955	19%	115 923	22%	111 207	22%
Sweden and globally	60 127	11%	29 690	6%	27 876	5%
Jointly	7 295	1%	37 647	7%	36 432	7%
Total	551 835	100%	532 516	100%	512 664	100%

in low-risk financial instruments, mainly interest-bearing securities. Investments take into account the actions of companies in connection with investments in the areas of human rights, working conditions, environmental issues and corruption. The ethical criteria do not permit investment in activities such as those that involve arms, pornography, alcohol, tobacco or fossil energy sources.

Shares received as gifts are sold immediately, and the sale value is recorded as revenue.

Sustainability information

Diakonia has a total of 283 employees. The majority of them, 221, are employed in the countries in which Diakonia operates. Diakonia’s decentralised organizational structure creates continuity and helps ensure effectiveness and a good understanding of the countries in which Diakonia works with development cooperation. The conditions of local employees are governed by internal guidelines and by local legislation. In 2020, 56 people worked at Head Office in Stockholm and 9 people were posted abroad. Staff members at the Head Office are covered by sector and salary agreements for non-profit and ideology-driven organizations, and staff posted abroad by general terms of employment for staff on international missions.

Read more in Diakonia’s Sustainability Report on page 54.

Administrative costs – what are they?

A functioning administration is necessary in order to be able to carry out serious activities. This requires both staff and systems. To a large extent, it is about ensuring that the money arrives at the correct destination and is used correctly. Diakonia has, for example, secure financial systems and systems for detecting suspected corruption. In 2020, administrative and fundraising costs amounted to 7.62 percent of turnover.

Anticipated future development

We predict that, even in 2021, the coronavirus crisis will continue to have a major negative social, political and economic impact on the people Diakonia serves. Our operational planning should ensure that we have the capacity to respond to increasing humanitarian needs and long-term development cooperation efforts for human rights, democracy and gender equality, which have become even more important in the wake of the pandemic.

Diakonia’s new strategy period begins in 2021. The Global Strategy sets the overall governance framework, which is translated into country strategies and programmes. Diakonia has identified four strategic shifts that we must make in order to remain relevant in a rapidly changing world. These shifts involve the following:

- Create the conditions for holistic context analyses and theories of change to underpin the systematic planning, implementation and adaptation of all programmes.
- Ensure that the activities are based on Diakonia’s feminist principles.
- Broaden our partnerships to include new change agents and social movements, particularly young people.
- Lay the foundations to strengthen our role as an actor in change processes, based on a thorough analysis of the environment and added value, and with respect for partner organizations.

The four shifts are accompanied by strategies for, among other things, accountability (economic, social, environmental), systematic work on knowledge and learning processes, resource mobilisation and human resources issues.

In line with Diakonia’s strategic shifts, the graphic profile will also be changed in 2021 in order to visually strengthen and support the identity of the organization.

Management

The Annual Meeting is the highest decision-making body at Diakonia. The Annual Meeting decides on the organization’s policy, in which we, among other things, clarify the meaning of Diakonia’s values and mission. The Annual Meeting also appoints the Secretary General, adopts the end-of-year accounts and makes decisions on discharging the Board from liability. The Annual Meeting’s representatives are appointed by the founding churches. The Secretary General is Diakonia’s most senior officer and is accountable to the Board of Directors. The Secretary General represents the organization and is to ensure that operations follow the guidelines and decisions adopted.

On 2 April 2020, an extraordinary Annual Meeting was held, in the form of a teleconference, at which Lena Ingelstam was appointed new Secretary General of Diakonia, taking office in June 2020.

Diakonia’s ordinary Annual Meeting was held online on 28 May 2020.

The Board bears ultimate responsibility for Diakonia’s operations and makes decisions on strategy, the overall operational plan and the budget on the basis of the frameworks established by the Annual Meeting. The Board of Directors also makes decisions on authorised signatories, the right of attestation and the organization’s order of delegation, as well as issuing the Annual Report and preparing matters to be dealt with at the Annual Meeting.

In 2020, the Board met on six occasions and took one decision *per capsulam*. All members of the Board have attended all meetings. At the Annual Meeting on 28 May, members Christer Daelander and Ingela Svedin were replaced by Marie Lackenbauer and Ulrika Erkenborn Rugumayo.

The Nominating Committee for the Annual Meeting 2020 consisted of Ulrica Morazán, Bengt Svensson and Margareta Larsson.

Controllers for 2020 were Roland Henrysson, Karin Hallin and Micael Lindholm.

Authorised Public Accountants Erik Albenius, PwC, and Angelica Stööp, PwC, were appointed as auditor and deputy auditor, respectively, for 2020.

Diakonia’s Head Office is in Stockholm.

Regional and country offices. Diakonia is a decentralized organization with offices in 23 of the 26 countries in which it operates. Four regional offices support the country offices with overall coordination and administration.

Africa. Regional Office: Kenya. Country offices: Burkina Faso, Democratic Republic of the Congo (DRC), Kenya, Mali, Mozambique, Somalia, Uganda, Zambia and Zimbabwe.

Asia. Regional Office: Thailand. Country offices: Bangladesh, Cambodia, Myanmar, Sri Lanka and Thailand.

Latin America. Regional Office: Colombia. Country offices: Bolivia, Colombia, Guatemala, Honduras, Nicaragua, Paraguay and Peru.

Middle East. Regional Office: Has temporarily moved to the Head Office in Stockholm. Country offices: Lebanon and Jerusalem.

Other information. Diakonia is a member of Giva Sverige, Svenska postkodföreningen (the association behind the Swedish Postcode Lottery) and the global network ACT Alliance. We participate in several different groups linked to ACT, such as ACT EU, ACT Europa, the Steering Committee for ACT members (E8), ACT Nordic and ACT EU’s working groups for advocacy work on climate, rights and development and for the Middle East. We also take part in local ACT forums in most of our partner countries. We actively participate in several of CONCORD Sweden’s working groups. We were represented on several boards, including CONCORD Sweden, European Network for Central Africa, EU-LAT Network for Latin America, Swedwatch, Världens Barn and Radiohjälpen. We are also members of Swedish partnerships such as Fair Finance Guide Sweden, the Swedish Forum for Human Rights, the Swedish Ecumenical Accompaniment Programme in Palestine and Israel, and the European Coalition for Corporate Justice. In addition, we are represented in the Swedish Network for Transitional Justice, the Swedish Platform for Colombia, the Forum for Security Co-operation and the various networks of strategic partner organizations. At European level we take part in organizations such as CONCORD Europe, Eurodad, EU-LAT Network for Latin America, ODAHCO for Colombia and the Zimbabwe Europe Network. Where humanitarian work is concerned, we are members of the Core Humanitarian Standard, Charter for Change, SNHA (the Swedish Network for Humanitarian Actors), and SNKR (the Swedish Network for Disaster Risk Reduction and Resilience). We are also members of the Global Network of Civil Society Organisations for Disaster Reduction (GNDR).

Board of Directors of Diakonia



Pether Nordin

Board Chairperson, born 1957. Master of Business Administration with experience of several management positions. Currently working as Diocesan Director in Linköping Diocese. Is Chairperson of Linköping City Mission and has served on boards of congregations and faith communities.



Anette Drewitz

Vice Chairperson, born 1970. Management coordinator at the Department of Education in Jönköping Municipality, background as a teacher and special educator. Is a member of the International Council of the Swedish Alliance Mission. Has previously served as a member of the Red Cross board in Gränna.



Linnea Gullholmer

Member, born 1988. Lawyer working at the Swedish Defence University. He has served as substitute international coordinator at the Uniting Church in Sweden and is co-author of Diakonia's book *Action – tillsammans förändrar vi världen* (Action – together we change the world). Has also represented the Uniting Church in Sweden internationally.



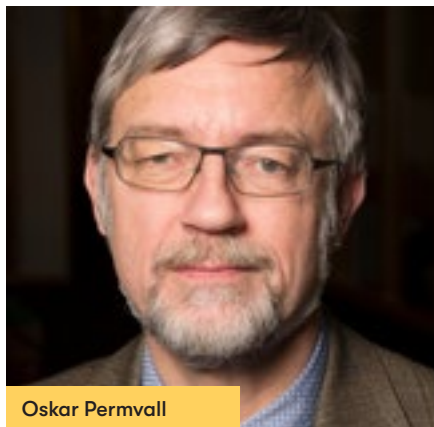
Göran Gunner

Member, born 1950. Associate Professor of Missiology, Doctor of Theology in the History of Religion, lecturer and pastor in the Uniting Church in Sweden. Has been engaged in research at the Church of Sweden's research unit and has been a member of the CEC's working group on human rights and freedom of religion.



Marie Lackenbauer

Member, born 1957. District nurse specialising in international health. Has held various management positions in health and social care. Worked in Africa for many years, most recently responsible for Vi-Skogen's and WeEffect's work in Rwanda. Board member of, among other organizations, the Swedish Committee for Afghanistan.



Oskar Permvall

Member, born 1957. Master of Science in Electrical Engineering. Works as a requirements specialist at the Swedish Transport Administration. Previously at Ericsson for many years, with many global contacts. Has previously served as Chairperson and Vice Chairperson of the Board of Diakonia. Also a member of the board of congregations and faith communities.



Ulrika Erkenborn Rugumayo

Member, born 1967. Master of Business Administration who works as CFO and consultant at 2050 Consulting AB, where she helps companies with sustainable transformation. Previously worked for Diakonia's Regional Office in Africa. Also a board member of the Shifo Foundation.

"Thanks to my co-ownership of the greenhouse, I can grow vegetables, whatever the season. In the past, harvests were threatened by both drought and floods. Now, we've learned how to save water and control large flows of water," says Nimco Mohamud.

Tomatoes can now be sold in Somalia again

Farmers in the village of Cuun in north-east Somalia had not been able to grow tomatoes for five years. The problems of invading insects and dry soil were too great, and the tomato looked like it would disappear from the local market altogether. The solution was to build greenhouses to stop the insects, and drip irrigation was installed. In addition to help in building greenhouses, the pilot project also taught participants about climate-smart farming, including using natural fertilisers and root irrigation to save water. In this way, negative impacts of climate change, such as recurrent floods and droughts, were mitigated. Now the women of the village can make a living selling tomatoes at the local market again.

The crops being grown in Somalia are part of Diakonia's Gender and Resilience Project, which

aims to increase both gender equality and resilience in the community. This is why women's experiences and participation have been an important part of the project.

In 2020, Diakonia's Gender and Resilience project, which had been running since 2016 to strengthen Diakonia's disaster resilience, was concluded. The aim was to find ways to establish bridges between humanitarian and development cooperation efforts while contributing to increased gender equality and resilience in communities. The project was implemented in six countries, Bangladesh, Burkina Faso, Myanmar, Mali, Somalia and Sri Lanka, using innovative disaster resilience projects.

