FRIENDSHIP BRIDGE

Empower Women. Eliminate Poverty.









2021 Annual Report





Dear Friends,

Each year we prepare an annual report at Friendship Bridge to look back at the previous twelve months and share successes, outcomes, and progress made toward the mission and strategic goals of the organization. This annual report, for both of us, is full of celebration, pride, and an opportunity to look forward to a new and exciting chapter for Friendship Bridge.

2021 was an amazing year, even with COVID-19 still affecting us in many ways. The incredible work, flexibility, and commitment from our staff allowed us to dust off our prior plans and roll out a successful relaunch of the 2021-25 Strategic Plan: Impact[2]. After a year of lockdowns, we got back into the field using all the safety protocols we put in place. Our clients and staff not only got through the hardships of COVID-19 but also thrived in spite of it. One of the reasons we were so successful is that we stayed laser-focused on our goals with the right team of professionals committed to improving the lives of our clients. We still have a long way to go to fully implement the plan's new initiatives, in the areas of Responsible Growth (pg. 6), Innovation and Technology (pg. 8), our *Bridge to Success* program (pg. 9), and Social Impact (pg. 10), but if last year is any indication of the success of our Strategic Plan, it will be an impactful and exciting few years ahead for Friendship Bridge.

As our mission clearly states, Friendship Bridge is committed to creating opportunities to empower women in rural Guatemala. We have stayed true to our mission by empowering our staff as well. This was evident when Great Place to Work® named Friendship Bridge not only a Great Place to Work for all, but one of The Best Places to Work™ for Women in Central America and the Caribbean in 2021 (pg. 11). Our commitment to gender equality is indicated by the fact that more than 50 percent of our total workforce is female and women make up 50% of all manager positions. In addition, we have received strong employee satisfaction survey results year after year—and they were even higher at the height of the COVID-19 pandemic.

As a result of our video campaigns promoting the benefits of getting vaccinated, which were presented in a number of indigenous languages to be sure our clients understood them, we are very proud to share that 98% of our staff and 35% of our clients were vaccinated—significantly higher vaccination rates than in the general rural Guatemalan population (see pg. 11). And our *Health for Life* program proved to be even more critical and appreciated by our clients due to the focus on their health that the pandemic created. The program allowed us the opportunity to teach clients more about the virus and its risks, in addition to the health services we already offered.

Friendship Bridge also received high rankings in the world's first microfinance impact performance index, conducted by 60 Decibels. The report showed which microfinance organizations are actually improving the lives of low-income individuals. Here are some of the performance results that we are so proud of, when compared against 72 other Microfinance Institutions in 41 countries:

- #3 in Latin America and the Caribbean
- #16 in the world
- In the top 20% in 'Business Impact' and 'Household Impact' dimensions

You can see we have a lot to celebrate about 2021 at Friendship Bridge. The future is bright with the strong foundation that we have, and the path is clear with our Strategic Plan as a guiding light. This makes it the perfect time for me, Karen Larson, to step aside at year end, after 13 years as President & CEO, and allow new leadership to continue our important work. And it is also a perfect time for me, Susie Miller—a long-time supporter, circle leader and board member who has been involved with Friendship Bridge for 13 years—to take the helm of the board during this transition period. We are both excited and confident about the future of Friendship Bridge. We want to thank you for partnering with us and believing in us. With your support, we are making an exponential impact on the lives of tens of thousands of inspiring women in Guatemala striving to build a better life for themselves, their families, and their communities.



Karen Larson
President & CEO



Susie Miller
Board of Directors Chair as of 2022







What We Do

Friendship Bridge is a nonprofit social enterprise creating opportunities that empower Guatemalan women to build a better life. We utilize the tools of microcredit, education, and preventive health services to support our clients in building resilience and pursuing their chosen opportunities. We call this *Microcredit Plus.*

External Recognition

Friendship Bridge received a 4-star rating from Charity Navigator, which means we're accountable, transparent, and financially healthy. This exceptional designation sets us apart from other nonprofits.
>> GIVE WITH CONFIDENCE

We earned a 2021 Platinum Seal of Transparency with Candid (formally GuideStar)! You can support our work with trust and confidence.
>> VIEW OUR PROFILE

Friendship Bridge ranked 3rd in Latin America and the Caribbean in the world's first microfinance social performance index against 72 other Microfinance Institutions in 41 countries. >> SEE PG. 14

In an anonymous survey, our employees reported that they feel empowered, respected, recognized, and engaged to participate at Friendship Bridge. See how we rose above 145 other organizations.
>> SEE OUR RANKINGS

