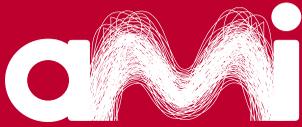
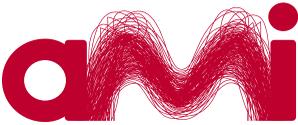


**2020
ANNUAL
REPORT**



**2020
ANNUAL
REPORT**



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AWARE OF ITS
RESPONSIBILITIES
AND ITS ROLE IN THE AREA
OF HUMANITARIAN AID,
AMI REFUSED TO GIVE
UP AND CONTINUED TO
PROVIDE FULL SUPPORT
TO VULNERABLE POPULATIONS
IN THE CONTEXT
OF THE PANDEMIC.”

CHAPTER

1

THE MISSION CONTINUES

1.1 LETTER FROM THE CHAIR



The Chair
Prof. Doutor Fernando de La Vieter Nobre

2020 marked the beginning of a *horribilis* era for humanitarian and social aid in the world. As a result of the pandemic caused by the SARS-Cov2 virus, and especially due to ideological policies adopted on a global scale, with honourable exceptions, Humanity has entered a slippery slope when it comes to Human Rights in all its aspects (civil, social, economic, political, cultural, etc.). This has obviously made it more difficult for the institutions operating in the humanitarian and social fields to provide aid and to sustain their activities, and only with a superhuman effort have they been able to meet the sharp growth in requests for aid at national and international level.

The consecutive States of Emergency decreed and the lockdown and other measures associated with them have caused unprecedented labour, economic, social, health and civil crises amongst ourselves and the world. The most visible consequences were an increase in unemployment, poverty, loneliness, the abandonment of the elderly in nursing homes, as well as a sharp rise in mental illness and suicide.

The Foundation has dealt with everything with determination and courage. No one was left behind. Not only those who saw their basic needs unmet and resorted to AMI, but also its own staff, since AMI decided, from the outset, to preserve all jobs as a priority.

This required a tremendous effort, which will certainly continue for the next few years, unless common sense is restored and science prevails, without conflicts of interest. It was only possible thanks to a team of extraordinary employees, truly dedicated to the humanitarian and humanistic cause of the Foundation, and because the latter was able to develop strategic reserves throughout its 36-year history.

This Annual Report and Accounts is truly impressive for its adaptation and resilience to these new times, which are often challenging.

2020 was a year of immense work and struggle on behalf of the most vulnerable, which was always the mission and the reason that led me to found AMI and to return to Portugal, as it was already a democracy.

This Report is living proof that 'where there is a will there is a way'. May we keep the same determination for the next twenty years, which look to be particularly challenging.

May common sense and science with ethics and bioethics prevail for the benefit of the Human Being!

A handwritten signature in black ink, appearing to read 'A. Sobrinho', with a large, sweeping flourish above the name.



1.2 AMI

VISION

Mitigating inequalities and suffering in the world, by placing the Human Being at the heart of our concerns. Creating a more sustainable, more harmonious, more inclusive, more tolerant, less indifferent, less violent world.

MISSION

Taking humanitarian aid and fostering human development, considering Human Rights and the Sustainable Developments Goals, in health-related, social and environmental areas, anywhere in the world, irrespective of race, gender, age, nationality, language, politics, religion, philosophy or social standing, while looking at each person as a being that is unique, irreplaceable, worth noting and cared for.

VALUES

Fraternity: Believing that 'All human beings are born free and equal in dignity and rights. They are endowed with reason and conscience and should act towards one another in a spirit of brotherhood.'

Solidarity: To undertake the worries and needs of the human being as its cause of action.

Tolerance: To pursue a personal and communitarian attitude of acceptance towards different values from those of the group of origin.

Equality: To guarantee equal treatment regardless of parentage, age, sex, race, language, place of origin, religion, political or ideological beliefs, literacy, economic situation or social condition.

Truth: To always try and practice what one preaches.

Directness/Straightforwardness: To dialogue and to speak clearly, respecting the values of the fellow man, making oneself respected at the same time.

Transparency: To guarantee that the action and decision-making process is carried out in such a way that it is fully understood by making all the relevant information available.



the mission continues

1.3 SUSTAINABLE DEVELOPMENT GOALS

OUR CONTRIBUTION IN PORTUGAL AND THE WORLD SO THAT NOBODY GETS LEFT BEHIND!

17 SUSTAINABLE DEVELOPMENT GOALS

SDG 1: no poverty

Portugal



9.633 people supported through 15 social facilities.

SDG 2: zero hunger

Portugal



More than 170 thousand meals served in social facilities and through the Domiciliary Support Service.

SDG 3: good health and well-being

Bangladesh



Construction of infrastructures for the training of 200 midwives and a training center for nurses; Combating Covid-19 through the production of information, education and communication materials, promotion of training actions, installation of hand washing facilities in the communities, distribution of essential items such as food, masks, hand sanitizer and others.

SDG 1: no poverty

Sri Lanka



Financial support to the Sri Lanka Portuguese Burgher Foundation, in order to maintain the functioning of the infrastructure and the salaries of employees during the forced closure by the pandemic.

SDG 2: zero hunger

Senegal



Improvement of food safety at 100 family farms in 18 villages.

SDG 3: good health and well-being

Brazil



Combating Covid-19 by making and distributing facial fabric masks to the "exchange points" in the region, namely pharmacies, supermarkets and other local shops.

SDG 2: zero hunger

Colombia



2,644 people, including 600 children under 5, trained in nutrition education.

SDG 2: zero hunger

Sri Lanka



Food kits distributed to 750 vulnerable families as an emergency response to the escalation of Covid-19.

People, the Planet, Prosperity, Peace and Partnerships are at the heart of the United Nations 2030 Agenda for sustainable development, a result of efforts by governments and citizens around the world to create a new global model that will eradicate poverty, promote prosperity and well-being for all, protect the environment and combat climate change.

SDG 3: good health and well-being

Chile



Construction of an integrated rehabilitation center, which will offer comprehensive biopsychosocial treatment to patients with special healthcare; Acquisition of equipment and clinical supplies, such as non-invasive ventilators and personal protective equipment for employees of 2 hospitals, in response to the Covid-19 pandemic, as well as for the purchase and distribution of food goods to about 50 vulnerable families.

SDG 3: good health and well-being

Guinea-Bissau



100% of households with pregnant women and 100% of households with children under the age of 5 years received at least one monthly home visit by the Community Health Agent.

SDG 3: good health and well-being

Mozambique



The vulnerability to priority infectious diseases in a post-disaster situation was reduced on 2,501 people directly; 2,328 users of the Manga Nhaconjo Health Center (HC) with diarrheal diseases; 55 Health Technicians from Manga Nhaconjo HC; 13 General Service Agents of Manga Nhaconjo HC; 62 Community Leaders from neighborhoods 13 and 14 in the city of Beira; 30 Community Activists; 13 Teachers responsible for School Health.

SDG 3: good health and well-being

Syria



Training of 40 Community Health Agents for community monitoring of Mental Health and for the Psychosocial Support of 960 people; Training of 13 midwives in the "Healthy Thinking" approach, which promotes well-being and mental health during pregnancy and the puerperium.

SDG 3: good health and well-being

Uganda



Creation of 12 youth clubs; 108 conversation sessions with young people; Implementation of 490 awareness sessions on sexual and reproductive hygiene and health (SRHH) through community agents, informed friends and youth clubs; Delivery of feminine hygiene kits to 550 girls; Referral of 375 people by community agents and young people informed to health centers to receive specialized medical attention or assessment of their health condition.

The 2030 agenda, whose priorities are divided into 17 objectives, requires concerted and global action by governments, companies and civil society to eliminate poverty and allow the creation of decent living conditions and equal opportunities for all, with respect for the sustainability of the planet.

SDG 4: quality education

Portugal



50 SDG sessions were held for **2,970** students; **59** scholarships were awarded to university students.

SDG 6: clean water and sanitation

Niger



Improvement of the living conditions of **329** people through the construction of a borehole, a school and the acquisition of agricultural land.

SDG 9: industry, innovation and infrastructure

Guinea-Bissau



10,900 inhabitants of the Region of Bolama have access to a community radio.

SDG 4: quality education

Sri Lanka



Economic support for **30** children to acquire school supplies, as well as annual pedagogical support to prepare for the general final exam; Vocational guidance and professional training for about **75** young people.

SDG 7: affordable and clean energy

Portugal



2 photovoltaic parks for energy production and injection into the national electricity grid and **1** park for water heating at the Porto Night Shelter.

SDG 10: reduced inequalities

Zimbabwe



262 people with disabilities and members of their immediate families selected to participate in income-generating projects; **13** people with disabilities selected to receive training in sewing and shoe repair.

SDG 5: gender equality

Cameroon



50 young girls are empowered to prevent early marriage.

SDG 8: decent work and economic growth

Portugal



74 people integrated into the labor market after follow-up at AMI's Social Services.

The implementation of the SDGs requires an unprecedented sharing of efforts on a global scale, between all countries and public and private actors, so it is imperative to promote their dissemination and the involvement of all social actors in achieving the Sustainable Development Goals.

SDG 11: sustainable cities and communities
Portugal



41 people supported through the Domiciliary Support Service.

SDG 13: climate action
Portugal



Avoided the emission of about **25,000 kg** of CO₂ into the atmosphere through the collection of waste for recycling and reuse.

SDG 17: partnerships for the goals
World



Supported **25** projects from **22** local organizations in **14** countries.

SDG 12: responsible consumption and production
Portugal



130kg of cellphones collected for recycling.

SDG 14: life below water
Portugal



Approximately **5,000** liters of used cooking oil were collected.

SDG 13: climate action
India



Training of **75** community agents and **169** sessions done in the "Awareness Camps", on the most varied topics in the area of risk management and disaster mitigation.

SDG 15: life on land
Portugal



Rehabilitated **7** hectares of burnt area in Pinhal de Leiria.