PROFIT AND LOSS STATEMENT

	Note	2020	2019
Revenues for the association			
Grants		507 179	493 630
Gifts		48 576	80 641
Other revenues		2 659	1 793
Total revenues for the association	2, 3, 4	558 414	576 063
Expenses for the association			
Mission expenses		-509 764	-494 869
Fundraising and marketing costs		-7 295	-4 800
Administrative costs		-34 776	-32 848
Total expenses for the association	2	-551 835	-532 516
Result from operations		6 579	43 547
Result from financial investments			
Result from securities and receivables held as fixed assets	5	1 783	5 605
Other interest income and similar profit/loss items	6	784	194
Interest expense and similar profit/loss items	7	-1 951	-2 828
Total income from financial investments		616	2 971
Net profit/loss for the year		7 195	46 518
Change in earmarked funds			
	4		
Profit/loss for the year according to the profit and loss statement		7 195	46 518
Utilisation of earmarked funds		1 383	3 167
Allocation to/Utilisation of Fund for operations and investment		-4 000	-45 000
Other earmarked funds not utilised during the year		-2 792	-4 410
Remaining balance/profit/loss brought forward		1 785	275

The totals may deviate from the subtotals due to rounding figures.
All figures are in SEK thousand unless otherwise indicated.

BALANCE SHEET

As per 31 December

	Note	31/12/2020	31/12/2019
Assets			
Non-current assets			
Non-current intangible assets			
Capitalised expenditure for software	8	1	0
Property, plant and equipment			
Furniture	9	143	125
Financial non-current assets			
Securities held as non-current assets	10	160 599	157 801
Total non-current assets		160 743	157 926
Current assets			
Current receivables			
Other receivables		1 943	2 336
Prepaid expenses and accrued income	12	26 523	13 040
Total current receivables		28 466	15 377
Cash and bank balances		143 327	152 635
Total current assets		171 792	168 012
Total assets		332 536	325 938
Equity and liabilities			
Equity			
Fund for operations and investment		62 073	58 073
Earmarked funds		6 874	5 464
Profit/loss brought forward		85 263	83 484
Total equity		154 209	147 021
Provisions			
Provisions for pensions and similar commitments	14	17 452	17 605
Current liabilities			
Accounts payable - trade		5 037	3 571
Liabilities for grants received but not used	13	132 749	139 380
Other liabilities		3 707	1 935
Accrued expenses and deferred income	16	19 382	16 426
Total current liabilities		160 874	161 312
Total equity and liabilities		332 536	325 938

The totals may deviate from the subtotals due to rounding figures.

Changes in equity

	Earmarked funds	Fund for operations and investment	Profit/loss brought forward	Total equity
Opening profit/loss	5 464	58 073	83 484	147 021
Allocation to Fund for operations and investment		4 000		4 000
Unused earmarked funds	2 792			2 792
Utilisation of earmarked funds	-1 383			-1 383
Remaining balance for the year			1 779	1 779
Closing profit/loss	6 874	62 073	85 263	154 209

Scope and purpose of Diakonia’s equity

The purpose of Diakonia’s equity is that, in the event that Diakonia’s operations need to be wound up, the equity should cover fixed costs such as rents and contracts of employment at Head Office, regional and country offices for a period of one year. This year, the expenses for regional and country offices total about SEK 126 million, which is recognised as programme service expenses, according to agreements with Sida. The expenses of Head Office total approximately SEK 42 million, of which SEK 35 million is recognised as administrative costs and SEK 7 million as fundraising

expenses. The major share of these expenses is made up of rent and personnel costs. All Diakonia funds are destined for its operations or the administration of its operations. The level of equity required is based an assessment of probability. According to a decision taken by the Board of Diakonia, the level of equity should be about 25 percent of the total annual turnover. Diakonia has established a fund for operations and investment to which any surplus administrative contributions are allocated. The purpose is to create liquidity for pre-funding of EU agreements, bridge funding for country offices and major IT investments, etc.

Cash flow statement

	2020	2019
Operating activities		
Result from operations	6 579	43 547
Depreciation/amortisation	250	392
Other items not included in cash flow	-147	868
Interest received and result from currency transactions	784	194
Dividends received	1 783	549
Interest paid and result from currency transactions	-1 951	-2 828
Cash flow from operating activities before changes in working capital	7 298	42 722
Increase/decrease in other current receivables	-13 089	4 124
Increase/decrease in accounts payable - trade	1 465	553
Increase/decrease in other current operating liabilities	-1 904	18 875
Cash flow from operating activities	-6 236	66 275
Investing activities		
Investments in intangible non-current assets	-12	0
Investments in property, plant and equipment	-262	-401
Investments in financial non-current assets	-9 360	-77 874
Disposals of financial non-current assets	6 562	35 151
Cash flow from investing activities	-3 072	-43 123
Cash flow for the year	-9 309	23 151
Cash and cash equivalents at beginning of the year	152 635	129 484
Cash and cash equivalents at year-end	143 327	152 635
Liquidity of SEK 143 million consists of bank balances and petty cash at Head Office (SEK 120 million) and at regional and country offices (SEK 23 million)		

Note 1. Accounting and valuation policies

Diakonia’s accounting and valuation policies comply with the Swedish Annual Accounts Act, the Swedish Accounting Standards Board’s (BFN) general recommendation BFNAR 2012:1 (K3) and FRIL’s (the Swedish Fundraising Council) guidelines on annual reporting. The principles remain unchanged from the previous year of activity.

Profit and loss statement

Programme service revenue. Only the inflow of economic benefits that the organization has received or will receive on its own account is recognised as revenue. Unless otherwise indicated below, revenue is measured at the fair value of what has been received or will be received.

Gifts and grants. Any transaction through which Diakonia receives an asset or a service that has a value and does not provide corresponding value in return is a gift or a grant received. If the asset or service is received because Diakonia has fulfilled or will fulfil certain conditions and if Diakonia has an obligation to repay the counterparty if the conditions are not fulfilled, it is considered a grant received. If it is not a grant, it is a gift.

Gifts. Gifts are, as a main principle, recognised as revenue when received. A gift recognised as revenue is accounted for as an asset or a cost, depending on whether the gift is used directly or not. Other gifts are recognised as current assets. Gifts are, as a main principle, measured at fair value.

Grants. Grants are recognised as revenue when the conditions for receiving the grant have been fulfilled. Grants received are recognised as liabilities until the conditions for receiving the grant have been fulfilled. Grants received to cover certain costs (for example, administrative) are recognised in the same year of activity as the cost the grant is intended to cover.

Programme service expenses. Programme service expenses are classified into the following functions: mission, fundraising and administrative.

Mission expenses. Mission expenses consist of the expenses that have a direct connection to fulfilling the purpose and/or articles of association of the organization. These expenses are divided into four categories:

- Programme service expenses at partner organizations.
- Expenses relating to opinion-shaping activities, e.g. thematic campaigns, in cases where opinion-shaping and awareness activities are part of the mission.
- Administrative costs with a direct bearing on development cooperation are classified as mission expenses. All expenses incurred by field offices are classified as mission expenses.
- Knowledge and skills development within Diakonia. These are expenses with a bearing on the organization’s own knowledge and skills development. Examples of such expenses are experience sharing and internal training.

Fundraising expenses. Fundraising expenses consist of expenses relating to fundraising activities that are aimed at all

Diakonia’s donors, that is, private individuals, businesses and organizations. The item includes not only activities targeting existing donors but also the work of seeking out new donors via campaigns, mailshots and maintenance of donor registers. Fund-raising expenses may therefore comprise advertising, printed matter, fundraising material and personnel involved in fund-raising activities.

Administrative costs. Administrative costs consist of the expenses that are necessary to manage Diakonia. Administration is part of assuring good quality in the organization’s internal controls and reporting, both externally and in-house, to financiers, donors, the Board and other stakeholders etc. Administrative costs include those relating to the financial management function, administrative systems, rents, furniture, annual audit, preparation of the Annual Report, Annual General Meeting etc. Only expenses incurred at Head Office are defined as administrative costs.

Leasing. All the organization’s leases are recognised as operating leases, that is, the leasing charge (including the first increased rent) is recognised on a straight-line basis over the term of the lease. In this respect, fees for rent of premises are also leasing fees.

Remuneration to employees. Ongoing remuneration to employees, in the form of wages/salaries, social welfare contributions etc. is recognised as an expense as the employees perform their services. All pension commitments are defined-contribution and are recognised as an expense in the year in which the pension entitlement is earned.

Balance sheet. Assets, liabilities and provisions are measured at acquisition value, unless otherwise indicated below.

Property, plant and equipment and intangible non-current assets. Property, plant and equipment and intangible non-current assets are measured at acquisition value less depreciation according to plan. The acquisition value is reduced by grant finance relating to the acquisition of a non-current asset. Depreciation is applied on a straight-line basis over the estimated useful life of the particular asset.

- The following periods of depreciation are used:
- Electronics (computers etc.) 3 years
- Used cars 3 years
- New cars 5 years
- Modified software 3 years
- Equipment (furniture etc.) 5 years

Financial assets. At the time of acquisition, financial assets are measured at acquisition value plus direct transaction costs. After initial recognition, investments held as current assets are measured by application of the lower of cost or market method, that is, at acquisition value or net sale value on the balance sheet date, whichever is the lower.

After initial recognition, non-current financial assets that are not interest-bearing are measured at acquisition value (less any impairment losses). Non-current interest-bearing

assets such as bonds are measured at accumulated acquisition value by application of the effective interest rate method (less any impairment losses). All assets held for risk diversification are considered to constitute a securities portfolio and are therefore treated as one item at measurement by application of the lower of cost or market method and in testing for impairment. An impairment of a non-current asset is recognised if the market value is lower than the acquisition value and the decline is deemed to be permanent.

Receivables and liabilities in foreign currencies are measured at the rates on the balance sheet date.

Accounts receivable are measured on a case-by-case basis, at the amount that is expected to be received.

Earmarked funds. The item Earmarked funds in equity includes gifts not yet spent and other earmarked funds. See also the Equity section in the Notes to the financial statements.

Liabilities for grants received but not used. Grants received where the conditions have not yet been fulfilled in their entirety are recognised as a liability.

Provisions. A provision is recognised when Diakonia has a legal or constructive obligation resulting from events that have

occurred, and where Diakonia expects that payment will be demanded to settle the obligations and a reliable estimate of the amount can be made. Provisions are valued at the best estimate of the amount that will be paid.

Contingent liabilities. Diakonia provides information on a contingent liability when Diakonia has a possible liability as a result of events beyond Diakonia’s control occurring or not occurring, or if Diakonia has an existing liability as a result of events that have occurred but that is not recognised as a liability or provision, as it is unlikely that an outflow of resources will be required to settle the liability, or the size of the liability cannot be reliably estimated.

Cash flow statement. The cash flow statement is prepared using the indirect method and is based on the result of operating activities. The result of operating activities is adjusted for non-cash items and changes in accounts receivable – trade, accounts payable – trade and changes in other operating receivables and payables during the period. The effect on cash flow from investing and financing activities is also taken into account. Cash and cash equivalents include cash in hand and at banks, together with short-term investments with a maturity of less than 3 months.

