



BOXTRIBUTE

ANNUAL REPORT

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TABLE OF CONTENTS

WORD FROM DIRECTOR	03
IMPACT HIGHLIGHTS	04
CONTEXT IN THE FIELD	08
GEOGRAPHICAL OVERVIEW	09
SPECIFIC LOCATIONS	10
WHAT WE DO & HOW WE DELIVER	11
CONSULTATION & OPERATIONAL SUPPORT	13
IMPACT	14
KEY ORGANISATIONAL MILESTONES	18
PARTNERS	19
REFERENCES	20

WORD FROM DIRECTOR

I started with Boxtribute back in 2019, when the refugee crisis in Europe had all but disappeared from news headlines. It was there on the shores of Lesvos where I saw first-hand the conditions of what many have called the worst refugee camp on Earth - Moria camp. There too, working hand-in-hand with other field coordinators, was where I got to see the Boxtribute system set up in public for the very first time. I saw how the system unlocked the ability of a few individuals to bring new relief to people in dire straits. Just as importantly, this relief was provided in an accountable and transparent way, creating a lifeline for a crisis that had become invisible to the world at large.

Since then, the world has experienced events that were unimaginable to most people just a few years ago. In 2020, in the middle of a global pandemic, Moria camp burned to the ground, leaving almost 13,000 people without shelter. 2021 started with a global supply chain crisis and COVID-19 death toll of millions. In Europe, severe floods devastated Germany and Belgium as heat waves swept across the Mediterranean, with temperatures reaching up to 48.8C degrees. The year ended with almost 5 million deaths from COVID-19, and the pullout of American troops from Afghanistan creating a new wave of people seeking safety outside of their home country.

All of us have been impacted by the challenges of the last few years, no matter who we are or where we call home. As a society, we cannot afford to continue viewing crises as tragic incidents that affect vulnerable people in a distant land. Many national and international hardships we have faced were issues that became crises after they festered unaddressed for years. Trying to suppress them by criminalising humanitarians and enacting increasingly strict policies of deterrence for people in need is not the answer.

My hope is that more and more, people realise the interconnectedness of the challenges we face, and that this awareness flows up into the policies of nation-states. Until that happens, here at Boxtribute we will continue to strengthen our collective ability to withstand such challenges through our investment in resilient systems. We remain committed to supporting people in need with aid that is delivered effectively, sustainably and with freedom of choice.

-Roanna Kong

IMPACT HIGHLIGHTS

With Boxtribute, aid collection is more transparent, distributions are quicker, safer, and able to offer vulnerable people freedom of choice. We advise local charities and aid groups on their programs with invaluable free consultation. The below stories demonstrate our impact in more detail.

#1 AID-COLLECTING ORGANISATIONS

Humanitarian actors experienced the knock-on effects of 2021 global supply chain constraints, which created bottlenecks in the Euro area at historically high levels¹. These constraints had a direct physical impact of intensifying aid shortages in the field. In addition, the ongoing effects of COVID-19 through the year, combined with health guidelines restricting gatherings of people, made it difficult for many charities to physically operate and distribute aid.

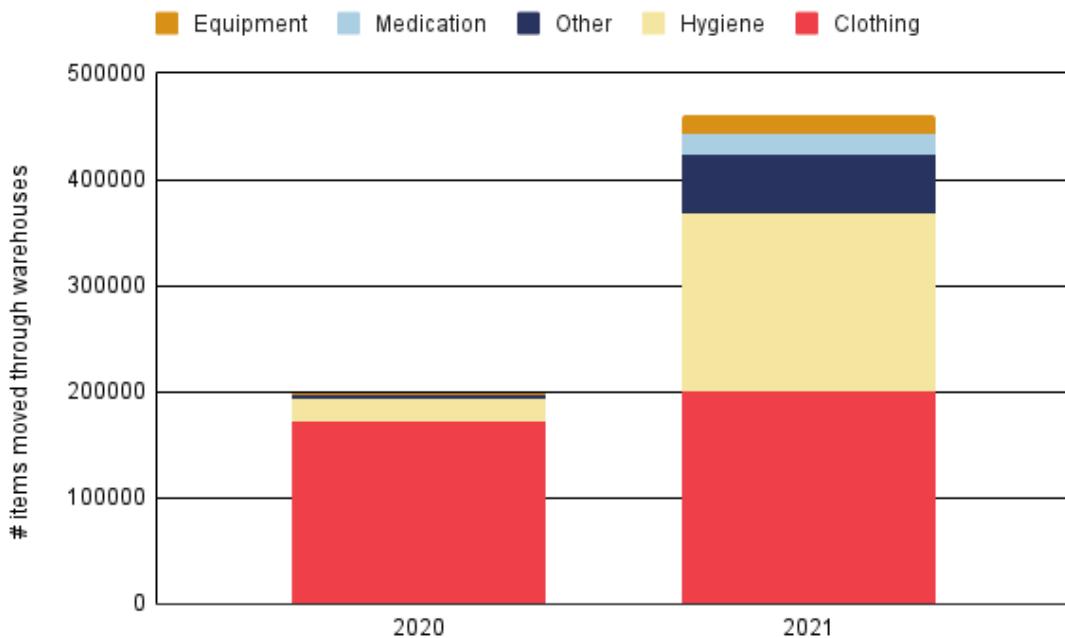
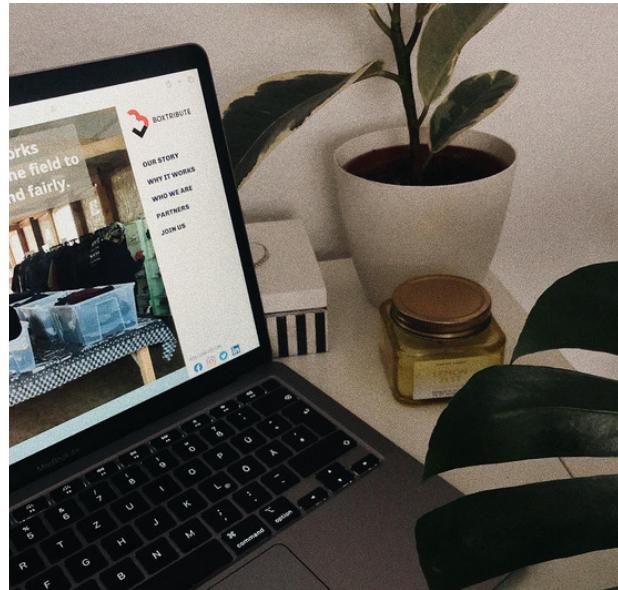


