

annual report 2010





eastern europe



latin america



africa



asia

Swisscontact creates opportunities by providing the poor with access to markets, information, financial services, and ways to earn a living. Improved vocational training and workforce development programs, targeted support for small and medium-sized enterprises, and value-adding environmental projects provide them with a chance to change their lives for themselves. The goal is to find employment or successfully start a small business. Swisscontact is a competent and reliable partner that creates opportunities for proactive people.

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asiaindonesia

Smallholder planting seedlings—a former participant in a Swisscontact sustainable agriculture technical training program aimed at reducing poverty.



Peter Grünschow, President

Urs Egger, Executive Director

Foreword

The year 2010 was defined by the continuing internationalization of our partnerships and the reorganization of Swisscontact itself. The shifting demands on development work require frequent adjustments, and Swisscontact has successfully adapted to the decentralized decision-making structures of our partners. The management board was also strengthened while operational responsibilities were increasingly delegated to the field offices.

The challenge now and in the future is to improve both efficiency and effectiveness with respect to the increasingly stringent requirements regarding quality, cost, and time. Our most important goal is and remains the reduction of poverty, and our donors and partners find the sustainable nature of our projects one of their most important attributes.

For more than five decades we at Swisscontact have operated with the conviction that private initiative is the engine for economic development. We support motivated and entrepreneurial-minded people who exhibit true potential, people who want to make a genuine contribution to the economic life of their country. Whether it is a young designer in Bolivia, a tailor in Mali, or a small businessman in Indonesia, they can all count on Swisscontact as a partner. You will learn more about the projects and the people in the following pages.

The collaboration between the private sector and the public sector is also of great importance. Private sector development and growth are only possible when the state provides the necessary conditions for political stability and economic growth.

At the end of 2010, we had 92 active projects in 23 countries. This accomplishment is evidence of the broad acceptance of our professional expertise. We established new partnerships with the EU and donors in the USA, and inaugurated new projects in Bangladesh, Guatemala, Colombia, Mali, and Uganda.

Our efforts always aim to support individuals through carefully targeted measures which include innovative financial services such as microleasing; the promotion of smallholders in agricultural value chains; continuing education, vocational training, and workforce development; and the development of modern technologies for more environmentally friendly brick production.

While we fully accept responsibility for the ultimate results of our projects, we also have an important debt of gratitude to our faithful and new supporters from the private sector, international organizations, as well as federal, state, and local governments.

We are also deeply grateful for the excellent work of our roughly 500 employees throughout the world, as well as to our board of trustees for their guidance and active support.

It is with honor and gratitude that we remember our co-founder, Ms. Anne-Marie Im Hof-Piguet, who passed away in December 2010. Serving on the board of trustees since 1959, she was an active supporter of our work and made a decisive impact on our organization.

Peter Grünschow, President
Urs Egger, Executive Director



"Even if our work is sometimes slow and inconspicuous, the highest priorities are always education in general, vocational training and workforce development, and, of course, the promotion of small businesses so that the training can produce the desired results."

**Anne-Marie
Im Hof-Piguet,
1916-2010**

M. Tidjani Harouna Dembo, Ministre de la formation professionnelle et de l'alphabétisation au Niger

« *Swisscontact est l'un de nos appuis les plus sûrs. Ses collaborateurs répondent rapidement à nos sollicitations et à nos attentes. Ils nous apportent un concours inestimable dans les domaines de la formation des jeunes, la formation des formateurs et la mise à disposition des programmes de formation. J'apprécie beaucoup leur implication et leur dynamisme.* »

M. Tidjani Harouna Dembo, Minister for Vocational Education and Literacy, Niger

«Swisscontact is one of our most reliable partners. The people who work in the organization respond quickly to our proposals and ideas. They offer us invaluable support for training youths and instructors as well as developing education programs. I am very appreciative of their engagement and dynamism.»

About Swisscontact

We are convinced that private sector initiatives are a central requirement for the alleviation of poverty.

In 1959 Swisscontact was founded in Zurich by leading figures from the Swiss private sector, academia, and politics. Around 500 people around the world are now working towards sustainable social, economic, and ecological development in Asia, Africa, Latin America, and Eastern Europe. There are also more than 600 retired specialists in the Senior Expert Corps, who volunteer their knowledge and experience to small and medium-sized businesses.

We create opportunities. As the development organization of the Swiss private sector we promote proactive people in 23 developing and emerging countries. In an environment that allows for sustainable economic growth, well-trained individuals can fully develop their potential and proactively improve their lives in order to permanently escape poverty.

We are convinced that private sector initiatives are required to reduce poverty. A well-educated workforce and an active small business community form the engine of a country's development process. By providing consulting services and continuing education in collaboration with competent local partners, we enable people to improve their vocational skills and competencies, advocate for favorable economic conditions, and provide access to the means of production, credit, and markets.

Swisscontact's projects are organized in three focus areas:

■ **Promoting vocational training, workforce development, and continuing education**

Developing vocational training systems and practical, demand-driven short training courses; introducing innovative educational programs; and creating model schools

■ **Promoting small and medium-sized enterprises (SMEs)**

Improving the availability of business support services and financial services for SMEs; providing assistance for product development and quality assurance; improving access to markets and information as well as to microfinance (including mobile services) and microinsurance

■ **Minimizing environmental impact**

Tackling issues such as clean air, waste treatment, and recycling; incrementally introducing environmentally friendly technologies; increasing awareness through publicity campaigns and advising local government agencies



Focus Areas

Promoting vocational training, workforce development and continuing education

A well-educated workforce is the most important asset for many countries. For the poor, acquiring new skills is a prerequisite for their own development. By gaining these skills, they can improve their chances of obtaining a job or establishing their own enterprise, in turn improving the quality of life for both themselves and their families. **Facilitating opportunities to gain vocational qualifications on the job, in schools, or in training centers is of central importance to Swisscontact. Our work is guided by finding the optimal balance between formal and on-the-job learning.** This may take the form of short non-certified training courses or formally recognized workforce development or vocational education and training systems.

The private sector can only grow if the labor force is equipped with in-demand skills and specialized knowledge. Swisscontact offers a wide array of instruments to support vocational training and continuing education, ranging from training unemployed youths with insufficient educational backgrounds to providing advanced, specialized training for people in a variety of industries. A close relationship to the private sector is always vital as the content of vocational education programs must correspond to labor market needs. Additionally, well-trained instructors, suitable facilities, and secure state and private sector funding are key to the success of a vocational training or workforce development system. We pursue all of these activities with the goal of enabling unemployed youths and others who were excluded from the labor market to find employment.

Promoting small and medium-sized enterprises (SMEs)

Access to information, financial services, inputs, and markets increases the competitiveness of small enterprises and smallholders. One way to achieve this is to support individuals in establishing interest groups that will have much stronger negotiating positions than each person or business could have individually.

Providing continuing education in technical and business matters also helps raise the quality of the products and expands marketing possibilities. **Swisscontact supports small businesses in entering the value chain.** Our programs enable, for example, smallholders to sell their produce at a reasonable price to larger processing plants or export companies. Swisscontact offers consulting services and continuing education that help SMEs market their products with greater value added. In addition, Swisscontact supports saving and loan associations and microfinance institutions that primarily provide rural poor with access to financial services. These services often include financial literacy programs for those who are not familiar with financial principles and institutions. Building value chains, helping the poor gain access to financial services, and improving financial literacy are some of Swisscontact's core SME interventions.

Minimizing environmental impact

Damage to the environment is a significant burden in many developing and emerging countries, and one that particularly impacts the poor. Swisscontact works in many different ways to improve the environment. Projects are enhancing air quality, raising awareness, and facilitating a dialogue with political institutions. Our waste management interventions, for example, decrease the amount of waste that goes to landfills by collecting PET (polyethylene terephthalate, a common ingredient in bottles and other containers), plastic, paper, cardboard, and glass. Processing and re-using these recyclable materials is another important program focus. **Both activities go beyond environmental protection – they also create jobs.** Waste pickers who previously worked under inhumane conditions are now organized into groups and earn a fair wage. Swisscontact's awareness raising campaigns, and the resulting increased media attention, made individual households as well as the private and public sectors more aware of environmental issues. This is another example how Swisscontact creates opportunities and helps reduce poverty.