SDG 13: climate action
Portugal



24,257 people directly benefited by projects funded by **No Planet B** in Portugal

SDG 16: peace, justice and strong institutions
Guinea-Bissau and Uganda



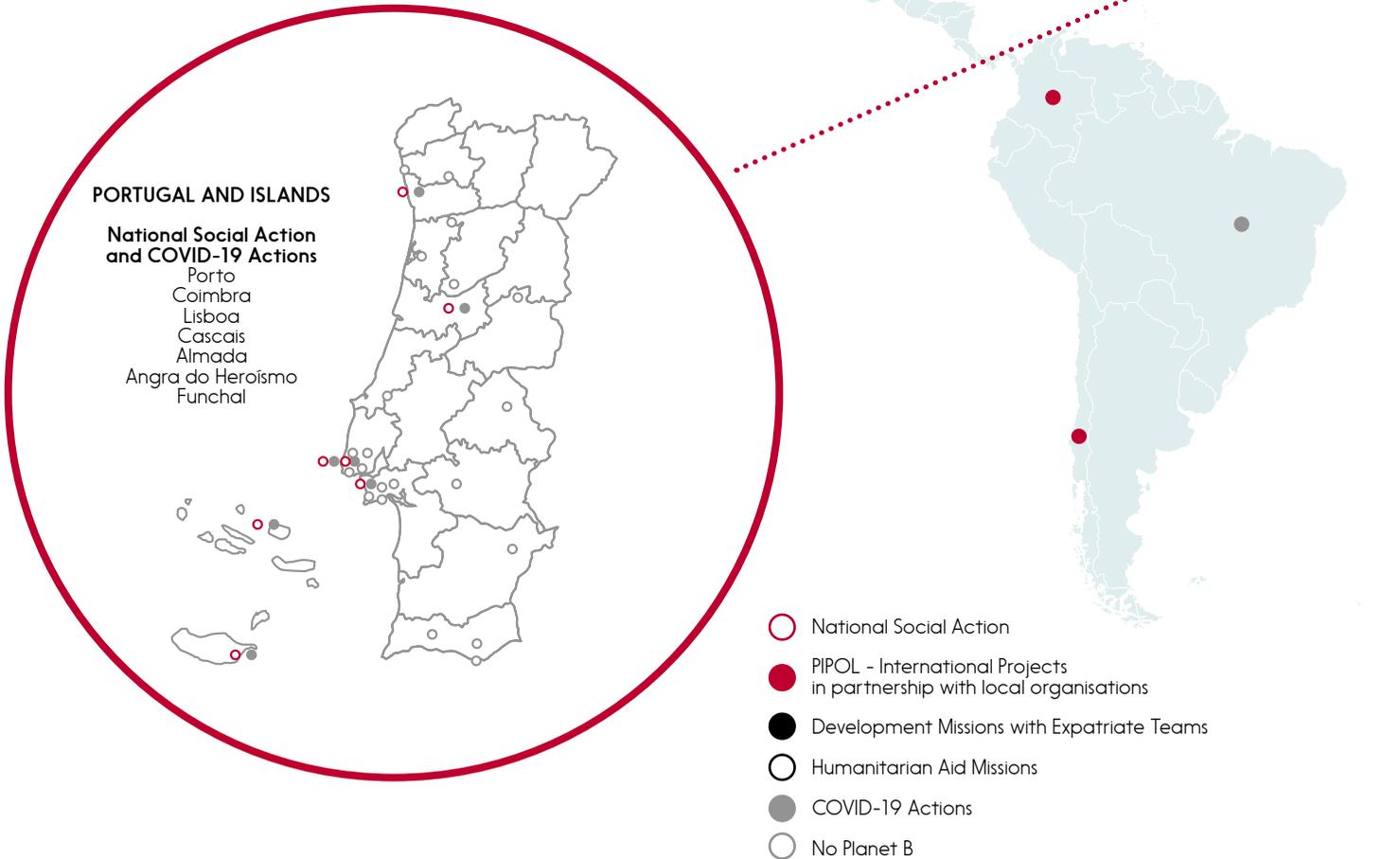
Training in Project Cycle Management to members of **2** local Civil Society Organizations.

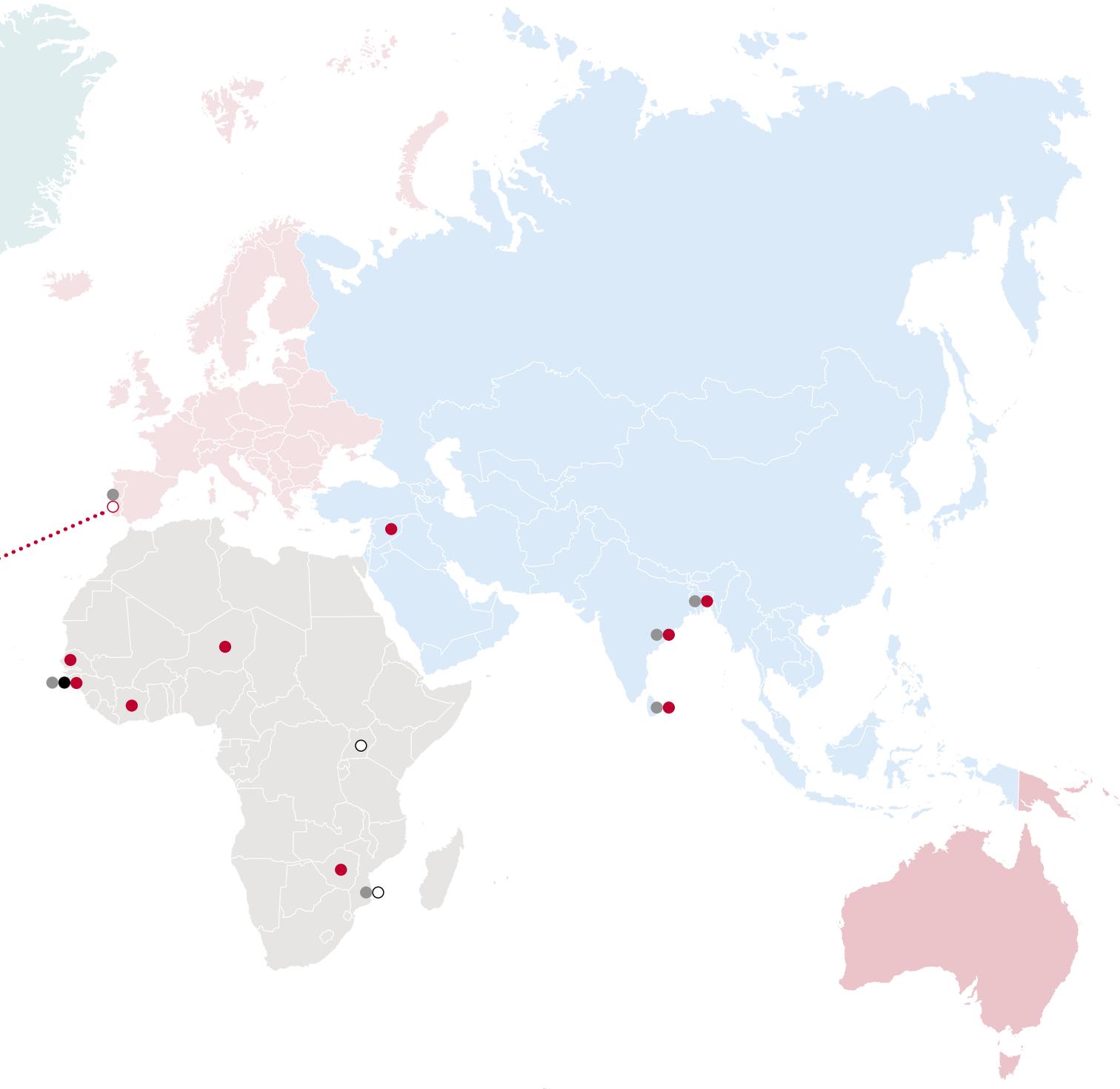
Aware of its responsibility as an agent of change, the AMI Foundation seeks to promote active citizenship and the adoption of responsible behaviors, always aligning its development projects with the strategy to achieve the Millennium Development Goals, and is also committed to participating in the 2030 Agenda and contribute to the achievement of the Sustainable Development Goals (SDGs), so that "nobody is left behind".

1.4 OUR REACH

In 2020, AMI developed a total of **25 international projects**, with 22 organisations and in 14 countries. These included 1 development mission with expatriate teams on the ground (Guinea-Bissau), 2 humanitarian missions (Mozambique and Uganda) in partnership with local organisations, 9 PIPOL (International Projects in Partnership with Local Organisations), with 9 local organisations, in 9 countries around the world, 1 Solidarity Adventure, 3 one-off support actions and 9 actions to combat Covid-19.

In Portugal, AMI supported a total of **9,633 people, through 15 facilities and social responses.**





● Bangladesh
 ● Brazil
 ● Cameroon
 ● Chile

● Colombia
 ●● Guinea-Bissau
 ● India
 ●○ Mozambique

● Niger
 ●○ Portugal
 ● Senegal
 ● Syria

● Sri Lanka
 ○ Uganda
 ● Zimbabwe

1.5 STAKEHOLDERS

Following up on the work done since 2016, we conducted satisfaction surveys at all our social facilities, taking into account their representativeness in relation to the total population supported by AMI in Portugal. These surveys aim to promote the quality of our work and the search for the constant improvement of the support we provide to those who seek us, as well as to comply with the guidelines of the entities that fund the social facilities.

These questionnaires were aimed at 262 beneficiaries of AMI's social facilities, of which 148 are men (56%) and 108 are women (41%), with 6 people not expressing their gender (2%).

The majority of the people who answered the questionnaires mention having heard about AMI through friends or relatives (28%), or from other institutions (27%). It should be noted that 8% did not answer the question.

With regard to income, 31% stated that they did not collect the Income Support Allowance (RSI); 19% collects a retirement pension; 17% is paid a salary, with 9% on a temporary/precarious salary; 6% collects a disability pension; 5% collects unemployment benefit; and 11% has no source of income.

The main reasons given for using AMI's social facilities are related to financial needs/difficulties (46%), homelessness (35%), health problems (8%), and addictive behaviour (2%). Of the 262 people surveyed, **95% stated that the services provided by AMI contributed to solving the problem(s) that led them to seek the services and 94% reported that the services provided by AMI met their needs.**

STAKEHOLDERS



Regarding the total satisfaction with the services provided at the facilities, 96% of those surveyed said they were satisfied and 2% said they were not satisfied.