Figure 1: How many items of aid were moved through our partners warehouses by product category and year.

Therefore, our focus this year moved from expanding end distribution capabilities to securing critical aid supplies in the field. We made four new partners with charities situated in Germany and the UK, who had many of the needed supplies due to their strong network of local aid collection in their home cities, collecting over 390,000 items in 2021. By working with those partners, we were able to both improve their internal aid collection processes, as well as facilitate smooth and rapid outward deliveries to crisis hotspots in the field.



Instagram posts from our partner Grenzenlose Wärme in Dortmund, Germany.

An example of our impact on the whole supply chain was the collection, delivery and distribution of more than 100,000 FFP2 masks in April 2021. These masks were vital to distribute in refugee camps to keep them from becoming pandemic centres. This was possible thanks to a collaboration between our two partners Grenzenlose Wärme, one of our new aid collecting partners, and IHA, a distribution centre based in Northern Greece. This connection was made possible thanks to Boxtribute, as was the ability for them to coordinate operations by seeing who had which items in which warehouse locations at what time. Without Boxtribute's support, such a transparent mass distribution would not have been possible.

#2 A NEW CHARITY SHOP OPENS



"WITHOUT BOXTRIBUTE, THE FREE SHOP WOULD NOT BE WHERE IT IS TODAY. WE WERE VISITED RECENTLY BY OUR CORE FUNDER (CHOOSE LOVE) WHO SAID WE WERE THE MOST ORGANISED PROJECT THEY MET IN LEBANON! THEY WERE SO IMPRESSED WITH HOW WE KNOW OUR WAREHOUSE STOCK AND STORE THE PHONE NUMBERS OF OVER 2,000 SYRIAN FAMILIES SAFELY."

Khaled, The Free Shop Manager

In August 2021, The Free Shop Lebanon started their operations. Focused on distribution to refugee families in Lebanon with full freedom of choice, The Free Shop was completely set up around the technology offered by Boxtribute. As The Free Shop is fully run by a refugee team with limited humanitarian experience, many core operations such as tracking the availability of aid stock, storing beneficiary contact details and collecting distribution data are all things they couldn't do without Boxtribute technology. We were deeply involved in the setup process, supporting them with frequent calls to set them up for success as they became completely independent.

#3 SAMOS TRANSITIONS



"OUR FREE SHOP IS OFFICIALLY UP AND RUNNING IN ALPHA CENTER. WE ARE TAKING OVER THIS IMPORTANT SERVICE FROM @DRAPENIHAVET TO ENSURE THE SMOOTH CONTINUITY OF ACCESS TO CLOTHES, SHOES AND OTHER ESSENTIAL ITEMS. WE ARE COLLABORATING WITH @BOXTRIBUTE_NGO TO ORGANISE THE STOCK." - @SAMOSVOLUNTEERS

Instagram posts from our partner Samos Volunteers on their takeover of CRI distributions in August 2021.