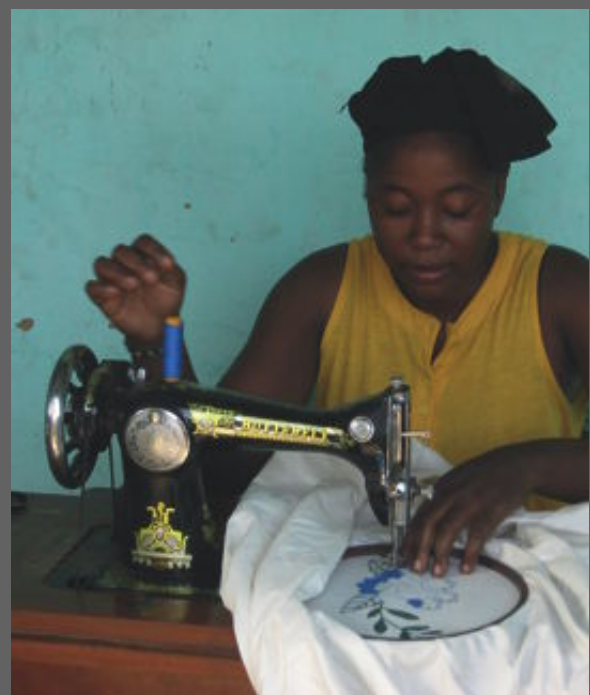
*Vocational training
and workforce develop-
ment programs in agri-
culture and handicrafts*
Africa | Mali

africamali

*Promoting Continuing Education, Vocational Training,
and Workforce Development*

In 2010, the skills training project financed by SDC (Swiss Agency for Development and Cooperation) reached roughly 10,000 eager-to-learn youths. In addition to the dual vocational training that combines apprenticeships with classroom learning, the project offers short training courses in agriculture and handicrafts. A program for school dropouts provides participants with skills training and assistance when entering the workforce.

In order to firmly anchor a dual vocational training system throughout the country, it has to be adopted by the national state and become a political priority. Since Mali is in a process of decentralization, establishing the project at the regional level and expanding the vocational training system into rural areas has become crucially important.





From Night Watchman to Master Tailor

Alassane Traoré had to leave school in the fourth grade for personal reasons, but he is now a master tailor thanks to a dual vocational training program. A story of persistence from Bamako, Mali.

Alassane Traoré's world collapsed in the fourth grade when he had to leave school. Raising a family of six and supporting seven other relatives, his father needed his help in order to survive. This is a relatively common situation in rural Mali. It was also not unusual that Traoré, like his brother, had to go from his village Diré to the capital Bamako to support his family with small occasional jobs.

That is until he received a position at a training center for tailors through the Centre d'Orientation Professionnelle en Coupe et Couture. Admittedly, at first it was as a night watchman, but it piqued Traoré's curiosity and he secretly began to practice on the sewing machines. This did not go unnoticed. Adama Kéita, a teacher and tailor at the training center, took in the eager-to-learn night watchman as an apprentice in his own tailoring shop and gradually taught him to sew. Traoré quit his job as a night watchman and entered a dual training program.

Swisscontact introduced a dual vocational training system, with its combination of practical experience

and classroom teaching, for the first time in Mali. The dual system is accredited and supported by the responsible government agencies that also grant diplomas to program graduates. Most courses include literacy classes and teach basic skills that help students overcome gaps in their education. Additionally, the program had a strong focus on training the trainers.

When Traoré received his tailor's diploma, things started to look up. He was no longer a school dropout. Instead, he had gained the needed skills to succeed as a tailor but that was still not enough. He assisted his former teacher with training novice tailors and was able to become a master tailor. Since 2009, Traoré has been teaching aspiring tailors at the Centre d'Orientation Professionnelle en Coupe et Couture in Bamako and also working as a tailor. That he is now able to comfortably support his family in Diré goes without saying. Nevertheless, a story such as Traoré's remains all too rare.

PROJECT	since*	Expenses	2010	PROJECT	since*	Expenses	2010
Financing			CHF	Financing			CHF
BENIN				EAST AFRICA (Kenya, Tanzania, Uganda)			
Vocational Training for the Youth in Benin Swisscontact/Swiss Agency for Development and Cooperation (SDC)	2009	584'241		SME-Promotion/Microfinance Swisscontact/SDC	2009	508'566	
Vocational Education for Young Artisans Bureau d'Appui aux Artisans	2009	46'263		SOUTH AFRICA			
Further Training and Job Insertion for Young Graduates AFD/Swisscontact	2009	419'837		Community Development ADA (Austrian Development Association)	2006	308'992	
Reintegration of Street Children in Benin UNICEF	2008	126'720		Local Economic Development Network SDC	2008	132'842	
Vocational Training for Plumbers SBS Foundation for Practical Vocational Training in Africa	2008	49'471		Cleaner Brick Production SDC	2009	513'231	
Better Opportunities for Children on the Street EU/Swisscontact	2008	87'038		Training in Financial Management Swisscontact/Credit Suisse	2008	156'204	
Training for Midwives, Nurses, and Auxiliary Nurses Medicor Foundation	2010	50'556		TANZANIA			
BURKINA FASO				Rural SME-Development SDC	2006	1'229'091	
Workforce development in Plumbing Swisscontact/Louis Leitz Foundation	2008	17'009		Agricultural Skills for Disadvantaged Youths in the Morogoro Region Swisscontact/SDC	2010	351'430	
Apprenticeship Training in Burkina Faso Swisscontact/SDC/LED	2009	501'480		UGANDA			
Local Economic Development in Gaoua Swisscontact/Jacobs Foundation	2009	84'595		SME-Promotion/Microfinance Swisscontact/SDC	2009	583'818	
MALI				Vocational Education for Apprentices in SMEs World Bank	2007	76'408	
Apprenticeship and Trainer's Training SDC	2008	955'051		Skills Development in the Karamoja Region EU/Swisscontact	2009	71'904	
Promoting Small Enterprises through Microcredit Groups Hirschmann Foundation/ Swisscontact	2010	85'327		Vocational Education for Youths Medicor Foundation/ Gebauer Foundation	2009	545'101	
Improving Vocational Education in Construction SDC	2010	2'850		Vocational Education for Youths EU/Swisscontact	2010	2'987	
MALI/NIGER							
Vocational Education in Rural Areas EU/Swisscontact	2010	456'378					
NIGER							
Vocational Education for Unemployed Youths Swisscontact/SDC/LDS	2009	464'578					

* Start of current project phase



Burkina Faso

The efforts to strengthen local small businesses in Burkina Faso, a country whose economy is still on the brink, have produced positive results. In the south-western community of Gaoua about 30 entrepreneurs started a new business with the help of Swisscontact. The 84 enterprises that Swisscontact supported in the past have improved their sales by 10 percent. **In total, about 170 people raised their income by 10 percent within one year.**

The dual vocational training program that Swisscontact introduced in close collaboration with key national agencies is bearing fruit. In 2010, about 600 young people, more than two thirds female, attended a vocational school one day per week and worked the remaining four days in a business. Of the 188 graduates, 60 have already found a job to date while 10 started their own business. In addition to the dual training, the project offers rigorous training of trainers and employers. The regional professional association of Fada N'Gourma is embracing the workforce development training as an opportunity to provide young people with economic opportunities and skills in the eastern region of the country. The success of the training in Fada N'Gourma has convinced other regional professional associations. Their collaboration and commitment will be critically important to replicating the program.

Kenya

Access to microfinance continues to be a critical issue in most developing and emerging economies. Savings or the lack of savings is another key issue. Swisscontact's 642 Mavuno savings groups provided 15,000 Kenyans with opportunities to save as well as access loans and assets, particularly in remote rural communities. In 2010, the groups have disbursed more than \$500,000 in loans from their deposits.

Currently, the program is being scaled up in Uganda, Tanzania, Mali, and Benin. An important outcome is that the Mavuno group members are increasingly investing in agricultural technologies and renewable resources. Furthermore, 25 additional Mavuno groups have expressed interest in launching a savings and loan association. Mavuno groups have provided important financial literacy skills that will empower them to continue accessing financial services after the completion of the program. Since 2009, Swisscontact has been advising the local microleasing firm Juhudi Kilimo in expanding its microleasing product: the leasing of small value assets that generate additional income for low-income people. More than 9,000 leasing contracts totaling \$3.3 million have been signed by smallholders and enterprises, almost half are women-owned. With microleasing Swisscontact helps to increase the profitability of agricultural production by facilitating the acquisition of water tanks, motorcycles, biogas facilities, and livestock

Niger

In spite of the political unrest, the vocational education project launched in 2009 was able to meet targets in

2010. Three hundred and fifty youths were trained in nine different trades such as auto repair. Seventy percent of the graduates in the previous year increased their income and improved their employment situation. **The fact that the Federal Ministry for Women Affairs officially recognized the Centres de Formation et de Promotion Féminines – centers for training and promoting women which Swisscontact has supported for three years – speaks to the success of this program.** In Niger and Mali a new project financed by the EU was started in the summer of 2010 in order to improve vocational training in agriculture. The goal is to raise the productivity of the agricultural sector and improve food safety.