We ranked 2nd in Best Places to Work™ for Women in Central America and the Caribbean in 2021, among 25 other multinational organizations that participated including Dell Technologies and Cisco Systems Costa Rica. >> SEE PG. 10

Our Theory of Change

Friendship Bridge has always been committed to making a transformative social impact in the lives of Guatemalan women, their families, and their communities. Over the years, we dedicated resources to closely evaluate our work and to ensure Friendship Bridge is on track to achieving its mission. This allows us to continuously learn how to improve program design and delivery. With our mission and vision as the guiding light for the organization, we define our Theory of Change through the metaphor of a tree. The trees below represent the two distinct client segments we serve. The roots are our products and services (or interventions). The leaves are the outcomes we expect to achieve. >>VIEW OUR 2021-25 STRATEGIC PLAN (ENGLISH) / (SPANISH)

Dreamers

Necessity-Driven Businesses

IMPACT

- Participate in decisions about their health
- Participate in decisions about their income
- Improved economic well-being
- Improved conditions at home
- Children in school, both more and longer

PLUS SERVICES

- Non-Formal Education
- *Health for Life*
- *Women's Agricultural Credit & Training*
- Advanced Business Training

FINANCIAL SERVICES

- Group loans
- Parallel loans
- Solidarity loans



Entrepreneurs

Livelihood-Sustaining Businesses

IMPACT

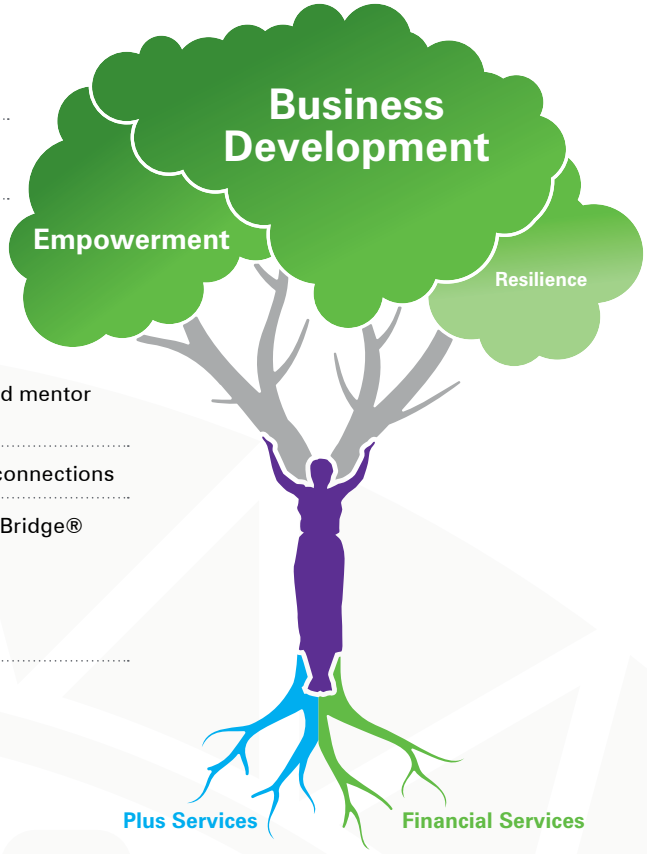
- Create employment
- Increased income and/or assets
- Increased leadership at home, in her business, and in her community

PLUS SERVICES

- Business development and mentor services
- Market and peer-to-peer connections
- Handmade by Friendship Bridge®

FINANCIAL SERVICES

- Individual loans
- Lines of credit



Impact Statement

We will build trusting relationships with our clients and employees. We will provide suitable products and services and operational excellence. As a result, our clients will experience a combination of increased resilience, improved empowerment, and business development skills.



María (above right), 40, lives in the northern highlands of Guatemala and has been a Friendship Bridge Trust Bank client for the past seven years. Despite having had only six months of formal education growing up, she now earns an income through a number of activities, from operating a convenience store to selling Guatemalan snacks and handicrafts, to selling home goods from a catalog. A single mother of two children, María credits her participation in Friendship Bridge's ***Microcredit Plus*** programs as the reason she is able to provide her daughters with formal education. "Because of Friendship Bridge's support, my Trust Bank members and I have the capital we need to work and get ahead with our children," said María. "We have also been more creative in diversifying our businesses, and we have awakened our minds because of the training we have received."

Impact²

Our strategy will have a multiplier effect by serving two distinct client segments and doubling our revenue and operations by 2025, thus exponentially impacting an even greater number of Guatemalan women, families, and their communities.

