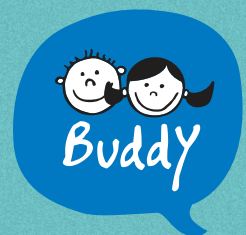


**Annual
report
2019**



"AS ONE PERSON I CANNOT CHANGE
THE WORLD, BUT I CAN CHANGE
THE WORLD OF ONE PERSON."

Paul Shane Spear

BUDDY story

4 In 2006 Ladislav Kossár bought a bracelet for one thousand crowns from children living in a children's home.

He visited the children's home and asked:

"HOW CAN I HELP YOU?"

The answer was simple:



"FIND A WAY FOR THESE CHILDREN TO SPEND THEIR FREE TIME AWAY FROM THE CHILDREN'S HOME."

That's how the BUDDY story started

Our goal

To create (un)conventional friendships between adult volunteers and vulnerable children who are not growing up in their own families.

VISION

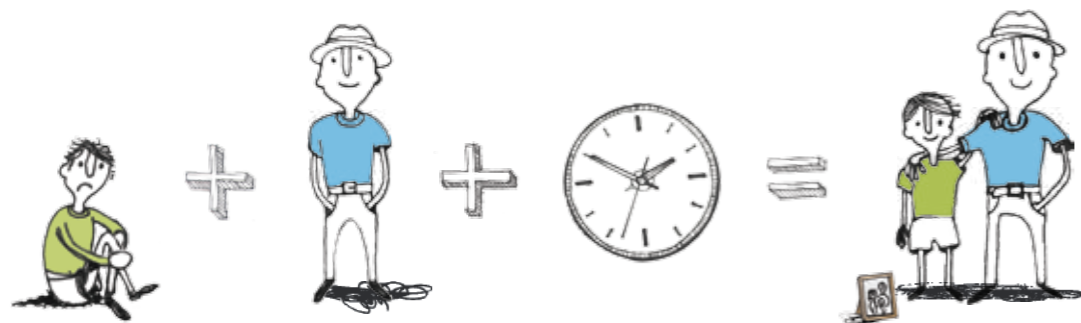
So that every child not growing up in their own family has at least one person they can trust, and can lead an independent life with dignity.

MISSION

We find, train and support volunteers so they can provide individual long-term support for vulnerable children who are not growing up in their own families.

"WE GREW UP IN A LOVING FAMILY, WE RECEIVED AN EDUCATION AND UNDERSTOOD THAT NO ONE CAN MANAGE IN LIFE ALONE. THAT'S WHY WE THINK THAT EVERY CHILD SHOULD HAVE SOMEONE, SOMEONE WHO CAN HELP THEM FIND THEIR PLACE IN LIFE."

Ladislav Kossár, founder & Lucia Kossárová, co-founder



BUDDY equation

BUDDY is about a relationship that heals children and teaches them to trust adults again. When children spend free time with their volunteer, they can build a relationship based on trust, and at the same time they gain support to help them reach their full potential.

PROBLEM

Almost 5,000 children in Slovakia do not grow up in their families but in centres for children and families (or just centre, following; formerly "children's homes"). Institutional care cannot give them what they need the most: a **close relationship** with an adult who spends time with them and is **not paid** to do so.

SOLUTION

BUDDY finds, selects and connects volunteers with children from centres. During their meetings with the child they provide the most valuable resource, their time. Like this, a healthy, trusting and **long-term relationship** can gradually grow between them. This relationship provides the **basis for meeting the individual needs** of the child and **supports** them while they are finding their place in society.

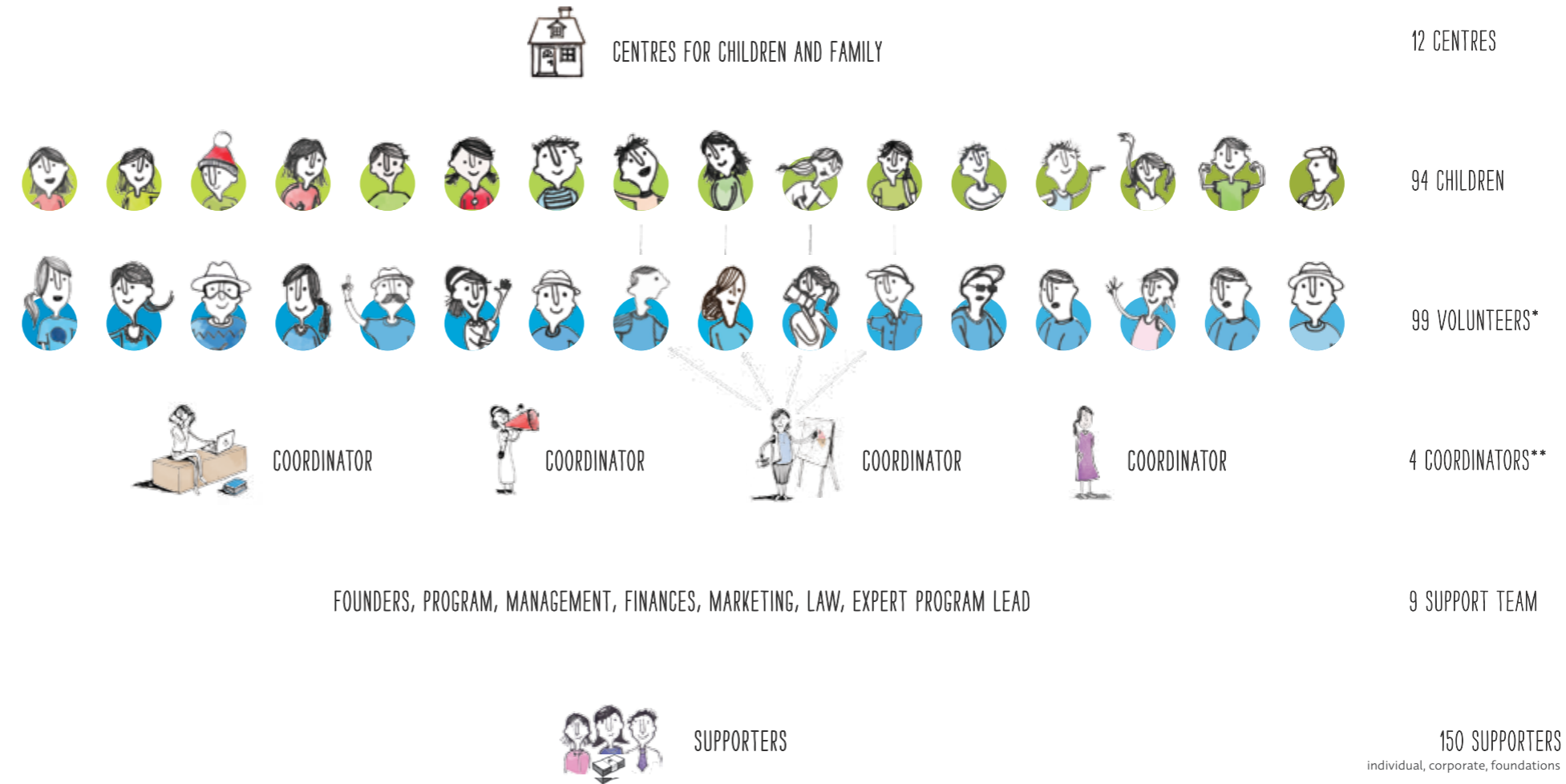


"A child temporarily or permanently deprived of his or her family environment... shall be entitled to special protection and assistance provided by the State."

Convention on the Rights of the Child, Article 20: **Care for the child without a family**