Samos is a Greek Islands, close to the Turkish coast, and therefore one of the biggest hotspots for arrivals of refugees in the EU by sea. The main camp on Samos was Vathy, which was set up to host about 650 people in 2015 and over the next five years came to host over 7,000. Many people lived in makeshift tents in inhumane conditions.² Over the past year, Samos residents faced further upheavals when due to the violence and chaos created during 2020 Moria fires, Vathy camp was closed down by the Greek government in preparation for replacement by a new closed camp.³

With only one central NGO present to handle core relief item (CRI) distributions for thousands of Samos residents, the smooth transition of operations was of utmost importance during these upheavals. Twice this year, CRI distributions were handed over from one organisation to another: in February 2021 from Refugee4Refugees to Drop in the Ocean, and in August 2021 from Drop in the Ocean to Samos Volunteers. It was only because all three of them were using Boxtribute that we were able to secure a continuous availability of distributions without any interruptions. We consulted all three organisations throughout the transition processes, transferring about 1,200 boxes (about 100,000 aid items) and data on former distributions each time.

2021 FINANCIAL HIGHLIGHTS

OPERATIONAL SPEND: 15,917 EUR

- of which **10,425** EUR was spent on software and project development
- of which **1,725** EUR was spent on institutional fundraising
- of which **1,850** EUR was spent on accounting and bank fees

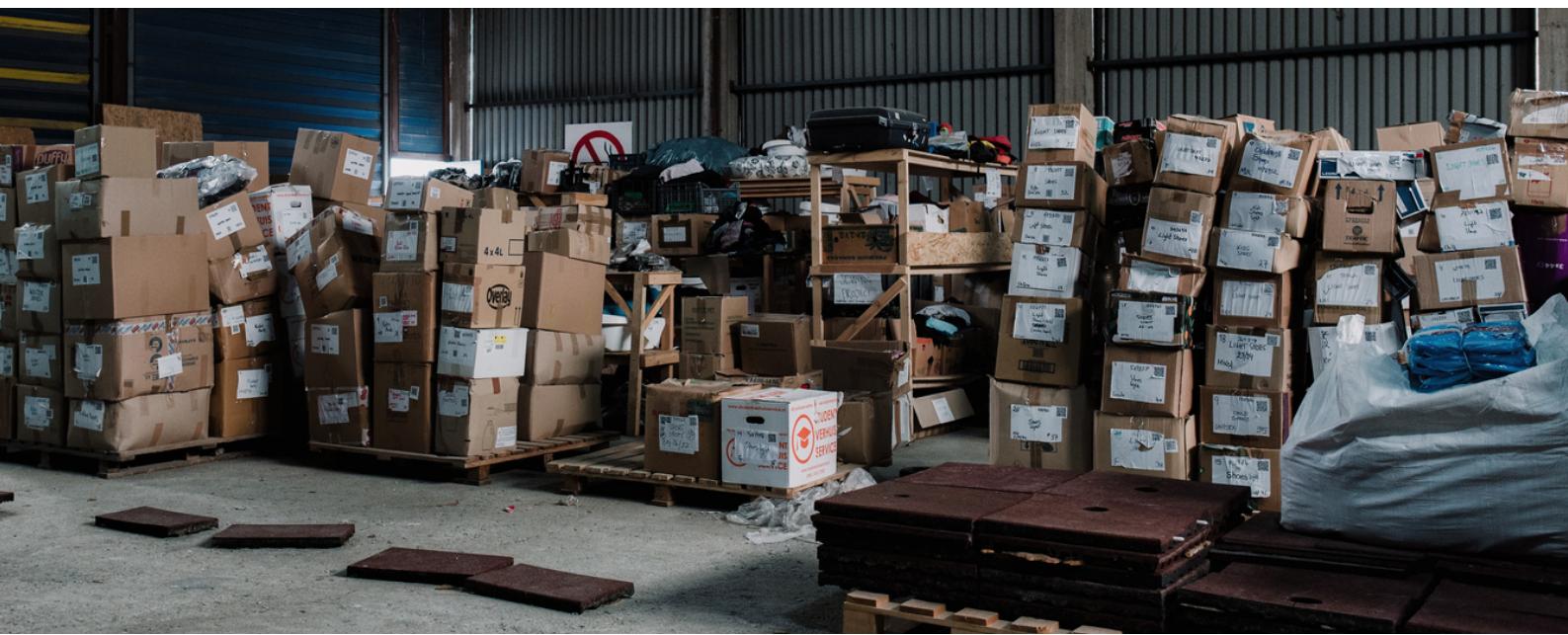
INCOMING FUNDING: 16,271 EUR

- of which **4,545** EUR were partner contributions to our operations
- of which **12,218** EUR were from grants and other donations

Donations were **51%** institutional (6,218 EUR) and **49%** individual (6,000 EUR)

The Prototype Fund also separately sponsored one of our long-term volunteers for **24,000** EUR on software development project work between September 2021 - February 2022. Boxtribute supported this effort with our own project development capabilities.