Tanzania

In 2010, Swisscontact supported smallholder families and family businesses in raising their competitiveness within the value chains for the cultivation of cotton, sunflowers, and rice, as well as milk production and processing. Since 2008, about 74,000 rural households have received support. The majority have seen a substantial increase in income thanks to ongoing improvements in production methods. A radio program for farmers that Swisscontact launched in 2009 in the most remote areas has been successfully replicated. **Now roughly 300,000 listeners receive important agricultural news and updates every week when they turn on the radio.**

A new innovative skills development project was launched in 2010. To date, almost 100 youths previously without any access to any training opportunities have been trained in agriculture and life skills. With this project, Swisscontact was able to introduce agricultural skills training in Tanzania, something previously unheard of in the country.

Uganda

As part of the skills training project that Swisscontact is conducting on behalf of the Medicor Foundation and the Gebauer Foundation, 763 youths have received training in 21 different trades in the past two years. Almost half of the apprentices were certified in their newly acquired skills with a new innovative system developed by Swisscontact. In a country like Uganda where more than half of the population is under the age of 16, effective skills training that targets youths is vital in combating unemployment. **Almost half of the graduates who started their own business received loans because they joined a savings group. One quarter have found employment.**

In Central Uganda, Swisscontact is providing smallholder families with access to new markets. The program builds the smallholders' capacity to become suppliers of larger operations for further processing and sales. The focus is on addressing the key constraint: how to ensure that sufficient supply of consistently high-quality produce is available at all times. The project supports nearly 2,400 smallholders, who cultivate products such as organic pineapples, coffee, and mushrooms.

Creating Jobs in SMEs

Asia | Indonesia

asiaindonesia

Promoting Small and Medium-sized Enterprises (SMEs)

At the beginning of 2010, a project was launched that builds on the expertise and achievements of previous interventions to strengthen economic development, raise income levels, and improve the quality of life in the northwestern province of Aceh on the island of Sumatra. The project includes mobile training courses that reach people in rural areas, facilitates internships, and supports startup SMEs.





The Welding Shop «Diana» is on Firm Ground

Pak Rizal could scarcely feed his family with his welding workshop in Aceh. Continuing education and a microloan provided the breakthrough needed to put his small business on firm footing. An inspiring story from Aceh, Indonesia.

Indonesia's northwestern province of Aceh became familiar to many people during the tsunami at the end of 2004. Few, however, know that the region has been beset by political turmoil for decades. The culture of violence also affected Pak Rizal's life. As a 30-year-old, he fled the province and lived for five years in another region of the island before returning to Aceh.

The 38-year-old Pak Muhamad Rizal Chaniago has always worked as a welder. For years, he wanted to run his own small welding shop because, as a mere employee, he and his family could not make any financial headway. Nearly his entire salary was spent on food and school for the children. They could not afford their own apartment and had to live with Chaniago's parents in extremely cramped conditions. But after a few years, Pak Rizal saved enough to rent a small house and he built a small welding workshop next to it. Bengkel Las Diana, the «Diana» welding shop was born.

With it, however, began a new battle for financial survival, because Pak Rizal lacked the necessary equipment for many jobs and had to rent it from other

companies, delaying the completion of orders or making fulfilling them impossible. Pak Rizal's business did not prosper and it fell further into distress.

In July 2010, he completed a skills development course for small business owners offered through Swisscontact's SME support project. Pak Rizal developed a business plan that included a careful market analysis. At the same time, Swisscontact and its local partner organization, PINBIS, came to the conclusion that Pak Rizal's business was eligible for a small line of credit. With his savings and the loan, he purchased a compressor, drill, grinder, and welding equipment for a total of 16 million Indonesian Rupees (about \$1,800).

This was the turning point for Pak Rizal. Since then, the shop is not only more competitive and successful, but Pak Rizal also has expanded his customer base and hired four employees, giving him a boost to his motivation and self-confidence. In the future, he wants to offer apprenticeships for youths through the same Swisscontact project so that he can pass on his experience to the next generation.



Bangladesh

In 2010 Swisscontact was able to launch a wide range of new projects in Bangladesh from improving access to markets for poor farming families and small businesses, implementing better social standards in factories to improving access to health care. It all began in the spring of 2003 with «Katalyst», a project that creates an enabling environment for SMEs.

Since then more than 900,000 smallholders and small-scale entrepreneurs have been integrated into the value chains of corn and vegetable cultivation as well as fish and prawn farming through consulting services. In 2010, tourism and the production of jute were added to the project. Small furniture makers also benefit from the project by being able to sell their products to larger firms for export. The project has created roughly 2,000 new jobs.

Swisscontact has also made significant progress in skills development. Almost 770 apprentices have enrolled in the training and 180 have graduated. They benefit from the instructors' continuing pedagogical training and access to the most recent training materials two important elements that help the graduates find employment or start a business.

Sri Lanka

Swisscontact supported Sri Lanka's pottery industry in 2010 in adopting more energy efficient kilns. Today, potters have built more than 90 of these new kilns, which reduce the use of firewood and save up to 50 percent of production costs. The project, financed by Infrassure, concluded in 2010 with impressive results: **150 families from traditionally lower classes can sell their pottery products with pride and confidence while enjoying an almost 50 percent increase in their income.**

PROJECT	since*	Expenses 2010
Financing		CHF

BANGLADESH

Promotion of SMEs in Bangladesh SDC/DFID/CIDA/Dutch Embassy	2003	7'950'860
Social Projects in the Slums of Dhaka Charles Vögele Group	2005	50'557
Qualification of Suppliers for Quality Labeling GTZ	2008	361'238
Vocational Training for Youths in Dhaka Swisscontact/SDC	2009	286'381
Restructuring and Developing the Vocational Training System Asian Development Bank	2010	530'069

INDONESIA

SME Promotion Swisscontact/SDC	2009	253'732
Regional Economic Development GTZ	2005	319'153
Local Economic Development in Flores und Alor Swisscontact/SDC/Cordaid	2005	473'970
Regional Tourism Development in West and East Flores SECO	2009	683'267
Economic Reconstruction in Sumatra Swisscontact/ Swiss Solidarity/ Chevron Global Fund	2005	1'004'400

PROJECT	since*	Expenses 2010
Financing		CHF

INDONESIA

Reducing Poverty through Sustainable Agriculture Swisscontact/Swiss Solidarity	2009	317'744
Rural Economic Development in Aceh Tamiang Cordaid	2008	289'687
Disaster Risk Analysis for Bengkulu UNDP	2009	26'714
Building up Aceh Polytechnical School USAID	2007	1'139'546
Research to Support Young Entrepreneurs ILO	2007	74'021
Promoting Cocoa in Aceh World Bank	2010	1'464'043

NEPAL

Supporting the Continuing Education Center for Vocational School Instructors Swisscontact	2008	35'630
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SRI LANKA

Local Economic and Social Development Swisscontact/Swiss Solidarity	2007	344'797
Peace Building Swiss Agency for Development and Cooperation (SDC)	2008	316'923
Improvement of Pottery Kilns Infrassure	2008	77'285

* Start of current project phase



easterneuropekosovo

A Course in Pristina's New Agricultural School

Albania

In 2010 the Albanian parliament took another step to meet the European qualification standards for vocational education. Swisscontact's vocational education program operates on behalf of SDC in Albania as well as in neighboring Kosovo and aims at structuring vocational training and workforce development to meet the needs of the labor market. Since employers are involved in the process of optimizing vocational training, they can be sure to find graduates with the required skills. It is even more critical that trainers have modern, business-oriented curricula that are aligned with in-demand skills. This all goes along with a reform of the national vocational training system and Swisscontact is proud to play an important role as consultant to the Ministry of Labor and Education. In 2010, 45 teachers participated in a continuing education program. In addition to the 300 vocational school students, 100 youths who were either members of an ethnic minority, are disabled, were orphaned, or who dropped out of school gained access to vocational training in a number of different trades. Close collaboration with the private sector was particularly successful with bakeries and hair styling salons.

It is a step in the right direction, because the more knowledge youths acquire, the greater their chances for success on the difficult path from training to employment.