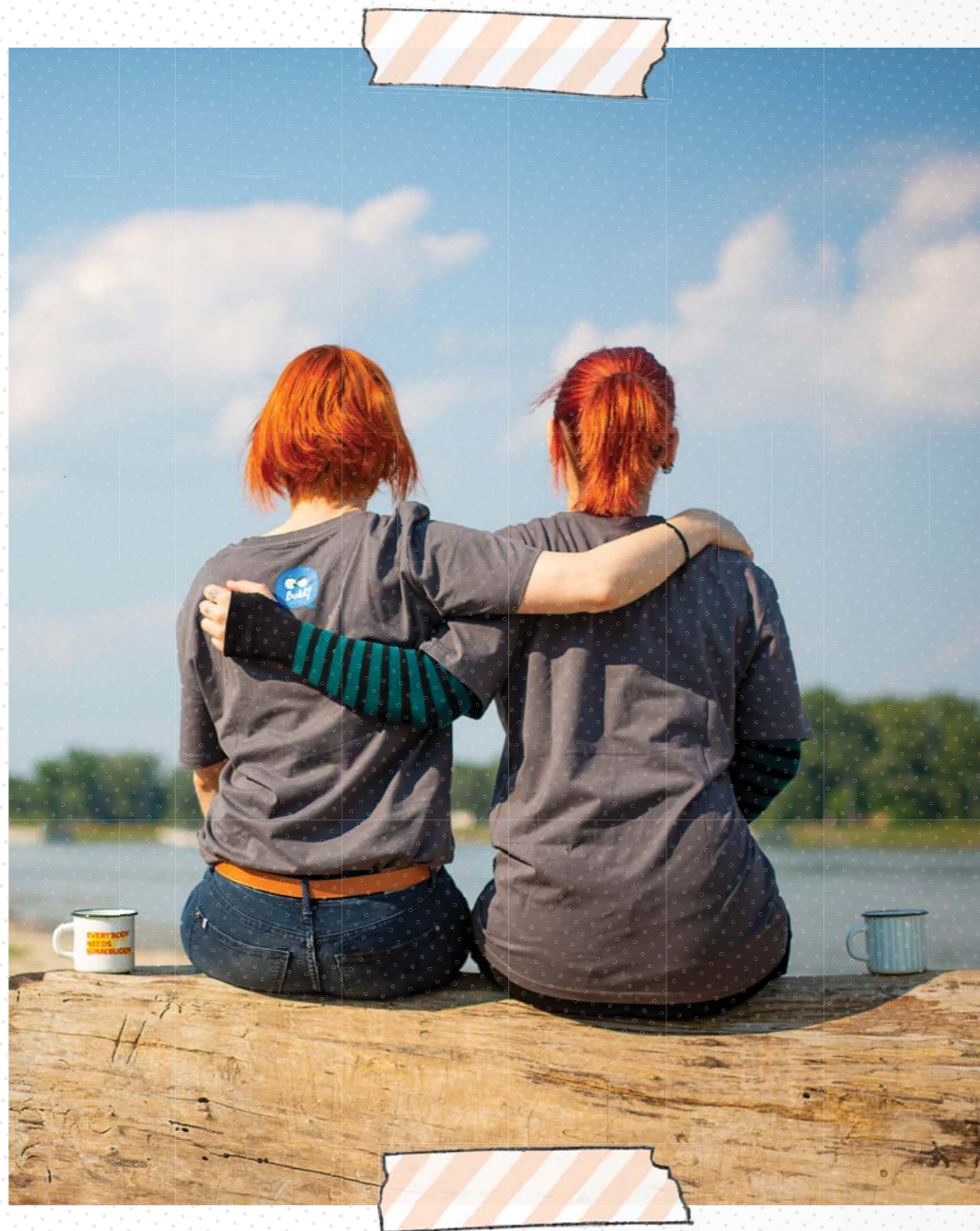
BUDDY program

8 BUDDY is a program run by 13 professionals who convert resources from donors into volunteer friendships. Children meet with their volunteers, who give them their time for free. Together they build relationships which are crucial for the child's successful integration into society.



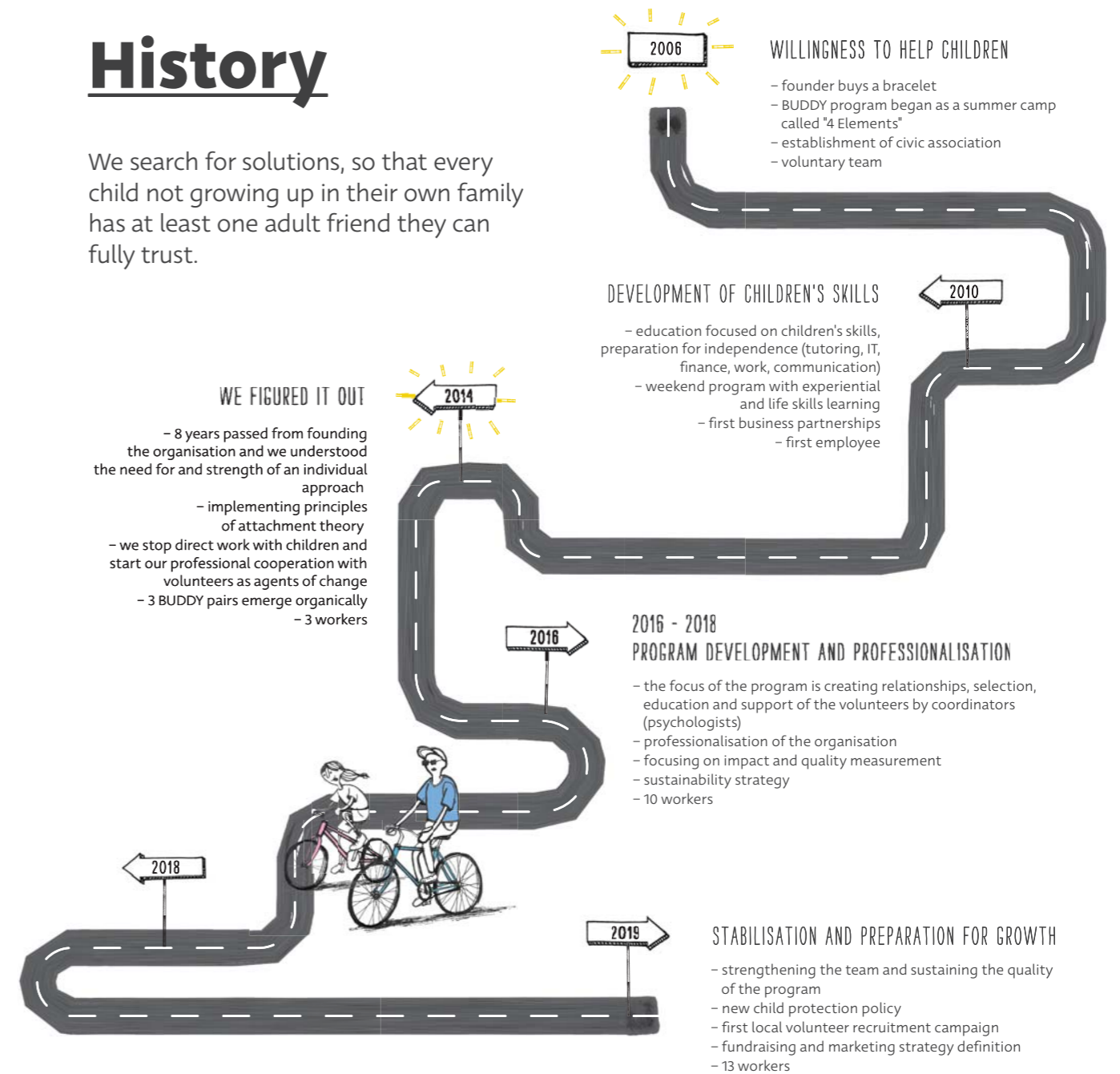
* In 2019 except for regular volunteers we also had tutoring and supporting volunteers. Every volunteer is matched with one child.

** Every coordinator cares for approximately 20 BUDDY pairs



History

We search for solutions, so that every child not growing up in their own family has at least one adult friend they can fully trust.

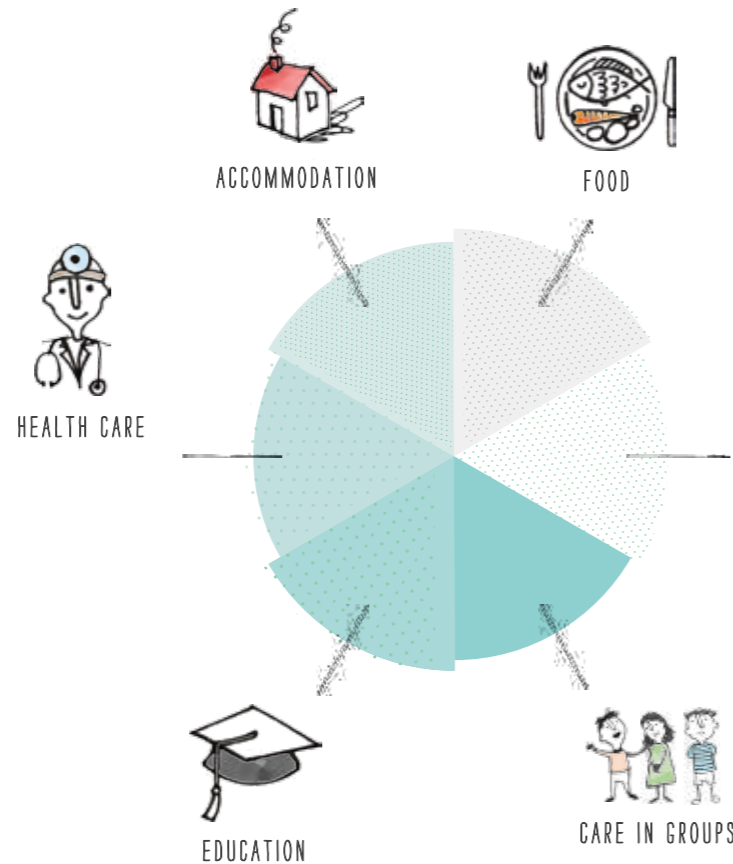


What are children missing?

Children's basic needs are met...

The centres cover children's material needs.

12



...but they are missing individual attention.

Every child has unique social and emotional needs, which are often not being met.



13

TIME,
FRIENDSHIP,
TRUST,
LOVE

Even the most caring staff at children's centres are paid for their work. Every child deserves attention and a relationship which is **voluntary** and **based on friendship**.

HEALTHY
SOCIAL
NETWORK

The social networks of children who grow up in centres rarely stretch beyond their institutions. Their view of the world is therefore often distorted. Children lack **healthy family role models** and real **contact with the outside world**, where they would be responsible for themselves.

GUIDANCE
AND MENTORSHIP

Children need real role models to look up to and learn from. We carefully select mature, adults with a **good set of values**, who can provide real support and give them the most valuable thing: **their time**. So a few hours a week can make a positive change to the child for the rest of their life.