Official financial statements are publicly available on our website. We are happy to answer any and all questions regarding our accounts at billing@boxtribute.org



CONTEXT IN THE FIELD

2021 has been a difficult year in the humanitarian field in Europe and MENA. As the world continued to grapple with the emotional and physical effects of the COVID-19 virus, many NGOs had to pause or completely stop their operations. Operational challenges would be exacerbated later in the year by the pullout of major funders, most notably Choose Love in Calais⁴, as well as a political environment that continued to be especially hostile grassroots humanitarian organisations.

At the same time, new conflicts around the world increased the number of new arrivals of refugees in Europe and MENA. In August, the situation in Afghanistan made world headlines as American troops pulled out of Kabul. For those of us who were involved in the refugee space, the collapse of Kabul was much less of a surprise compared to the rest of the world. Since 2015, there has always been a continuous influx of Afghani refugees. By October, sea arrivals in Greece had doubled from the month before. Unsurprisingly, at the end of 2021 the highest demographic of arrivals was by far single men from Afghanistan.

Furthermore, new routes of refugees towards Europe generated new hotspots. By means of exerting political pressure on the EU, the Belarusian government brought Iraqi citizens in a series of flights to their country and drove them to their border to Lithuania, Latvia and Poland. Hence, new emergency sites started on the Belarusian border, with tens of thousands of immigrants.

In November, the trial of three SAR (Search and Rescue) aid workers was due to begin, but was again delayed. This caused another outcry from the NGO community who insist that the criminalisation of humanitarians has to end.



**BOXTRIBUTE WAS
INSTRUMENTAL IN
THE CREATION OF
OUR CHARITY.
I DON'T KNOW WHERE
WE'D BE WITHOUT IT.**

*Alice Corrigan, Founder of
Free Shop Lebanon, 2021*

GEOGRAPHICAL OVERVIEW



SPECIFIC LOCATIONS

NEW PARTNERS / SITES IN 2021

- **EuropeCares** in Frankfurt, Germany*
- **Grenzenlose Wärme-Refugee Relief Work** in Dortmund, Germany*
- **Hardcore Help Foundation** in Lüdenscheid, Germany*
- **Leave No One Behind** in Lesvos, Greece*
- **Movement on the Ground** in Lesvos, Greece
- **Dråpen i Havet** in Samos, Greece
- **Samos Volunteers** in Samos, Greece
- **The Free Shop** in Bekaa Valley, Lebanon***

ONGOING PARTNERS / SITES IN 2021

- **Dråpen i Havet** in Skaramangas, Greece
- **Dråpen i Havet** in Nea Kavala, Greece
- **Intereuropean HumanAid Association** in Lakadikia, Greece
- **Lifting Hands International** in Serres, Greece
- **Hermine** in Würzburg, Germany
- **Dar Bazar** in Rome, Italy

PARTNERS CEASING OPERATIONS IN 2021

- **Refugee 4 Refugees** in Samos and Lesvos, Greece**
- **Dråpen i Havet** in Elefsina, Greece**
- **Dråpen i Havet** in Samos and Lesvos, Greece**
- **Offene Arme** in Chios, Greece
- **Salam LADC** in Bekaa Valley, Lebanon***
- **GRACE** in London, UK

* One of the aid-collecting organisations we partnered with to help secure aid availability in crisis hotspots

** Ceasing operations as a result of the "closed camp" developments in Greece

*** Salam LADC fully handed over operations of choice-based distributions of core relief items to newly established charity The Free Shop

WHAT WE DO & HOW WE DELIVER



Our mission is to deliver humanitarian aid, welfare, education, health care and shelter in emergency and distressed areas. Historically, one of the biggest causes of failure in the humanitarian sector has been the lack of cooperation between aid actors. To save lives, it is vital that a network of humanitarian aid organisations works together towards the same goal.

To be effective, those networks must work together not just in principle, but in the day-to-day coordination of operations. That is the only way to make sure that the aid provided covers all bases, from warmth, shelter, and food, to WASH (water, sanitation and hygiene) services, medical access, and psychosocial support. Every charity working in the area of humanitarian aid brings different skills and talents to the sector. Some fundraise or collect donations in their own countries. Some work on the ground providing showers, shelter, medicine and education for vulnerable and displaced people.

Boxtribute is uniquely placed to play an important role in the network of humanitarian aid organisations in Europe and MENA. Our main objective is to ensure that aid properly reaches vulnerable people, and is given to them with dignity and with freedom of choice. This relies on transparent communication and the ability to adapt quickly. Our capacity-building work makes it possible for this to happen in areas and situations where it was never possible before. Over the past few years, we have been doing this work with minimal recognition, spending time in the field to constantly define and physically test what tools and methods are needed to empower more sustainable and emotionally-aware aid distributions.

While large international charities are well-resourced, we see the potential for bigger impact with smaller bodies who are more imaginative and nimble. Not only are most of them stationed closest to the front-line in crises, but in many cases their agility makes them more able to respond appropriately to emergencies and changing political and cultural contexts. It is for this reason that we have often chosen to partner with high-impact local operating bodies to supply a critical part of their service needs. Without the right kind of knowledge, and the right access and positioning in the network, organisations both small and large cannot operate. Our work establishes new levels of insight in the field, helping the entire network better understand who needs help, where they are located, and what assistance they need, and match that to what resources are available and where.