Note 2. Summary of revenues and costs for projects in 2020

	Activities with partners ¹	Activities within Diakonia ¹	Administra- tion ¹	Non-project fundraising	Other funds provided ²	Total	Total
						2020	2019
Reserved funds for projects, 1 January						47 378	35 636
Raised funds for projects, 1 January						5 464	4 221
Public grants	298 443	157 136	29 217			484 796	493 630
Raised funds	25 090	13 713	3 626	28 531		70 959	80 641
Other revenues					2 659	2 659	1 793
Total revenues 2020	323 533	170 849	32 843	28 531	2 659	558 414	576 063
Middle East	31 265	23 193				54 458	60 222
Asia	44 857	14 327				59 184	56 183
Africa	182 858	81 957				264 815	232 852
Latin America	74 636	31 319				105 955	115 923
Global	150	25 201	34 776			60 127	29 690
Jointly				7 295		7 295	37 647
Total costs 2020	333 766	175 998	34 776	7 295	0	551 835	532 516
Result from operations	-10 233	-5 149	- 1 933	21 235	2 659	6 579	43 547
Net utilisation of earmarked funds						1 410	1 243
Net utilisation for projects						19 519	11 743
Reserved funds for projects, 31 December 2020						66 898	47 378
Raised funds for projects, 31 December 2020						6 874	5 464

1 See Note 1. Accounting and valuation policies.
2 Share of Diakonia’s Other revenues provided to project funds.

Note 3. Revenues for the association and funds raised

Breakdown of revenues for the association:	2020	2019
Raised funds	70 959	97 184
Public grants	484 796	477 087
Other revenues	2 659	1 793
Total	558 414	576 063
Gifts		
Gifts from direct debit donors	13 955	14 093
Gifts from private donors	7 478	6 120
Gifts from congregations belonging to Diakonia’s founding churches	3 781	1 724
Gifts from organizations, associations and companies	941	3 398
Donations via investments in funds	1 672	1 948
Donations via legacies	704	35 327
Swedish Postcode Lottery	20 000	17 850
Rechannelled project funds	46	181
Total	48 576	80 641
Private grants		
Världens barn campaign	3 122	4 413
Other grants, Radiohjälp	4 567	6 295
Swedish Postcode Lottery	2 000	9 224
Other private grants	8 291	1 350
Accrued project funds	4 502	-4 732
Repaid grants	-99	-8
Total	22 383	16 543
Total funds raised	70 959	97 184

Breakdown of public grants:		
Sida CivSam ^{1,2}	160 612	156 993
Sida Info ^{1,3}	5 000	5 400
Sida RegLA ^{1,4}	5 447	5 453
Sida Hum ^{1,5}	20 000	21 467
Swe. Emb. Middle East ⁶	9 169	10 541
Swe. Emb. Africa ⁶	175 777	167 317
Swe. Emb. Asia ⁶	21 130	15 400
Swe. Emb. Latin America ⁶	48 845	43 144
EU Africa	26 416	16 611
EU Latin America	10 031	17 439
Nordic Development Fund	0	481
Foreign Embassies	23 037	16 295
Other financiers	9 502	8 663
Accrued grants	-24 067	-7 192
Repaid appropriations	-6 102	-925
Total	484 796	477 087

1 Board of Directors, Swedish International Development Cooperation Agency (Sida).
2 CivSam, the Unit for Support to Civil Society, is part of Sida.
3 Information and Communication, part of Sida’s Unit for Support to Civil Society.
4 The Latin America Unit is based in the Department for Conflict and Post-Conflict Resolution, following reorganization of regional Latin America activities.
5 Humanitarian Assistance, a sub-division of the Department of Conflict and Post-Conflict Cooperation.
6 Development cooperation units based at Swedish embassies.

During the year, approximately 300 individuals worked without compensation as representatives for Diakonia in Sweden. Moreover, many people have committed themselves to campaigns and similar events on behalf of Diakonia. The value of all this work - free of charge - is not recognised in the profit and loss statement.

Note 4. Budget follow-up

	Outcome 2020	Budget 2020	Deviation 2020
Revenues for the association			
Public grants	514 965	564 600	-49 635
- Allocated project funds/Repaid grants	-30 169		-30 169
Raised funds	66 510	56 833	9 677
- Allocated/Repaid grants	4 449		4 449
Other revenues	2 659	450	2 209
Total revenues for the association	558 414	621 883	-63 469
Expenses for the association			
Mission expenses	-509 764	-582 002	72 238
Fundraising costs	-7 295	-8 335	1 040
Administrative costs	-34 776	-37 186	2 410
Total expenses for the association	-551 835	-627 523	75 688
Result from operations	6 579	-5 640	12 219
Result from financial investments	616		616
Net profit/loss for the year	7 195	-5 640	12 835

Breakdown of net profit/loss for the year			
Profit/loss for the year according to the profit and loss statement	7 195	-5 640	12 835
Balance of utilisation and provisioning of earmarked funds	-1 410	7 000	-8 410
Allocation to Fund for operations and investment	-4 000		-4 000
Remaining balance, profit/loss brought forward	1 785	1 360	425

Note 5. Result from securities and receivables held as fixed assets

	2020	2019
Dividends	523	549
Profit/loss on sale of non-current assets	1 261	5 056
Total	1 783	5 605

Note 6. Other interest income and similar profit/loss items

	2020	2019
Bank interest and result from currency transactions	784	194
Total	784	194

Note 7. Interest expense and similar profit/loss items

	2020	2019
Interest charges and interest on overdue payment	-1 951	-2 827
Gains/losses on currency transactions	0	-1
Total	-1 951	-2 828

Note 8. Non-current intangible assets

Change in value of software	2020	2019
Opening acquisition value	17 856	17 856
Capitalised expenditure for the year	12	0
Closing accumulated acquisition value	17 868	17 856
Opening depreciation	-17 856	-17 856
Depreciation for the year	-11	0
Closing accumulated depreciation	-17 867	-17 856
Closing residual value according to plan	1	0

Note 9. Property, plant and equipment

Capitalised expenditure for furniture	2020	2019
Opening acquisition value	6 318	6 017
Capitalised expenditure for the year	262	302
Disposals for the year	-16	0
Closing accumulated acquisition value	6 564	6 318
Opening depreciation	-6 193	-5 900
Translation difference	0	22
Depreciation for the year	-239	-316
Disposals for the year	10	
Closing accumulated depreciation	-6 422	-6 193
Closing residual value according to plan	143	125

Note 10. Securities held as non-current assets

Opening acquisition value	157 801	110 022
Acquisition	9 360	77 874
Sales	-6 562	-30 095
Closing acquisition value	160 599	157 801
Closing carrying amount	160 599	157 801
Market value	180 920	171 144

	Book value	Market value	Book value	Market value
Banco Humanfond	10 955	20 415	10 930	19 234
Swedbank Robur SICAV	534	731	512	540
Aktieansvar Sverige	395	1 474	371	1 272
Handelsbanken Lux	98	114	98	113
AktieAnsvar Europa	6	6	6	6
Penningmarknadsfonden	15 247	15 302	13 574	13 594
Nordea Kapitalfond	129 889	138 350	128 839	132 894
Nordea Institutionell Kortränta	161	161	161	161
SEB Fonder	3 293	4 343	3 293	3 314
Individual shares	23	23	17	17
Total	160 599	180 920	157 801	171 144

Since the end of 2009, Diakonia has a contract with Nordea for the management of Diakonia’s securities.

Not 11. Leasing

	2020	2019
Leasing contracts	Leasing fees	Leasing fees
0–1 years	7 862	7 517
1–5 years	8 031	12 299
More than 5 years	1 956	3 160
Total	17 849	22 976
In 2020, leasing fees totalled SEK 8 834 thousand (9 246)		

Note 12. Prepaid expenses and accrued income

	31/12/2020	31/12/2019
Prepaid rent	479	483
Accrued project revenues	25 117	11 412
Prepaid project expenses	392	496
Other items	536	649
Total	26 523	13 040

Note 13. Liabilities for grants received but not used

	31/12/2020	31/12/2019
Project balance	66 898	47 378
Liabilities to financiers	123	170
Deferred project income Sida	24 293	56 577
Deferred project income EU	18 003	21 769
Deferred gender basket	19 291	0
Deferred project income other	4 141	13 485
Total	132 749	139 380

Note 14. Provisions for pensions

	31/12/2020	31/12/2019
Provisions outside the scope of the Swedish Pension Obligations Vesting Act.*	17 452	17 605
*Pension commitments to local employees.		

Note 15. Salaries, other remuneration and social security contributions

	2020	2019
Secretary General*	1 660	1 303
Employees in Sweden	36 407	33 721
Employees with an overseas contract	3 577	4 178
Employees with a local contract	71 555	76 858
Total salaries and other remuneration	113 199	116 060
*Salaries, employees in Sweden		
Of which, social security contributions for employees in Sweden, including pension	9 246	8 474
Of which, pension costs	2 785	2 381

*Of which, the gross salary for the organization’s Secretary General was SEK 824 thousand (812), no agreed terms for termination of employment. Double salary costs were paid for one month, as the acting Secretary General and the new Secretary General were working in parallel in that month. Of total pension costs, the pension for the organization’s Secretary General accounted for SEK 460 thousand (247). The Secretary General’s gross salary at year-end was SEK 72 thousand (63.8)/month. The Secretary General has an agreement whereby part of his/her gross salary is sacrificed in exchange for pension payments. All staff with a Swedish contract of employment are covered by a collective agreement. The Chairperson of the Board is remunerated according to resolution of the 2019 Annual General Meeting (AGM). The members of the Board have not received remuneration from Diakonia for their work. Compensation may be paid for loss of income.

	2020		2019	
Salaries and other remuneration, by region:	Employees with a Swedish contract	All employees at Diakonia	Employees with a Swedish contract	All employees at Diakonia
Sweden	38 067	38 067	35 024	35 024
Middle East	157	12 538	418	18 334
Asia	1 049	7 832	896	7 833
Africa	1 313	36 108	1 756	37 102
Latin America	1 059	18 654	1 107	17 767
Total	41 644	113 199	39 202	116 060

Note 16. Accrued expenses and deferred income

	31/12/2020	31/12/2019
Holiday pay	2 067	1 615
Accrued expenses, social security contribution	708	646
Special employer’s contribution	986	1 030
Other accrued expenses, personnel	3 332	2 733
Accrued project expenses	518	2 917
Other items	11 771	7 486
Total	19 382	16 426

Note 17. Average number of employees

	2020		2019	
	Number of full-time employments	Of which, men	Number of full-time employments	Of which, men
Contract form				
Employees in Sweden	56	25%	48	24%
Employees with a Swedish overseas contract	6	26%	7	46%
Employees with a local contract	221	42%	227	42%
Total	283	38%	282	39%
Geographic location				
Sweden	56	25%	48	24%
Middle East	20	16%	27	21%
Asia	37	29%	37	27%
Africa	115	58%	118	57%
Latin America	55	25%	52	29%
Total	283	38%	282	39%
Board members and senior management	Number as per 31/12/2020	Of which, men	Number as per 31/12/2019	Of which, men
Board members	7	43%	7	57%
Secretary General and management group	7	29%	6	17%

Note 18. Estimates and assessments

Diakonia makes forward-looking estimates and assessments. At Diakonia, these assessments mainly concern unused contributions. As a result, the accounting appraisals that are based on such estimates and assessments will, by their nature, rarely be reflected in actual outcomes.