Kosovo

In 2010, youth unemployment remained the country's greatest problem. Sustained economic growth at a rate of barely five percent is too little for the labor market to absorb the young Kosovars now beginning to crowd the labor market. **Swisscontact intervention seeks to improve a more practical-oriented vocational training so that a better-qualified and versatile workforce can meet the demands of the Kosovar economy.** For that reason, two-month-long internships in local businesses or public institutions are increasingly important. The project was able to find an internship place for 100 vocational school graduates from 10 different schools. E-learning activities to train salespeople for instance were also expanded. Lastly, in 2010 the Agricultural School was opened in the capital, Pristina. Thanks to the support of the Swiss College for Agriculture (SHL) and the assistance of Swisscontact's Senior Experts Corps, it will soon become the best facility for training in the field of food processing in the entire region.

PROJECT	since*	Expenses 2010
Financing		CHF

ALBANIA

Vocational Education Development and Reform		
SDC	2009	1'025'135

KOSOVO

Promoting and Modernizing Vocational Training		
SDC	2007	876'610

UKRAINE

Training in Financial Management		
Credit Suisse	2008	28'431

* Start of current project phase

*New jobs through
recycling*

Latinamerica |
Bolivia

latinamericabolivia

Reducing Environmental Impact

In 2009, the «Ecovecindarios» (ecological neighborhoods) project was launched in Bolivia with the aim of simultaneously reducing pollution, raising awareness of the environment, and creating jobs. «Ecovecindarios» makes use of existing neighborhood associations. Waste collectors move from house to house retrieving recyclable trash, which they deliver to collection centers that pay the neighborhood associations for the trash received. The neighborhood associations in turn pay the collectors, who are able to gain employment and the higher social status that comes with it. «Ecovecindarios» has made people more conscious of the environment and inspired many new initiatives, one of which was undertaken by Daniela Bolivar.





One-Stop Fashion Design and Recycling

Daniela Bolivar, a graphic designer, wanted to do something for the environment and also work in fashion. Today the 26-year-old runs a small firm that reprocesses used plastic sheeting to make handbags and accessories. A success story from La Paz, Bolivia.

Actually, Daniela Bolivar could have simply continued working as a graphic designer. She worked for a newspaper and also took on consulting projects. But she had two dreams that did not let her rest: she wanted to work in fashion and also do something for the environment. She and her friends who worked at a printing plant that specialized in plastic sheeting and banners had asked themselves where all the material went after it was used.

Bolivar realized her dream when she founded her firm «Recicla Ahora» (Recycle Now) with two friends in 2009. It was the support from Swisscontact that tipped the balance, because, «with it, we knew that we were on the right path.» Recicla Ahora is part of Swisscontact's Ecovecindarios project, which focuses on the separation of waste and recyclables in La Paz. Not only does it guarantee that raw materials are properly processed, separated, cleaned, and reused. It also enabled Bolivar and her friends to create a business plan, obtain a small line of credit, and launch their first collection.

The first handbag and accessories collection generated a great deal of attention in newspapers as well as on radio and television. Consequently, many people offered their old banners and others got in touch with Recicla Ahora because they too wanted to found a small enterprise and needed advice.

Nevertheless, the success was hard won. Above all, the beginning was difficult and Bolivar invested a great deal of time and money. But today, two years after the company was founded, five people work for Recicla Ahora. What was once an idea, has now become a successful SME. Bolivar says, «Our enterprise proves that one can succeed in Bolivia and that there is a national market for these products.» She is proud that her business has motivated other young people to initiate their own projects. The products also contribute to a heightened environmental consciousness. And Recicla Ahora received an award at the Ibero-American Design Biennale. Both dreams of the former graphic designer have come true: design and recycling, hand in hand.

PROJECT	since*	Expenses 2010	PROJECT	since*	Expenses 2010
		CHF			CHF
BOLIVIA			HONDURAS		
Sustainable Tourism Swisscontact/SDC	2008	12'632	Promotion of SMEs Inter-American Development Bank (IDB)	2007	57'465
Promotion of SMEs Swiss Agency for Development and Cooperation (SDC)	2005	389'914	Promoting Tourism Companies Inter-American Development Bank (IDB)	2007	282'533
Income and Job Creation through Waste Management and Recycling Swisscontact/SDC	2009	514'567	Development of Apiculture (Bee-keeping) Swisscontact/ Argidius Foundation	2008	471'984
Clean Air Swiss Agency for Development and Cooperation (SDC)	2006	364'740	Promoting Smallholders Cultivating Coffee and Vegetables EU/Swisscontact	2010	25'670
Waste Management on Lake Titicaca World Bank	2007	111'659	HONDURAS/NICARAGUA		
Strengthening Local Suppliers Inter-American Foundation (IAF)	2008	94'213	Promoting SMEs Swiss Agency for Development and Cooperation (SDC)	2008	2'028'501
COSTA RICA			Development of Apiculture (Bee-keeping) Swisscontact/Inter-American Development Bank (IDB)	2009	403'935
Promoting Biogas Swisscontact/ Swiss Agency for Development and Cooperation (SDC)	2009	52'992	PERU		
DOMINICAN REPUBLIC			Clean Air Swiss Agency for Development and Cooperation (SDC)	2007	91'244
Introducing Environmental Standards in Small Hotels Kuoni Hugentobler Foundation	2010	92'787	Strengthening Savings and Loan Cooperatives in Southern Peru Microfinance Initiative Liechtenstein (MIL)	2006	158'054
ECUADOR			Reintegration of Working Children into Schools Swisscontact/Medicor Foundation/ UBS Optimus Foundation	2008	446'322
Institutional Development of Village Banking Swisscontact/Swiss Agency for Development and Cooperation (SDC)	2009	885'840	Promotion of Tourism in the Ancash Region Fondo Minero Antamina, Peru Opportunity Fund (FMA)	2008	97'230
Financial Services in Rural Areas Inter-American Development Bank (IDB)	2010	45'660	Promotion of SMEs Swisscontact/Swiss Agency for Development and Cooperation (SDC)	2009	360'822
Supporting Agricultural SMEs Ecuadorian Ministry of Water (Senagua)	2009	315'076	Promoting Tourism in the Puno Region Fondo Empleo	2007	49'062
Institutional Promotion of Cooperative Banks Corporación Andina de Fomento (CAF)	2009	113'509	Strengthening SMEs in Trout Farming Corporación Andina de Fomento (CAF)	2009	45'472
Strengthening Suppliers Corporación Andina de Fomento (CAF)	2008	18'388	Developing Tourism in the Nazca-Cusco Corridor Swisscontact/Inter-American Development Bank (IDB)	2008	233'039
Strengthening Suppliers Inter-American Development Bank (IDB)	2008	31'885	Technical Consultation and Monitoring Small Projects Fondo Minero Antamina (FMA)	2008	255'988
EL SALVADOR/GUATEMALA			Strengthening Local Suppliers IFC/PLNG	2008	402'792
Vocational Education and Training Swisscontact/Swiss Agency for Development and Cooperation (SDC)	2009	625'829	Integral Management of Hospital Waste in Southern Peru Swisscontact/Medicor Foundation	2009	389'329
Promoting Artisans Millennium Challenge Corporation	2007	54'762			

PROJECT	since*	Expenses 2010
Financing		CHF

PERU

Sustainable Tourism Promotion Swiss State Secretariat for Economic Affairs (SECO)	2006	639'104
Promoting the Competitiveness of SMEs FondoEmpleo	2009	1'343'865
Promoting the Local Economy in Piura Peruvian Ministry of Transportation	2010	64'097

SOUTH AMERICA

Introduction of Energy-Efficient Brick Production in Seven Countries Swiss Agency for Development and Cooperation (SDC)	2010	840'396
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* Start of current project phase

Dominican Republic

Since 2010, in close collaboration with the local hotel association in the northwest province of Samana, Swisscontact has advocated for the introduction of environmental standards in small hotels, restaurants, and taverns. The goal is to enable small and medium-sized enterprises to become more environmentally friendly and more competitive. The first courses in how to convert hot water heating to solar power systems were held, a pilot solar heating system was installed, and a handful of small hotels received individual consultation regarding the proper installation of solar power systems. **Given the government's current discussions on reforming the environmental laws to include alternative energy programs, both the timing and the focus of the project were particularly propitious.**

Ecuador

Thanks to support from Swisscontact, more than 10,000 new clients from a total of 10 savings and loan associations received microloans of up to \$500 in 2010. For most of them, it was the first time that they received a formal loan from a financial services institution. **The savings and loan associations industry grew at a rate of 30 percent in 2010, by far the strongest economic growth of any sector in the country. The people who were able to set aside modest savings and the ones who were able to take out microloans, particularly in rural and remote regions, were the ones to benefit most.** Swisscontact advised the borrowers in financial matters, such as the repayment of loans as well as savings strategies. In that way the risk for both the savings and loan associations as well as their clients was minimized.