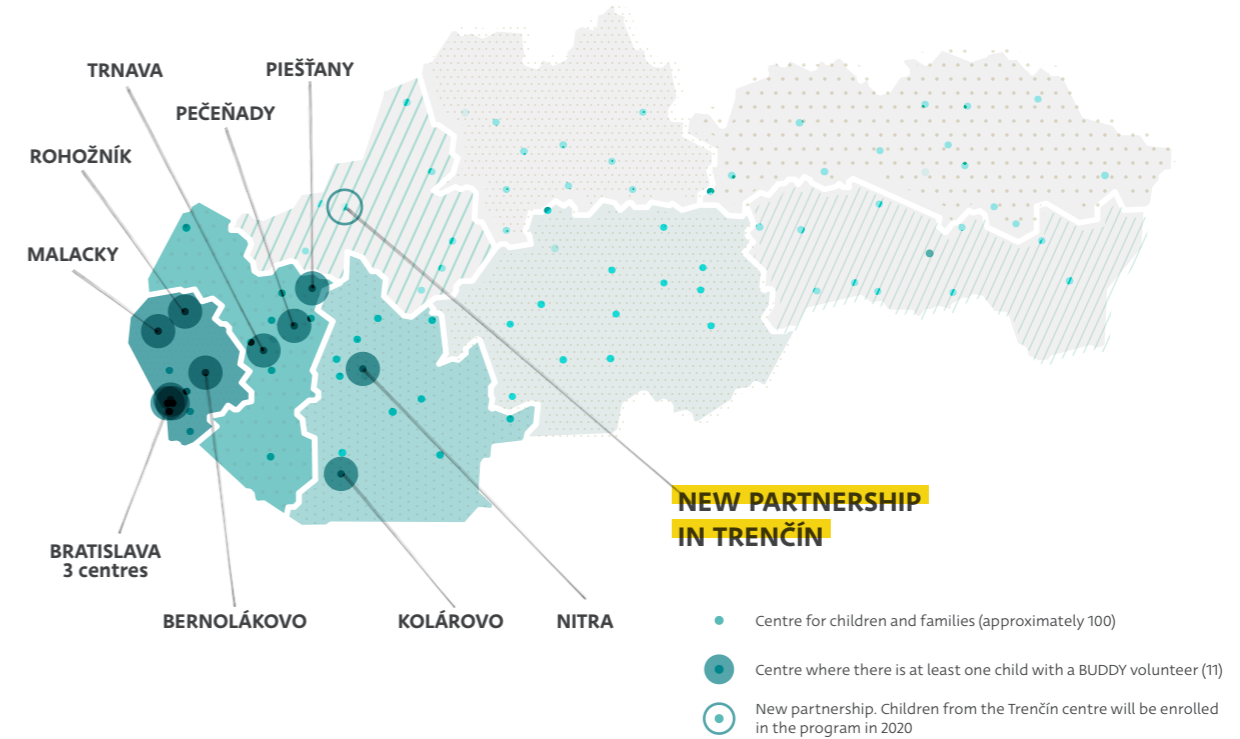
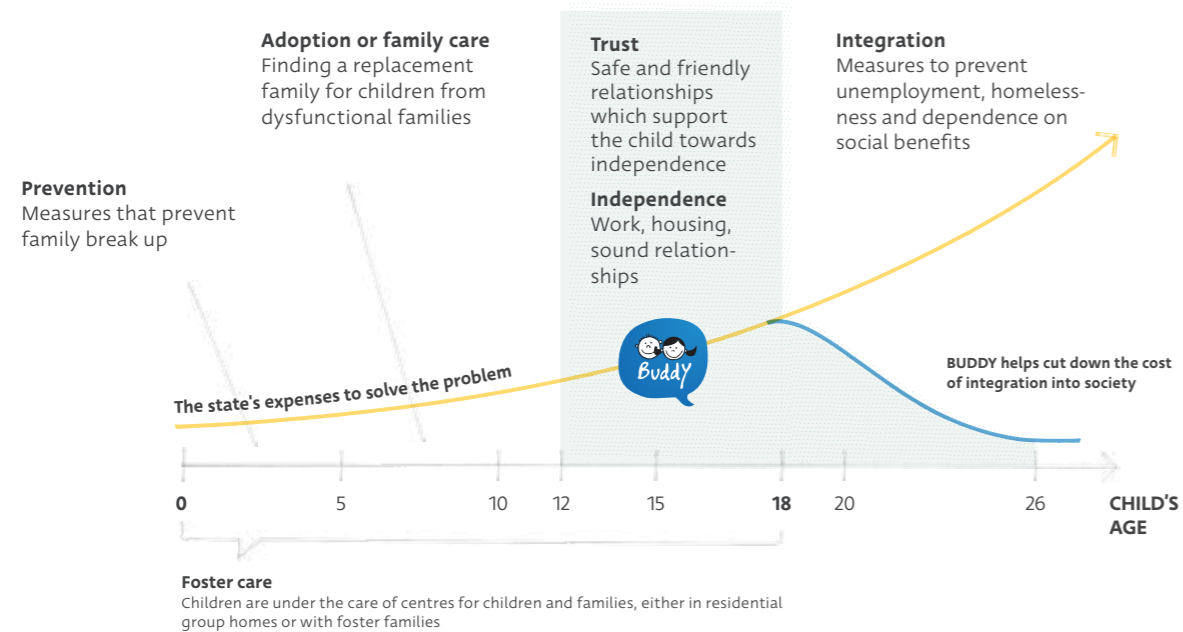
INDIVIDUAL
SUPPORT

Every child is different. Only targeted individual care can address deeply-rooted traumas and **unleash potential** in each child.

Our place in the system

BUDDY supports children and young people who cannot grow up in their own families. BUDDY steps in to complement the foster care system for children and young people. As children grow up, the system has to allocate increasing amounts of money for every child to adapt into society.

In our program we strive to help children get ready to leave the centre, so it becomes easier for them to become independent members of our society. Our ultimate wish remains that children do not have to grow up in institutions.

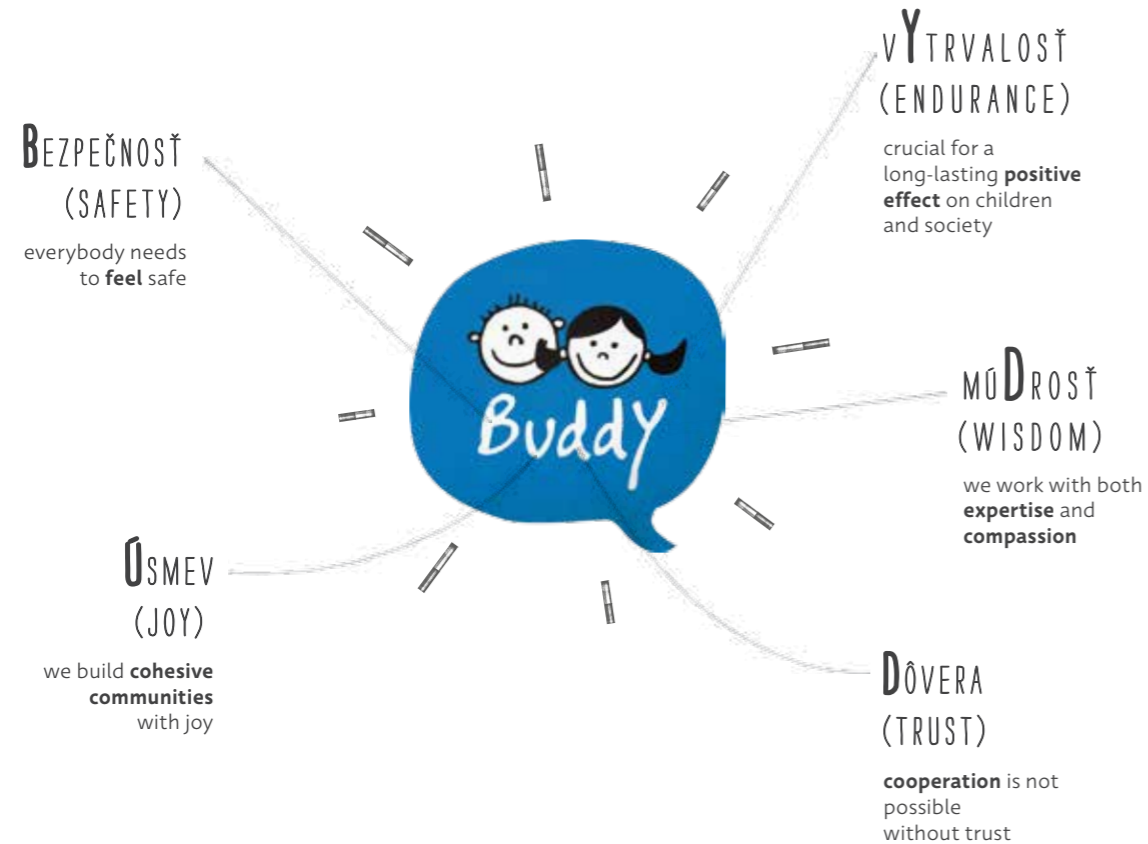


BUDDY in Slovakia

Step by step, BUDDY continues to expand into new regions and cities. Today, children have their BUDDY volunteer in **nine cities** and **three regions**: Bratislava, Trnava and Nitra. We have established a new partnership with a centre in Trenčín, where children will get their BUDDY volunteers in 2020.

BUDDY values

Our values guide us on our journey to fulfil our vision of an independent future for children from children's centres.



16

BUDDY is evidence- based

BUDDY began as a volunteer activity based on values of friendship and trust. Today we apply the scientific principles of attachment theory, an internationally recognised diagnostic and treatment approach for traumatised children growing up in dysfunctional families.

"Relationships are a decisive factor for health, happiness and success."

According to the findings of one of the longest adult studies by Harvard University, that has lasted 75 years
Source: adultdevelopmentstudy.org



"During our life, we develop several attachments, each of which is meaningful. But the first one is the most important one. It is usually formed with the mother and it ensures the feeling of safety and security for the child. Those who feel safe as babies, will have an inner feeling of safety and certainty as adults. Attachment theory states that in a child's early years, it is essential for that child to feel and be fully accepted. Most children from centres do not have this feeling. For them, it is important they meet somebody with whom they feel safe and who teaches them to trust again. If they do not meet a person like this, they take their childhood trauma into their adulthood, and have problems establishing close relationships or dealing with everyday problems."