Note 19. Significant events after the end of the fiscal year

The coronavirus pandemic continues to impact on the activities of Diakonia and partner organizations in the first part of the current year. Continuous dialogue is maintained with Diakonia’s partner organizations, and programmes are re-prioritised when necessary and in coordination with financiers. Employees are being recommended to work from home.

A new five-year contract with Sida-Civsam was signed in early 2021, and the new programmes start after that point. The contract is of major importance to Diakonia’s activities as a whole. The military coup in Myanmar in February is a severe blow to the work of partner organizations and Diakonia for democratic rights. In the worst case scenario, the important democratic progress made so far will be lost.

In February, a Senior Controller was hired to strengthen and further develop financial planning and oversight of operations. In March, a new Head of International Development and a new Deputy Head of International Department were appointed.

Signatures of the Board and the Secretary General, digitally signed, 6 May 2021.

Pether Nordin Chairperson of the Board

Anette Drewitz Vice Chairperson
Marie Lackenbauer
Linnea Gullholmer
Ulrika Erkenborn Rugumayo
Göran Gunner
Oskar Permvall
Lena Ingelstam, Secretary General

My audit report was issued on the date indicated by my electronic signature.

Erik Albenius, Authorised Public Accountant

AUDITOR'S REPORT

To the annual meeting of Diakonia, corporate identity number 802017-3517

Report on the annual accounts

Opinions

I have audited the annual accounts of Diakonia for 2020. The annual accounts are included on pages 30-47 in this document.

In my opinion, the annual accounts have been prepared in accordance with the Annual Accounts Act and present fairly, in all material respects, the financial position of the association as of 31 December 2020 and of its financial performance and cash flow for the year then ended in accordance with the Annual Accounts Act. The statutory administration report is consistent with the other parts of the annual accounts.

Basis for Opinions

I conducted my audit in accordance with International Standards on Auditing (ISA) and generally accepted auditing standards in Sweden. My responsibilities under those standards are further described in the Auditor's Responsibilities section. I am independent of the association in accordance with professional ethics for accountants in Sweden and have otherwise fulfilled my ethical responsibilities in accordance with these requirements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinions.

Other Information than the annual accounts and consolidated accounts

This document also contains other information than the annual accounts and can be found on pages 1-29, 50-53 and 69 (Annual Report for 2020) and pages 54-67 and 70-71 (Sustainability Report 2020). It is the Board of Directors and Secretary General who have the responsibility for the other information.

My opinion on the annual accounts does not cover this other information and I do not express any form of assurance conclusion regarding this other information.

In connection with my audit of the annual accounts, my responsibility is to read the information identified above and consider whether the information is materially inconsistent with the annual accounts. In this procedure I also take into account my knowledge otherwise obtained in the audit and assess whether the information otherwise appears to be materially misstated.

If I, based on the work performed concerning this information, conclude that there is a material misstatement of this other information, I am required to report that fact. I have nothing to report in this regard.

Responsibilities of the Board of Directors and the Secretary General

The Board of Directors and Secretary General are responsible

for the preparation of the annual accounts and that they give a fair presentation in accordance with the Annual Accounts Act. The Board of Directors and the Secretary General are also responsible for such internal control as they determine is necessary to enable the preparation of annual accounts that are free from material misstatement, whether due to fraud or error.

In preparing the annual accounts, The Board of Directors and the Secretary General are responsible for the assessment of the association's ability to continue as a going concern. They disclose, as applicable, matters related to going concern and the use of the going concern basis of accounting. The going concern basis of accounting is however not applied if the Board of Directors and the Secretary General intend to liquidate the association, to cease operations, or have no realistic alternative but to do so.

Auditor's responsibility

My objectives are to obtain reasonable assurance about whether the annual accounts as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinions. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs and generally accepted auditing standards in Sweden will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these annual accounts.

As a part of my audit according to ISA, I undertake professional judgments and have a professionally skeptical approach during the entire audit. In addition, I execute the following activities:

- I identify and assess the risk of material misstatement in the annual accounts and consolidated accounts, whether due to fraud or error, design and execute audit measures based, amongst other things, on these risks and obtain audit evidence which is sufficient and appropriate to comprise the basis of my opinion. The risk for failing to identify material misstatements arising due to fraud is greater as regards a material misstatement due to error, as fraud can include engagement in collusion, forgery, intentional omission, incorrect information or disregard of internal control
- I obtain an understanding of that portion of the Foundation's internal control having significance to my audit to design audit measures which are appropriate with regard to the circumstances but I do not express an opinion on the effectiveness of the internal control.
- I evaluate the appropriateness of the accounting policies applied and the reasonability of the Board of Director's estimations in the accounts and associated disclosures.
- I test the appropriateness of the Board and Director's application of the assumption of going concern in preparing the annual accounts. I test, based on the audit

evidence obtained, whether there are significant factors of uncertainty referring to such events or circumstances that can lead to significant doubt as to the association's capacity to continue its operations. If I come to the conclusion that there are significant factors of uncertainty, I am required to provide a statement in the Auditor's Report, noting that the disclosures in the annual accounts involve factors of uncertainty, provided that such information is insufficient, modifying my opinion regarding the annual accounts. My conclusions are based on the auditor's evidence obtained up until the date of the Auditor's Report. However, future events or circumstances can imply that the Foundation can no longer continue its operations.

- I evaluate the overall presentation, structure and content of the annual accounts, including the disclosures, and if the annual and consolidated accounts reflect the underlying transactions and events in a manner providing a true and fair view.

I am required to inform the Board of Directors of, amongst other things, the planned scope of the audit and its focus, and the time schedule for the audit. I am also required to inform on any significant observations made during the audit, including any identified significant deficiencies in the internal control.

Report on other legal and regulatory requirements

Opinion

In addition to my audit of the annual accounts, I have also audited the administration of the Board of Directors of Diakonia for 2020.

I recommend that the meeting of the association grant the members of the Board discharge from liability for the financial year.

Basis for Opinions

I conducted the audit in accordance with generally accepted auditing standards in Sweden. My responsibilities under those standards are further described in the Auditor's Responsibilities section. I am independent of the association in accordance with professional ethics for accountants in Sweden and have otherwise fulfilled my ethical responsibilities in accordance with these requirements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinions.

Responsibilities of the Board of Directors

The Board of Directors is responsible for the administration.

Auditor's responsibility

My objective concerning the audit of the administration, and thereby my opinion about discharge from liability is to obtain audit evidence to assess with a reasonable degree of assurance whether any member of the Board of Directors in any material respect has undertaken any action or been

guilty of any omission which can give rise to liability to the association.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with generally accepted auditing standards in Sweden will always detect actions or omissions that can give rise to liability to the association.

As part of an audit in accordance with generally accepted auditing standards in Sweden I exercise professional judgment and maintain professional skepticism throughout the audit. The examination of the administration is based primarily on the audit of the accounts. Additional audit procedures performed are based on my professional judgement with the starting point in risk and materiality. This means that I focus the examination on such actions, areas and relationships that are material for the operations and where deviations and violations would have particular importance for the association's situation. I examine and test decisions undertaken, support for decisions, actions taken and other circumstances that are relevant to my opinion.

Stockholm the day stated on my electronic signature

Erik Albenius

Authorized Public Accountant

PARTNER ORGANIZATIONS

The following is a summary of all the countries and partner organizations that received funding from Diakonia in 2020.

Bangladesh (1) Number of partner organizations: 11
Association of Development for Economic and Social Help, Bolipara Nari Kalyan Somity, Manab Kallyan Parishad, Organization for Women’s Development in Bangladesh, Social Association for Rural Advancement, Bangladesh Resource Centre for Indigenous Knowledge, Bangladesh Legal Aid And Services Trust, Safety and Rights Society, Unite Theatre for Social Action, Udayankur Seba Sangstha, Nagorik Uddyog

Bolivia (2) Number of partner organizations: 6
Centro de Estudios Jurídicos e Investigación Social, Centro de investigación y promoción del campesinado, Asociación Colectivo Rebeldía, Unión Nacional de Instituciones para el Trabajo de Acción Social, Coordinadora de la Mujer, Centro de promoción de la mujer Gregoria Apaza

Burkina Faso (3) Number of partner organizations: 43
Centre National de Presse Norbert Zongo, Mouvement Burkinabè des Droits de l’Homme et des Peuples, Réseau National de Lutte Anti-Corruption, Association d’Appui et d’Eveil Pugsada, Association Monde Rural, Groupe d’Etude et de Recherche sur la Démocratie et le Développement Economique, Cadre de concertation des ONG actives en Education de Base, Association des Femmes Juristes du Burkina Faso, Centre pour la Gouvernance Démocratique, Association tout pour tous – Yennega, Réseau Afrique Jeunesse, Centre de Recherche et d’Intervention en Genre et Développement, Alliance Technique d’Assistance au Développement, West Africa Network for Peacebuilding Burkina Faso, Association Tin Tua, Association Tout pour Tous Yennenga, Association Semfilms, Centre d’Information de Formation et d’Etudes sur le Budget, Association des Blogueurs de Burkinam, Balai Citoyen, Association la Federation du CARTEL, Union Nationale de l’Audiovisuel Libre du Faso, Secrétariat Exécutif Diocésain de Banfora, Association pour la Promotion et le Développement du Gulmu, Association IQRA, Le Cercle d Etudes de Recherches et de formation Islamiques, Centre d’Information et de Formation de Droits Humains en Afrique, Organisation pour le Renforcement de Capacité de Développement, Convention des Organisations de la Société Civile pour l’Observation Domestique des Elections, Association Jeunesse Espoir d’Afrique, Yimm Meng Niba Pag Beo Nire, Réseau Africain Jeunesse Santé et Développement au Burkina Faso, Association Songui Manegré/Aide au Développement Endogène, Association Semence d’Esperance Sud, Association SOS Jeunesse et Defis, Autorité Supérieure de Contrôle d’Etat et de Lutte contre la Corruption, Ocades Caritas Nouna, Association Burkina Camp de l’Espoir, Réseau Acces aux Medicaments Essentiels, FNGWY_STOP to Gender-Based Violence in internal displaced persons Sites _2020_2021, Union Africaine des ONG du Développement

Colombia (4) Number of partner organizations: 41
Corporación Comité Cívico por los Derechos Humanos del Meta, Justicia y Sociedad, Asociación Movimiento Feminista por la Paz Ruta Pacífica de las Mujeres, Oficina Internacional de Derechos Humanos-Acción Colombia, Corporación Desarrollo y Paz del Magdalena Medio, Corporación Sisma Mujer, Red Departamental de Mujeres Chocóanas, Proyecto Colombia Diversa, Corporación Redmujeres Magdalena Medio, Centro de Estudios para la Justicia Social Tierra Digna, Instituto Latinoamericano para una Sociedad y un Derecho Alternativos, Consejo Regional Indígena del Cauca, Fundación Estrella Orográfica del Macizo Colombiano, Fundación Comité de Solidaridad con los Presos Políticos, Consejo Comunitario Mayor de la Asociación Campesina Integral del Atrato, Fundación Centro de Investigación y Educación Popular, Fundación Instituto de Estudios para el Desarrollo y la Paz, Organización Nacional Indígena de Colombia, Asociación de Autoridades del Consejo Territorial de Pueblos Indígenas Juan Tama, Corporación Caribe Afirmativo, Asociación Campesina del Catatumbo, Fundación Carlos Pizarro Leongómez, Secretariado Nacional Pastoral social, Fundación Forjando Futuros, Corporación Casa de la Mujer, Corporación cuna de paz, Federación de Asociaciones de Cabildos Indígenas del Departamento del Chocó, Unidad de organizaciones afrocaucanas, Servicio jesuita a refugiados Colombia, Red Juvenil de Mujeres Chocóanas, Centro de Educación, Capacitación e