El Salvador

In El Salvador almost 2,000 unskilled people in rural areas enrolled in more than 70 short

continuing education courses – more than 50 percent of the graduates started a business and almost 10 percent found regular employment.

As a result 984 new microenterprises as well as 97 new jobs were created. Also, in the northern area of the country a new project was launched to promote the value chain in the area of handicrafts. The project supports 576 artisans and 67 workshops with training facilities that are organized by two associations. The technical advice provided by Swisscontact is comprehensive and addresses everything from purchasing supplies, improving production, and developing new product design to marketing. The goal is to improve the efficiency of the production process as well as to increase sales and profits through new markets. The associations organize the marketing on local, regional, and international levels. Increased income from the handicraft work and the creation of new jobs particularly for youths who are prone to join violent street gangs are two of the expected results from this project.

Honduras/Nicaragua

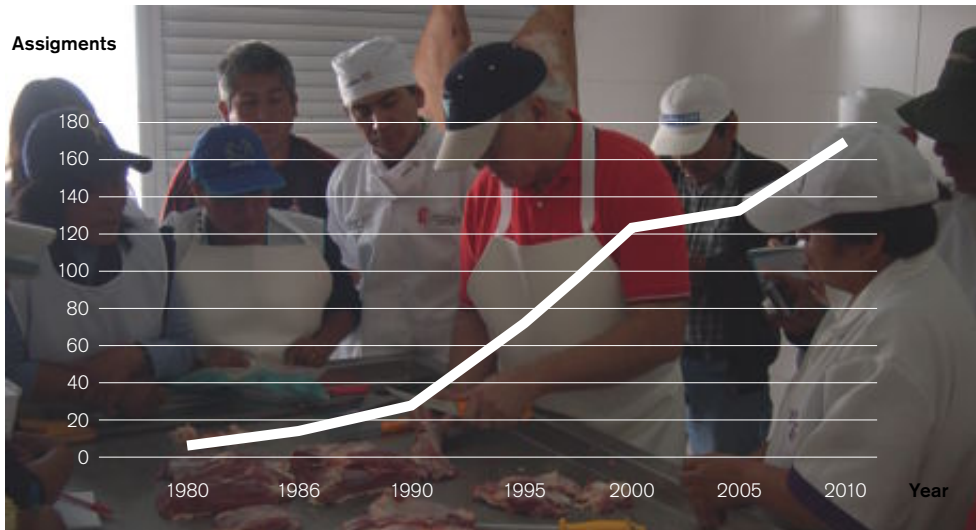
In Honduras Swisscontact emphasizes the promotion of value chains for fruit, vegetables, coffee and cocoa. The smallholders can work more efficiently if they form groups to collectively negotiate with larger processing and delivery operations and purchase supplies – together they are stronger than they are alone. In 2010 more than 3,000 smallholders and small enterprises were supported. SMS information services played an important role in providing smallholders in remote regions access to market information.

Additionally, Swisscontact supports apiculture in Central America. In 2010 almost 1,800 honey producers in Honduras and Nicaragua received continuing education in 100 courses and mentoring. The program also provided more than 2,500 technical assistance visits. The result: higher productivity and income as well as additional jobs. Today, beekeeping is a desirable occupation in the project area.

Furthermore, strengthening the domestic honey production reduces the need for expensive imported honey.

Peru

In 2010, Swisscontact continued to be deeply involved in sustainable tourism in Peru. **In cities like Nazca, Lucanas, and Aymaraes almost 100 businesses and associations in the tourism industry and their 500 employees received training to improve service quality.** Another goal is to improve the prospects for tourism in lesser-known regions such as Conchucos and generate new tourism products. Swisscontact supports Destination Management Organizations (DMOs) in seven regions, which raise the profile of their respective destinations through exhibitions, workshops, seminars, and forums, in addition to their partners in the tourism industry. In the future this will attract new investments as well as national and international tourists.



Senior Expert Corps A 30-year-old Success Story

The Senior Expert Corps was created in 1980 with three initial projects: one in Indonesia and two in Lesotho. Since then the number of assignments has continued to grow. In 2010, 30 years later, it had the largest number to date with 168 assignments in 27 countries.

The strength of the Senior Expert Corps lies in its clear focus on one core area: supporting small and medium-sized enterprises in developing countries and Eastern Europe with volunteer experts from Switzerland. The hands-on advice and decades of experience that the experts provide on a volunteer basis are greatly valued by the SMEs. Gaining access to this firsthand advice from experienced professionals empowers the small entrepreneurs to move their businesses ahead.

Many consulting assignments continue to evolve into friendships and longstanding consulting partnerships. The experts emphasize how much they profit from this reciprocal exchange and how enriching the experience is. Frequently they are able to see their own possibilities and opportunities in a new light.

High Client Satisfaction

The first step of any assignment is a request from a potential client to the staff responsible locally for the Senior Expert Corps, who then direct it to the Head Office in Zurich.

Whether in Benin, Ecuador, Honduras, Nepal, or Ukraine, the client surveys of the expert assignments produce a uniform picture: 95 percent of respondents indicate that their level of satisfaction was high or very high and the suitability of the expert was very good (83 percent) or good (11 percent). Eighty-eight percent request a second assignment.

Victor Voloshinov, the owner and director of an agricultural tourism business in Kremenevka, Ukraine says that, «the opportunity to work with an expert who possesses such a wealth of experience and extensive knowledge is a major help for the development of small enterprises in Ukraine.»

PROJECT	since*	Expenses	2010
Financing			CHF

DEVELOPING COUNTRIES

Promoting SMEs through the Senior Expert Corps SOMS-Fund	2009	620'140
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PROJECT	since*	Expenses	2010
Financing			CHF

EASTERN EUROPE

Promoting SMEs through the Senior Expert Corps SOMS-Fund	2009	146'154
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* Start of current project phase

«Nepalese approaches to problem-solving also work.»

The 55-year-old adult educator and nurse, Regula Wirth from Gossau, Switzerland, has been to Nepal twice for the Senior Expert Corps. The first assignment was in a nursing school, where she primarily helped with the teaching related to neonatal care, nutrition, and addressing women's issues. During the second visit she helped reorganize procedures in a hospital.

Ms. Wirth, how were you received in the places of your assignments in Nepal?

I was very well received in the school, but in the hospital I encountered some resistance. Above all from nurses who had worked there for a long time, but some doctors also expressed it in a less straightforward manner.

How did you deal with it?

I tried to win them over with simple measures. For example, a doctor had prescribed that a baby with pneumonia should not eat. Of course, the baby cried for hours from hunger, which was not particularly conducive to alleviating the pneumonia. I was able to convince him that it is good for a mother to nurse her child. So the baby drank and then slept for three hours. That was a better point of departure for the treatment.

Was your suggestion adopted?

The head of the intensive care unit adopted it and I'm certain that she continues to work in that manner. Perhaps the other departments also work with my materials. I made a booklet with about 100 pages of functional specifications and many suggestions. Hygiene was a particular concern of mine, because it was abysmal! I actually showed them how a nightstand must be cleaned so that a new patient is not infected by the germs from the previous patient.

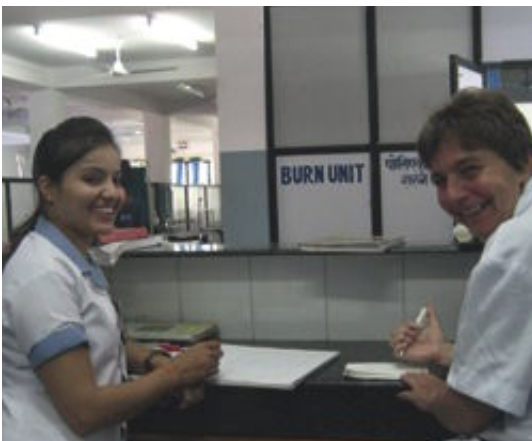
Did you also learn anything for your own work?