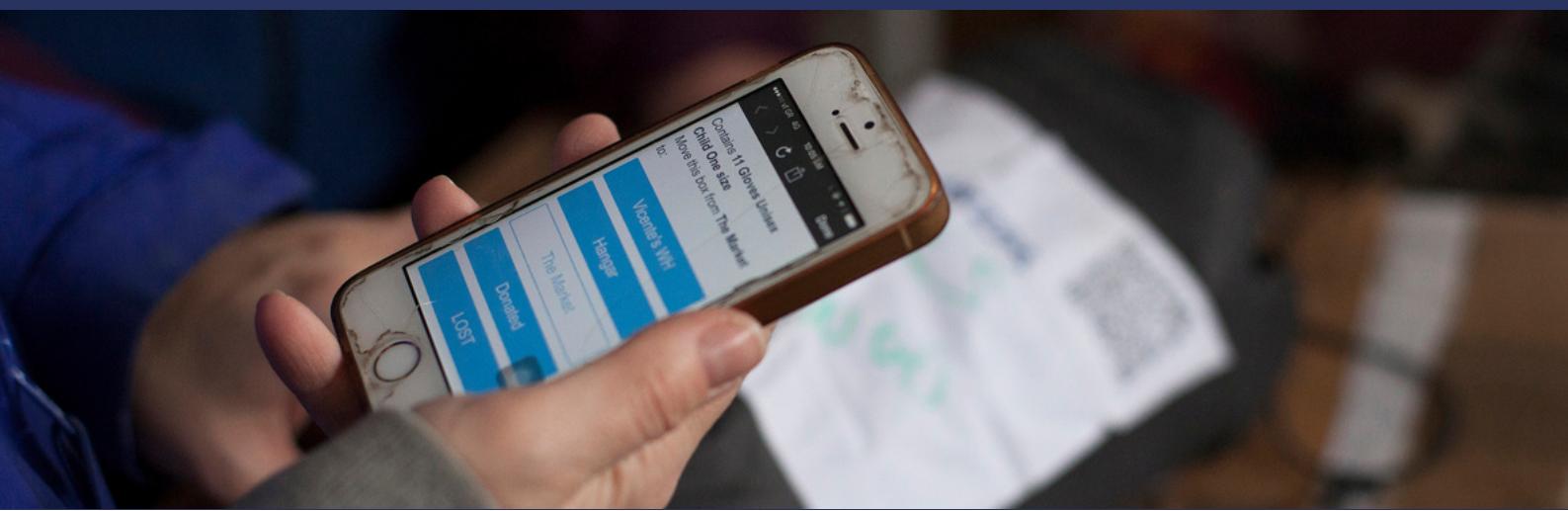
Our team consists of experienced project coordinators and technology professionals who combine years of humanitarian field experience with a deep knowledge in systems building and practical operations design. As one of the few organisations with real expertise in both fieldwork and systems, we have become a leader in technological innovation in the grassroots space. This combination of experience and expertise is how we have succeeded in building capacity in core ICT infrastructure where many others who are much more well-resourced, have failed.

We have no political character, and are a registered Stichting in the Netherlands. Registration date: 11.11.2019. Primary registration number KvK: 76346536.

Our top funders are: The Prototype Fund, an individual who wishes to remain anonymous, and LUSH UK.

Their sponsorship has made it possible for us to bring on two internally supported team members (Full Stack Developer and Fundraising Lead) as well as one externally funded software developer.

The other 8 individuals dedicated to Boxtribute are volunteers, giving their time for free to progress our cause and mission. We work remotely all over the world.



CONSULTATION & OPERATIONAL SUPPORT

As well as technological tools via our web-app, we also work alongside humanitarian organisations to solve problems on the ground. Our support and insight is requested as our remote-first team can give an objective overview without being obscured by the emotional difficulties which field-based aid workers face every day.

We give guidance and advice to organisations who already distribute aid items (food, medicine, blankets etc.), but who want to learn how to do this transparently and with accountability whilst giving freedom of choice. This means that beneficiaries (refugees, persons experiencing homelessness and other vulnerable individuals) can choose the aid that they need, from a physical space laid out like a real shop.

For those who are involved in the logistics side of aid procurement, we take a look at their warehouse set-up and how aid is travelling through an organisation. Often small changes in their process can streamline operations, as well as save valuable time for field-based workers. Simplifying operations can have a large impact for teams that are staffed mostly by volunteers, preventing knowledge loss in a high turnover environment.

Our connectedness with like-minded groups in various countries allows us to facilitate more seamless communication and cooperation between partners. Our project ASSORT, which aims to standardise products categories across aid delivering organisations, has been something many have wanted to implement for years now so that groups can rapidly send aid that is not needed by them to partners who do need it. Our unique position as a leader in the ICT space allows us to unify the network of aid organisations for such a task.