Investigación para el Desarrollo Integral de la Comunidad, Corporación para el Desarrollo del Oriente COMPROMISO, Corporación Educativa Amigos-Instituto Jean Piaget – Centro de Pensamiento A la Orilla del Río, Liga Internacional de Mujeres por la Paz y la Libertad, Corporación Observatorio Surcolombiano de Derechos Humanos, Paz y Territorio, Asociación Nanas de Vida, Fundación Amigos del Museo Etnoarqueológico Montes de María, Fundación Centro de Fe y Culturas, Corporación administrativa de formación y construcción de paz del Foro Interétnico Solidaridad Chocó, Centro de Información sobre Empresas y Derechos Humanos, Corporación Centro de Atención Psicosocial

Democratic Republic of the Congo (5) Number of partner organizations: 13
League of Youth for the Renaissance of Congo, Association Congolaise pour l’Accès à la Justice, Commission Episcopale Justice et Paix, La Voix des Sans Voix, Conseil Régional des Organisations non gouvernementales de Développement du Bas-Congo, Centre d’Etudes sur Handicap, Justice et Résolution 1325, Centre National d’Appui au Développement et à la Participation Populaire, Nouvelle société civile congolaise, Caritas Congo Asbl, Cadre de concertation nationale de la société civile RDC, Comité National Femme et Développement, Organisation Congolaise des Ecologistes et Amis de la Nature, Femmes des Médias pour la Justice au Congo, EurAc Network

Egypt (6) Number of partner organizations: 5
Human Rights Association for Community Development in Assiut, Coptic Evangelical Organization for Social Services, The Integral development Action of Minia, Bishopric of Public Ecumenical and Social Services, Eparchial Development Office

Guatemala (7) Number of partner organizations: 31
Instituto centroamericano de estudios para la democracia social, Red multicultural de mujeres trans, Asociación MIRIAM para la Promoción Intelectual de las Mujeres, Asociación de organizaciones de mujeres para la defensa de los derechos individuales y colectivos Ixtzunun, Centro de acción legal ambiental y social de Guatemala, Instituto de Estudios Comparados en Ciencias Penales de Guatemala, Fundación Myrna Mack, Asociación para el desarrollo legislativo y la democracia, Asociación Colectiva para la Defensa de los Derechos de las Mujeres en Guatemala, Asociación Familiares de Detenidos Desaparecidos de Guatemala, Asociación Mujeres transformando el mundo, Asociación federación guatemalteca de escuelas radiofónicas, Centro para la Acción Legal en Derechos Humanos, Asociación para la Justicia y Reconciliación, Asociación La Alianza, Fundación para el Desarrollo y Fortalecimiento de las organizaciones de Base, Asociación de Mujeres Q’eqchies Nuevo Horizonte, Asociación Grupo Integral de Mujeres Sanjuaneras, Bufete Jurídico de Derechos Humanos, Conferencia de Religiosos de Guatemala, Asociación Civil Gente Positiva, Movimiento de mujeres con poder constituyente, Centinelas por la dignificación del Estado, Asamblea Social y Popular, Alianza por las reformas, Alianza de mujeres y mujeres indígenas por el acceso a la justicia, Autoridades Indígenas y Ancestrales de Guatemala, Agenda política de mujeres en la diversidad, Plataforma nacional de víctimas, Factor 4, Mujeres en Movimiento

Honduras (8) Number of partner organizations: 14
Asociación Comité por la Libre Expresión, Fundación para la Salvaguardia del Medio Ambiente en el Democrático Desarrollo Socio-económico y de las Instituciones, Asociación Colectivo Violeta, Fundación Equipo de Reflexión, Investigación y Comunicación, Centro de Derechos de Mujeres, Asociación de Organismos no Gubernamentales, Centro de Estudios de la Mujer - Honduras, Organismo Cristiano de Desarrollo Integral de Honduras, Movimiento de Mujeres por la Paz Visitación Padilla, Comisión de Acción Social Menonita, Comité de Familiares de Detenidos Desaparecidos en Honduras, Fundación San Alonso Rodríguez, Organización Intibucana de Mujeres “Las Hormigas”, Asociación de Desarrollo Pespirens

Cambodia (9) Number of partner organizations: 17
Cambodian Center for Human Rights, Cambodia Indigenous People Organisation, Center for Alliance of Labor and Human Rights, AMARA, Women’s Resource Center, Committee for Free and Fair Elections in Cambodia Cooperation Committee for Cambodia, The NGO Forum on Cambodia,

Gender and Development for Cambodia, Building Community Voices, Banteay Srei, Cambodian Center for Independence Media, Coalition for Cambodian Farmer Community, Cambodian League for the Promotion and Defense of Human Rights, Sahmakum Teang Tnaut, Cambodia Human Rights and Development Association, Equitable Cambodia

Kenya (10) Number of partner organizations: 19
The Oslo Center, Catholic Diocese of Kitui – Caritas Kitui, Inuka Kenya Ni Sisi Limited, International Budget Partnership, Christian Impact Mission, Kenya Human Rights Commission, ACK Nakuru Region InterDiocesan Christian Community Services, International Center for Policy and Conflict, Independent Medico Legal Unit, Inter-Religious Council of Kenya, Transparency International Kenya, Uraia Trust, Poverty Eradication Network, Katiba Institute, Grassroots Organization Operating Together in Sisterhood Kenya Association, Kenya conference of catholic bishops, Federation of Women Lawyers – Kenya, National Council of Churches of Kenya, Legal Resources Foundation

Cuba (11) Number of partner organizations: 7
Centro Cristiano de Reflexión y Diálogo, Centro Memorial Martin Luther King, Consejo de Iglesias Cuba, Centro de reflexión y solidaridad Oscar Arnulfo Romero, Centro Cristiano de Servicio Social y Capacitación Bartolomé Gregorio Lavastida, Movimiento Estudiantil Cristiano, Servicio de Noticias de la Mujer de Latinoamérica y el Caribe

Lebanon (12) Number of partner organizations: 10
Arab NGO Network for Development, Lebanese Union for People with Physical Disabilities, arcenciel, Dar Al Amal, Lebanese Women Democratic Gathering, Association Najdeh, Lebanese Observatory for Rights of Workers and Employees, Developmental Action without Borders, ABAAD-Resource Center for Gender Equality, Lebanon Support

Mali (13) Number of partner organizations: 20
Norwegian Church Aid, Helvetas Swiss Intercooperation, SNV Netherlands Development Organisation, Observatoire des Droits Humains et de la Paix, Association pour l’Appui au Développement Intégré, Association pour la Formation et le développement GLD III 2014–2017, Association Malienne pour la Survie au Sahel GLD 2014–2017, Action pour le Développement Intégré, Coalition pour l’Annulation de la Dette au GLD III 2014–2017, Comité d’Appui au Développement de la jeunesse, Association d’Appui au Développement Communautaire, Association Malienne pour la Promotion au Sahel, Association de Formation et d’Appui au Développement, Association Malienne pour la Survie au Sahel, Oui pour une Enfance Noble au Mali, Yam-Giribolo-Tumo, Service de Développement Intégré, Women in Law and Development in Africa Mali, Réseau Plaidoyer Lobbying, Coalition des Alternatives Africaines Dette et Développement Mali

Mozambique (14) Number of partner organizations: 17
Associação de Jovens da SOALPO, Gender Links Mozambique, Associação para o Desenvolvimento das Mulheres de Morrua, Associação das Mulheres Domésticas da Zambézia, Centro de Aprendizagem e Capacitação da Sociedade Civil, Nucleo de Amigos da Natureza e do Ambiente, Associação Juvenil Othoko, Forum das Rádios Comunitárias de Mocimbeque, Associação de Cegos e Ambliopes de Mocimbeque, Associação Amigos da Criança Boa Esperança, Associação Mulher Lei e Desenvolvimento, Rede da Criança, Associação Parlamento Juvenil, Associação Mocimicana das Mulheres de Carreira Jurídica, Centro de Estudos Urbanos de Mocimbeque, Associação Mocimicana Para Democracia Parlamentar, Associação Mocimicana para o Desenvolvimento da Família

Myanmar (15) Number of partner organizations: 13
Thingaha Gender Organization, Kalyana Mitta Foundation, Myanmar Baptist Convention, World Concern Myanmar, Gaia Sustainable Management Institute/Gaia Organization, Equality Myanmar (EQMM), NGO Gender Group, KBC Social Mission, Myanmar Council of Churches, Knowledge and Dedication for Nation Building/Karen Development Network, Women’s Organizations Network, Colors Rainbow, Spirit in Education Movement

Nicaragua (16) Number of partner organizations: 9
Asociación Proyecto Miriam para la Promoción Intelectual de la Mujer, Coordinadora Pueblos Indígenas Chorotegas, Asociación de Mujeres Indígenas Costa Atlántica, Acción Médica Cristiana, Centro “Alexander Von Humboldt” para la promoción del desarrollo del territorio y la gestión del ambiente, Centro de Derechos Humanos, Ciudadanos y Autonomicos, Centro por la Justicia y Derechos Humanos de la Costa Atlántica de Nicaragua, Centro de Estudios y Promoción Social, Colectivo de Derechos Humanos: Nicaragua Nunca +

Palestine and Israel (17) Number of partner organizations: 22
Small Enterprise Center Association, Bihimitkom society for youth with disability, Future Society for Deaf Adults, Women Affairs Technical Committee, Tamer Institute for Community Education, Palestinian Counseling Center, Project Loving Care Society/Mother Establishment of the Saraya Center for Community Service, Al-Nayzak for Supportive Education and Scientific Innovation R.A., Al Sabeel Center, Physicians for Human Rights Israel, Yes Theatre for Communication among Youth, National Society for Rehabilitation, Voices society for the rights of persons with intellectual disability, Al Salam Sports Club for persons with disabilities, Birzeit University, Al-Haq, Society of St Yves, Catholic Center for Human Rights, Palestine Medical Relief Society, CBR Nablus and Farah, Community Based Rehabilitation Association, Palestinian Vision Organization, DanWatch, Kerem Navot

Paraguay (18) Number of partner organizations: 10
Instituto de Estudios Comparados en Ciencias Penales y Sociales, Panambi Asociación de Travestis, Transgeneros y Transexuales, Asociación Nacional de Productores Agropecuarios, Base Investigaciones Sociales, Centro de Documentación y Estudios, Tierraviva a los Pueblos Indígenas del Chaco, Coordinadora de Derechos Humanos del Paraguay, Federación Nacional Campesina, Servicio Paz y Justicia Paraguay, Memetic Media