Not pertaining directly to the profession, but the period after childbirth interested me. I learned that all the mothers nurse and begin immediately with baby massage. Often the mother-in-laws massage the baby. It is very good for the baby, but it would not be possible in Switzerland. And there is something I call the 'Nepalese approach to problem-solving'. Someone left a baby in the hospital because the mother did not want it. A childless family saw it there and adopted it immediately. Coincidentally, a few days later they were in the hospital again and I saw how they cared for the child so tenderly! This happy solution for all the participants would be unthinkable here in that form.

What is the lesson you learned from these two assignments?

I can't change everything and often I must make compromises, but if I have introduced one or two changes then it is all right because many people will probably profit from it. And honestly, I would gladly travel there again and see how things are running now.

Interview conducted by
Mari Serrano







latinamericaperu

A woman weaving a traditional rug. She receives support from the Swisscontact project for the promotion of sustainable tourism in many regions of the country.

Annotations to the Financial Report

Constitutive Information

The annual financial report was prepared in accordance with the accounting recommendations of the Swiss GAAP FER 21 for charitable non-profit organizations. The cost structure and the percentage of funds used for administrative expenses, administrative program expenses, as well as direct program expenses are in accordance with the recommendations of the ZEWO Foundation, which were approved in 2005.

Important Benchmarks and Key Figures

The total of project expenses was four percent less than the previous year. The progress of individual projects and the annual spending in the year covered by this report were again strongly influenced by external factors in the project countries. Income in the amount of nearly CHF 8 million from services rendered in the previous year's accounting had to be reclassified from the local to the international funders. Donations and contributions (donations with mandate) registered a gratifying increase of 42 percent (from CHF 5.2 million to CHF 7.4 million). The trend towards project-based donations continues for private as well as institutional donors. The gratifying increase of donations earmarked for specific projects (from CHF 4.4 million to CHF 6.9 million) was nevertheless accompanied by a decline in unrestricted funds (from CHF 800,000 to CHF 500,000). The expenses for fundraising in 2010 totaled CHF 746,000 (2009 figure: CHF 818,000) and represented 10 percent of revenues (2009 figure: 16 percent). The reason for this decline is due to the activities surrounding the fiftieth anniversary of Swisscontact in 2009. Expenses for fundraising represent 1.6 percent of total expenses (2009 figure: 1.7 percent). The ZEWO benchmark for this figure is eight percent. The total administrative expenses of the headquarters remained within the budget and made up 5.8 percent of total expenses (2009 figure: 4.9 percent). The ZEWO benchmark for organizations with international activities is 11 percent. The value of foreign equities declined significantly due to the Euro crisis, leading to a net loss in financial income. The desired currency fluctuation reserve could not be established.

Consolidated profit and loss statement for 2010

	2010	2009
in 000s of CHF*		
Income		
INCOME FROM DONATIONS AND CONTRIBUTIONS		
Donations from public donors	1'731	1'497
Donations from private donors	2'228	1'702
Donations from the Circle of Friends	118	210
Program contributions from the Swiss Government	4'500	5'419
Project contributions from Swiss Solidarity	1'137	3'062
Project contributions from public donors	1'442	486
Project contributions from private donors	2'496	1'323
Total donations/contributions	13'652	13'699

*Year End Rate 2010:
1 CHF = 1.0680 USD
Average Rate 2010:
1 CHF = 0.9591 USD

	2010	2009
in 000s of CHF*		

INCOME FROM SERVICES RENDERED

Swiss Government mandates	12'073	13'991
International funders	11'759	12'078
Local funders	6'641	6'415
Private funders	803	472
Total revenue from services rendered	31'276	32'956
Total income	44'928	46'655

Expense

PROJECT EXPENSES

Albania	1'025	1'699
Bangladesh	9'179	8'718
Benin	1'364	1'128
Bolivia	1'494	2'852
Burkina Faso	654	710
Costa Rica	53	52
Dominican Republic	93	0
Ecuador	1'441	2'438
El Salvador	681	907
Honduras	905	809
Indonesia	6'835	7'785
Kenya	85	68
Colombia	66	0
Kosovo	877	1'046
Mali	1'049	802
Nepal	36	43
Nicaragua	0	18
Niger	939	485
East Africa	509	633
Peru	4'744	5'540
Sri Lanka	768	789
South Africa	1'229	1'479
Tanzania	1'581	948
Uganda	1'493	917
Vietnam	0	209
Central American Regional Program	840	0
South American Regional Program	2'432	2'333
Senior Expert Corps (SEC)	766	634
Other projects	259	275
Coordination offices in project countries	1'503	1'163
Subsidiaries	511	435
Project support	1'630	1'602
Total project expenses	45'041	46'517

ADMINISTRATIVE EXPENSES

Subsidiaries	604	439
General administration	2'064	2'414
Communications, including fundraising	746	818
Total administrative expenses	3'414	3'671
Provisions	-2'547	-856
Operating result	-980	-2'677
Net financial income	-442	395
Exceptional result	20	-95
Result before changes in funds	-1'402	-2'377
Change in restricted funds	568	1'843
Change in free funds	10	455
Result after changes in funds	-824	-79
Allocation to internally generated designated capit	0	210
Result after allocation to internally generated designated capital	-824	131

Consolidated balance sheet as of 31 December 2010

2010 2009
in 000s of CHF*

Assets

CURRENT ASSETS

Cash and cash equivalents	12'063	9'773
Cash and cash equivalents of projects	4'334	3'754
Marketable securities	3'722	5'469
Other receivables	1'876	1'651
Receivables due from related parties	11	28
Accrued income	523	544
Credits for participation in projects	2'206	3'564
Total	24'735	24'783

NON-CURRENT ASSETS

Tangible assets	252	204
Intangible assets	391	240
Total	643	444
Total assets	25'378	25'227

Equity and Liabilities

CURRENT LIABILITIES

Other liabilities	1'821	1'604
Accrued liabilities	1'216	1'359
Vorauszahlungen		
Advance payments for participation in projects	16'583	12'495
Provisions	10	2'590
Total	19'630	18'048

NON-CURRENT LIABILITIES

Other non-current liabilities	0	7
Total	0	7

RESTRICTED FUNDS

Foundation funds	396	552
Restricted donations	931	1'343
Total	1'327	1'895

EQUITY

Trust capital	5'230	5'121
Unrestricted funds and reserves	15	25
Year end result	-824	131
Total	4'421	5'277
Total equity and liabilities	25'378	25'227

Report of the Statutory Auditors

To the Board of the Foundation of Swisscontact, Swiss Foundation for Technical Development Cooperation, Zurich

We have audited the consolidated financial statements (balance sheet, income statements and notes) of Swisscontact for the year ending 31 December 2010, from which the summarized financial statements were derived, in accordance with the Swiss auditing standards. In our report dated 31 March 2011 we expressed an unqualified opinion on the consolidated financial statements from which the summarized financial statements were derived.

In our opinion, the accompanying summarized consolidated financial statements are consistent in all material respects with the financial statements from which they were derived.

For a better understanding of Swisscontact's financial position and the results of its operations for the period and of the scope of our audit, the summarized consolidated financial statements should be read in conjunction with the consolidated financial statements from which the summarized financial statements were derived and our audit report thereon.

We further confirm that the relevant provisions of the ZEW foundation have been observed.

PricewaterhouseCoopers AG

Arno Frieser Thomas Wallmer
Audit Expert Audit Expert
Auditor in charge

Zurich, 31 March 2011

Appendix to the Annual Report

Change in funds

Opening Balance Internal Income Allocation Expense Closing Balance
in 000s of CHF*

RESTRICTED CAPITAL FUNDS

Social projects	552	-60	136	-232	396
Total	552	-60	136	-232	396

RESTRICTED INCOME

Soms	718	0	0	-167	551
Restricted donations	625	0	3'576	-3'821	380
Total	1'343	0	3'576	-3'988	931
UNRESTRICTED FUNDS	25	0	498	-508	15

This financial report of the fiscal year 2010 is a condensed version. The detailed financial report in accordance with Swiss GAAP FER 21 can be ordered from the Head Office of Swisscontact or downloaded from www.swisscontact.org.

Donors 2010 (above CHF 500)

We thank all the donors who generously supported our work in 2010. In the year reported we received a total CHF 7,376,154. Seventy-seven percent of these donations came from companies, foundations, and individuals, and twenty-three percent from cantons and municipalities in Switzerland.