When asked as to whether they would recommend AMI's services to other people, most beneficiaries responded yes (98%).

The overall quality of the services was assessed through a Likert scale, where the people surveyed specified their level of agreement with a statement (posi-

tive statement, i.e. overall, I am satisfied with the service...), in which 1 - Totally disagree, 2 - Disagree, 3 - Sometimes, 4 - Agree, 5 - Totally agree.

Regarding overall satisfaction with the performance of employees, only 1% of the people surveyed said they disagree and 93% said agree/totally agree (27% and 66%).

In terms of satisfaction with the organisation and environment of the facilities, 96% of those surveyed are satisfied and 2% are not satisfied.

The Social Assistance and Monitoring service was the most assessed. Regarding the overall quality of the service being satisfactory, this was assessed by the majority of people with 'totally agree' and 'agree' (65% and 27%, respectively), with 2% saying they 'disagree'.

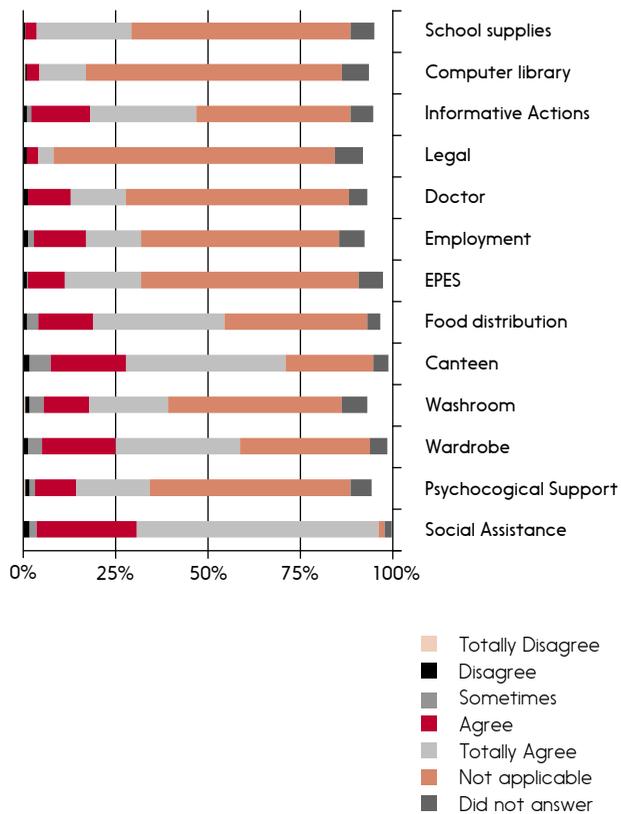
It should be noted that this assessment only considers the respondents who used and assessed the respective services.

Last but not least, the last category aimed to assess the monitoring of beneficiaries during the Covid-19 Pandemic, since 18 March 2020, when the first state of emergency was decreed in Portugal.

Thus, this category encompassed 6 questions. As for the first two questions, the purpose was to understand whether the beneficiaries were informed about the measures adopted by our facilities, to cope with Covid-19 and whether they were satisfied with them, so the overwhelming majority (84%), responded that they had been informed and said they were satisfied with the measures adopted.

Regarding the service schedule, 66% were completely satisfied and 25% were very satisfied. With regard to the existing services being sufficient and adequate for the needs of the beneficiaries, 61% said they were completely satisfied and 28% very satisfied.

ASSESSMENT OF THE OVERALL QUALITY PER SERVICE



Regarding the availability of the technicians to meet the needs of the beneficiaries, 60% said they were completely satisfied and 28% very satisfied and, finally, regarding the satisfaction with the performance of the professionals in terms of remote assistance, 66% said they were completely satisfied and 19% said they were very satisfied.

SUPERVISION IN SOCIAL WORK

Social Service is a highly complex occupation, as it is a job centred around people, their human relations and the multidimensionality of the life of each individual being monitored.

The challenges and demands inherent to this job became even more accentuated in 2020, with the pandemic situation that ravaged our society, forcing professionals to reinvent themselves and to mobilise in order to be in the field and, at the same time, to stay resilient.

Aware of the need to promote a quality intervention, AMI moved forward with the 2nd edition of external supervision in social services for the teams in the Lisbon Area, and fulfilled a goal that had been set in 2019, starting the 1st edition of supervision in social services for the teams in the North and Centre.

As a result, 14 sessions were held in Lisbon and 12 in Porto. When the period of the state of emergency began, the sessions were held online, in order to safeguard safety issues, but ensuring that the supervision process was carried on, as it was even more important for the supervisor to accompany the professionals at a time when so many questions were being asked about how to reinvent their practice and respond to requests for support in times of emergency and pandemic.

In fact, throughout 2020, it was possible to confirm that supervision in Social Services is vital for this occupation to meet the challenges posed by social issues, not only to improve the processes of social intervention with people, but also to support professionals in establishing/strengthening their identity and enabling them to act critically and reflexively in these contexts.



1.6 DEVELOPMENT AND DYNAMICS

RENEWAL OF THE GOVERNING BODIES

On 1 January 2020, the new members of the Board of Directors and the Supervisory Board of AMI for the triennium 2020-2022 took office.

BOARD OF DIRECTORS

Name	Office
Fernando José de La Vieter Ribeiro Nobre	Chair and Founder
Maria Luísa Ferreira da Silva Nemésio	Vice-Chair
Isabel Focquet de La Vieter Nobre	General Secretary
José Luís La Vieter Ribeiro Nobre	Member of the Board
Alexandre Focquet de La Vieter Nobre	Member of the Board
Ana Luísa Martins Ferreira	Member of the Board
Ana Maria Ferreira Martins	Member of the Board
Maria Alice Batista La Vieter Nobre	Member of the Board
Tânia Isabel Lopes Barbosa	Member of the Board

SUPERVISORY BOARD

Name	Office
Feliciano Manuel Leitão Antunes	Chair
Tânia Cristina Lourenço Baptista Amado	Member of the Board
Filipa Vieira de Freitas Simões	Member of the Board

PROTECTION POLICY AGAINST SEXUAL EXPLOITATION AND ABUSE

AMI formally implemented a zero tolerance policy towards Sexual Exploitation and Abuse (SEA) in 2020. All AMI employees, domestic and international volunteers, and related staff are now formally bound to maintain the highest standards of personal and professional conduct at all times and to fulfil their duties and responsibilities in a manner that respects and promotes the rights of beneficiaries and other vulnerable members of local communities, whether in the context of Humanitarian Action, Development Cooperation, Social Aid in Portugal or any other related action of the AMI Foundation anywhere in the world.

AMI is committed to fostering a work environment free from sexual exploitation and abuse in all its areas of intervention, integrating the prevention and response to SEA in the protection and assistance duties of all AMI employees and volunteers at the AMI head office, social facilities, night shelters, delegations and all AMI facilities in Portugal and in humanitarian action and development missions abroad.

Although there has always been a zero tolerance stance towards SEA, in 2020, following a challenge issued by UNICEF to its partners, AMI developed an Action Plan for the Protection Against SEA, which includes improving the prevention environment in all its structures and identifying, in a very clear manner, all the necessary steps to be taken when

faced with a suspicion of SEA. The Plan included training for all employees and the distribution of information material throughout all AMI facilities.

AMI earned a rating of 16 out of 18, and was considered a low-risk organisation in this regard by UNICEF.

DIGITAL TRANSFORMATION

The Covid-19 pandemic and the consequent lockdown decreed in March 2020, as well as the remaining measures to promote social distancing, accelerated AMI's digital transformation, a process already underway since 2017.

The adaptation of the institution and its employees to remote working was considerably fast, although it is a work in constant progress.

Case study – AMI Donors

Within the scope of the new academic discipline of the Business Analytics Master's at Nova SBE University, AMI was selected to be the subject of study by a group of students in an 18-month project (September 2020/January 2022), whose goal is to stimulate business opportunities with data science solutions. The group of Nova SBE students has the support of the advisory firm Accenture, which ensures the quality standard of the proposals.

The study is based on AMI's Database, duly anonymised, and aims to create a donor segment product, forecasting donor turnover

Pilot project for digitalisation and training in partnership with EDP

In 2020, a pilot project for digitalisation and training was negotiated in partnership with EDP, aimed at automating employees' most routine tasks in order to make better use of their time and work.

This pilot project is developed within the scope of the EDP Skills Volunteering Programme, in partnership with AMI, and will go through several development phases. The 1st phase of the project was concluded in December 2020, with the approval of the schedule and review of the goals and parameters for its implementation. The 2nd phase will start in February 2021, with an official presentation of the project to the institution's governing body, a diagnosis through the application of a survey to the various departments of the head office and the development of a training plan.

SOCIAL INNOVATION

This year, AMI's Social Innovation programme continued to reflect the institution's commitment in this area. It designed and coordinated the implementation of the first phase, as well as the evaluation, of the initiative 'A Friend in Need is a Friend Indeed'¹, an emergency response to combat the spread of Covid-19.

Also in 2020, the assessment of the Graça Night Shelter began, with the training of the facility's human resources in impact management, but this initiative was interrupted in March due to the restrictions imposed by the pandemic. This action is expected to resume in 2021.

¹Detailed information on this project can be found on page 94.

1.7 RECOGNITION

In 2020, **AMI became part of the National Strategy for Development Education (ENED)**, by annually reporting the data from its projects and being consulted as an active player in it.

1.8 UN GLOBAL COMPACT

AMI has been a signatory of the UN Global Compact and UN Global Compact Network Portugal since 2011, being committed to supporting and promoting the 10 Principles of the UN Global Compact with regard to human rights, labour, environmental and anti-corruption practices, taking part in that organisation's activities, in particular in local networks, specialised initiatives and partnership projects.

It has been a member of the SDG Portugal Alliance since 2016, while annually marking the contribution of its projects in Portugal and worldwide toward the Sustainable Development Goals².

In 2020, AMI participated in the Social Responsibility Week promoted by the UN Global Compact Network Portugal and by the Portuguese Association of Business Ethics.

² See infographic on page 10.