Peru (19) Number of partner organizations: 14
Centro para el Desarrollo de los Pueblos Ayllu, Comisión de Derechos Humanos de Ica, Asociación de Comunicadores Sociales, Calandria, Centro de la Mujer Peruana, Flora Tristán, Coordinadora Nacional de Derechos Humanos, Comisión Episcopal de Acción Social, Instituto de Defensa Legal, Asociación Pro Derechos Humanos, Cooperación, Acción Solidaria para el Desarrollo, Centro Peruano de Estudios Sociales, Asociación Para el Desarrollo Andino Amazónico – Huñuq Mayu, Estudio para la Defensa de los Derechos de la Mujer, Movimiento Ciudadano frente al Cambio Climático, Lesbianas Independientes Feministas Socialistas

Somalia (20) Number of partner organizations: 12
Puntland Office of Human Rights Defender, Galkayo Education Center for Peace and Development, Kaalo Aid and Development Organization, Forum For African Women Educationalists – Somalia Chapter, Somali Family Services, We are Women Activists, Timely Integrated Development Services, Puntland Non State Actors Association, Puntland Youth Association Network, Isha Human Rights Organisation, Wadajir Rural Development Organisation, Ministry of Interior South West State

Sri Lanka (21) Number of partner organizations: 10
Plantation Rural Education and Development Organization, Law and Society Trust, Womens Development Centre, Suriya Women’s Development Centre, Sri Lanka Centre for Development Facilitation, Transparency International Sri Lanka, VILUTHU – Centre for Human Resource Development, Peoples Action for Free and Fair Elections, Centre for Environmental Justice, Muslim Women’s Research & Action Forum

Thailand (22) Number of partner organizations: 14
Karen Development and Service Foundation, Foundation of Child Understanding, MAP Foundation, Development Center for Children and Community Network, Thailand Lahu Development Foundation, Inter Mountain Peoples Education and Culture in Thailand Association, The Foundation of the Church of Christ in Thailand, Upland Holistic Development Project, The Mirror Foundation, Micro Economic Development Foundation, Center for Girls, Help Without Frontiers Foundation Thailand, Legal Status Network Foundation, ECPAT

Foundation Thailand

Uganda (23) Number of partner organizations: 4

Gulu Women Economic Development & Globalization, Chapter Four Uganda,
Civil Society Budget Advocacy Group, Uganda Joint Christian Council

Zambia (24) Number of partner organizations: 14

Jesuit Centre for Theological Reflection, Extractive Industries Transparency Alliance, Foundation for Democratic Process, Caritas Zambia, Youth Alliance for Development, Caritas Solwezi, Women for Change, Centre for Trade Policy and Development, Media Institute for South Africa- Zambia, Africa Directions, National Legal Aid Clinic for Women, Zambia Health Education & Communications Trust, Non-governmental Gender Organisations' Coordinating Council, Southern Africa Center for Constructive Resolution of Disputes

Zimbabwe (25) Number of partner organizations: 18

South Western Region Gender Network, United Chiredzi Residents and Ratepayers Association, Gweru Residents and Ratepayers Association, Gender Links Zimbabwe, Community Tolerance Reconciliation and Development Trust, Community Youth Development Trust, Heal Zimbabwe Trust, Musasa, Youth Empowerment and Transformation Trust, Institute for Young Women Development, Zimbabwe Womens Bureau, Zimbabwe Womens Resource Centre

and Network, Women in Politics Support Unit, Habakkuk Trust, Emthonjeni

Womens Forum, Womens Institute for Leadership Development, Bulawayo

Africa regionally (Africa Economic Justice Program)

Number of partner organizations: 11

Africa Centre for Energy Policy, Transparency International Kenya, Tax Justice Network – Africa, Reality of Aid Africa Network, Bench Marks Foundation, Gender Links, Women in Law and Development, Southern and Eastern African Trade, Information and Negotiations Institute – Uganda, Eastern African Sub-Regional Initiative for the Advancement of Women, Youth for Tax Justice Network, African Network & Forum on Debt and Development

Latin America regionally Number of partner organizations: 8

Amigos de la Tierra América Latina y el Caribe, Centro de Estudios de Derecho, Justicia y Sociedad, Colombia Diversa en nombre de la Red regional Sin Violencias LGBT, Red de salud de las mujeres latinoamericanas y del Caribe Red Latinoamericana de Mujeres Defensoras de los Derechos Sociales y Ambientales, Elige Red de Jóvenes por los Derechos Sexuales y Reproductivos, A. C., Comité de América Latina y el Caribe para la defensa de los derechos de las mujeres, Centro por la Justicia y el Derecho Internacional

Global IHL Number of partner organizations: 1

Legal Action Worldwide (LAW)



Counselling important after Beirut explosion

In early August, an explosion rocked Beirut, killing hundreds of people in just a few minutes. Over 300 000 people lost their homes when large parts of the city were totally destroyed.

“The scale of the devastation has shocked us all but we will focus on helping each other and our people, both as an organization and as fellow human beings,” said the Head of Diakonia Lebanon Cedric Choukeir days after the disaster.

The explosion brought further hardship to a country already suffering from civil war, international conflict, economic crisis and, like the rest of the world, being in the midst of a pandemic. Diakonia's Country

Office quickly identified the most urgent needs in the city and, together with other organizations, launched an appeal for an emergency response through the ACT Alliance. In particular, this involved assisting lone and vulnerable children, the elderly, people with disabilities and refugees.

Diakonia's partner organization, arcenci, mobilised volunteers to clean up the rubble. A psychosocial support centre was also set up to provide counselling to both groups and individuals. By the end of the year, 721 people had participated in group sessions and 425 people had received individual support.



SUSTAINABILITY REPORT

All of Diakonia's work aims for a just, equal and sustainable world in which all people have equal access to basic rights, resources and opportunities, and where gender equality and equity prevail.

We want to see sustainability and human rights

Together with our partner organizations around the world, we influence decision makers and empower rights holders – especially women and other marginalised groups – to escape from poverty and oppression themselves.

The basic causes of poverty, violence and oppression are often found in unjust global political and economic structures. That is why we are also engaged in advocacy work in Sweden and the EU. Our work also involves ensuring that people in Sweden are engaged and spread knowledge on global development cooperation, our work in the world and our overarching issues. That is how we believe sustainable change is possible.

Diakonia works for peaceful, resilient societies that use the Earth's resources in a sustainable way. This includes a commitment to work on global climate challenges and the unsustainable use of natural resources. We need equitable solutions that recognise that the climate crisis is mainly caused by wealthy countries and that the consequences of climate change, environmental destruction and violent conflict risk exacerbating inequality and poverty, particularly in poor countries.

About this report: Since 2017, Diakonia has reported its sustainability work in accordance with legislative requirements regarding sustainability reporting. The aim is to describe the steering documents and procedures that form the cornerstones of our work for a sustainable world. In the report we analyse how our activities contribute to sustainability, but also the weaknesses that need to be addressed in order for Diakonia to improve and develop.

The sustainability report is based on requirements in the legislation regarding sustainability reporting and is inspired by the Global Reporting Initiative (GRI), a framework for sustainability reporting. The report covers all Diakonia's work in Sweden and internationally. It was produced by Diakonia's management team and has been approved by the Board of Directors. It forms part of the Annual Report and is covered by PWC's audit in accordance with the Swedish Institute of Authorised Public Accountants' recommendation REVR 12. The report is presented to the Annual Meeting, Diakonia's highest governing body. This report refers to the 2020 year of activity.

The three main areas of sustainability work:



Economic responsibility

Diakonia's funds are to be used in the best possible way, thus contributing to sustainable change for the people whose rights are not being respected. We take responsibility for the resources allocated to Diakonia, present results openly and welcome complaints when we fall short of our commitments so that we can improve.



Social responsibility

Diakonia's activities promote and defend universally recognised human rights, so that all people can live a life free from poverty and oppression. We put rights holders at the centre of our work and base our development assistance, emergency response and advocacy work on their needs.



Responsibility for the environment

Climate change is a threat to human survival, and its effects are felt the most in poor countries. This is why Diakonia works with organizations working for sustainable development and climate justice and promoting resilience and adaptability. We also strive to minimise Diakonia's own negative impact on the environment.

Diakonia's activities support the UN's Sustainable Development Goals

Diakonia's mandate to work with the root causes of poverty and inequality provides good opportunities and conditions to contribute to achieving the UN's 17 Sustainable Development Goals in the 2030 Agenda. The 2030 Agenda enhances opportunities to work in a powerful way for long-term sustainable economic, social and environmental change and to demand that countries' governments meet their commitments. The 17 Sustainable Development Goals (SDGs) aim to end all forms of poverty, combat inequalities and tackle climate change while ensuring that everyone, particularly the most vulnerable, is included in social development. As a universally adopted commitment, the 2030 Agenda can be used to drive forward the demands of rights holders and partner organizations. Local participation and engagement are vital in terms of achieving these goals. Diakonia's work, as described in the Global Strategy 2015–2020, has primarily contributed to Sustainable Development Goals 1, 2, 5, 8, 10, 13, 16 and 17.



How we manage our sustainability work

Diakonia's commitment to maintaining the highest standards in all its work is governed by the organization's guiding principles of working in a rights-based manner, building on Diakonia's feminist principles and working for long-term and respectful partnerships. Diakonia is certified to the Core Humanitarian Standard (CHS), which ensures that we have robust systems and processes in place for our work on accountability, quality and transparency.

Planning, follow-up, evaluation and learning. Diakonia's guidelines for planning, follow-up, evaluation and learning are its most important steering document for internal control.

Our governance is results-based to ensure that all funds are used to achieve results. Governance enables us to identify, integrate and adapt our work based on the lessons we learn. Quality assurance covers all processes so that they are effective and appropriate, to guarantee reliability of reporting and ensure compliance with laws and regulations.

This is how we ensure ethics, integrity and accountability in our organization. The purpose of Diakonia's Code of Conduct is to describe employees' and external consultants' responsibilities in relation to the people for whom Diakonia works. The Code of Conduct seeks to help Diakonia's employees understand how they are expected to behave and what obligations they have. Everyone representing Diakonia must behave in accordance with our Code of Conduct and applicable legislation. Everyone is also obliged to prevent irregularities such as corruption, fraud, sexual exploitation and abuse, and to ensure that no child is harmed. Managers at all levels at Diakonia are responsible for all staff being aware of what the Code of Conduct contains and how it should be applied.

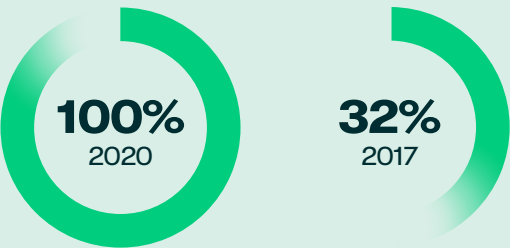
We work with risk management. The overall objective of Diakonia's risk management is to work in a systematic way to identify, analyse and manage risks that may prevent the fulfilment of the organization's objectives. Every year, risk analyses

To follow up on the organization's commitments, Diakonia has adopted several frameworks, steering documents and guidelines.