Mgr. Zuzana Zimová
BUDDY's expert program lead

17

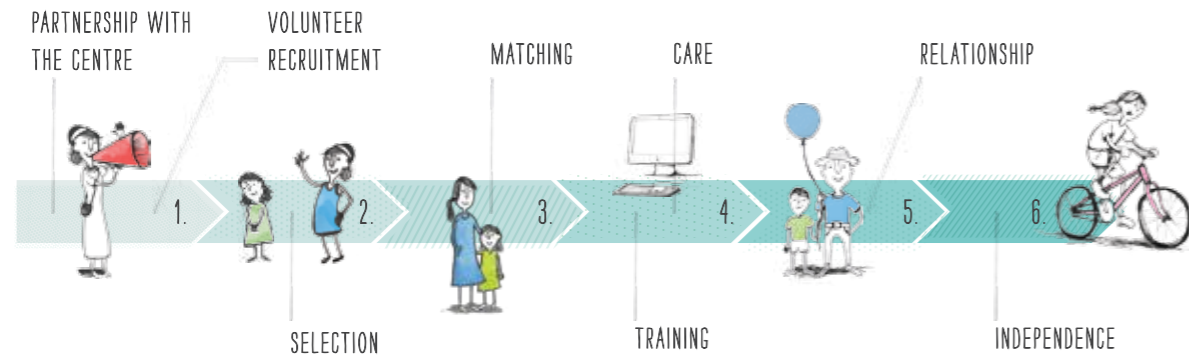


PEOPLE WHO WANT TO BECOME VOLUNTEERS SHOULD REALISE FROM THE BEGINNING THAT THE BUDDY CHILD WILL BECOME A PART OF THEIR LIFE.

I AM VERY HAPPY THAT I AM PART OF YOUR LIFE.

MARTA
BUDDY VOLUNTEER

HANKA
BUDDY CHILD



BUDDY method

20 Using our comprehensive seven-step BUDDY selection process, we carefully choose volunteers who are able to build a long-lasting friendship with children from centres.

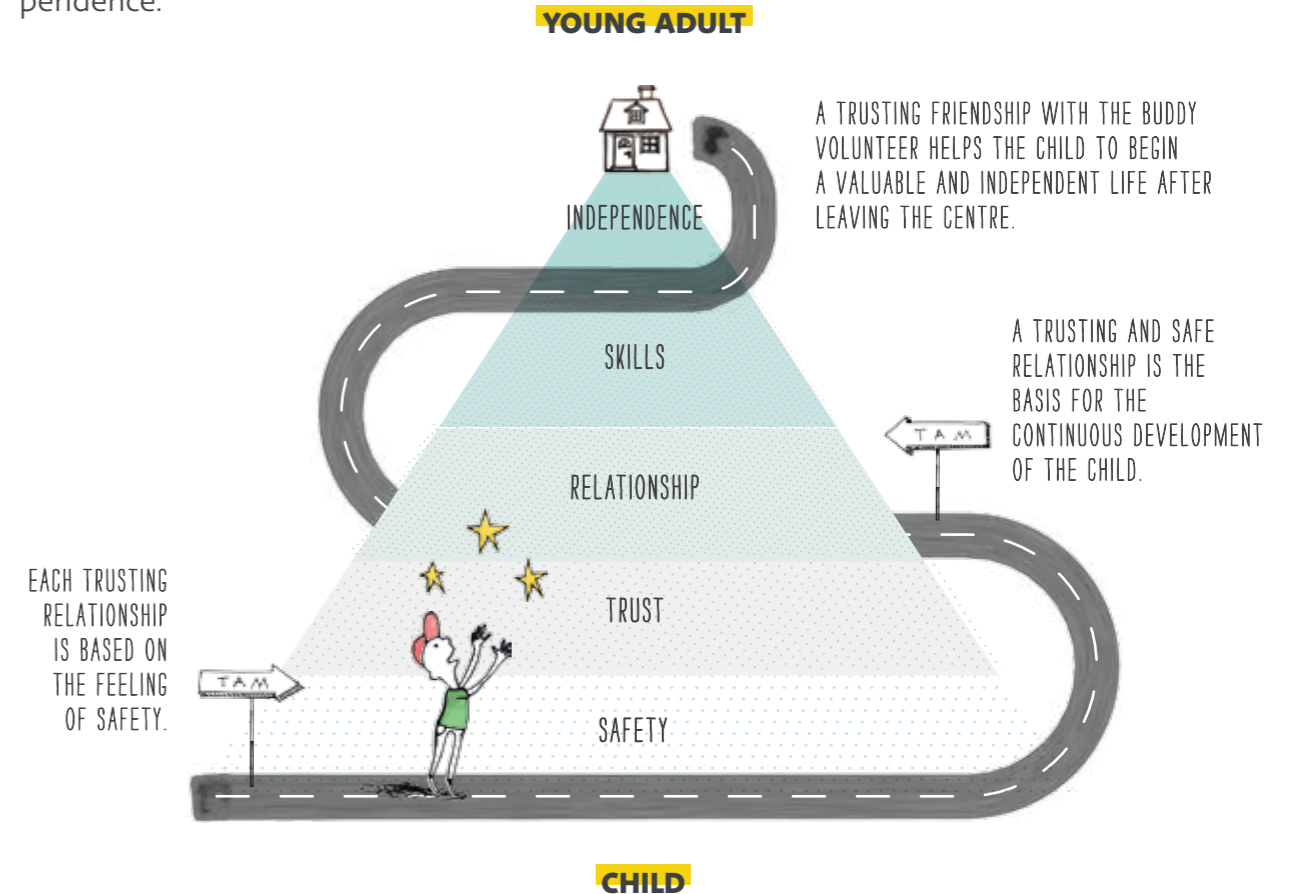
1. Our permanent partners are the centres for children and families. Once potential volunteers have been recruited, our program team carries out a thorough selection process.
2. The selection process is similar to an adoption process in terms of its depth and complexity. This way, only adults with the right values will pass. Psychological evaluation and a criminal record check are obligatory.
3. If the volunteers pass our demanding selection process, they are ready for individual meetings. First, the coordinator meets the child and the volunteer individually. This is followed by a

matching meeting, where the child meets the volunteer, in the presence of their coordinator and centre employees. We always create same sex pairs. We generally select children older than 12, whereas the volunteer should be at least 10 years older than the child.

4. To help volunteers understand these children, they have to go through our special training, e.g.: Attachment theory, Socio-legal protection system for children, Child safety and protection, Effective communication with a child. Our coordinators also continuously monitor and support our volunteers. The goal is to help the pairs build a trusting relationship, ensure child protection, monitor the quality of all relationships, provide support with difficult situations and support the child's growth using the Outcome Star tool.
5. The result of this whole process is an independent relationship between the child and the volunteer, which is built on trust and friendship.
6. If the long-term relationship based on trust and friendship is strong enough, then the volunteer and child can sustain the relationship alone. This enables the coordinators to focus on supporting the challenges of new or more recent relationships.

BUDDY pyramid

It is our mission to build long-lasting relationships based on safety and trust. It is such a relationship that positively helps to guide the child towards independence.

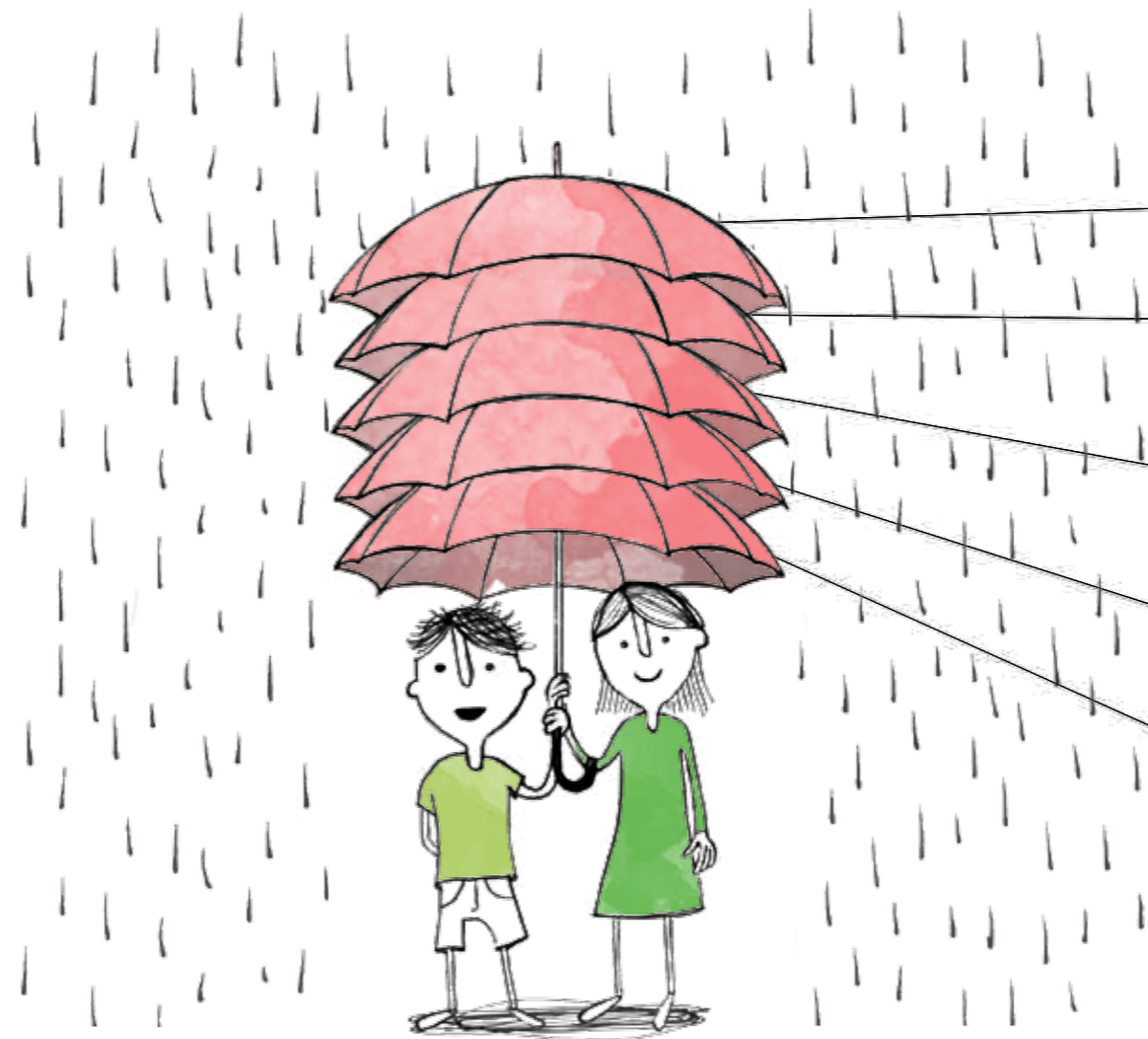


Child protection

22 Our priority in the BUDDY program is to build safe relationships. That is why protecting the child comes first.

Our team of experts designs processes to avoid any intentional or unintentional violations of the child's safety and security.