The index numbers refer to project-based donations in the follow countries or regions:

Bangladesh¹, Benin², Bolivia³, Burkina Faso⁴, El Salvador⁵, Guatemala⁶, Honduras⁷, Indonesia⁸, Kenya⁹, Colombia¹⁰, Mali¹¹, Niger¹², Peru¹³, Sri Lanka¹⁴, South Africa¹⁵, Tanzania¹⁶, Uganda¹⁸, Ukraine¹⁹, Senior Expert Corps²⁰

Companies and Foundations

Advantis Versicherungsberatung AG, ALBA Allgemeine Versicherungs-Gesellschaft AG, Axpo Holding AG, Bader + Niederöst AG, Basilea Pharmaceutica Ltd., Blaser Swisslube AG, Breitling SA, Bucher Industries AG, Bucherer AG, Bühler Public, Casa-Nova Service, cemsuisse Verband der Schweizerischen Zementindustrie, Charles Vögele Gruppe¹, Crowne Plaza Zurich⁴, Diethelm Keller Management AG, Eduran AG, Geberit International AG, Gewerkschaft Unia, Hansa-Flex Hydraulik AG, Helbling Technik AG², Hesta Services AG, Hoffmann-La Roche AG, Holdit, Imbach + Cie AG, Infrassure Ltd.³, Fritz+Caspar Jenny AG, Kaba Holding AG, Karl Steiner AG, KPMG AG, Legler Holding AG, Lenz & Staehelin, Merz Pharma (Schweiz) AG, Migros-Genossenschaftsbund¹³, Nestlé (Suisse) SA⁸, Novartis International AG¹³, PricewaterhouseCoopers AG, Prowald & Partner GmbH, Rapp AG, Ricola AG, Ringier AG, Roland Schwab Holding AG, Rondo Burgdorf AG, Roschi Rohde & Schwarz AG, Schenker-Winkler Holding AG, Scherler AG, Schweizerische Nationalbank, Seedamm Plaza⁶, Spross Ga-La-Bau AG, Stefanie Thalman GmbH, Supercomputing Systems AG, Swiss Life AG, Swiss Reinsurance Company Ltd., Transmetra haltec GmbH¹³, UBS Employee Donations³, Union Industrielle Genevoise, Victorinox AG, Wirz Services AG, zCapital AG, Zürcher Kantonalbank

Ameropa Foundation¹⁴, Argidius Foundation⁷, René und Susanne Braginsky Foundation, Chevron Global Fund⁸, Cordaid⁸, Credit Suisse Foundation^{9,15,16,18,19,20}, Ernst Göhner Foundation², Gebauer Foundation¹⁸, Hilti Foundation^{10,20}, Hirschmann Foundation¹¹, Jacobs Foundation, Kolb'sche Family Foundation, Lotex Foundation⁶, Louis Leitz Foundation⁴, Medicor Foundation^{2,13,18}, Peru Opportunity Fund¹³, Progreso Foundation¹⁸, Rabobank Foundation¹³, Johann Jacob Rieter Foundation, Siemens Foundation³, Foundation for Practical Vocational Education in Black Africa², Foundation Las Rosas Rojas^{5,6}, Symphaxis Foundation (Fund for Children)^{16,18}, Syngenta Foundation for Sustainable Agriculture, UBS Optimus Foundation¹³, Uniscientia Foundation⁸, Vontobel Foundation²

Liechtenstein Development Service^{4,12}
Microfinance Initiative of Liechtenstein¹³

Circle of Friends

Daniel Benninger¹⁶, Bern; Regina and Peter Basler, Hasle b. Burdorf; Leo Breuss, Zurich; Martin Bruderer, Herrenschwanden; Dora and Lucas David, Fällanden; Hedwig Egger, Zurich; Fritz and Maria Fahmi, Zollikon; Peter Forstmoser, Horgen; Rudolf Friedrich, Winterthur; Ralph Gisler⁸, Altdorf UR; Peter Gloor, Basel; Heidi E. Grossmann, Zurich; Jean-Claude Hentsch, Corsier GE; Marie-Therese Herwig-Schwaller⁵, Arosa; Nicolas Holliger, Horgen; Esther Honold, Basel; Barbara Hug⁸, Zurich; Brigitte and Sepp Huwyler, Zurich; Robert Jenny, Weesen; Isabel Karrer and Stefan Mösli, Zug; Esther Kissling, Wallisellen; Anton Koch, Thalwil; Dieter Kruppenacker, Uetikon am See; Ernst A. Kubli, Küsnacht ZH; Peter Kyncl, Zollikon; Helmut Leitz, Stuttgart; Bruno Meier, Jona; Regula and Werner Merz, Männedorf; Hans Peter Ming, Zumikon; Markus Muheim, Bern; Hanni and Karl Muntwyler, Spreitenbach; Roberto Paganoni, Zollikon; Therese St. Peter, Durham NC; Sascha Quaderer, Vaduz; Nanni Reinhart, Winterthur; Martin Ruf, Winterthur; Estelle and Kurt Schiltknecht, Zurich; Klaus Schnyder, Chardonne; Werner Schulthess, Wädenswil; Theo E. Schwarzenbach, Russikon; Hans Schweizer, Maur; Schweizerisches Generalkonsulat, Stuttgart; Marina de Senarclens, Zurich; Walter Stahel²⁰, San José; Michael Stauffacher, Zurich; Anna Barbara and Conrad Stockar, Bern; Margrit Tappolet², Zurich; Pia and Heinz Tschudin, Wallisellen; Venturini² Family, Waldstatt; Margrit and Andrea von Planta, Cham; E. and E. Walser², Waldstatt; Elisabeth and Hans Widmer, Oberwil-Lieli; Urs Widmer, Schaffhausen; Roman Zemp, Rengg; Eveline and Christian Zenker, Lachen SZ; Peter Zurschmiede, Winterthur

Municipalities: Belp²⁰, Bern², Dübendorf³, Egg b. Zurich²⁰, Gossau SG²⁰, Kloten⁵, Küsnacht ZH², Maur^{2,9,16,18}, Rapperswil-Jona⁸, Rüslikon¹³, Russikon²⁰, Uitikon²⁰, Wallisellen¹², Wetzikon⁸, Zug⁸, Zumikon¹³, Zurich^{2,13}

Cantons: Aargau¹³, Appenzell Ausserrhodens⁸, Basel-Landschaft^{9,16,18}, Basel-Stadt³, Glarus¹³, Graubünden⁸, Nidwalden⁸, Solothurn²⁰, Zug³, Zurich^{9,16,18}

Church Parishes: Andelfingen (Protestant)²⁰, Nidau (Protestant)², Uster (Roman Catholic), Zumikon (Protestant)²⁰

Governing Bodies

Status as of December 31, 2010

Board of Trustees

Egbert Appel

Trustee, Martin Hilti Family Trust, Schaan
Member of the Board and Managing Director, Hilti Foundation, Schaan

Peter Arbenz

Director Operations, Swiss Reinsurance Company, Zurich

Nicolas A. Aune

General Secretary, Union Industrielle Genevoise (UIG), Geneva

Dr. Thomas W. Bechtler

Member of the Supervisory Board, Hesta AG, Zug

Gerold Bühler

President, economiesuisse, Federation of Swiss Businesses, Zurich

Dr. Guido Condrau

Attorney, Zollikon

Prof. em. Dr. Fritz Fahrni

University of St. Gallen and Swiss Federal Institute of Technology (ETH), Zurich

Claudio Generali

Vice President of the Supervisory Board, SRG SSR idée suisse

President of CORSI

Member of the Swiss Air Transport Foundation

President, Associazione Bancaria Ticinese

Dr. Urs Grütter

Owner and Chief Executive, Max Ditting AG

Prof. Dr. Fritz Gutbrodt

Managing Director, Credit Suisse Group, Zürich
Executive Director, Credit Suisse Foundation, Zürich

Dr. Rolf M. Jeker

President of the Supervisory Board, OSEC
Chairman of the Board of Trustees, myclimate, Zurich

Dr. Gottlieb A. Keller

General Counsel, Member of the Management Board, F. Hoffmann-La Roche AG, Basel

Heinrich M. Lanz

Board member in a variety of companies including
Vice President of the Supervisory Board

INTEGRA Holding AG

Independent business coach

Dr. Herbert Oberhänsli

Deputy Director, Nestlé SA, Vevey

Raphaël Odoni

Former Director, Suisse romande Siemens Switzerland AG

Thomas E. Preiswerk

Management Consultant, Basel

Dr. Albin Reichlin-Boos

Director, University of Applied Sciences of Eastern Switzerland (FHO), St. Gallen

Member of the Rectors' Conference of the Swiss Universities of Applied Sciences (KFH), Bern