Area	Steering document
Overall	Diakonia's statutes
	Global policy
	Global strategy
	Order of delegation
	PMEL Handbook
	Humanitarian policy
	Global risk assessment
Economic responsibility	Investment policy
	Global framework for resource mobilisation
	Procurement Guidelines
	Guidelines for financial and administrative follow-up
Social responsibility	Code of Conduct
	HR policy
	Global employment conditions
	Anti-corruption guidelines
	Work environment policy
	Child protection policy
	Complaints and incident handling policy and guidelines
	Transparency and accountability guidelines
	Policy to combat sexual harassment and abuse
	Guidelines for using a feminist framework for Diakonia's gender equality work
Environmental responsibility	Environmental policy
	Environmental commitment implementation plan

Diakonia has zero tolerance of corruption.

Proportion of programmes that include corruption in their risk analysis:



The total number of confirmed incidents that led to cooperation being terminated due to corruption:



Number of employees dismissed in 2017–2020 due to violations of the Diakonia Code of Conduct:



2 (2017), 0 (2018), 1 (2019), 0 (2020)

are conducted by the Board of Directors, the management team, Head Office and regional and country offices, taking both internal and external factors into consideration.

Diakonia uses the COSO model, a global framework for risk analysis and risk management, to calculate the severity of a risk for its organization. The most serious risks at global level are the risk of corruption, the decline in democratic space, disaster situations caused by conflicts or extreme natural events, security risks based on the above-mentioned risks, and financial risks and cyber-related risks.

We’re working to combat corruption. Diakonia operates in countries where the risk of corruption is high. That is why it is important that our operations are characterised by a high professional standard as regards fighting corruption. Corruption ultimately affects individuals, especially women and children, and is one of the biggest obstacles to progress towards a gender-equal world. Since 2017, Diakonia has aimed to strengthen its internal capacity for risk analysis and risk management and to prevent corruption. Diakonia has adopted principles and guidelines that form the organization’s framework for working against corruption. This includes internal training and work on both internal and external review and monitoring of both projects and country and regional offices.

We are convinced that civil society has an important role to play in monitoring, scrutinising and combatting corruption globally.

Diakonia has zero tolerance of corruption. We monitor and report the number of cases each year. In the period 2017–2020, we investigated a total of 98 incidents. There were both internal incidents and incidents related to partner organizations. Of these, 30 incidents have led to termination of the partnership between Diakonia and the partner organization concerned due to corruption or other irregularities. The fact that we have seen more confirmed cases of corruption in recent years is not purely negative: it shows that our internal capacity to detect, inform and address corruption and other irregularities has improved.



Key lessons from our work to counteract corruption and other irregularities:



- Confidence in the complaints system has been boosted, particularly because Diakonia’s management has actively encouraged staff to report suspected irregularities, while also following up on and taking decisions on all cases.
- In order to protect people from abuse and harassment in Diakonia’s operations, regular anti-corruption discussions and training (including in Code of Conduct, Child Protection Policy and Anti-Sexual Harassment and Abuse Policy) are crucial.
- Our internal monitoring work ensures that all offices comply with internal rules and management systems in terms of planning and monitoring, administration and financial management.

We handle complaints and incidents systematically. To improve our accountability, Diakonia has introduced a complaints handling system – a complaints mechanism – for cases of suspected corruption or other breaches of the standards Diakonia has set for its activities. The system makes it possible for staff, but also for rights holders, individuals and organizations, to submit complaints and give feedback on the work of Diakonia and its partner organizations. On Diakonia’s website there is a link to a whistleblowing system in which it is possible to make complaints or report incidents. Complaints and incidents are handled in the strictest confidence, and reports can be made anonymously.



Antonia Pirir is one of the women in Guatemala who received food parcels during the pandemic. Photo: AGIMS

Stakeholders and materiality analysis

Diakonia works in 26 countries, supporting about 400 organizations operating at local level in the countries in which we operate. They may also operate at regional or international level. Local ownership is a prerequisite for sustainability, and Diakonia is aiming to increase partner organizations’ and rights holders’ participation and influence over initiatives. Changing unjust structures is complex work that requires different forms of partnerships and alliances.

Diakonia’s materiality analysis from 2017 serves as the basis for assessing and selecting the sustainability issues that are most material to Diakonia. The analysis and assessment has been developed in collaboration with staff and in consultation with partner organizations, rights holders and other stakeholders. It is reviewed every year to see if anything needs to be adjusted. Some minor adjustments were made in 2020. We plan to conduct a major review in 2021, when our new strategy period starts.

The aspects that have been identified as most essential for Diakonia’s sustainability work have been grouped into three areas of responsibility: economic responsibility, social responsibility and responsibility for the environment.

Diakonia’s stakeholders

Rights holders	All people are rights holders. But Diakonia works for people who do not have their basic human rights respected. The rights holders are the main driving force for change.
Partner organizations	NGOs working with rights holders for sustainable change. This can be at local, national, regional and international level.
Founding churches	The founding churches are the Uniting Church in Sweden and the Swedish Alliance Mission. They appoint the members of Diakonia’s Board and provide Diakonia with a mandate and legitimacy.
Support groups in Sweden	Include congregations, delegates and individuals in Sweden. They form the basis for our advocacy work in Sweden and provide support for our global work.
Networks and alliances	Platforms on which civil society can coordinate, exchange knowledge and experience and work together on advocacy issues. The platforms can be at local, national and global level.
Decision-makers and officials	People who work in institutions with power, such as authorities, ministries and political parties. They are responsible for compliance with legal and formal requirements. Their positions and power are instrumental in creating a just, sustainable and equal world.
Private sector	Businesses of all sizes that can contribute to, or inhibit, sustainable development and respect for human rights.
Private and institutional donors	Institutions, congregations, companies and individuals that help provide funding for Diakonia’s operations.
Diakonia’s employees	All Diakonia’s employees worldwide contribute to change, in their different roles and positions.
Service providers	Companies that provide Diakonia with goods and services that are needed to run its activities.
Media	Editorial boards and individual editorial staffs that are in a position to spread Diakonia’s message and to influence public opinion.

ECONOMIC RESPONSIBILITY

Economic performance, combating corruption, financial sustainability, socially responsible investments, procurement procedures

Economic sustainability includes compliance with legislation, ensuring that fundraising and resource mobilisation takes place in an efficient and ethical manner, that finances are managed and monitored in a correct and transparent way, and that procedures and control mechanisms are in place and applied.

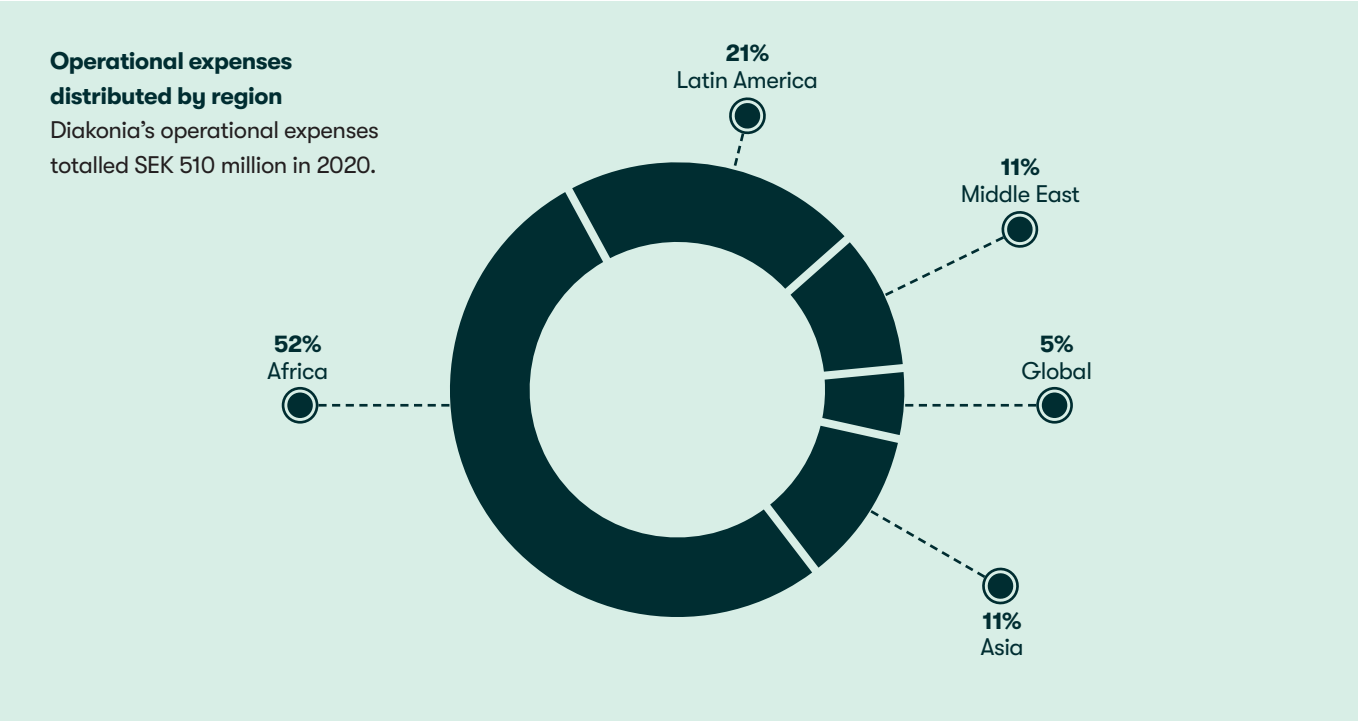
Economic performance. Diakonia’s economic performance is set out in the annual accounts on pages 40–47.

Socially responsible investments. Diakonia’s investment policy emphasises the need to consider environmental, social and ethical aspects in its investments. Diakonia actively rejects and refuses to invest in activities involving arms, pornography, alcohol, tobacco and fossil energy sources. In addition, Diakonia works to influence companies and banks to take responsibility and improve their work in areas such as human rights, working conditions, environmental issues and corruption.

Financial sustainability. All resource mobilisation at Diakonia is to comply with the resource mobilisation framework, as well as Diakonia’s overall ethical approach. One goal for Diakonia’s financial sustainability in the long term is to increase the level of diversification in funding. A key sub-goal is to increase fundraising from private donors.

One lesson learned is that we need to draft a global financial risk analysis.

With a higher proportion of our funds being raised ourselves, we will be less vulnerable if large institutional donors reduce their contributions. We will also have greater opportunities to apply for funding from donors that require a certain level of match funding, such as the EU or Sida-Civsam.



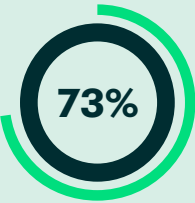
Based on the large number of embassy agreements that will terminate in 2020 and 2021, we see that a global financial risk analysis can also help us in our efforts to spread out the agreements over time so that the majority of our largest agreements do not expire in the same year.

Procurement practices. Diakonia’s procurement guidelines are to apply to all purchases for which Diakonia funds are used to pay for goods and consultancy services. The guidelines help Diakonia’s staff ensure that purchases are as transparent, fair, environmentally friendly and cost-efficient as possible. All suppliers are to adhere to Diakonia’s procurement principles. The procurement guidelines are linked to Diakonia’s anti-corruption work. When an employee applies the guidelines, this also serves as insurance against unethical or corrupt actions when negotiating or purchasing goods from suppliers.



An average of 10 660 private donors contributed annually to Diakonia’s activities in the 2017–2020 period.

The support of our private donors forms the basis for other funding that Diakonia seeks. The aim is to increase the level of fundraising.