1. **Responsible Growth**
   Use strategic targeting to acquire new clients and geographies, improve client retention rates, and expand the reach and depth of our programs and services. >> SEE PG. 6

2. **Innovation and Technology**
   Be a nimble, responsive, and learning organization that is quick to respond to client and market needs. New technologies will allow both Friendship Bridge and our clients to prosper. >> SEE PG. 8

3. ***Bridge to Success***
   Provide appropriate products and services to Entrepreneur clients to support the creation and/or expansion of their businesses, increase empowerment, activate business development, and create jobs in the rural areas of Guatemala. >> SEE PG. 9

4. **Social Impact**
   Contribute to creating positive generational change and community transformation for clients, their families, and Friendship Bridge employees. >> SEE PG. 10

Goal #1
Responsible Growth

Use strategic targeting to acquire new clients and geographies, improve retention rates, and expand the reach and depth of our programs and services.

Achievements

OPERATIONS

- Expanded our reach by opening two new branch offices in Guatemala in locations where poverty and migration rates are the highest: Santo Tomás la Unión, Camojá La Democracia, and our satellite office in Chicacao.

CREDIT

- Served 32,310 clients, 2,393 more than in 2020.
- Disbursed $20.5 million in new loans, 112% of our goal.
- Maintained our position as having one of the highest quality loan portfolios in the region and the industry with full-year write-offs of 2.5%, loan delinquency at year-end of only 0.35%, and a client retention rate of nearly 80%.

INSTITUTIONAL ACHIEVEMENTS

- Successfully rolled over and increased our Private Placement investment to $2.5 million, an increase of nearly 60%.
- Funded record-breaking $2.7 million on Kiva platform.

In 2021, Friendship Bridge operated 10 branch offices and 2 satellite locations in Guatemala to reach even more women in rural areas.
>> VIEW MAP ON BACK PAGE



Expanding Our Reach

"When I joined Friendship Bridge, we had 6 branches and now we have 10. We are reaching more women to bring development opportunities not only for them but also to their families. During my 14 years at Friendship Bridge, I have experienced personal, professional, and family growth. I started as a Credit and Education Facilitator, then was promoted to Client Advocate, then to Temporary Field Supervisor, then Collection Coordinator, before becoming Branch Manager. All the knowledge I've acquired has allowed me to be a very empowered woman so I can empower more women in Guatemala."

CARMEN SIMEONA GARCÍA
Branch Manager, Quetzaltenango Branch

Handmade by Friendship Bridge®

"I want to give my children an education because I didn't have the opportunity to study," said Mirian, an artisan client of Handmade by Friendship Bridge®. "My children are starting to grow up and they need their own room, so I want to provide that with the income from my business. I want my business to grow by receiving more orders, so I can buy a small house for them. When I fulfill orders, I can buy notebooks for my children and also buy groceries for my family. The dreams that I have are for my business to grow and to be able to help my family, so that they can have a job where they can earn a bit of money."

MIRIAN
Friendship Bridge Client



HANDMADE ® by FRIENDSHIP BRIDGE

Handmade by Friendship Bridge® is a social enterprise business that supports our artisan clients with acquiring the skills, education, learning experiences, and technical assistance they need to reach their potential and independently sell their handmade products in local, national, and international markets.

- Handmade by Friendship Bridge® received registered trademark status. >> LEARN MORE
- Added a beautiful showroom for Handmade by Friendship Bridge® in our Lakewood office.
- Sold nearly 4,700 products for more than $100 thousand.
- Clients in the program employed 106 people during the year.
- Launched the new online store through Shopify and opened an Etsy store.



SHOP NOW

Goal #2

Innovation and Technology

Be a nimble, responsive, and learning organization that is quick to respond to client and market needs. New technologies will allow both Friendship Bridge and our clients to prosper.



Achievements

TECHNOLOGY FOR CLIENTS

- Launched an E-Learning pilot to gauge client digital literacy and test platforms.
- 118 clients participated in virtual training sessions in the Advanced Training Program via Zoom and Facebook Live. Topics focused on ways to supplement their small businesses, like making pizzas, ice cream, and balloon decorating arrangements. These trainings empowered our clients to become more technologically adept, ensuring digital inclusion and equitable access to information so they are not left behind in a digital world.
- Developed Learning Bridge (Puente de Aprendizaje), a pilot project that utilizes a Blended Learning Methodology to provide a supplemental, virtual component to our regular education lessons during service disruptions, like pandemics, and to ensure that our clients have access to crucial education services and economic opportunities through the progressive use of their smartphones.
- Agriculture program field technicians helped our clients with the use of iPad tablets to improve crop yields and mitigate losses from diseases through a digital learning and diagnostica application.
  >> WATCH AGRICULTURE VIDEO

INSTITUTIONAL DIGITAL TRANSFORMATION

- Rolled out a mobile application to facilitate workflows in the field, such as loan application, process exception requests and approvals, prospect registration, field supervision, and collections.
- Opened a Call Center to communicate with clients in numerous Mayan languages through inbound and outbound calls. Nearly 15,000 calls were made to monitor client satisfaction, evaluate our field work, and market new products and services.
- Developed multiple platforms to digitize and automate manual processes and the transformation of data for more agile work and efficient decision-making.