IMPACT

STOCK MOVED THROUGH WAREHOUSES

In 2021 we saw a huge increase in the amount of aid which was moved and stored using Boxtribute. The total number for the year was 462,612 items of aid moved through warehouses in 2021, compared to 198,866 in 2020. This is explained by our new collaborations with aid-collecting groups and our facilitation of cooperation between our users as mentioned in the first two impact highlights.

Aid stored and moved in 2021 included core relief items -like clothing, shoes, tents, sleeping bags- hygiene items -like menstrual pads, COVID-19 tests, soap, toothbrushes- and food. As our warehouse feature is incredibly versatile, it is appropriate for a wide range of organisations working in different sectors.

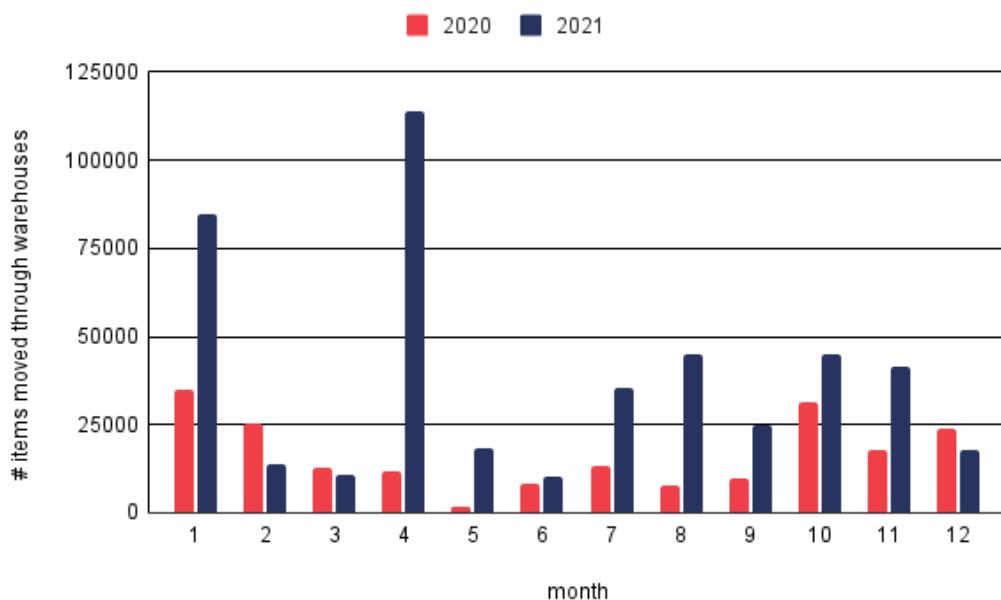


Figure 2: How many items of aid were moved through our partners warehouses by each month in 2020 and 2021.

New partners who used Warehouse Features in 2021:

- Leave No One Behind** - Lesvos, Greece
- Europe Cares** - Frankfurt, Germany
- Grenzenlose Wärme** - Dortmund, Germany
- Hardcore Help** - Lüdenscheid, Germany
- Movement on the Ground** - Lesvos, Greece
- Samos Volunteers** - Samos, Greece (taking over from Drop in the Ocean and Refugees4Refugees)
- The Free Shop** - Bar Elias, Lebanon



Impressions of Grenzenlose Wärme, a new aid-collecting organization located in Dortmund, Germany, before and after the initial Boxtribute set-up

BENEFICIARIES REGISTERED

6,248 unique new beneficiaries were registered in 2021 in comparison to 19,743 in 2020. A key reason for this drop was the closure of Refugee4Refugees operation on Samos and Lesvos. This was due to the creation of mass closed camps, where Governments blocked access of humanitarian charities to the beneficiaries they serve. This coincided with the increased criminalisation of aid workers in Greece and Refugees 4 Refugees were not alone in halting their distributions to refugees on Greek islands.

The continuation of COVID-19 also played a part in the low numbers of new beneficiaries registered in 2021, as many partners made the choice to minimise their operations and only work with people they had already supported in previous years. Nine organisations at ten different locations registered beneficiaries with Boxtribute in 2021. This is an increase from 7 partners in 2020. However, along with Refugee4Refugees, we lost another major partner in 2020. This was Offene Arme, who worked on the island of Chios. In 2020, Offene Arme registered over 7,000 beneficiaries which explains a large part of the gap in numbers in 2021.