ALIANÇA
OBJECTIVOS DE
DESENVOLVIMENTO
SUSTENTÁVEL PORTUGAL



Porto Shelter

“

IT IS FOR OUR RESIDENTS
THAT WE LEAVE THE SAFETY
OF OUR HOMES, IT IS BECAUSE
OF THEM THAT OUR WORK MAKES SENSE:
FOR THOSE WHO HAVE NO HOME,
NO FAMILY, NO HELP AND,
MOST OF THE TIME, NO HOPE.

”

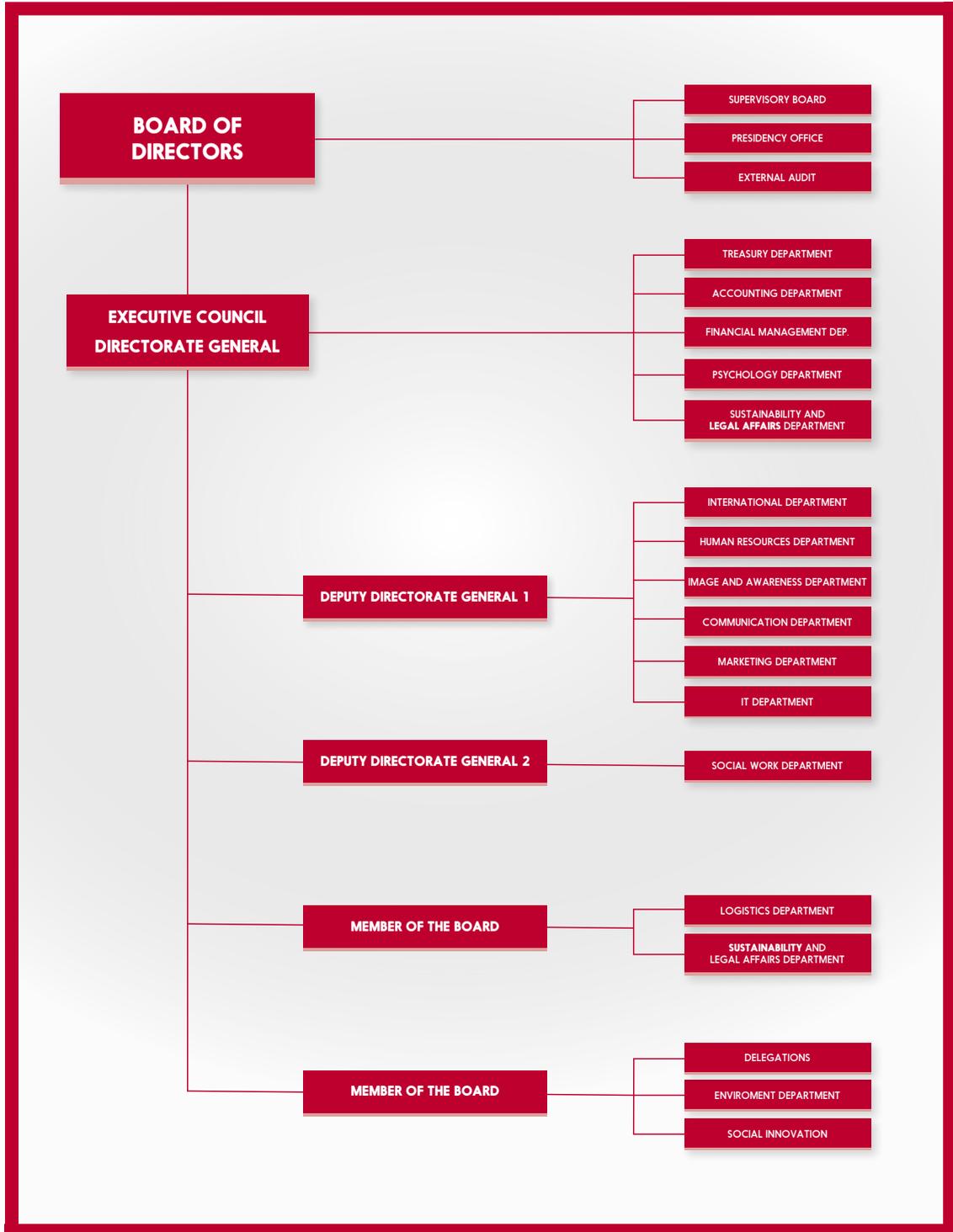
AMI PORTO SHELTER TEAM

CHAPTER

2

ORGANISATIONAL STRUCTURE

ORGANISATIONAL STRUCTURE



2.1 HUMAN RESOURCES

EMPLOYEES

AMI seeks to invest in setting up a solid, motivated team driven by one common goal, fostering equal opportunities.

In 2020, it relied on the professionalism and commitment of **232 paid professionals, 61% of whom have an open-ended contract**. Of a total of 232 employees, 70% are women and 47% are aged between 31 and 50.

EMPLOYEES

Total	232	
Women	162	70%
Men	70	30%

Labour Contract

Open-ended Contract	142	61%
Fixed-Term Contract	51	22%
Provision of Services	8	3%
Professional Traineeships	8	3%
Employment-Insertion Contracts	9	4%
Other Employees	14	6%

Age Group

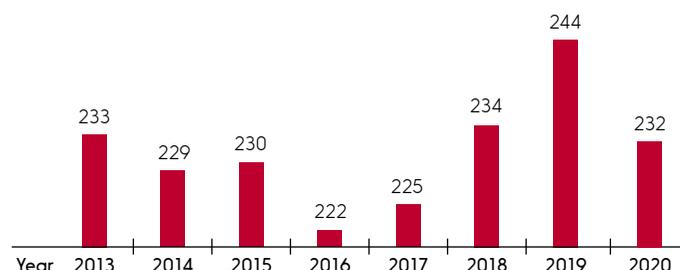
< 30 years old	44	19%
31-40 years old	40	17%
41-50 years old	69	30%
> 51 years old	79	34%

Training

Total no. of training hours	5.430*
-----------------------------	--------

*See some of the partner training entities under "Corporate Social Responsibility" – page 93.

EVOLUTION OF THE TOTAL NUMBER OF STAFF



With regard to local staff in international missions, **35 local professionals were hired or subsidised**.

INTERNATIONAL LOCAL STAFF

Mission	No.	Type
Guinea-Bissau	18	Bolama: 1 Domestic Servant, 2 Logistics Officers, 3 Guards, 1 Substitute Guard. Quinara: project 'High-Impact Interventions: Community Health in Quinara - Phase 4' (Feb-Jun2020) 1 Administrative assistant, 1 Domestic servant, 2 Financial Managers, 1 Data Manager, 2 Guards, 1 Logistics officer, 1 Driver, 1 Monitoring Technician (a). Mission: 1 Local AMI Representative
Uganda	8	1 Project coordinator*, 7 Local technicians* *Staff contracted through local partner CEFORD, under the Talk2Me project
Mozambique	3	Beira: Project Mangwana – Prevention of Diseases of Epidemic Potential Post Cyclone Idai – Phase 2: 1 Project Coordinator, 1 Focal Point Manga Nhaconjo Health Centre, 1 Preventive Health Officer Manga Nhaconjo HC
Senegal	6	2 Guards *, 1 Tailor*, 1 Cook**, 2 Logistics officers** *Permanent, **Assigned to Solidarity Adventure projects in the week when they are held.

(a) Within the framework of the Guinea-Bissau mission, it should be noted that the project 'High-Impact Interventions: Community Health in Quinara - Phase 4' worked directly with 208 community health workers, local volunteers, crucial for the implementation of the project's core activities and whose financial incentive was, until June 2020, requested by AMI to the World Bank.

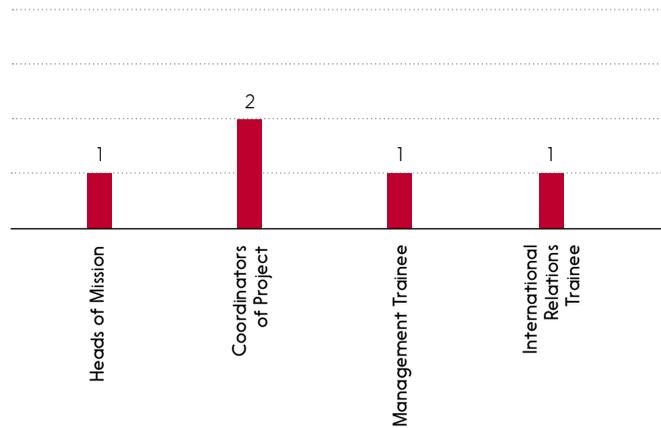
VOLUNTEERS

In 2020, AMI had 145 new applications for international volunteering from people available to go on mission.

This year, there were only 22 **deployments** (a decrease caused by the Covid-19 pandemic) for exploratory, evaluation or project implementation missions or within the scope of the Solidarity Adventure, of which:

- **5 Expatriates who are part of ongoing projects:**
 - 1 Head of mission;
 - 2 Project coordinators/assistant coordinators;
 - 1 management trainee;
 - 1 international relations trainee.
- **7 Solidarity Adventurers and 1 humanitarian medicine student;**
- **9 Deployments were made by AMI Head Office supervisors** on exploratory, evaluation or project implementation missions, between January and March 2021, before they were suspended due to the pandemic.
- **1 Deployment of Head Office staff on extended mission (to head the mission)** (for a period of 2 months).

EXPATRIATES SENT ON THE GROUND IN 2020



Despite the constraints caused by the Covid-19 pandemic, it was still possible to count on the support of **more than 300 volunteers** in AMI's social facilities and delegations in Portugal, **totalling about 2500 hours of volunteer work** (support for general services, entertainment activities and events, awareness raising, medical and nursing support, technical support, and teaching and training activities). There was also an increase in the enrolment of volunteers as a result of their involvement in the initiative 'A Friend in Need is a Friend Indeed'.

INTERNSHIPS

Number	Scope	Initiative
2	International	AMI/NBUP
6	National	Academic traineeships at the social facilities

2.2 TRAINING AND RESEARCH

CERTIFIED TRAINING

In 2020, as part of its training plan, AMI developed the projects listed below.

AMI is a training entity certified by DGERT in the following areas: Literacy (080); Personal Development (090);

Social work and guidance (762); Health (729); User-oriented information technology (482).