Ana's Digital Transformation

The agronomists have taught us to use a tablet to measure risks," said Ana, a participant of the *Women's Agriculture Credit & Training* program. "At first, it was very scary to touch a tablet, but fun at the same time!" Ana, 40, grows tomatoes, green beans, chilis, and onions on several acres of land with her family. Although she was only able to attain a third-grade education, she and her husband have managed to send their seven children to school through at least the sixth grade. "Friendship Bridge has been of great support to my family," she said.

Goal #3

Bridge to Success

Provide appropriate products and services to *Entrepreneur* clients to support the expansion of their businesses, increase empowerment and leadership, activate business development, and create jobs in rural areas of Guatemala.



Achievements

- Launched the *Bridge to Success* program in August 2021.
- Enrolled 24 ***Entrepreneur*** clients in the program and disbursed $88 thousand in individual loans.
- Hosted 8 workshops in collaboration with local Guatemalan municipalities, committees, and local organizations, training more than 200 ***Entrepreneurs*** in how to take advantage of digital solutions in their business, such as using Google and Whatsapp for location and messaging, how to use Facebook Marketplace and Live, how to construct a digital brand, and how to convert physical sales to digital.
- Received support from Golden-Globe-nominated actress Maria Mercedes Coroy, who generously donated her time to be featured in our Guatemalan TV commercials as part of our marketing campaign to recruit prospective new clients.
- Awarded $5 thousand to 9 Guatemalan businesswomen at the inaugural Rural Women Entrepreneur Award. Judges from partner organizations Alterna, Fundasistemas, and Dalberg evaluated each participant based on her business achievements, community leadership, and personal growth.

>> WATCH THE CEREMONY

Astrid's Bridge to Success

Astrid, 32, is one of the first participants of Friendship Bridge's new ***Bridge to Success*** program. She employs eight people from her community in San Marcos, Guatemala and prioritizes hiring single mothers. "I am so grateful to Friendship Bridge for giving me the opportunity to access an individual loan," said Astrid. "The ***Bridge to Success*** program gave me the opportunity to buy industrial machinery to upgrade and speed up the processing of my meat and sausage business. I am surprised that, even as a single mother, 32 years old, and aware of the challenges we face in our communities, Friendship Bridge trusts my development and me." **Astrid is the 1st Place Winner of Friendship Bridge's 'Women Entrepreneur Award' in the Successful Entrepreneurs category.**

target foundation

The *Bridge to Success* program is backed by a $1 million grant from the Target Foundation to deliver intensive business development training and specialized financial services to accelerate women entrepreneurs in Guatemala. >> LEARN MORE

Goal #4
Social Impact

Contribute to creating positive generational change and community transformation for clients, their families, and Friendship Bridge employees.

Achievements

INSTITUTIONAL CULTURE

- Best Places to Work™ for Women in Central America and the Caribbean
  - #2 Best Places to Work™ for Women in Central America and the Caribbean
- Great Place to Work®
  - #23 Best Workplaces™ in Guatemala 2021
  - #30 Best Workplaces™ in Central America 2021
- 48% of internal promotions were earned by women, advancing our commitment to gender equality.
- Women made up 50% of all manager positions.
- Friendship University, our internal training program, offered 14,097 total hours of staff training, with 4,179 participants and 56 training topics.

>> WATCH THE VIDEO



Opportunity for Concepción

Meet Concepción, an indigenous woman of the Maya Tz'utujil ethnic group and Friendship Bridge's Education and Plus Services Assistant. Concepción grew up in the town of Santiago Atitlán in Guatemala and graduated from MAIA Impact School, the first female, indigenous-led secondary school in Central America offering quality, holistic academic education to Guatemalan girls. Our Talent School partnership with MAIA creates a direct pipeline for graduates like Concepción to participate in our readiness program and ultimately enter the growing workforce at Friendship Bridge. She has now been an employee of Friendship Bridge for two years and said she feels grateful and proud to be able to participate in this impactful work and empower women in Guatemala. "Friendship Bridge gave me the opportunity to enter the work world and it gave me the space for a formal job as an indigenous woman," she said. "The organization contributes and cares about my professional and academic improvement." >> READ HER FULL STORY