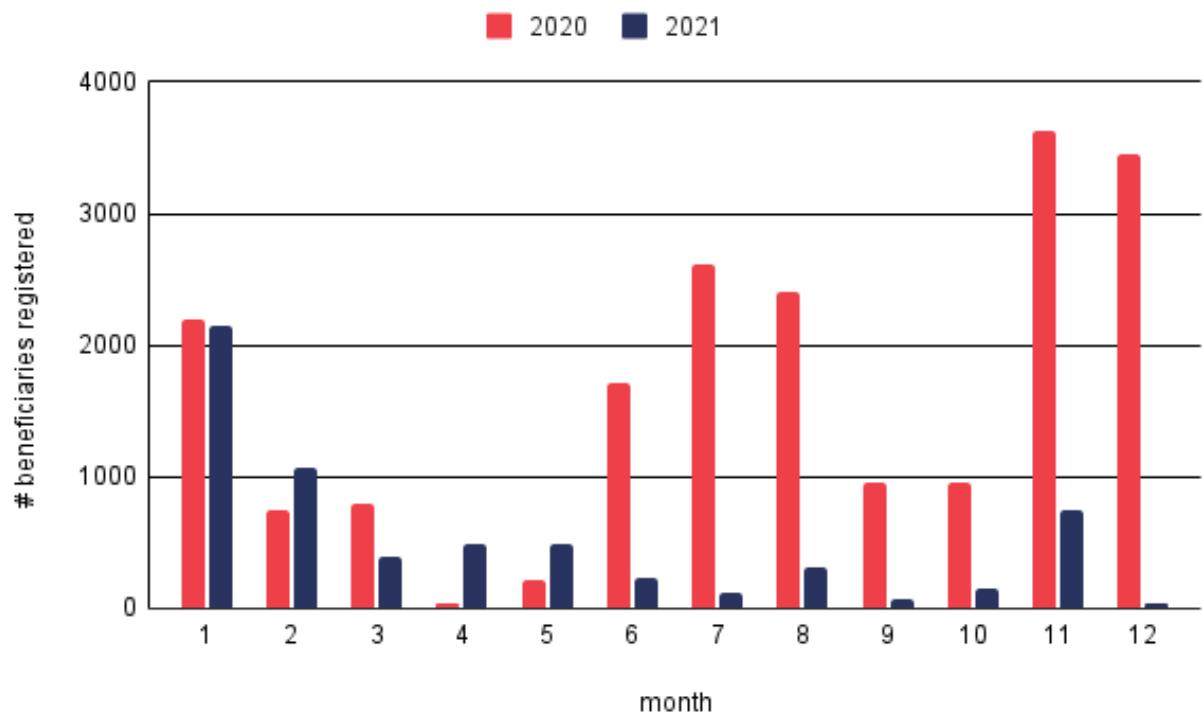


Figure 3: How many beneficiaries were registered by our partners by each month in 2020 and 2021.

FREE SHOP TRANSACTIONS

In 2021, over 10,000 individuals gained aid with free shop distribution technology. This is over 10,000 men, women and children who stayed warm and dry thanks to thick blankets and free tents. They were also able to freely choose clothes to wear such as new underwear, jumpers and shoes. Thousands of women had access to both disposable and sustainable menstrual products, as well as babies having access to diapers and infant formula.

In 2020, beneficiaries receiving aid through our technology were located in Rome in Italy, the Bekaa Valley, Lebanon and various locations in Greece including Skaramangas, Elefsina, Thessaloniki, Chios and Samos. In 2021, this expanded to also include London in the UK.

As the refugee-crisis in Europe combatted the effects of COVID-19 in 2021, access to hygiene items was vital. In addition, because many local travel restrictions were still in place, there was more pressure on charities to provide food for vulnerable people who couldn't leave camps to access food at other locations. Humanitarian organisations were able to deal with this increased pressure effectively and transparently thanks to Boxtribute.



Beneficiary at Drop in the Ocean trying on a jacket before deciding to "purchase" it for free!



A beneficiary browsing the Dar Bazar free shop, which is located in a community center in Rome, Italy

SPECIALISED SUPPORT

When we work with local partners, we offer specialised support that extends beyond the simple implementation of digitization of aid operations. The challenges of humanitarian aid organisations change very quickly in the field. They need to be able to quickly adapt to changes like COVID-19, and many cannot plan ahead longer than three months. Therefore, we use our own background as former field coordinators to brainstorm with our partners the best solutions that are possible given the circumstances.

For example, since 2021 Drop in the Ocean is using our Beneficiary Registration Feature to run Laundry Stations for about 4,000 people on Lesvos and a library for about 350 people in Nea Kavala. The idea for the library they copied from IHA who have been running a library for 150 people with Boxttribute in Lakadikia - a refugee camp close to Nea Kavala.

We come in when transitions of personnel in the field or whole organisations are happening. In 2021, we supported two transitions in Samos as mentioned in the Impact Highlights and a transition in the Bekaa Valley in Lebanon from Salam LADC to The Free Shop.



KEY ORGANISATIONAL MILESTONES

Our purpose is to truly make a difference for vulnerable people by addressing the fundamental issues that prevent humanitarian aid from effectively aiding those in need today. However, this level of change is not possible without us developing plans for the long-term. Behind the scenes, we've reached some key milestones in 2021 which you can see highlighted below.