Dr. Klaus Schnyder

Former Director, Nestlé SA, Chardonne

Prof. Dr. Ulrich W. Suter

Swiss Federal Institute of Technology (ETH), Zurich
Institute for Polymers, Zurich

Peter K. Steiner

Vice President of the Supervisory Board, Karl Steiner AG

Georges Theiler

Member of the National Council, Entrepreneur, Lucerne

Markus R. Tödtli

Partner, Aquila Florentina Asset Management AG, Zurich

Committee

Peter Grüschow

President, Swisscontact

President of the Supervisory Board, Swissgrid AG

President of the Supervisory Board, Albis

Technologies AG

Arthur Bolliger

Member of the Supervisory Board, Maerki Baumann Holding AG, Zurich

President of the Supervisory Board, InCore Bank AG, Zurich

Dr. Anna Crole-Rees

Founder and Consultant, Crole-Rees Consultants, Lausanne

Director, ProfiCrops, Agroscope Research Programs, ACW Wädenswil

Marina de Senarclens

Founder and President of the Supervisory Board,

Senarclens, Leu + Partner AG, Zurich

Member of the Executive Board, Siteco, Belp

Founder and Executive Director, Group of Fifteen, Zurich

Marc Furrer

President, Federal Communications Commission

ComCom, Bern

Head of the Postal Supervisory Agency, Bern

Member of the Executive Board, Institute for Business Informatics, University of St. Gallen

Hans Hess

President, Hanesco AG, Pfäffikon SZ

Member of the Supervisory Board, Geberit AG, Jona

President, Swissmem, Zurich

Prof. Dr. Werner Inderbitzin

Founding Rector, Zurich University of Applied Sciences (ZHAW), Winterthur

Member of the Board of Trustees, Center for Corporate Responsibility and Sustainability, Zurich

Member of the Conference of Rectors of the Swiss Polytechnical Universities, Bern

Felix L. Nicolier

Director of Project Management, Syngenta Foundation for Sustainable Agriculture, Basel

Member of the Executive Committee, Commission for Research Partnerships with Developing Countries, Bern

Member of the Donor Committee, International Foundation for Science, Stockholm

Auditors

PricewaterhouseCoopers AG, Zurich

Head Office Employees

Status as of December 31, 2010

Management Board

Urs Egger, Executive Director
Florian Meister, Deputy Executive Director, Director Africa
Maya Borer, Head of Human Resources and Services
Gabriella Crescini, Head of Client and Partner Relationships
Ulrike Gminder, Head of Communications
Béatrice Horn, Head of Finance and Controlling, IT
Walter Horn, Director Asia and Eastern Europe, Managing Director SC Services AG
Benjamin Lang, Director Latin America
Marion Bernhard, Assistant to the Executive Director

Project Development and Management

Walter Horn, Director Asia and Eastern Europe
Benjamin Lang, Director Latin America
Florian Meister, Director Africa
Juliet Royston
Luca De Giovanetti, Junior Professional Officer
Elisa Roth, Junior Professional Officer
Anne Bickel, Responsible for the Development Program
Ursula Hotz

Client and Partner Relationships

Bernadette Bodenmüller
Laure Fornasier
Lea Rogowska
Susanne Ulrich

Communications

Bernadette Bodenmüller
Stefan Michel

Senior Expert Corps

Anne Bickel, Project Manager
Ursula Hotz
Nicole Luis

Knowledge and Content Management

Urs Egger, Head
Afonso Mendonça Reis
Marianne Sulzer

Finance and Controlling, IT

Roger Iten
Martin Krauss
Martine Schapman

Human Resources and Services

Daniela Cuadra
Yvonne Kohler
Montserrat Raurich
Hüsne Somer
Carole Arbenz, Commercial apprentice
Schilan Cam, Commercial apprentice
Leulinda Gutaj, Commercial apprentice

American Friends of Swisscontact, Inc.

Gisela Keller, Executive Director

Swisscontact Germany gGmbH

Johannes Schwegler, Executive Director
Oliver Fakler
Barbara Mila Majic
Anna Nikolaeva
Christian Schniepper
Judit Seid

The employees of the Swisscontact Head Office, Zurich, Swisscontact Germany, and the American Friends of Swisscontact comprise an aggregate of 31 full-time positions including one part-time consultancy.

Field Office Employees Status as of December 31, 2010

Africa

BENIN

Tania Haïdara, Country Manager

Christiane Dehoué, Project Manager

BURKINA FASO

Rudolf Schneider, Country Manager

KENYA

Véronique Su, Country Manager,

Regional Project Manager

MALI

Ulrich Stucki, Country Manager

Yves Matthijs, Project Manager

NIGER

Jean-Michel Limat, Country Manager

SOUTH AFRICA

Hans Rudolf Hagnauer, Regional Director,

Country Manager

Marianne Sulzer, Deputy Country Manager

Neo Seleke, Project Manager

John Volsteadt, Project Manager

TANZANIA

Stefan Butscher, Country Manager

Ralph Engelmänn, Project Consultant

UGANDA

Ralph Rothe, Country Manager

Stephanie Dreifuss, Project Manager

Bachu Mubarak, Project Manager

Latin America

BOLIVIA

Regula Chavez, Country Manager

Freddy Koch, Project Manager

Matthias Nabholz, Project Manager,

Project Consultant

COSTA RICA

Luzi Hugentobler, Regional Director

ECUADOR

Heinz Allemann, Country Manager

Carlos Egüez, Project Manager

Franklin Lozada, Project Manager

EL SALVADOR

Bjorn Braubach, Country Manager

Bettina Bauer, Expert

HONDURAS

Jorge Cruz, Project Manager

Martin Lanza, Project Manager

Francisco Posas, Project Manager

Iván Rodríguez, Project Manager

NICARAGUA

Rudolf Krummenacher,

Legal Representative, Project Consultant

Nidia Pereira, Project Manager

Pedro Vargas, Project Manager

PERU

Jon Bickel, Country Manager

Cecilia Rivera, Deputy Country Manager

Marisela Benavides, Project Manager

Sandra Doig, Project Manager

Rubén Ganoza, Project Manager

Carlos Gherzi, Project Manager

Maritza Linares, Project Manager

Erwin Luna, Project Manager

Kenia Ordonio, Project Manager

COLOMBIA

Philippe Schneuwly, Regional Director

DOMINICAN REPUBLIC

Joachim Eissler, Country Manager

Asien

BANGLADESH

Manish Pandey, Regional Director,

Country Manager

Götz Ebbecke, Project Manager

Martin Dietschi, Project Manager

Jeoung-Keun Lee, Project Manager

Manfred Egger, Project Consultant

Markus Kupper, Project Consultant

Vicente Palcong, Project Consultant

Christian Portal, Project Consultant

INDONESIA

Peter Bissegger, Regional Director,

Country Manager

Prashant Rana, Deputy Country Manager

Manfred Borer, Project Manager

Carolin Fesenberg, Project Manager

Rik Frenkel, Project Manager

Irfansyah, Project Manager

Ade Suwargo Mulyo, Project Manager

Ruedi Nützi, Project Manager

Ferry Sabam Samosir, Project Manager

Dollaris R. Suhadi, Project Manager

Etih Suryatin, Project Manager

Martin Stottele, Project Manager

Kitri Widaretna, Project Manager

SRI LANKA

Jayandra Seneviratne, Project Manager

Eastern Europe

ALBANIA

Matthias Jäger, Legal Representative,

Project Consultant

Sibylle Schmutz, Expert

KOSOVO

Johann-Peter Porten, Legal Representative,

Project Manager

Swisscontact employs 600 additional local staff around the world (373 men and 227 women).

Publishing Information

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Swiss NPO-Code Swisscontact directs its organization and business practices according to the Corporate Governance Guidelines for Non Profit Organizations (Swiss NPO Code) established by the presidents of the largest aid agencies in Switzerland. A audit commissioned by this organization revealed that the requirements of the Swiss NPO-Codes are met.

ZEWO Seal of Approval: Swisscontact is distinguished with the ZEWO Seal of Approval. It is bestowed upon charitable organizations for scrupulously managing money entrusted to them and attests to the purposeful and economic deployment of donations. It identifies transparent and trustworthy organizations with functioning control structures, which insure ethical fundraising and communications. Swisscontact is regularly examined for compliance with its criteria (Source: ZEWO)

Société Générale de Surveillance (SGS) Swisscontact is presently in the midst of a recertification process conducted by the international inspection agency, Société Générale de Surveillance (SGS) within the NGO Benchmarking Program. The final certification is expected in the course of 2011.