CLIENT IMPACT

- Third-party research by our partners at 60 Decibels revealed that Friendship Bridge is a "top performer" in impact performance, specifically in poverty reach, quality of life, and client satisfaction.
  >> SEE DETAILS

- 15 demonstration plots supported 60 Agricultural and Livestock Production Field Schools with 450 clients, as part of our *Women's Agriculture Credit & Training* program.
- 2 non-traditional crops were successfully introduced in the region: watermelon and oyster mushrooms. As a result, the land produced more valuable crops, needed less investment, had fewer pests and diseases, and produced more quickly in comparison to other crops.
- Low-cost technologies were introduced to improve crop production: drip irrigation, injection system (Venturi System), mulch padding, and colored traps for the ethological control of pests.
- Successfully launched the AVICOLA Pilot project, educating clients about the management and breeding of farm animals. A total of 384 clients were trained in the Nebaj and Quiche branches.

>> WATCH AGRICULTURE VIDEO

HEALTH FOR LIFE

- An amazing 75% of eligible clients utilized the *Health for Life* program versus a goal of 65%. This result is due to clients making health a priority since the pandemic.
- 31% of clients served through the program utilized a family planning method offered by *Health for Life*.
- Rolled out a mental health pilot program, supporting a significant need for women in the rural communities.

>> WATCH HEALTH FOR LIFE VIDEO

NON-FORMAL EDUCATION

- Resumed Non-Formal Education (NFE) sessions in the field, following a pause in programming due to COVID-19, and started incorporating biosafety measures and technological tools for faster and touchless services.
- Nearly 28,000 clients participated in NFE during the year.
- Achieved a 72% knowledge retention rate of topics by clients, exceeding the previous three-year average of 61%, partly thanks to a collaboration with Banco G&T Continental that created three very effective financial literacy sessions.

CONTINUED COVID-19 SUPPORT

- Distributed hygiene products donated by United Way Guatemala to nearly 3,000 clients and their families.
- Launched a special COVID-19 campaign, including videos in 3 languages, to promote to clients the importance of getting the vaccine.
- 8,251 clients, or 35%, received the COVID-19 vaccine, 4,503 of whom received at least a second shot, significantly higher than the rates in the rural population generally.
- 98% of staff in Guatemala are fully vaccinated against COVID-19.

>> OUR RESPONSE TO COVID-19

>> WATCH COVID-19 PROMOTIONAL VIDEO

Financials

Statements of Financial Position—December 31, 2021 and 2020

Assets	2021	2020
CURRENT ASSETS		
Cash and cash equivalents	$1,790,740	$2,091,859
Investments	1,592,761	2,836,963
Loans receivable, net of allowance	9,891,707	7,536,209
Loan interest receivable, net of allowance	231,027	222,112
Accounts and pledges receivable	228,180	188,150
Prepaid expenses and other assets	74,403	48,671
TOTAL CURRENT ASSETS	13,808,818	12,923,964
PROPERTY AND EQUIPMENT		
Furniture and equipment	139,101	116,571
Computers and related equipment	293,557	306,009
Vehicles	97,762	96,627
Leasehold improvements	105,634	72,072
Less: accumulated depreciation and amortization	(474,420)	(499,286)
NET PROPERTY AND EQUIPMENT	161,634	91,993
NONCURRENT ASSETS		
Loans receivable, net of current portion	32,033	194,726
Security deposits	21,205	17,842
TOTAL NONCURRENT ASSETS	53,238	212,568
TOTAL ASSETS	$14,023,690	$13,228,525

Liabilities and Net Assets	2021	2020
CURRENT LIABILITIES		
Accounts payable and accrued liabilities	$926,297	$983,308
Accrued salaries and related benefits	440,952	244,675
Deferred revenue	58,235	500
Loan payable	1,571,214	3,483,626
TOTAL CURRENT LIABILITIES	2,996,698	4,712,109
NONCURRENT LIABILITIES		
Loans payable, net of current portion	4,827,916	2,689,550
TOTAL LIABILITIES	7,824,614	7,401,659
NET ASSETS		
Without donor restrictions	5,323,470	4,680,555
With donor restrictions	875,606	1,146,311
TOTAL NET ASSETS	6,199,076	5,826,866
TOTAL LIABILITIES AND NET ASSETS	$14,023,690	$13.228,525

Finance Committee

Ledy Garcia-Eckstein, Chair
Steve Ellis
Valorie Hall
Jackie Johnson, Investment Advisor
Paul Kovach
Paolo Leiva
Steve Miller
Andres Molina
Sousan Urroz-Korori