SUSTAINABILITY

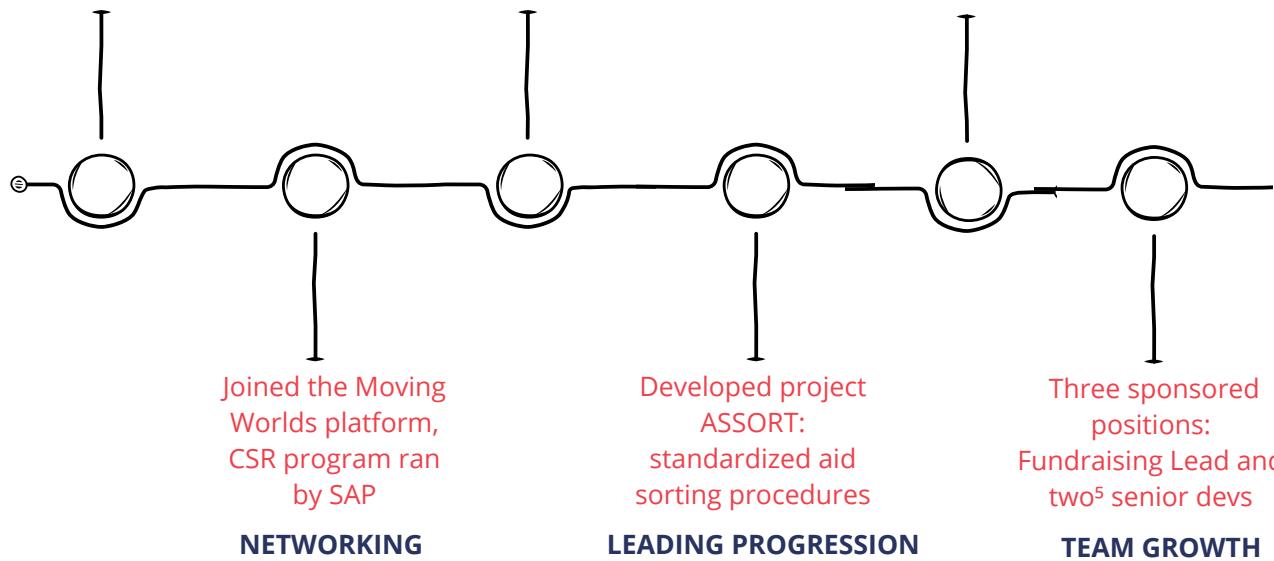
Started a Fundraising Team with long-term goals

DEVELOPMENT

Expanded into partnering with aid-collecting organisations

SECURITY

Moved to a more secure authorization log-in method



⁵ one of these was separately funded for this project by the Prototype Fund/German Ministry of Education and Research

PARTNERS



DROP IN THE OCEAN



LIFTING HANDS INTERNATIONAL



INTEREUROPEAN HUMANAID ASSOCIATION



HERMINE



DAR BAZAR



GRENZENLOSE WÄRME



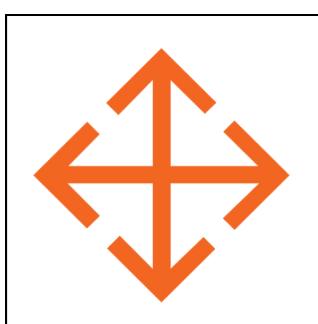
HARDCORE HELP



EUROPE CARES



THE FREE SHOP



MOVEMENT ON THE GROUND



LEAVE NO ONE BEHIND



SAMOS VOLUNTEERS



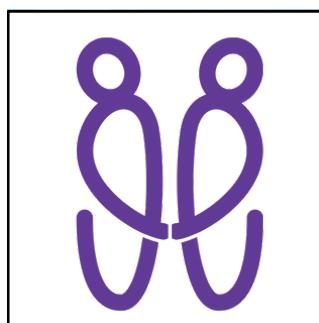
OFFENE ARME



REFUGEE 4 REFUGEES



SALAM LADC



GRACE AID

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¹ Maria Grazia Attinasi et al., "Supply Chain Bottlenecks in the Euro Area and the United States: Where Do We Stand?", European Central Bank (ECB Economic Bulletin, Issue 2/2022), March 24, 2022

² Marion MacGregor, "'Jungle' to 'prison' for migrants on Samos island", InfoMigrants (InfoMigrants), June 17, 2022

³ "Greece inaugurates 'closed' refugee camp", dw.com (Deutsche Welle, September 18, 2021)

⁴ Daniel Trilling, "Choose Love Cutting Back Calais Funding Shows the Limits of Celebrity Philanthropy", The Guardian (Guardian News and Media, November 22, 2021)

SPECIAL THANKS

We'd like to extend a special thanks to all our volunteers who contributed to making Boxttribute a success this year.

Agathe Neulet
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