CERTIFIED TRAINING

Project	Number of Trainees	Type of Training
Training / Information and Awareness-raising courses at social facilities in Portugal	203	External
Computer libraries against computer exclusion	6	External
First Aid	30	External
Training for International Volunteers	20	External

FNAC/AMI COMPUTER LIBRARIES AGAINST COMPUTER EXCLUSION

The Computer library space develops, fundamentally, three types of activities: training in Information and Communication Technologies (ICTs), for children and young people, unemployed adults and seniors; free access to use computers and internet; and cross-cutting activities that involve using ICTs to complement the intervention services provided by AMI in social facilities.

The computer library Free Access spaces allow people who do not have access to ICTs to use these software tools to look for a job, prepare their CVs, do school assignments, conduct personal research, read the news, look for a house, check their e-mail or, for entertainment purposes, play games and surf the internet. In 2020, this space was used by **42 people**.

Thus, the Computer library is an important social response, creating the opportunity for interaction among a section of the population with difficulties in accessing ICTs and helping to reduce info-exclusion.



In 2020, the project was reviewed in view of the need to replace obsolete computers and in view of the needs triggered by the pandemic, namely in relation to online learning.

Thus, Auchan donated 45 computers that allowed to replace the old ones, and therefore made it possible to widen the activities developed by the space, whose name was also **changed to '#iAMIn', focusing on providing conditions so that, in the 2020/2021 school year, students with fewer resources could have access to a computer and internet.** These spaces are available in the Porta Amiga Centres in Almada, Angra do Heroísmo, Cascais, Funchal, Porto and V.N. de Gaia.

ACADEMIC TRAINING Humanitarian Medicine at the University of Lisbon Faculty of Medicine

In February and September 2020, two more courses in 'Humanitarian Medicine' were given at the Lisbon Faculty of Medicine, whose dean is AMI chair Fernando Nobre. The September 2020 course had to be adapted, due to the Covid-19 pandemic situation, although the classes were still held in a face-to-face format, complying with the rules established by the Directorate-General for Health.

The subject is optional for 3rd-, 4th- and 5th-year medicine students and seeks to raise these students' awareness of the problems and challenges

in the practice of medicine within the context of developing countries and in humanitarian action.

In 2020, 52 students attended this subject.

Humanitarian Project Cycle Management, ISCSP

In June and July 2020, the subject 'Humanitarian Project Cycle Management' was taught for the fifth consecutive year at the Higher Institute of Social and Political Sciences (ISCSP). The subject is taught by AMI trainers and is part of the curricular structure of the Post-Graduate Study Programme in Crisis and Humanitarian Action. In 2020, it was attended by 14 students and the classes were held online due to the pandemic.

TRAINING FOR NATIONAL AND INTERNATIONAL PARTNERS Project Cycle Management Training for Civil Society Organisations

AMI continued the Project Cycle Management training to local CSOs in developing countries, which started in 2019, with the aim of empowering these organisations to obtain more external funding.

In 2020, it was possible to provide (two-day) training to Uganda's CEFORD partner on financial management and reporting to funders, for two members of the organisation, and one-day training on the preparation of a diagnosis

of intervention needs for seven members of CEFORD.

Also in Guinea-Bissau, a half-day training session on Project Cycle Management was provided to 8 members of the local partner Aderlega.

The pandemic eventually halted deployments and other planned trainings.

CYCLE OF WEBINARS AND CONFERENCES ORGANISED WITHIN THE FRAMEWORK OF THE PROJECT 'THERE ISN'T A PLANET B'.

Within the framework of the project 'No Planet B'⁴, 5 webinars were organised, aimed at members of the partner civil society organisations and involving trainers from these organisations and others from AMI. The topics were 'Reforestation in a post-fire scenario', 'How to optimise digital communication', 'Off the Grid: Renewable Energies', 'Participatory Diagnostics', and 'Monitoring and Assessment: Narrative Reports'. In total, 71 people attended the webinars.

⁴ Detailed information on this project can be found on page 85.

RESEARCH

In 2020, AMI once again collaborated in research works carried out as part of master's and doctoral theses in the area of cooperation for development and humanitarian action and/or papers and projects as part of bachelor's degrees.

PREPARING WORKS, PROJECTS AND THESES

Topic	Partnership Scope
Thesis on 'The emotional management process of nurses providing care in international humanitarian aid'.	Doctorate in Nursing at the University of Lisbon.
Thesis on 'Community health workers' perceptions of their performance: a qualitative study in the Quinara Health Region, Republic of Guinea-Bissau'.	Master's in Public Health and Development at the Institute of Hygiene and Tropical Medicine.
Assessment of the Portuguese people's perception towards the social and professional integration of refugees.	Study carried out by the Centre for Research and Social Integration (CIS) of ISCTE-IUL in partnership with the Portuguese Refugee Council (CPR).
Thesis on civil military cooperation between NGOs and armed forces regarding humanitarian aid.	Bachelor's degree in Rescue Engineering at Hamburg University of Applied Sciences, Germany.
Thesis on 'Efficient Management of a Humanitarian Logistics Supply Chain for faster response in disaster situations'.	Master's in Industrial Management and Strategy from ISEG.

Sri Lanka



TAKING ACTION CHANGING



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“

MITIGATING INEQUALITIES
AND SUFFERING IN THE WORLD,
BY PLACING THE HUMAN BEING
AT THE HEART OF OUR CONCERNS.
CREATING A MORE SUSTAINABLE,
MORE HARMONIOUS, MORE
INCLUSIVE, MORE TOLERANT,
LESS INDIFFERENT,
LESS VIOLENT WORLD.
THIS IS OUR VISION!

”

3

CHAPTER

TAKING ACTION CHANGING INTEGRATING

3.1 COVID-19 ACTIONS IN PORTUGAL AND IN THE WORLD

The spread of Covid-19, a disease caused by the novel coronavirus or SARS-COV-2, has reached nearly 200 countries and territories around the world, triggering an international emergency scenario, leading 1/3 of the world's population into isolation.

Aware of its responsibilities and its role in the area of Humanitarian Aid, Assistência Médica Internacional (AMI) continued to guarantee all the support to the vulnerable population that uses its services, and even reinforced it, having defined clear and preventive contingency measures in all its infrastructures in Portugal for the defense and protection of the health of both its beneficiaries and its employees. Moreover, this being a pandemic, AMI has also assumed its responsibility towards international partners who are already facing the serious consequences of the epidemic in their country, not only in health but also in the economy. In addition to supporting new actions, AMI continued its support to local organisations and associations and agreed to redirect efforts, at the request of some of the partners, to halt the spread of Covid-19 and to address economic difficulties in the regions where projects are implemented.

AMI also made every effort to address the various appeals from health institutions and other groups in Portugal, which came together to find solutions to combat Covid-19.

INTERNATIONAL PROJECTS

Region	No. Countries	COVID-19 Actions	Countries
Africa	3	3	Senegal; Guinea-Bissau; Mozambique
America	2	2	Brazil; Chile
Asia	3	4	Bangladesh; India; Sri Lanka (2)
Europe	1	4	Portugal
Total	9	13	

PORTUGAL

AMI Social Facilities

In Portugal, the social assistance services, the home help service and the street teams for the homeless population remained active and in close collaboration with the institutions that work in a network to support this population. The on-site canteen service was reduced, in compliance with all safety rules, favouring the delivery of take-away meals. The food distribution was carried out with the contingency protocols in place, and was also an opportunity to raise the awareness among the beneficiaries of the precautions to take to protect themselves from contagion.

The Lisbon and Porto Night Shelters are now open 24 hours a day, as residents had their movements limited due to the measures imposed by the State of Emergency.

In order to expand the response means in Portugal and ensure that AMI beneficiaries remain isolated in their homes, as they are vulnerable and at-risk people, namely the elderly, homeless people, single-parent families, and people with chronic diseases, AMI launched the campaign '**A Friend in Need is a Friend Indeed.**'⁵ This campaign aimed to raise funds to buy hampers of basic food and hygiene products and recruit volunteers to distribute these items among the beneficiaries of AMI facilities, complying with the prevention and safety rules of the Directorate-General for Health and the World Health Organisation.

⁵ Detailed information on this project can be found on page 94.

Santa Maria Hospital, Lisbon

In response to an appeal by the Faculty of Medicine of the University of Lisbon, AML made a donation of EUR 20,000 to buy alcohol and personal protective equipment (PPE) for the Santa Maria Hospital in Lisbon.

São Bernardo Hospital, Setúbal

AML lent two tents to Setúbal's São Bernardo Hospital to support the facilities in screening patients suspected of or infected with Covid-19 and to complement the services provided.



BANGLADESH

Although COVID-19 affects everyone equally, refugee and displaced populations and those living in disaster-prone areas are not only among those most exposed to the infection and with the least access to health care, but also among the most affected socially and economically. It is with a view to protecting and assisting these populations that AML has entered into a new partnership with the Bangladesh Integrated Social Advancement Programme (BISAP), which works with Rohingya refugees and host communities in the Chattogram region of eastern Bangladesh. Among the main activities of the project are the production of Behaviour Change Communication materials and Information, Education and Communication, for mass communication, advertisements, propaganda and training actions, installation of structures for hand washing in the commu-

nities, distribution of essential items, such as food, masks, hand sanitizer, among others. The project has a budget of EUR 5,000 and contributes to SDG 3 - Good Health and Well-Being.

BRAZIL

In light of the pandemic caused by the novel coronavirus (COVID-19) and its sudden escalation in Brazil, a situation that has been affecting the most vulnerable populations, at a health, social and economic level, particularly those living in the slums and poorest communities in the country, AML decided to support the activities developed by the Metamorfose Association and A Vida Azul Association in the implementation of the 'Response to COVID-19' project. This action sought to prevent the spread of COVID-19 by manufacturing and distributing fabric face masks

to the 'trading posts' in the region, namely pharmacies, supermarkets and other local businesses. This project contributed to SDG 3 - Good Health and Well-Being - and was supported by AML to the amount of EUR 1,000.