Audit Committee

Mary Ann Hunter, Chair
Valorie Hall
Geoffrey Hoyl
Erin Moran
Dawn Olsen
Dan Thomas
Carmela Weber

Credit Committee

Dan Thomas, Chair
Tyler Clark
Anna Collier
Ledy Garcia-Eckstein
Paolo Leiva
Charlotte Wells

Financials

Statements of Activities and Changes in Net Assets — December 31, 2021 and 2020

	2021	2020
SOURCES OF REVENUE		
Loan interest and fees	$5,038,978	$3,909,599
Grants and contributions (including gifts in-kind)	1,388,051	2,027,776
Fundraising events, sales and other income	170,356	203,187
Interest and investment income	133,334	163,368
TOTAL REVENUE	6,730,719	6,303,930

Expenses

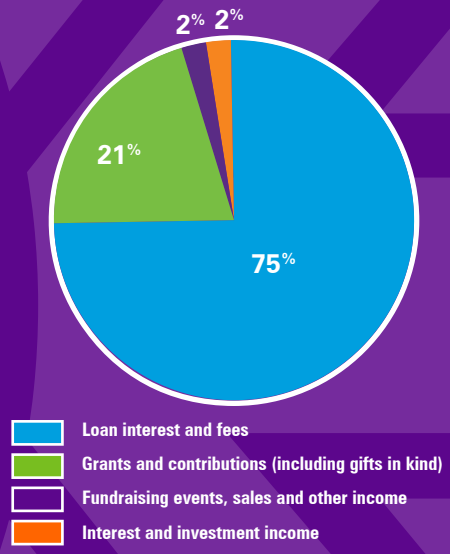
PROGRAM SERVICES		
Financial Services	3,713,667	4,136,501
Plus Services	2,236,838	1,482,249
Nurses Education Program	-	5,755
TOTAL PROGRAM SERVICES	5,950,505	5,624,505
SUPPORT SERVICES		
General and Administrative	564,930	438,452
Fundraising	223,006	223,002
TOTAL SUPPORT SERVICES	787,936	661,454
TOTAL EXPENSES	6,738,441	6,285,959

	2021	2020
OTHER ITEMS		
Forgiveness of debt[1]	263,415	-
Currency gain (loss)	116,517	(134,423)
TOTAL OTHER ITEMS	379,932	(134,423)
CHANGES IN NET ASSETS	372,210	(116,452)
NET ASSETS AT BEGINNING OF YEAR	$5,826,866	$5,943,318
NET ASSETS AT END OF YEAR	$6,199,076	$5,826,866

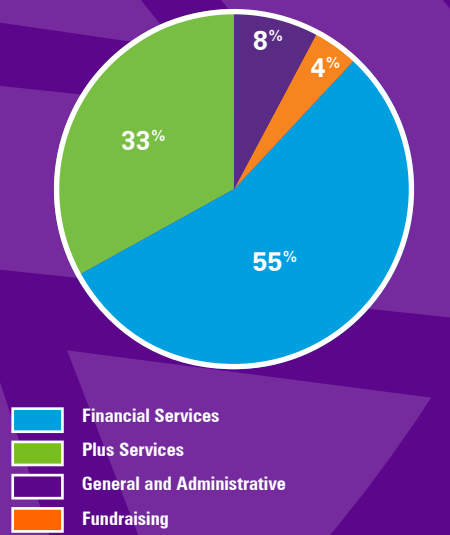
[1] Friendship Bridge received two tranches of loan proceeds in the amount of $131,778 and $131,637 under the Paycheck Protection Program and used the proceeds for purposes consistent with the Paycheck Protection Program. Friendship Bridge met the conditions for forgiveness of the full value of both loans and recorded revenue from forgiveness of debt, which is included in the Statement of Activities and Changes in Net Assets under Other Items.

Financial Transparency: Our financials are audited every year and made available online.
>> VIEW ALL PAST FINANCIAL REPORTS

Sources of Revenue



Use of Funds



Social Performance

Friendship Bridge has a Monitoring, Evaluation, and Learning (MEL) framework to provide regular insights into how programs are working. It also provides critical information regarding our progress against our social objectives and keeps the organization client-centric and mission-driven. Our approach is to use a combination of industry-standard tools for benchmarking, internal tools for program insights, and third-party evaluations to have robust and reliable information.

During the first year of the 2021-2025 Strategic Plan, Friendship Bridge updated the Theory of Change to include two different business units specializing in serving two distinct client segments: *Dreamers* and *Entrepreneurs*. In 2021, this change required a remodeling of the monitoring and evaluation framework and its methods.