That is why in 2019 we created and implemented a **new child protection policy** to protect the child.



CLEAR RULES AND PROCESSES FOR THE BUDDY PROGRAM

REGULAR ASSESSMENT OF RELATIONSHIPS BY CHILDREN, VOLUNTEERS AND CENTRES

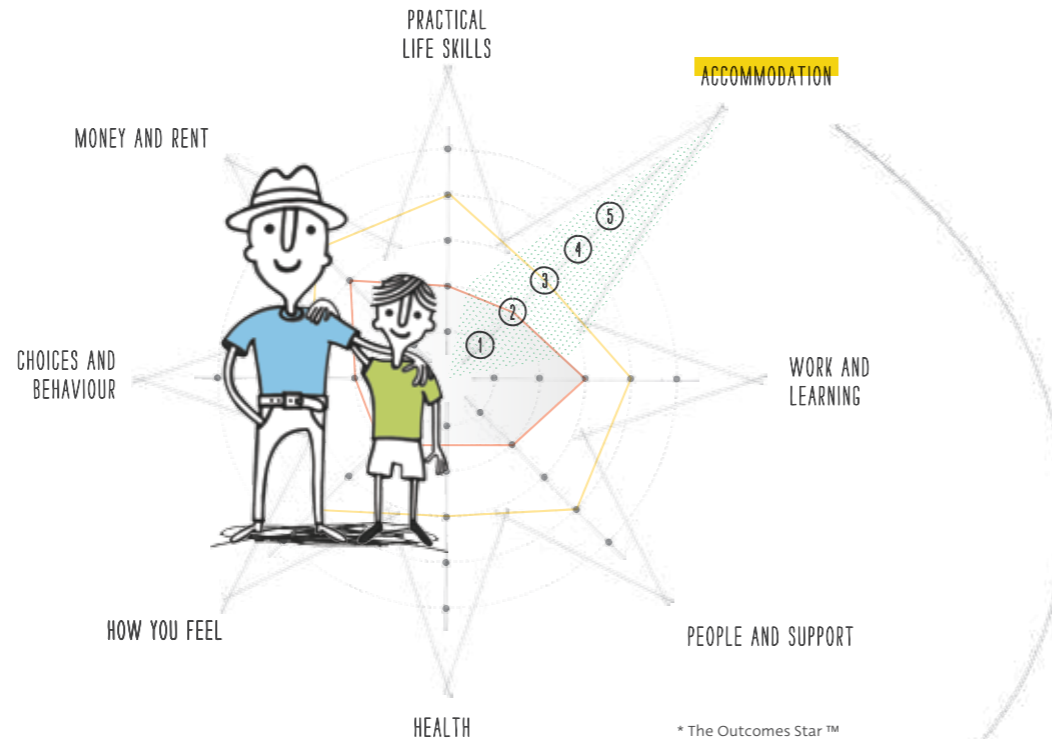
SUPPORT AND MONITORING OF EACH RELATIONSHIP BY OUR COORDINATORS

TRAINING FOR VOLUNTEERS

SEVEN-STEP SELECTION PROCESS OF VOLUNTEERS

Child's development...

Once the BUDDY volunteer and the child have formed a trusting relationship, the volunteer can begin to help meet the individual needs and goals of the child across different aspects of his or her life – whether with school, first job or independent living. That is why in 2018 we started using a licensed evidence-based tool (The Outcome Star™) that helps to measure and support change in the child's life toward a fulfilling and independent life.



Janko's journey
to independent accommodation

1 STUCK

I am at risk of eviction, staying somewhere unsuitable, homeless or in custody. I don't have or don't accept support.

2 ACCEPTING HELP

I am at risk of eviction, staying somewhere unsuitable, homeless or in custody. I engage with support but don't take the initiative.

3 TRYING TO SORT THINGS OUT

I have somewhere to live, with support, and I am not at risk of eviction. I am taking steps to live my life independently in the future but it's early days.

4 GETTING THERE WITH SUPPORT

I have somewhere stable to live or I am applying for a place. I mostly manage to be OK but need some support with the tenancy agreement, sharing with people or other issues.

5 INDEPENDENT

I live independently and manage well enough without support from a service. I know how to get help if I need it.



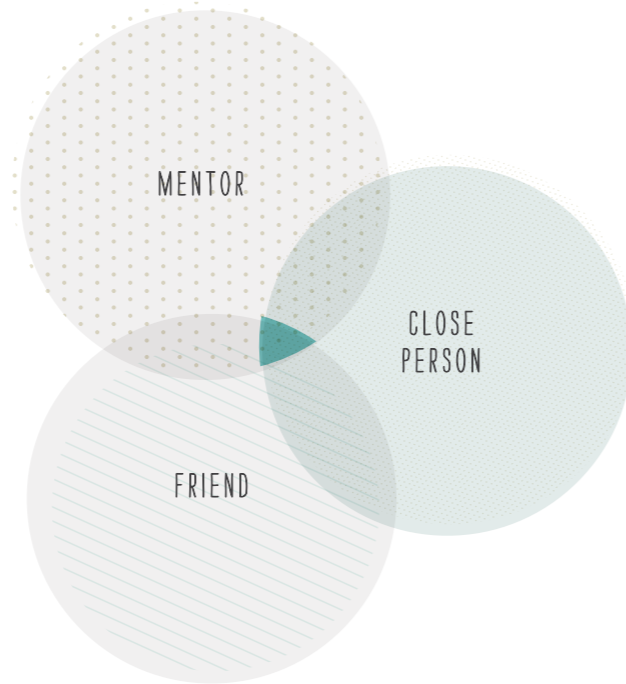
"STAR IS GREAT BECAUSE IT CONNECTS DIFFERENT AREAS OF LIFE AND SHOWS HOW ONE AFFECTS THE OTHER."

Mirka, 42
BUDDY volunteer

...on the journey to independence

Each scale of the Star represents one key area in the child or young person's life. At the beginning, the child usually does not see a way out. However, thanks to the trusting and safe relationship with a volunteer, he or she can start to receive help with solving the problem. Together they look for solutions to overcoming a difficult life situation. The child gradually manages to solve difficult situations and also learns that he or she can turn to their volunteer for help at any time.

Who is the BUDDY volunteer?



26 The volunteer is a mature adult who accepts the child as he or she truly is. They regularly spend time together outside the centre and the volunteer gives the most valuable resource: their time. The child gains a person who they can fully trust and who helps them to prepare for an independent life in adulthood.

We look for volunteers who:

- can build a long-term relationship
- understand life situations of different people
- can work on their self-development and the development of others
- have a responsible and engaged approach
- have values corresponding with the BUDDY program

Our volunteer is patient, emphatic and responsible.