Since 2017 73 percent of Diakonia’s income has come from Swedish state funding via Sida or other Swedish authorities. Diakonia seeks to diversify its income in order to manage the risks in the event of a loss of a financier.



Photo: Chris Cusick

Conservative gender roles are changing in Cambodia

Our partner organization Gender and Development for Cambodia educates rural men in Cambodia on gender equality, gender roles and renewed masculinity. Sokha Soeb, a father of four, is one of the participants who has changed his attitude to his role as a man.

“I was sceptical about the project at first, but now I see the value of mutual respect and the fight against domestic violence. I used to scream at my wife and hit my children. I didn’t let my wife work outside the home either. Now I myself am working to make other men play a more equal part.

Gender roles are conservative in Cambodia. This is particularly true in rural areas, where women often do all the housework and have little say in things.

Sohka brings groups of men together to talk about gender equality and men’s roles, and he encourages them to help with household chores. This is driven by the belief that when men and women share the chores, violence is reduced. He also tries to help women who are victims of violence. In the future, Sohka hopes to work with boys as young as 12–14 years old, so that they can reflect early on what is right and wrong in a relationship.

SOCIAL RESPONSIBILITY

Gender equality and diversity, security practices, planning, follow-up, evaluation and learning, public awareness and trust, skills development.

To ensure sustainable change and dignified living conditions for all people, a rights perspective and Diakonia’s feminist principles must permeate all activities. This means that the organization must be characterised by participation, accountability, absence of discrimination, equality, and compliance with human rights laws and commitments. By working on the basis of our feminist principles, we commit ourselves to making patriarchal structures visible, challenging them and changing their root causes.

Diakonia’s humanitarian work is governed by the humanitarian principles of humanity, impartiality, neutrality and independence.

Public awareness and trust. Diakonia works on the basis of the principles of accountability and openness and strives to communicate clearly and openly. The aim is to make it clear to supporters, donors, authorities, partner organizations, rights holders, staff and the general public who we are, how we work, and how financial resources are used and results are achieved.

Security practices. Diakonia works in countries and contexts where security procedures are crucial to conducting activities in a responsible and secure manner with respect to staff, partner organizations and rights holders. Important security procedures include:

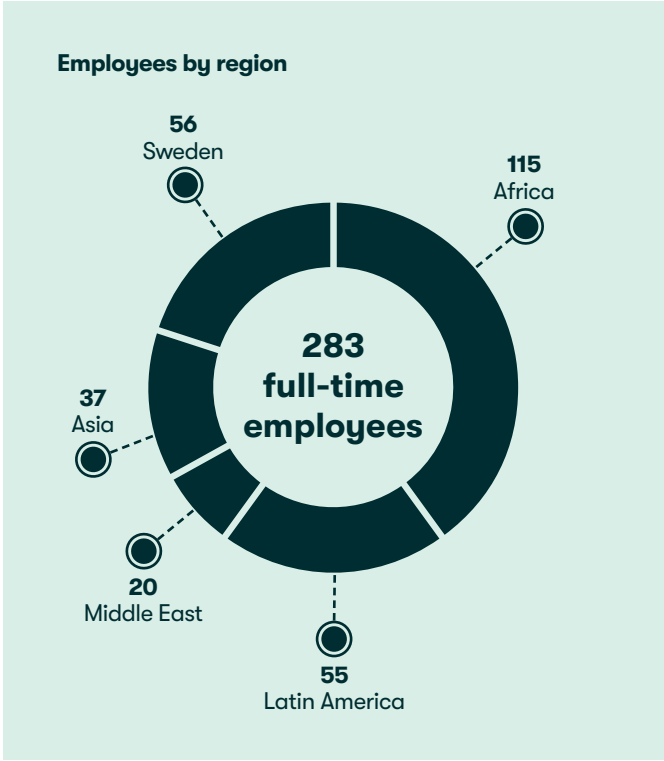
- Analyses and contingency plans adapted to local conditions.
- Risk management systems.
- Incident reporting and Code of Conduct.
- Transparency and openness about activities.
- Active involvement of all staff in the security work.

In 2020, a global security framework was developed. The framework will be implemented in all country and regional offices in 2021 and forms an important part of Diakonia’s efforts to increase staff safety.

Gender equality and diversity. Diakonia works for the right of all people to live a life in dignity – irrespective of age, class, disability, ethnicity, gender, nationality, political conviction, religion, or sexual orientation and identity. All operations are to take a gender equality perspective, with particular focus on the active participation in society and rights of women and girls. In 2019, it was decided that Diakonia’s activities should be based on our feminist principles. It is an important step that will increase the chances of tackling the structural causes of poverty



Diakonia works on the basis of feminist principles and in close cooperation with partner organizations. Morjina Khatun is an employee in our Bangladesh office. Photo: Gustav Hugosson



and contributing to an equal world. The commitment is accompanied by concrete guidelines and action plans that will be regularly followed up.

Human resources. The key factor for success and sustainability in both our organization and our operations is to have professionally skilled and committed staff. Diakonia strives to achieve a work environment characterised by mutual respect, encouraging people to engage in professional growth, open communication and gender equality. All employees are to be provided with equal opportunities to participate in structuring their work situation. Diakonia has zero tolerance of sexual harassment and works actively to counteract a culture of silence.

Since 2018 we have had a procedure in place to annually follow up on and evaluate how the organization is complying with the provisions on

equal treatment. This work is based on the Swedish Discrimination Act. Skills development processes are designed to be user-friendly and functional to support managers and employees. Diakonia is a member of ActLearn’s e-learning platform. The aim is to strengthen systematic learning and improve the dissemination and exchange of knowledge within the organization.



RESPONSIBILITY FOR THE ENVIRONMENT

Diakonia has an environmental policy and an implementation plan that is followed up on every year. The implementation plan defines global goals, activities and indicators to facilitate joint planning, implementation and monitoring in the area of environmental management.

Carbon dioxide emissions. Diakonia is an international organization with operations in 26 countries. The work requires travel both within and between countries. When travelling, means of transport that have less impact on the environment shall be prioritised. All staff report the number of days they travel and calculate CO₂ emissions. Diakonia does not carbon offset its operations, because it is

thought that this jeopardises the necessary focus on helping to reduce emissions, and that the present emissions trading system is ineffective. In 2020, Diakonia reorganized its activities in response to the coronavirus pandemic. The pandemic has hit already vulnerable people hard, and the negative effects will last for a long time. At the same time, the pandemic has forced us, in a positive way, to find new, more climate-friendly ways to meet and follow up on our activities. Digital meetings have replaced face-to-face meetings, leading to a reduction in air travel in all regions and countries. This will shape Diakonia's goals and plans to reduce emissions in the future. At the same time, we can see that some physical meetings will continue to be needed in the future to ensure long-term sustainability in our activities.

Diakonia started measuring the number of flight kilometres per employee per year in 2018. The statistics from 2019 will be used as a baseline, as it was the first year that the measurement method was used over a full year. 2020 was an abnormal year due to the coronavirus pandemic and the cancellation of virtually all planned trips, which is reflected in the statistics. We expect 2021 to be another exceptional year. In the longer term, we believe that one effect of the pandemic may be a change in travel habits. Many meetings have proven to work very well even at a distance, thanks to new digital solutions.

Positive environmental effect. In recent years, Diakonia has supported approximately 50 partner organizations and projects that focus on the

Positive impact on the environment, CO₂ emissions

Number of flight kilometres:

2019: 2 947 473 km

1 432 tonnes of CO₂

2020: 457 069 km

222 tonnes of CO₂

Number of knowledge development initiatives in climate justice and environmental issues. Average per year for 2017–2020.



For partner organizations



For internal staff



Photo: Sean Hawkey

environment or climate. Some examples of areas are sustainable management and extraction of natural resources, the local population's rights in hydropower expansion and farming practices adapted to the climate. Diakonia and its partner organizations have also carried out advocacy and networking activities related to climate change. Diakonia is part of the ACT Alliance's climate justice network. We work to develop

skills regarding climate change and its effects, both internally and among partner organizations. To help raise environmental awareness, each year we monitor and report on the number of initiatives taken to boost the knowledge of partner organizations and our own staff. The key figures on the left show an average per year for the period 2017–2020.

THE AUDITOR'S REPORT

on the statutory sustainability report

To the annual meeting of Diakonia, corporate identity number 802017-3517

Engagement and responsibility

The Board of Directors is responsible for that the statutory sustainability report for 2020 on the pages 54-67 has been prepared in accordance with the Annual Accounts Act.

The scope of the audit

Our examination of the statutory sustainability report has been conducted in accordance with FAR's auditing standard RevR 12 The auditor's report on the statutory sustainability report. This means that our examination of the statutory sustainability report is different and substantially less in scope than an audit conducted in accordance with International Standards on Auditing and generally accepted auditing standards in Sweden. We believe that the examination has provided us with sufficient basis for our opinion.

Opinion

A statutory sustainability report has been prepared.

Stockholm the day stated on my electronic signature

Erik Albenius

Authorized Public Accountant



Welcome, Lena Ingelstam

In June, Lena Ingelstam took over as new Secretary General of Diakonia. She has extensive experience from organizations such as Save the Children Sweden and Sida. But her development cooperation career began in 1998, in actual fact at Diakonia – when she was Regional Manager for South America.

Why did you decide to return to Diakonia?

Diakonia has always been my favourite organization. The vision of a just, equal and sustainable world based on Christian values is close to my heart. The most important thing for me is that Diakonia has always emphasised that local partner organizations own and set the agenda for their own development. It is an important cornerstone of development cooperation.

How has Diakonia changed since you last worked here?

Oh, it's the same values and approach to work but much more professional, more of an expert organization. I think that's great. But the biggest change is probably that Diakonia has established Country Offices with locally employed staff and is working even closer to the partner organizations.

Where will Diakonia be in ten years?

Actually, I hope we won't be needed by then because the goals of the 2030 Agenda have been met. But unfortunately, the world has gone backwards in many areas, so we must continue to fight for

democracy, human rights and gender justice. I also hope for more involvement from and activities with all congregations in Sweden. More people need to get involved if we are to achieve the goals of a just, equal and sustainable world.

How do you define success in an development organization?

For me, it's very important that staff feel good and are stimulated, challenged and make use of their skills every day. Then our organization will be successful. It starts from within. I'm absolutely convinced of that.

What drives you in your work?

Frustration and anger – sounds sad to say it, but it's often the case. Right now I'm extremely angry about the military coup in Myanmar. But then I see the power when people come together and protest despite it being really dangerous. I see my colleagues doing everything they can to help bring about change for people living in vulnerable situations. It gives me energy and pushes me to keep working, one day at a time, for a better world.

GRI content index

Below, Diakonia's reporting is presented in a GRI index according to GRI standards in the Global Reporting Initiative GRI Core guidelines, and Diakonia's own areas

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Cover image. The coronavirus pandemic led to activities being adapted worldwide. For Hanaa in Lebanon, the infection control restrictions meant that she could no longer do crafts and play at the centre in the refugee camp where she lives. What saved the children were meetings via their parents' mobile phones and some outdoor activities. Breaking the isolation and having someone to talk to is more important than ever for children like Hanaa.