Poverty Stoplight®

poverty stoplight

In 2021, Friendship Bridge began testing to implement the Poverty Stoplight®, a tool developed and managed by Fundación Paraguaya that uses the Multi-Dimensional Poverty Index[1] and other context-specific indicators, to holistically evaluate the quality of life of clients. The Stoplight empowers clients to self-assess their situation and prioritize actions to improve it. Baseline results will be available in 2022, which will help us generate poverty maps for entire communities, allowing Friendship Bridge stakeholders to make targeted efforts and to better channel resources in a joint effort to eliminate poverty.

60 Decibels



Friendship Bridge was included in the first global microfinance impact performance index, released by 60 Decibels. This index is based on nearly 18,000 client interviews and customer outcomes. It's a valuable resource for understanding the many ways our clients' lives actually improved because of their involvement with Friendship Bridge.

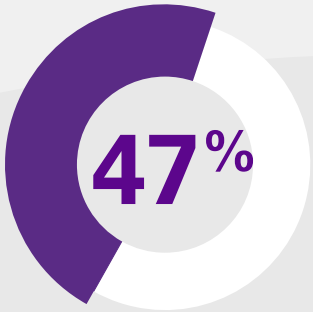
Compared against 72 other Microfinance Institutions in 41 countries, Friendship Bridge ranked:

- #3 in Latin America and the Caribbean
- #16 in the world
- Top 20% in 'Business Impact' and 'Household Impact' dimensions
- Additionally, key findings from the report revealed that Friendship Bridge is a top performer, specifically:
  - 85% of clients say they do not have access to a good alternative. In a competitive market like Guatemala, this sets Friendship Bridge apart from other providers.
  - 94% improved ability to manage finances because of Friendship Bridge.
  - 94% of clients see improvement in income because of Friendship Bridge.
  - 73% of clients increased the number of quality meals for their family because of Friendship Bridge.
  - 28% of clients have an increasing number of paid employees because of Friendship Bridge.

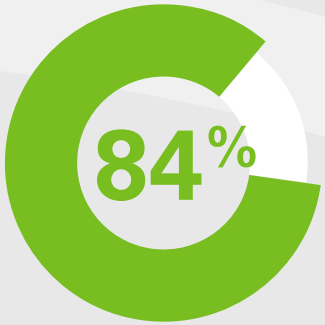
>> READ THE BLOG

[1]The Multi-Dimensional Poverty Index was developed by the University of Oxford and is used globally by organizations like the World Bank and the UN Development Programme. It evaluates poverty based upon deprivations, distinct from more common measures based on consumption or assets, on three dimensions: Health, Education, and Living Conditions.

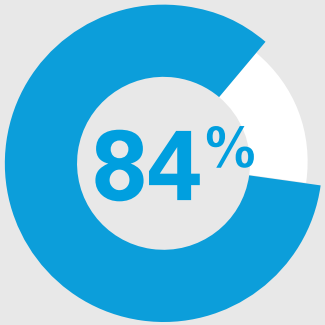
Social Performance



of Friendship Bridge clients live below the National Poverty Line ($3.68/day/person).[1]



of clients have increased their savings balance because of Friendship Bridge.[1]



of clients have increased the frequency of contributing to family decisions because of Friendship Bridge.[1]

[1] 60 Decibels 2021 >>VIEW THE REPORT

UN Sustainable Development Goals

No Poverty

We provide microcredit to women living in poverty, so they can invest in their small businesses and create jobs in their communities. Nearly half (48%) of all NEW clients live below the National Poverty Line and earn less than $3.68/day. After their THIRD loan cycle, the rate drops to 45% and the trend continues downward the longer they are in our programs.

Decent Work and Economic Growth

Friendship Bridge employed 205 people, largely from rural areas across Guatemala. Handmade by Friendship Bridge® clients employed 106 people. 15% of clients have increased the number of paid employees in their businesses.

Quality Education

We provided over 14 thousand hours of training for our staff, Non-Formal Education to 28 thousand women, and Advanced training to another 118 women all in rural Guatemala.











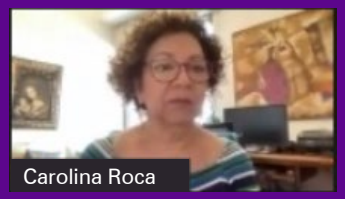




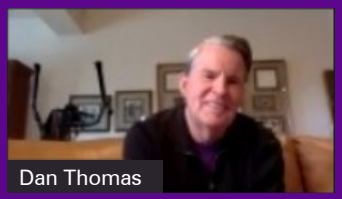














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Client Advisory Committee

Each year, we improve the products and services we offer based on the needs of our clients. Our Client Advisory Committee (CAC) advises our leadership team and Board of Directors on significant decisions that will impact them. In 2021, we worked with 68 elected client representatives who provided feedback on their preferences around medical and life insurance, mental health services and program delivery models, digital literacy, and the current situation of migration.