LUCIA, 39

Bratislava
Manager of economic department
BUDDY volunteer for 4 years



ONDREJ, 30

Bratislava
Technical consultant
BUDDY volunteer for 2 years

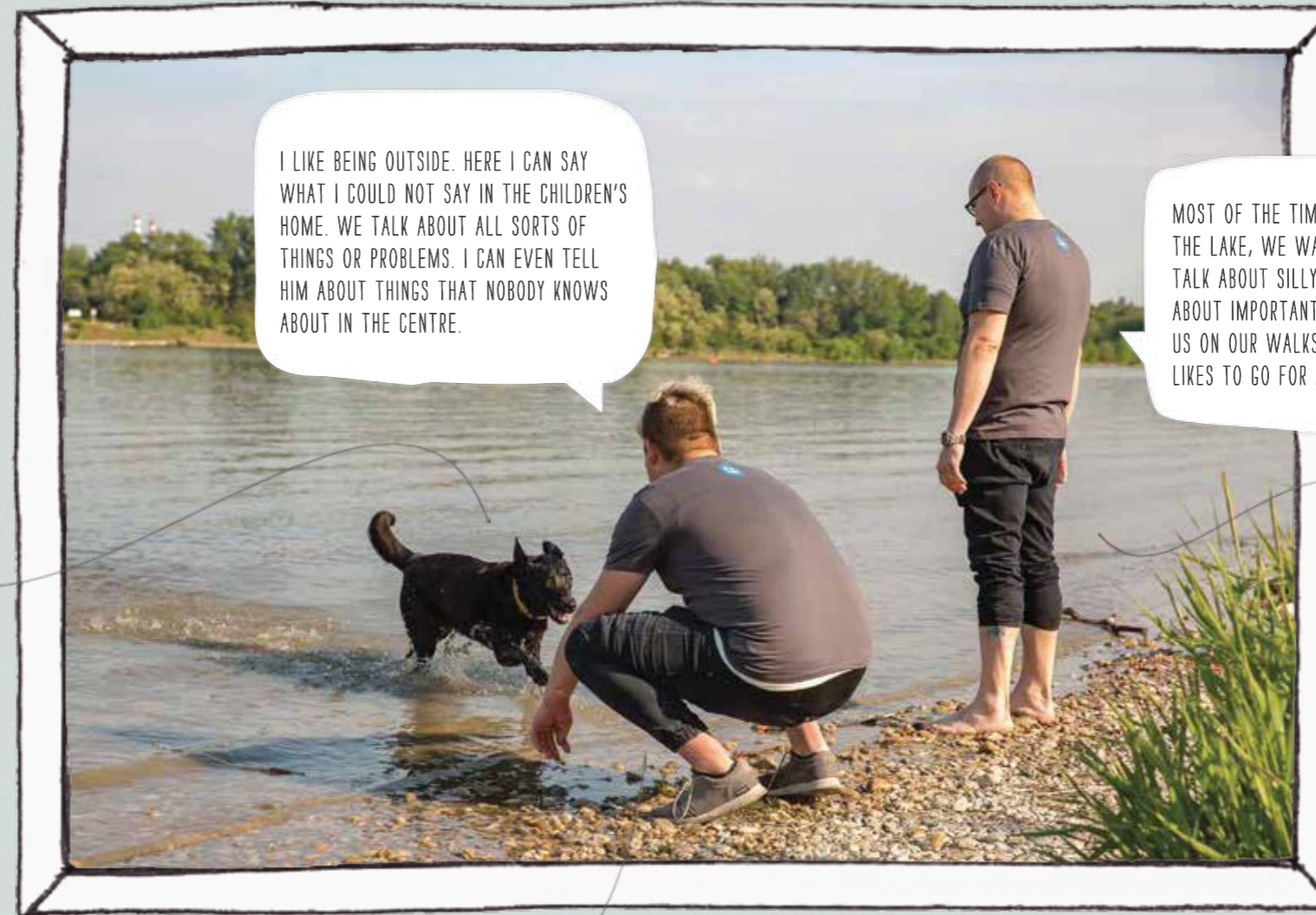
"IT IS UNBELIEVABLE, I GIVE A LITTLE BIT OF MY TIME AND I CAN CHANGE THE LIFE OF SOMEONE."



35,3
average age of volunteers

How do you like to spend your time together?

LEILA
BUDDY DOG



I LIKE BEING OUTSIDE. HERE I CAN SAY WHAT I COULD NOT SAY IN THE CHILDREN'S HOME. WE TALK ABOUT ALL SORTS OF THINGS OR PROBLEMS. I CAN EVEN TELL HIM ABOUT THINGS THAT NOBODY KNOWS ABOUT IN THE CENTRE.

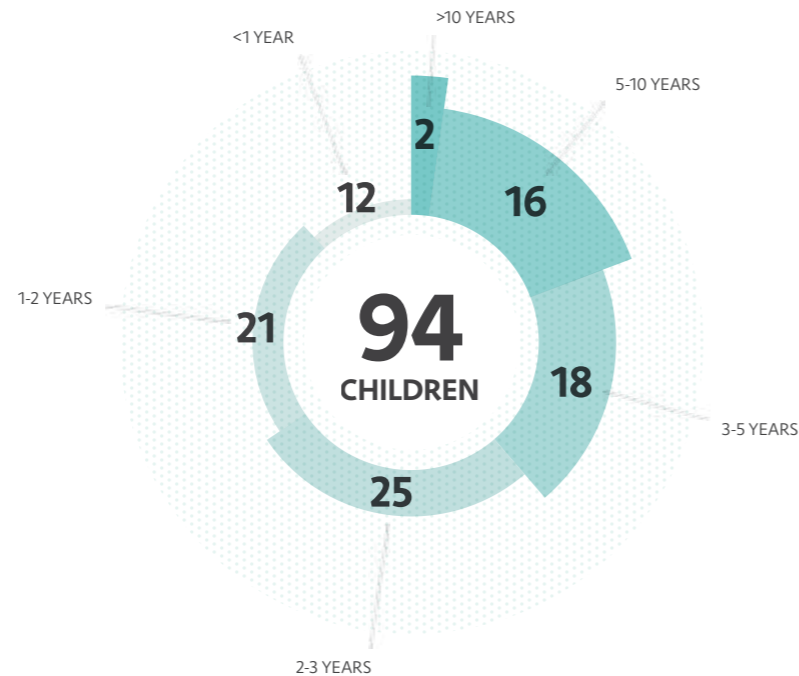
MOST OF THE TIME WE COME TO THE LAKE, WE WALK AROUND AND TALK ABOUT SILLY STUFF, BUT ALSO ABOUT IMPORTANT ISSUES. LEILA JOINS US ON OUR WALKS BECAUSE SHE ALSO LIKES TO GO FOR A WALK.

MAREK
BUDDY VOLUNTEER

STANO
BUDDY CHILD

Children in the program

In 2019 we enrolled 12 new children, and overall looked after 94 children. Children's engagement in the program lasts 3 years on average.



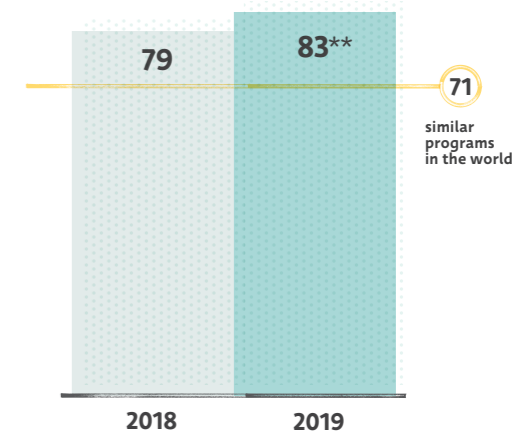
30 NUMBER OF CHILDREN BY TIME SPENT IN THE PROGRAM

Since 2016 we have already supported **119** children and their relationships with volunteers.

Quality of relationships

An independent evaluation of 2018 data confirmed that BUDDY creates and maintains strong relationships, which enable the child's development.*

Children feel the volunteers' presence.



QUALITY OF RELATIONSHIP

A child feels happy and content in the relationship, and feels close to his or her volunteer.

31

"I CAN ALWAYS COUNT ON MY BUDDY."

Janka, 15
BUDDY child



MY BUDDY LISTENS TO ME AND ALWAYS LETS ME CHOOSE. HE ALSO COMES TO MY MATCHES."

Andrej, 16
BUDDY child

* The evaluation was carried out by Applied Research Consulting. It evaluated the BUDDY program independently and compared it to similar mentoring programs abroad.

**There is no minimum value, the goal is to maximise the score in every aspect

Children say that BUDDY matters

32 Their volunteer is a key person in their life.



85% of interviewed children said that their volunteer **listens to them more than other adults do**



97% of interviewed children said that they can **always rely on their volunteer**



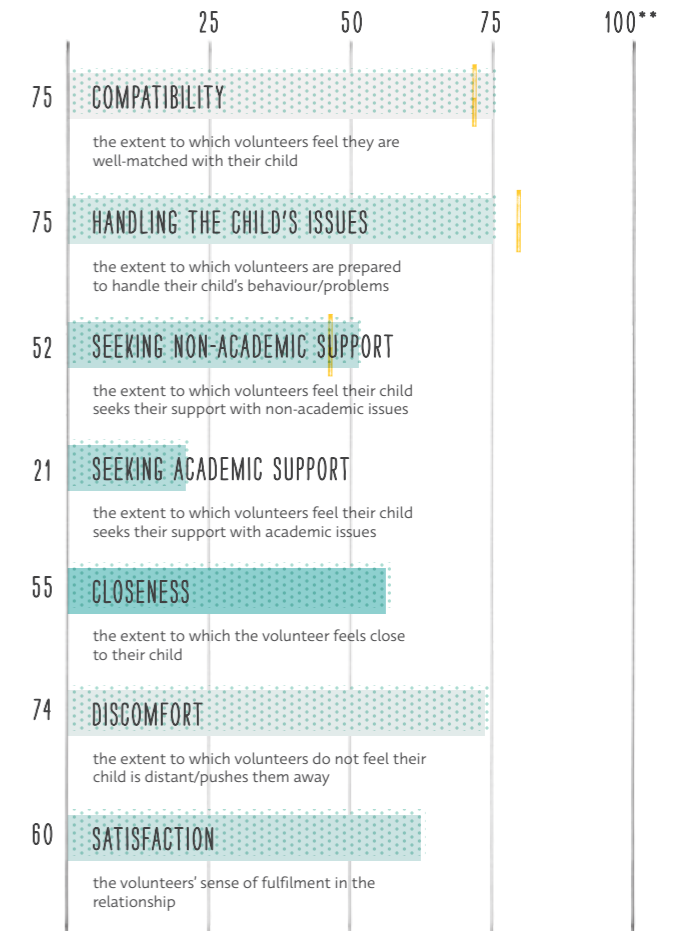
95% of interviewed children said that **their volunteer makes them happy**

Source: Internal evaluation with a standardised questionnaire for children – Youth Mentoring Survey.

Volunteers say that BUDDY matters

We monitor the quality of the relationship between the child and the volunteer from both the volunteer's and child's perspective, across seven criteria.* The quality of the BUDDY program is also confirmed by the volunteers' experience, which Applied Research Consulting evaluated as positive, and better than similar mentoring programs.

* The graph represents an average of years 2018 and 2019 based on an internal evaluation with a standardised questionnaire for volunteers – Match Characteristics Questionnaire.