CHILE

Since its creation in 1996, the mission of the Auxilio Maltes Foundation (FAM) has been to support the respiratory rehabilitation of patients in a condition of clinical, as well as social and economic vulnerability. With the outbreak of the novel coronavirus (COVID-19), the two hospitals where the FAM manages rehabilitation centres, namely San José Hospital for adults and Roberto del Río Hospital for children, received around 150 cases of COVID-19 patients per day in 2020, and had up to 400 patients admitted, 90% of these for COVID-19.

Faced with this scenario, the FAM requested AMI's support, both for the purchase of clinical equipment and supplies, such as BiPAP devices (non-invasive ventilators) for the treatment of patients with respiratory insufficiency and personal protective equipment for hospital staff, and for the purchase and distribution of food items to around 50 vulnerable families living in the metropolitan region of Santiago, the country's capital. AMI will support this action for six months with a total funding of EUR 12,000, starting in July 2020 and ending in February 2021.

This project contributed to SDG 3 - Good Health and Well-Being.

GUINEA-BISSAU

In Guinea-Bissau, personal protective equipment was donated to the Bolama Health Centre, and as part of the Community Health project implemented in Quinara, in partnership with UNICEF,

training was given to Health Centre technicians on the risks and good practices to be used to prevent the spread of the novel coronavirus in the region's communities.

INDIA

Local organisation KBMBS, AMI's partner in India, has requested to reallocate funds from the budget of the ongoing project 'Sampurna - Disaster Preparedness and Management' to respond to the COVID-19 pandemic in the villages where the project is being implemented. In India, as in other countries in the region, the portion of the population surviving on daily income was extremely affected by the social isolation measures decreed by the country's government to contain the pandemic. In this regard, KBMBS has taken the decision to provide essential food to the families most affected by the crisis. This action sought to support at

least 20 families from each of the 30 villages where the Sampurna project is being implemented for at least 10 days, considering an average of 5 members per family. In total, around 2,500 people (500 families) benefited from this action, which represented an investment by AMI of EUR 4,900.

MOZAMBIQUE

In response to the COVID-19 pandemic, EUR 3,000 were allocated to ESMABAMA, a local partner that was implementing the 2nd phase of the 'Mangwana' cyclone response project, so that actions to prevent COVID-19 could be quickly implemented.

Thus, with the aim of improving access to information on prevention measures against the novel coronavirus among the population covered by the Manga Nhaconjo Health Centre, between May and June 2020, awareness-raising actions on the prevention of COVID-19 were carried out by community activists at the Manga Nhaconjo Health Centre, which benefited 13,133 users and 9,978 schoolchildren from suburbs 13 and 14, through the use of new information technologies and the distribution of informative brochures. In addition, 15 boxes of soap and 160 bottles of sanitiser were distributed to 300 households and 17 boxes of soap, 108 bottles of sanitiser, 75 units of alcohol-gel and 500 masks were delivered to the Manga Nhaconjo Health Centre.

This action contributed to SDG 3 - Good Health and Well-Being.



SENEGAL

The organisation APROSOR, AMI's partner in Senegal for over 20 years, requested the institution's support for the implementation of actions to combat COVID-19 in the Diourbel region. The funding aimed specifically at supporting the manufacture and distribution of face masks, as well as the distribution of hydroalcoholic gel and materials for hand washing devices for users of the health units in AMI's areas of intervention. The first phase of the support took place on 12 July 2020 and the second on 7 January 2021, with each health unit receiving Termoflash thermometers, antiseptic products, hydroalcoholic gel, hand washing products and 200 face masks. The health centres that benefited from the action were those in the rural areas of Parba, Mbambeye, Réo Mao and Néorane. This support amounted to a total of EUR 3,000.

SRI LANKA

The **Sri Lanka Portuguese Burgher Foundation (SLPBF)**, AMI's partner in Sri Lanka, submitted a request for financial support, in April 2020, following the global escalation of the novel coronavirus. AMI approved an extra 5,000 Euros to support the SLPBF in the payment of basic operating expenses such as water, electricity and telephone bills, as well as the wages of the organisation's employees for a period of 6 months,



since they were forced to temporarily close the infrastructure due to the pandemic. This action sought to contribute to SDGs 1 - No Poverty, and SDG 2 - Zero Hunger.

The Burgher Cultural Union (BCU) organisation submitted a request, in March 2020, for financial support for the emergency response to the escalation of COVID-19 in Batticaloa, Sri Lanka, to distribute kits containing essential food items such as rice, lentils, flour, sugar and canned fish to 750 vulnerable families in the Burgher community in Batticaloa, who have been severely affected by the restrictive measures

taken by the government to mitigate the spread of the virus on the island. If, on the one hand, many of these families were already living under extreme poverty and earned their daily income through temporary jobs, on the other hand, due to the curfew and social isolation measures decreed by the government, their survival was severely threatened.

3.2 INTERNATIONAL PROJECTS

In 2020, AMI developed a total of 25 international projects, with 22 organisations and in 14 countries. These included 1 development mission with expatriate teams in the field (Guinea-Bissau), 2 humanitarian missions (Mozambique and Uganda) in partnership with local organisations, 9 PIPOL (International Projects in Partnership with Local Organisations), with 9 local

organisations, in 9 countries around the world, 1 Solidarity Adventure, 3 one-off support actions and 9 actions to combat Covid-19.⁶

With all its international projects, in 2020, AMI benefited a total of 2,081,156 people, 98,450 of whom directly and 1,098,706 indirectly. As part of the PIPOL (International Projects in Partnership with Local Organisations), at least

1,840,312 people were helped, 64,578 of whom directly and 1,775,734 indirectly. The initiatives to combat Covid-19 covered a total of 150,521 beneficiaries, 49,299 of whom directly and 101,222 indirectly, and the humanitarian missions benefited a total of 216,112 people, 33,872 of whom directly and 182,240 indirectly.

⁶ Detailed information on these actions can be found on page 32.

INTERNATIONAL PROJECTS

Region	No Countries	Projects with Local Organisations*	Projects with expatriate teams	Humanitarian missions in partnership with Local Organisations	COVID-19 Actions	Countries
Africa	7	6	1	2	3	Cameroon; Guinea-Bissau (3); Mozambique (2); Niger; Senegal (2); Uganda; Zimbabwe
America	3	2	-	-	2	Brazil; Chile (2); Colombia
Asia	3	4	-	-	4	Bangladesh; India (2); Sri Lanka (4)
Middle East	1	1	-	-	-	Syria
Total	14	13	1	2	9	

* (including 1 Solidarity Adventure and 3 one-off support actions)

AREAS OF OPERATION

HEALTH

Bangladesh
Brazil
Chile
Colombia
Guinea-Bissau
Mozambique
Senegal
Syria
Uganda

POVERTY (Education / Nutrition)

Cameroon
Colombia
Guinea-Bissau
Niger
Senegal
Sri Lanka
Uganda
Zimbabwe

CIVIL SOCIETY (Associations)

Guinea-Bissau
Sri Lanka

ENVIRONMENT

India

PARTNERSHIP REQUESTS

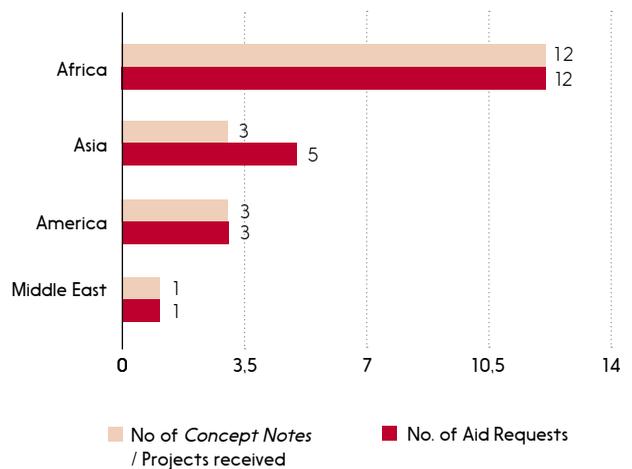
Every year, AMI receives several requests for project funding from local organisations in developing countries in a wide range of areas such as health, nutrition and food safety, education, water and sanitation, among others. In addition to funding, AMI is an active donor working with partner organisations to improve project management, from design to implementation and monitoring.

By the end of December 2020, **AMI received 21 aid requests from local NGOs, none of which could be approved due to the pandemic, as it was not possible to carry out exploratory missions in the field.**

AID REQUESTS, CONCEPT NOTES AND PROJECTS RECEIVED BY COUNTRY 2020

Geographic Area	No. of Aid Requests
Africa	12
Asia	5
America	3
Middle East	1
Total	21

REQUESTS FOR FINANCING BY GEOGRAPHIC AREA OF ORIGIN IN 2020



EXPLORATORY AND ASSESSMENT MISSIONS

In 2020, and due to the Covid-19 pandemic, only 9 deployments were made in exploratory and assessment missions, which involved the participation of 8 AMI professionals, in 5 countries from 1 continent (Africa).

Côte d'Ivoire (2), Guinea-Bissau (1), Senegal (2), Uganda (2), Zimbabwe (2).

HUMANITARIAN ACTION MISSIONS

Uganda

The Project **'Talk2Me: Raising Awareness and Promoting Good Sexual and Reproductive Health Practices in Uganda's Refugee Camps'** implemented by AMI, in partnership with the local organisation CEFORD, and co-funded by the Camões Institute, addresses sexual and reproductive health issues in young people aged 10-24 in Omugo, an extension of Uganda's Rhino Camp and its host communities.

The project was implemented between March 2019 and February 2020, and aimed to reduce the number of complications in Sexual and Reproductive Health in this population, through the promotion of and access to knowledge and means about healthy Sexual and Reproductive Health practices.

This intervention, implemented in North-Western Uganda, directly benefited 20,756 people, including 14,728 young people between the ages of 10 and 24 (8,254 girls and 6,474 boys), 5,986 adults over the age of 25 (3,177 women and 2,809 men) 6 technicians

from the partner organisation, 24 community workers and 12 'Informed Buddies'.

The entire population of the Omugo community, around 71,762 inhabitants, benefited indirectly from this intervention, which contributed to SDG 3 - Good Health and Well-Being.

The total budget for this project was EUR 121,176, with the AMI Foundation providing EUR 23,153.54, CEFORD EUR 7,440 and the Camões Institute providing EUR 90,582.46. AMI was also backed by the local accommodation management company T-Dream Casinhas de Lisboa and also by Meos.