Why We Support Friendship Bridge

INVESTOR/GRANTOR



Nancy Swanson

Executive Director, LinkedFoundation

"Friendship Bridge continues to innovate and deepen its impact in creating opportunities and empowering the lives of Guatemalan women. We are humbled and so very proud to be an investor in this high impact organization. Since 2015, we have supported the *Health for Life* program which provides health education and access to health services focused on preventing some of the most prevalent diseases facing women in the region: breast and cervical cancers, diabetes, cardiovascular disease, as well as family planning, mental health services, and support for COVID-19. It is so exciting that the *Health for Life* program is expected to be fully sustainable in nine branches by 2025. We are extremely proud to be supporting this critical program, and will continue to partner with Friendship Bridge in order to reach every woman with the health care services she deserves."

VOLUNTEER/DONOR



Carolina Vasan

Volunteer, Donor, and Friendship Circle Member

"I support Friendship Bridge because it opens doors to resilient women who are willing to give it their all, so their families can have a better future."

VOLUNTEER



Penelope Curtis

Volunteer, Donor, and Friendship Circle Member

"It has been my great pleasure to work with Friendship Bridge, staff and clients, since 2013. In getting to know the organization, I have found it to be an exceptional nonprofit with an admirable goal to provide microloans, education and health care services to the Maya women and low-income women of Guatemala. I have seen the number of women clients go from 4,000 to more than 30,000 and our annual income nearly double. It is so wonderful to know that these dollars will go to help the clients grow their small businesses, get good health care services, and become empowered through the Non-Formal Education program, *Microcredit Plus.*"

DONOR



Angie & Matthew Brand

Cada Mes Donor

"We support Friendship Bridge because we believe in ending income inequality. Through the consistently high ratings on Charity Navigator, we know our donations are being used responsibly. We are committed to back the journey to women's empowerment through the mission of Friendship Bridge."

Get **Involved** Subscribe to our newsletter, become a volunteer, and join our community.

Follow Us on **Social Media**

Donors

Donors $25,000 & Up

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Jeff Broadhurst
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Harvey Family Foundation
Linked Foundation
Marilyn Lone Endowment for Artisans at Friendship Bridge
Swaha Foundation
Walter and Ursula Eberspacher Foundation
Whole Planet Foundation
Women's Worldwide Web (W4)

$10,000 - $24,999

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Constancia Leshin
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Roser Ventures
Sherman & Howard
United Way Guatemala
Carolina Vasan

Thank you to an additional **791** **donors** *who collectively contributed over* ***$125,000*** *to further our mission.*









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Friendship Circles

Friendship Circles are groups of volunteers who are ambassadors for Friendship Bridge who, among other things, host social gatherings, organize fundraising efforts, and help spread the word with friends and family in their local communities.

Locations

Antelope Valley (CA)
Boulder (CO)
Central Coast (CA)
Evergreen (CO)
Foothills (CO)
Genesee (CO)
San Gabriel Valley (CA)
Oconomowoc (WI)
San Antonio (TX)
Wrightwood (CA) auxiliary for Antelope Valley Circle

Translation Volunteers

Saranya Chunduri
María Cuevas
Penelope Curtis
Wendy Figueroa
Terry Gibson
Danielle Josyle
Constancia Leshin
Sariah Piedrasanta
Lorraine Valarino

Circle Leaders

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Sue Benishek
Rachel Bloombaum
Jill Brashear
Angelica Docog
Betty Lyn Ferguson
Moriah Gross
Paula Hock
Connie Holzmiller
Deborah Kramer
Diane Legomsky
Lesley Levin
Marty Musselman
Molly Niven
Sarah Patten
Laurie Piccolotti
Yvonne Roza
Bonnie Russell- Bushaw
Janet Swank







Locations

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Lakewood, CO 80228
+1 (303) 674-0717

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Avenida Santander 5-38, Zona 2
Panajachel, Sololá, Guatemala
+502-7762-0222

GUATEMALA ADMINISTRATIVE OFFICE
Calzada Roosevelt 22-43 Zona 11, Nivel 15,
Oficina 15 A Torre Sol, Grand Tikal Futura
+502-2296-6196

BRANCH OFFICES

SATELLITE OFFICES



FRIENDSHIP BRIDGE

www.friendshipbridge.org