Position of similar programs in the world.

** There is no minimum value, the goal is to maximise the score in every aspect

Young adults in the BUDDY program

In 2019 the BUDDY program had 30 young adults (18+) who had already left the centres.



100%*

of young adults had **accommodation** several months or years after leaving their centres**

* Answers were provided by 28 children out of 30.
** Different forms of employment and accommodation.

To compare, according to a research by the Institute for Work and Family Research, 60% (227 of 376) of young adults who left the centres between 2015 and 2017 had a job within the first year after leaving the centre. (Fico, M., 2017, Work with Children from Children's homes and Their Work Experiences After Leaving. Institute for Work and Family Research.)



86%*

of young adults had a **job** several months or years after leaving their centres**

BUDDY connects worlds and changes society

BUDDY friendships support children on their journey to independence, improve their chances to find a job, and lower their chances of getting involved in illegal activities. Volunteers gain opportunities for personal growth, and their sensitivity and empathy increases.



Child

"I FINISHED SCHOOL WITH THE SUPPORT OF MY BUDDY VOLUNTEER AND SLOWLY BUT SURELY I AM BECOMING THE PERFECT HUMAN BEING."

Janka
after 3 years with a BUDDY volunteer



Volunteer

"BUDDY VOLUNTEERING TEACHES ME TO BE MORE RESPONSIBLE AND MAKES ME EVALUATE WHAT REALLY MATTERS IN LIFE. AND OF COURSE, IT GIVES ME A NEW FRIENDSHIP."

Jarmila
after half a year with a BUDDY child



Donor

"BUDDY BRINGS TRUE VALUE FOR CHILDREN FROM CENTRES AND IT IS DONE BY THE RIGHT PEOPLE."

Marek Sásik
Slovenská sporiteľňa
supporter of BUDDY program for 7 years

Evaluation of the BUDDY program by our partners

36 We strive continuously to improve and create quality friendships. That is why we are interested in the opinions of our volunteers, children and centres. Experience with the BUDDY program is also regularly evaluated by our donors and our candidates for volunteering.

75%

of volunteers are overall satisfied with the **BUDDY program**

85%

of volunteers are satisfied with their **coordinator**

100%

of centres that provided feedback **would recommend** us to other centres

"WE DON'T HAVE THE VOLUNTEERS IMMEDIATELY, WE NEED MORE OF THEM, AND FASTER."
CENTRE IN MALACKY

"I THINK THAT YOU HAVE ALREADY DONE A LOT. JUST THE IDEA TO START THIS PROGRAM IN SLOVAKIA."
CENTRE IN PIEŠŤANY

"WE REALLY APPRECIATE YOUR WORK."
CENTRE IN TRNAVA



BUDDY gives a second chance to children who did not choose to be born into a world without anybody who would give them support and love, and helps them build their self-confidence.

Lucia Šicková, Pixel Federation

Why have you decided to support the BUDDY program?

I came across the BUDDY program through Ladislav Kossar. Ladislav created an amazing organisation built on values such as love, helping others or long-lasting relationships. I trusted his motivations and goals without any doubt. Ladislav explained his intentions and plans in a trustworthy and clear way. He understands economic principles, has an outstanding education, underwent a journey of self-development and has philanthropic intentions. He can explain everything through economic equations and he runs the organisation with clearly defined processes. He is authentic and persevering, with ambitions for BUDDY to succeed worldwide. I am very happy that I am able to help him and at least slightly gain the feeling of a purpose in life.

Šimon Šicko, CEO Pixel Federation



Why do you collaborate with the BUDDY program?

BUDDY provides hope and new energy for people who have experienced an unfortunate start in life. It also provides a reflection of how developed the country is, and the ability of its people to step out of their everyday routine and give a helping hand to somebody who has lost faith in the existence of an ordinary voluntary friendship where nobody pretends. This friendship can often serve as a U-turn that can change a person's life by 180 degrees. The more of these ordinary friendships across Slovakia, the more I will have a feeling that this country is moving forward.

Peter Barecz, publisher of Forbes Magazine

Forbes

The idea behind BUDDY got my and my colleagues' attention right from the beginning. As the managing partner of a successful firm and as a human, I want this program to thrive and at least partially compensate for what the biological families and the state could not give these children: time dedicated to their problems, a close person – a "BUDDY", honest interest and friendship. I believe that even this drop in the ocean can help these children to integrate and have a valuable life, and that it also enriches the lives of the people who from the bottom of their heart give their time to this program."

Matej Bošňák, country managing partner EY-Slovakia



Our evaluation of 2019

40 We always strive to improve. With the support of our donors, the determination and ambition of our volunteers, and the perseverance of our team we have managed to again increase the number of children who already have their BUDDY friend. We have connected with centres in new cities and are gaining more trust from our regular donors.

PROGRAM

- We received 325 applications from volunteers
- 12 new children got their BUDDY volunteer
- children have moved closer to independence and are using the Outcome Star tool
- We increased the number of coordinators from two to four
- We expanded into a new region – we established a new cooperation with a centre in Trenčín

MARKETING

- First local campaign for volunteer recruitment in Trnava
- We strengthened our trust among our long-term financial supporters

OPERATIONS

- New volunteer operations manager enabled to effectively run our financial department
- New program manager facilitated the stability of the team and enabled expansion of the program into new regions

WE DID NOT MANAGE TO

- The number of regular donors grew more slowly than we expected
- We did not manage to hire a social worker
- We put all our effort into improving our operation systems, so our first ever volunteer recruitment campaign only began in the second half of the year – that is why we found volunteers for only 12 children

Revenues and costs

In 2019 we strengthened revenues from all resources, especially from individuals. As a result, we are successfully managing to grow the multi-source financing of the organisation, which enables the independence and sustainability of the program. Our costs included the professionals working on the program, the marketing team and the operations team, who ensure BUDDY pairs are looked after throughout the year and who make sure the entire program runs trouble-free.

EUR

REVENUES *	627 822
Individuals	318 429
Corporations	139 565
Foundations	149 755
Public funding	18 144
Other	1 929

* In 2018 we were awarded a CHF 100 000 grant from the Jacobs Foundation, which was received and accounted for in 2019.

COSTS	566 109
Program	321 729
Fundraising a Marketing	197 134
Operations	47 246

PROGRAM

Volunteer recruitment and selection, relationships with centres, safety of children, measurement of results and quality. (Includes proportion of operations expenses according to the average number of team members.)

FUNDRAISING AND MARKETING

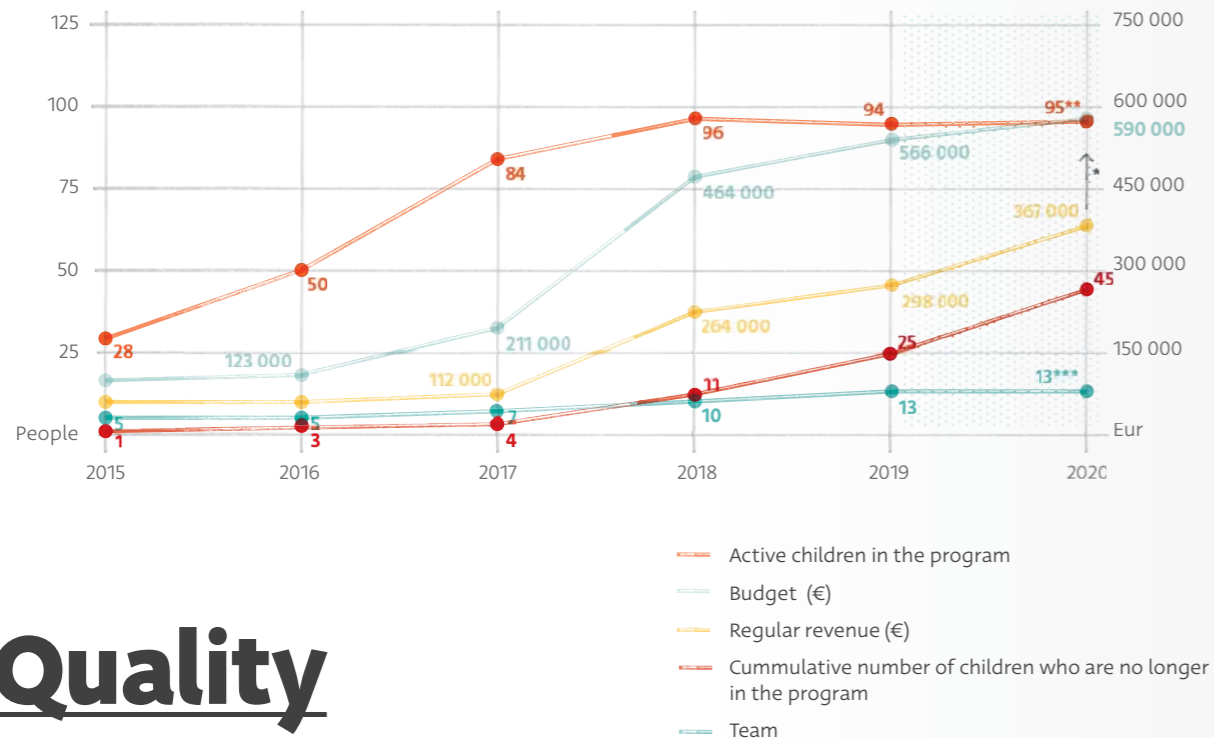
Organisation of events, communication with media, online marketing, graphic design, merchandising, printing materials, donor relationships and new partnerships. (Includes proportion of operations expenses according to the average number of team members.)

OPERATIONS

Ensuring the daily operations of the organisation – accounting, administration, financial management and control, rent, phone and IT. (Includes proportion of operations expenses according to the average number of team members.)