Mozambique

AMI implemented an emergency mission in Beira, in Mozambique, in response to Cyclone Idai, which hit this District of the Sofala Province full force on 15 March 2019. Also that month, the project 'Mangwana - Prevention of Diseases of Epidemic Potential, Post Cyclone Idai' began, comprising 2 phases: phase 1, emergency response with expatriate teams and phase 2, community intervention with a local organisation.

This project, which lasted 14 months and ended 31 May 2020, sought to reduce mortality and morbidity associated with priority infectious diseases in the population affected by Cyclone Idai in Mozambique.

The first phase lasted 2 months, and aimed to strengthen the capacity of the health structures in the district of Beira in the Emergency Health response for the population affected by the cyclone.

To ensure that after the 1st phase of the emergency response, the communities of suburbs 13 and 14, served by the Manga Nhaconjo Health Centre, in Beira, continued to be monitored in terms of health, AMI moved forward with the 2nd phase of the intervention, from June 2019 to May 2020, in partnership with Local association ESMA-BAMA.

The 2nd phase sought to reduce the population's vulnerability to priority infectious diseases in a post-disaster situation. To this end, several community awareness-raising activities were carried out in schools and in the neighbourhoods covered by the Manga Nhaconjo Health Centre on personal and environmental prevention practices for priority infectious diseases, including vector control. Moreover, identification and active referral to the Health Centre of cases of priority infectious diseases in the community was carried out, along with their follow-up. All community intervention was implemented in close coordination with the Management and health technicians of the Reference Health Centre, as well as with school teachers and leaders of the communities concerned. With the 2nd phase of the intervention it was possible to directly benefit 2,501 people, namely: 2,328 users of the Mango Nhaconjo Health Centre with diarrhoeal diseases; 55 Health Technicians from the Mango Nhaconjo H.C.; 13 General Services Workers from the Mango Nhaconjo H.C.; 62 Community Leaders from suburbs 13 and 14 in Beira

City; 30 Community Activists from suburbs 13 and 14 in Beira City; 13 Teachers in charge of school health in suburbs 13 and 14 of Beira City.

Indirectly, nearly 44,812 inhabitants of suburbs 13 and 14 of Beira City (population covered by the Manhga Nhaconjo Health Centre) benefited from the project, of whom around 26,368 are students from the 13 schools covered by the project.

The 2nd phase contributed to SDG 3 - Good Health and Well-Being, and had a total cost of EUR 31,000.



DEVELOPMENT MISSIONS WITH EXPATRIATE TEAMS

Guinea-Bissau

In 2020, the Development Mission in Guinea-Bissau was marked by the termination of the project 'High Impact Interventions: Community Health in Quinara', co-funded by UNICEF, and ongoing since 2014.

This project sought to contribute to the availability of outreach health services for both pregnant women and children under 5 years of age in the Quinara Sanitary Region, by means of the following specific goals: 1) Provide a Kit of Essential Materials and Medicines to each trained Community Health Worker for the Promotion of the 16 Essential Family Practices; 2) Promote Essential Family Practices, including the prevention of epidemic-prone diseases, and promote the Advanced Strategy, in the communities of the Quinara Sanitary Region; 3) Strengthen health management skills in the Quinara Sanitary

Region for the implementation of community health.

This intervention was aligned with Guinea Bissau's national health strategy and aimed to promote the implementation of the community health component of the Operational Plan for Transition to the National Scale (POPEN) of High-Impact Interventions for Reducing Maternal and Child Mortality, as well as to contribute to strengthening the Advanced Strategy (with the displacement of nurses to the communities) in the Quinara Region, with a view to reducing mother and child morbidity and mortality in the region.

The 4th implementation phase of the project took place between 10 February and 30 June 2020, with the collaboration of a coordination team composed of two expatriate members (coordinator and assistant coordinator) and a local team of 6 members. By instruction from MINSAP, at this phase,

the intervention suffered a three-month interruption, which required a reorganisation of the team, with the integration and training of new members, as well as the constitution of a group of new Community Health Workers (CHW) to make up for absences due to abandonment.

Also during this phase, the team of operational supervisors in the field was changed. This function was previously performed by AMI human resources and, by recommendation of UNICEF GB and MINSAP, it is now performed by health technicians from the region, appointed in each sanitary area. This implied training these technicians in community health initiatives, coordination with health structures, and the use of methodology and tools to supervise the work of CHWs.

Lastly, this phase included strong partnership work focused mainly on community health, assigned by the Quinara

Regional Health Directorate (DRSQ), aimed at fulfilling the plan to transfer competencies and responsibilities from the AMI team to the DRSQ team, in order to ensure the full take-over of community health activities in the region.

This project has directly benefited around 2,955 pregnant women and 8,734 children under the age of five, and indirectly benefited around 65,666 inhabitants of the Quinara region. The final indicators reveal that around 100% households with pregnant women and 100% households with children under the age of 5 received at least one monthly home visit from the Community Health Worker. It should also be stressed that all children and pregnant women who showed signs of danger were referred to the health centre and all children aged 6-59 months F/M with malnutrition were evacuated by the CHW.

The total cost of this intervention, throughout 2020, was EUR 57,454, with AMI contributing with EUR 18,003 and UNICEF with EUR 39,451. This project contributed to SDG 3 - Good Health and Well-Being.

INTERNATIONAL PROJECTS IN PARTNERSHIP WITH LOCAL NGOS (PIPOL)

PIPOL is one of the strategic axis of AMI's intervention at the international level. Its action aims to provide funding partnerships, joint action and sending expatriates to local organisations that are based in developing countries.

Through this strategy, AMI pursues a sustainable and long-lasting intervention focused on cooperation for development in many countries across Africa, Asia and Latin America. In 2020, in view

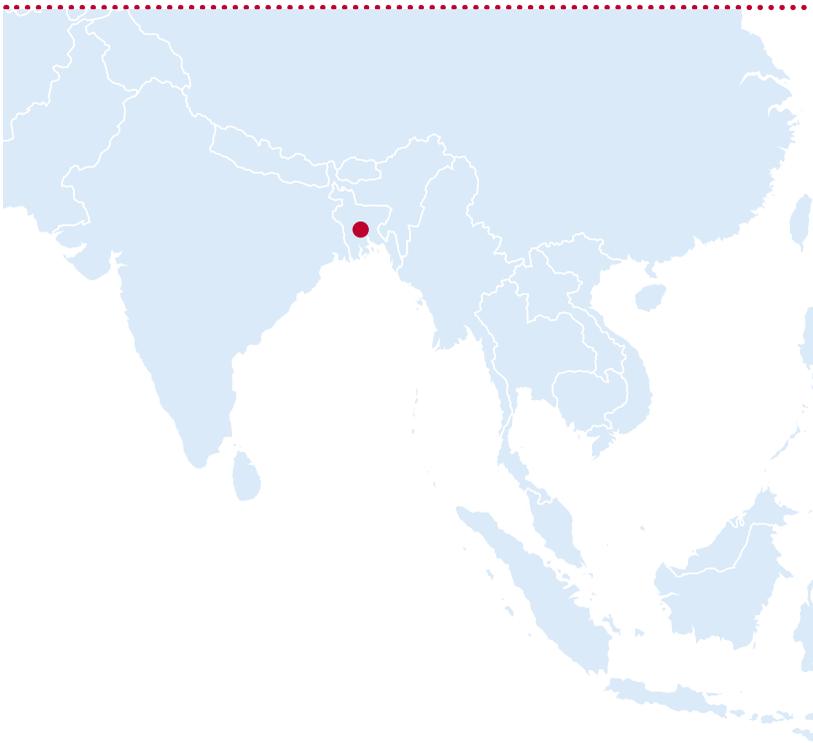
of the pandemic caused by COVID-19, which caused constraints and prevented deployments, AMI held on 15, 18 and 19 May, three online meetings with partners from Portuguese-speaking, English-speaking and French-speaking countries (1 per language), to learn about the situation in each of the 12 countries and understand what the main problems of the partners are. These sessions brought together partners from Bangladesh, Brazil, Cameroon, Chile, Colombia, India, Mozambique, Niger, Senegal, Syria, Sri Lanka and Uganda.

Despite the constraints caused by the pandemic, the following projects were developed in 2020:

INTERNATIONAL PROJECTS

Region	No. Countries	Projects with Local Organisations	Countries
Africa	3	3	Cameroon; Niger; Zimbabwe
America	2	2	Chile; Colombia
Asia	3	3	Bangladesh; India; Sri Lanka
Middle East	1	1	Syria
Total	9	9	

BANGLADESH



According to the World Bank, Bangladesh has recorded a strong performance in income growth and human development, but is still facing major challenges given the high level of vulnerability, represented by the nearly 39 million people still living below the national poverty line.

The pandemic of COVID-19 will worsen the hardships, with the poorest and most vulnerable population being the most affected by the loss of income, leading to increased poverty.

In order to address these challenges, AMI continues to support DHARA, a local organisation in Southwest Bangladesh, and has also decided to respond to BIS-AP's appeal for help in the east of the country.

Shyamnagar

Health

DHARA, Development of Health & Agriculture Rehabilitation Advancement, is a women-led organisation, which is based in Jessore, southwest Bangladesh, and has been working with AMI in the area of health since 2009.

This project, which started in May 2019, consists of the construction of a training centre for nurses and is part of a set of projects funded by AMI since 2009 for a total amount of over EUR 500,000. In addition to the construction of the training centre, the aim of this project

is to offer nursing courses, initially for a class of 50 students. It should be noted that both the curricular structure and the diploma of the course will have the endorsement of the health authorities of the region. As part of their training, the students will be in charge of providing primary health care and nursing to users of the Dr. Fernando Nobre General Hospital, which was one of the first projects implemented by DHARA with the support of AMI.

All these projects contributed to SDG 3 - Good Health and Well-Being.

CAMEROON



In 2019, one in five women aged 20-24 worldwide married while still in childhood, up from one in four in 2004, with the highest number recorded in sub-Saharan Africa, with more than one in three women.