Quality and Growth

Since 2015, our priority has been to continually improve the quality of our services for as many children as possible, and to achieve the financial sustainability of the organisation. Thanks to the expertise of the program management and the whole team of experts, in 2019 we have managed to increase our regular revenue. We strive to use the budget efficiently.



* Professionalisation of the team will allow the further reduction of cost of care per child in 2020. One coordinator cares for approximately 20 pairs.

** In 2020 we don't expect a rise in active children as we were ending the "tutoring" and "supporting" relationships.

*** Includes full-time employees, advisors and team volunteers.

BUDDY in new regions

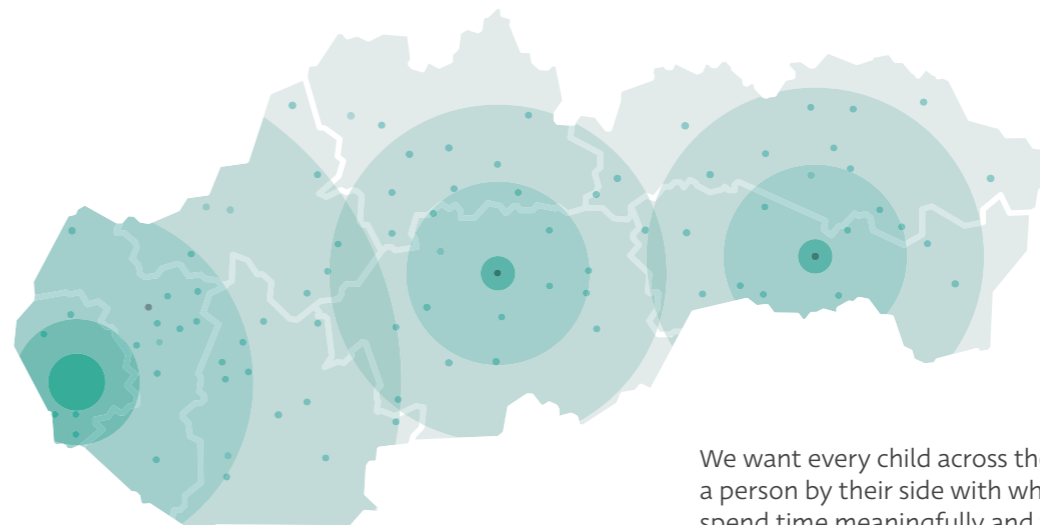
BUDDY started in Bratislava and gradually managed to grow and find volunteers for children in centres across three regions of Slovakia. We are planning to expand to new regions so that even more children have the opportunity to spend time with volunteers in different parts of Slovakia.

HEADQUARTERS

Headquarters in Bratislava secures the essential services in program management, marketing or financial support. The team in Bratislava also continues to develop and improve the program and ensures expert oversight over its quality.

REGIONS

Local presence will enable us to get to know the region better and understand its specific needs. We will gain closer relationships with the centres and be better able to introduce the program to potential volunteers. We hope that in cooperation between headquarters and local ambassadors we can also find local donors. Local corporate and individual financial supporters will be involved.

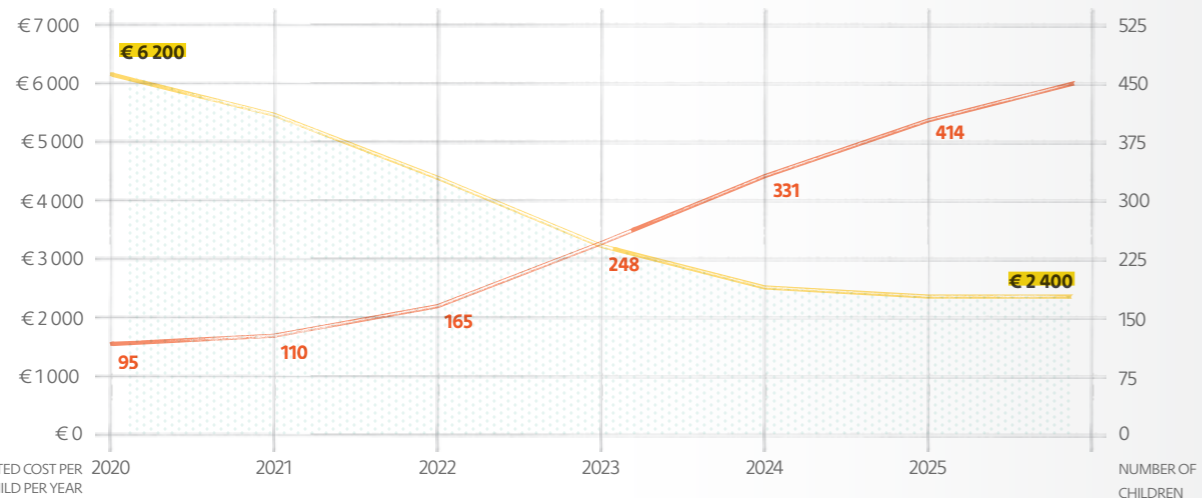


We want every child across the country to have a person by their side with whom he or she can spend time meaningfully and who will stand by them and support them.

More children in the program improve cost efficiency

We try to use all financial resources efficiently so that with the growth of children in the program, the cost per child decreases. As we have succeeded in bringing together a stable team of experts, we can continue to increase the number of children in our care, without increasing our team budget.

— estimated cost per child per year
— total number of children

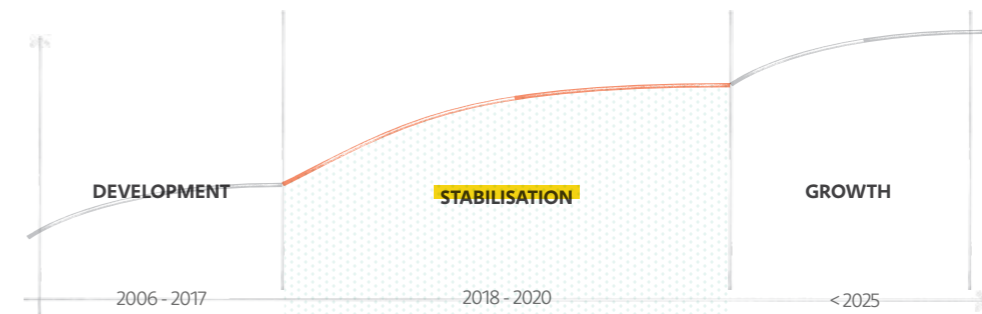


ESTIMATED COST PER CHILD PER YEAR

NUMBER OF CHILDREN

Strategic plan

All investments are targeting sustainable growth for upcoming years.



Program definition

- program development
- defining the final intervention and key principles
- acquiring critical numbers of centres and children

Support emerging business model

PROGRAM

- hiring program manager
- optimising the number of pairs per coordinator
- ending the "tutoring" and "supporting" relationships
- creating the program operations manual
- establishing complex child protection measures for children in the program

ORGANISATION

- strengthening the expert team
- establishing internal rules and procedures
- defining the marketing strategy and brand communication
- sustainable financing - strengthening regular and multi-source revenue

Program scaling

- expanding the program to other regions
- creating a network of branches
- continuous quality improvement
- regular measurement of quality and impact of the program

0 - 200 000 €

< 68 CHILDREN

500 - 600 000 €

< 100 CHILDREN

1 000 000 €

< 500 CHILDREN

BUDDY sustainability

We want to help as many children as we can and bring them trusting friendships. That is why we care about the long-term sustainability of the BUDDY program, and we continually try to improve our organisation.

Five pillars of organisational sustainability

46

VALUES

We are guided by the BUDDY values daily, from employee to volunteer recruitment, as well as care for our pairs and donors.

BRAND

In our communication we live by the BUDDY brand, which represents our core values.

FINANCES

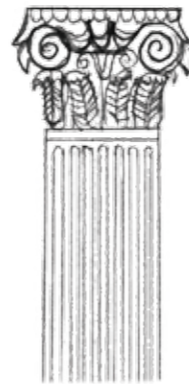
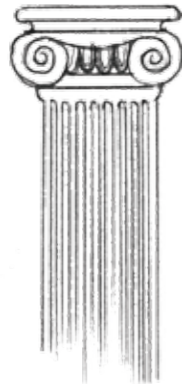
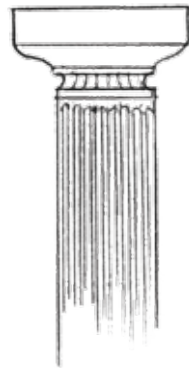
Various social responsibility programs and regular donors help us maintain long-term care for the children and their volunteers.

PROGRAM

Based on our years of experience, we have established clear rules, methodology and way of working at every level of the program.

PEOPLE

We bring together professionals who have strong values and deeply care about children.



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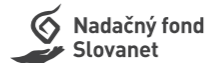
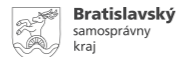
BUDDY team

The BUDDY program brings together diverse personalities and has high expectations on all the team members. Apart from a human approach, expertise and professionalism, we also require each member to have high personal integrity and to share our values. We are excited to be growing every year.

Thank you

To our 100 volunteers and 150 company and individual donors.

We could not have done it without you.





TIME



PRO BONO SERVICES



FINANCIALLY

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You can support the BUDDY program with

Civic association PRO VIDA
Strážna 11, 831 01 Bratislava

OFFICE
Štúrova 3 (Luxorka), 811 02 Bratislava

ID: 37 927 051
TAX ID: 2022409301
IBAN: SK90 1100 0000 0026 2383 9960



@TvojBuddy



www.yourbuddy.sk

Children's names were intentionally changed to protect their privacy

**EVERYBODY
NEEDS
SOMEBUDDY**