Child marriage is a violation of human rights and it is urgent to eradicate this practice, which is why AMI decided to support the project 'Empowerment of 50 child brides with income generation' implemented in Bamenda, Northeast Region of Cameroon, by the organisation SUSTAIN Cameroon.

Northeast Region **Early marriage**

With AMI's support, the project 'Empowerment of 50 child brides with income generation' implemented in Bamenda, Northeast Region of Cameroon, by the organisation SUSTAIN Cameroon, promotes the empowerment of young girls at risk of early marriage and improves their access to opportunities, thus increasing their life perspectives and mitigating this problem which is still prevalent in the community. Besides providing vocational courses in key areas, the initiative contemplates the payment of school fees for girls who are still attending school in order to prevent them from dropping out due to economic difficulties.

Another strategic axis of this project is to raise awareness in the community, namely community and religious leaders, not only through awareness sessions, but also radio programmes and a documentary with testimonies from victims. This action, which contributes to SDGs 1 - No Poverty, 2 - Zero Hunger, 3 - Good Health and Well-Being, and 5 - Gender Equality, directly benefits 464 people and indirectly benefits around 1,151,348 people. The total budget for this project is EUR 17,496, of which AMI funds EUR 15,000.

CHILE



Despite remarkable progress, which has made Chile one of the most prosperous countries in South America, over 30% of the population is economically vulnerable and income inequality remains at a high level.

In 2020, AML reinforced its support to two hospitals in the country's capital due to the Covid-19 pandemic.

Santiago de Chile **Support and social inclusion of people with disabilities**

Located in the Chilean capital, Roberto del Río Hospital provides medical care for children and adolescents in need of special health care. In 2017, AML, in partnership with the Fundación de Beneficencia Auxilio Maltés (FAM), supported the project to create a multidisciplinary treatment unit, equipped with the necessary medical equipment and able to

offer timely and comprehensive diagnosis and treatment to these children and adolescents with special medical needs.

Following this initiative, we launched the project 'Remodelling and Qualification of the Roberto del Río Hospital Rehabilitation Centre - Auxilio Maltés and Transfer of Patients in Process of Rehabilitation'. The aim of this three-year project, between 2018 and 2021, is the construction of an integrated rehabilitation centre that will offer comprehensive biopsychosocial treatment for all the patients whose pathologies are covered by the hospital, considering all the factors that condition their state of health and their recovery.

Once the construction of the centre is completed, by 2020, the partner will follow up the project by implementing a free transport system for patients accompanied by a relative, so that they can receive the necessary attention during their rehabilitation process. By doing so, it will be possible to provide social, economic and emotional help, which is essential for the family and for the success of the patient's rehabilitation.

The total budget of the project is EUR 45,004 and it is fully financed by AML. It contributed to SDG 3 - Good Health and Well-Being.

COLOMBIA



For several years, AMI has maintained a partnership with the Fundación Hogar Juvenil (FHJ), based in Cartagena de Indias, not only by funding projects but also by supporting the sending of expatriates and trainees from areas related to cooperation.

Cartagena **Child Nutrition**

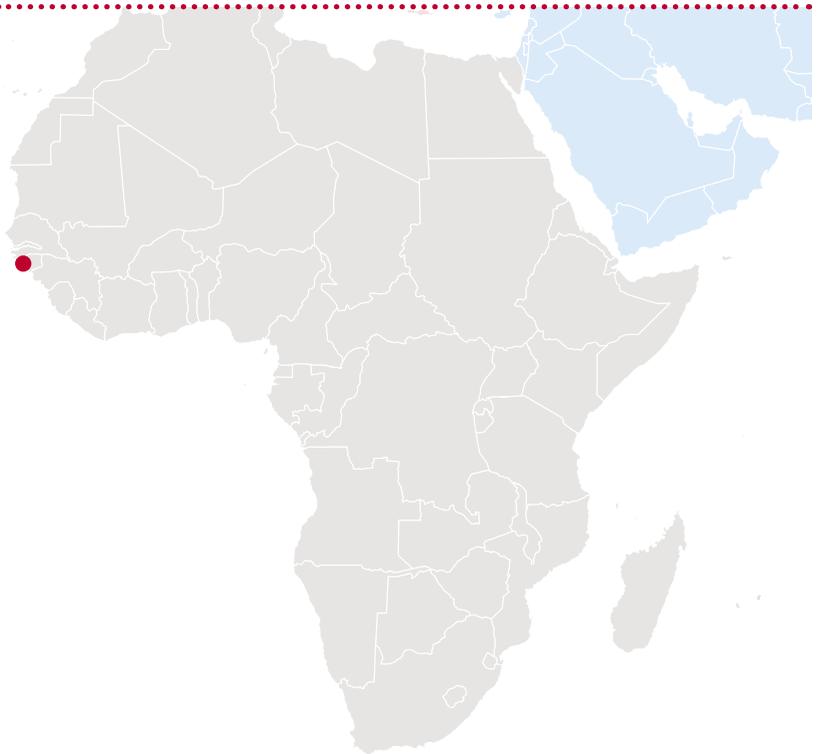
In this new project, 'Un barullo para el bienestar nutricional y familiar en la zona sur de Cartagena', launched in December 2018, FHJ, in partnership with AMI, expanded the area of intervention to new vulnerable neighbourhoods in Cartagena de Indias, mainly working on integral development practices of about 600 families, for a total of 2,644 people who benefit directly from these

actions, by promoting good hygiene, nutrition and health habits from early childhood, as well as among pregnant women.

We are also promoting strategies that encourage the engagement of families and the community in building rich and protective environments that enable their rights to be guaranteed. The project implies a number of training sessions for the beneficiary families, as well as the periodic analysis of children's nutritional status.

AMI is funding EUR 30,000 of the total budget, which amounts to EUR 155,843. The project will run until January 2022 and contribute to SDGs 1 - No Poverty, 2 - Zero Hunger, and 3 - Good Health and Well-Being.

GUINEA-BISSAU



In addition to the mission with expatriate teams in the Quinara Region, AMI continues to intervene in the Bolama Sanitary Region, in the Bijagós Archipelago, via a partnership with local organisations in projects to promote the development of the Region.

Bolama Health

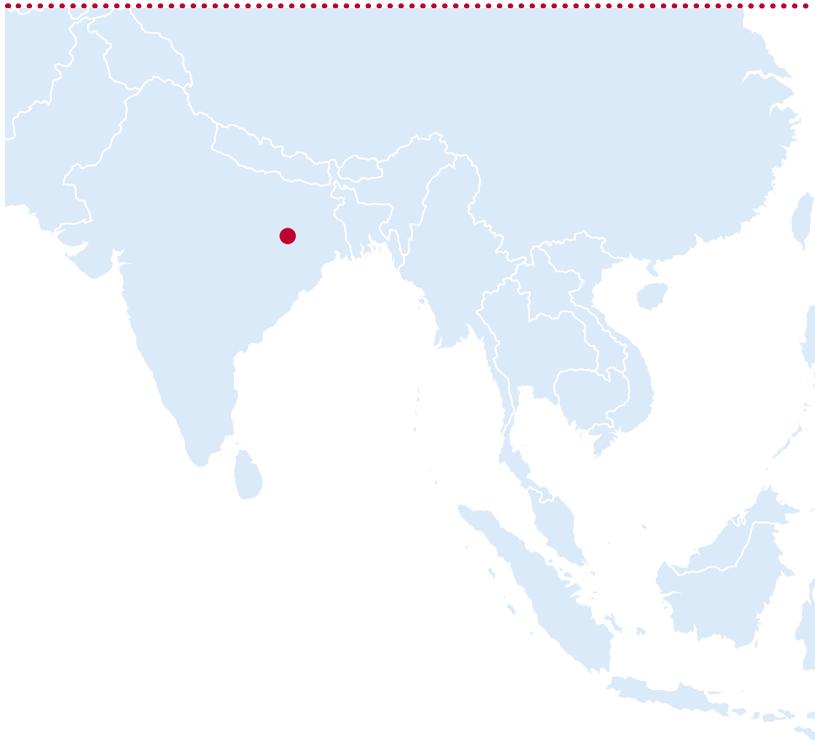
AMI supported the Bolama Regional Directorate of Health with the annual amount of EUR 480, as it has been doing since 2016. These funds are given to the Regional Hospital of Bolama to purchase fuel for a generator, in order to enable the day-to-day operation of the Autoclave, a piece of equipment that allows the sterilisation of hospital medical materials. This support benefits around 10,900 inhabitants of the region, a population covered by the services of this regional hospital.

Bolama Community Radio

AMI supported the Pro-Bolama NGO in the acquisition of equipment and in the training of the Rádio Esperança de Bolama personnel, in order to improve its performance within the community. The project ran from March 2017 to November 2019, and enabled the population of the Bolama Region to have at their disposal a higher quality means of broadcasting and disseminating information of public and community interest.

Implemented between September and November 2019, the project aimed to contribute to SDGs 4 - Quality Education, 9 - Industry, Innovation and Infrastructure, and 17 - Partnerships for Goals, with a total budget of EUR 5,761.05, with AMI contributing with EUR 5,715, of which EUR 3,900 were funded by 13 solidarity adventurers. With the presentation of the project's final report and accounts, the last installment of 10% funding was sent in 2020.

INDIA



Since the 2000s, India has made considerable progress in reducing absolute poverty. Poverty levels are estimated to have decreased from 21.6% in 2011 to 13.4% in 2015 (at the international poverty line), pulling more than 90 million people out of extreme poverty.

However, growth was already slowing down when the Covid-19 pandemic occurred.

After 25 March, when a national lockdown, forced by the onset of the pandemic, was implemented and several states imposed additional curfew measures, economic activity - especially industry and services - slowed drastically.

AMI has therefore reinforced its support to projects in the country developed by a local organisation.

Howrah

Risk prevention and mitigation in the face of natural disasters

Located in a very vulnerable area, given the presence of four large rivers in its vicinity - the Hoogly, the Muneswari, the Rupnarayan and the Damodar - the Howrah district annually experiences increasingly frequent and lasting periods of heavy rainfall, which causes increased river flow and destructive flooding. As a result, the communities living there suffer drastic human and material losses every year, which must be mitigated.

With the aim of reducing the vulnerability of the population of the Howrah district to the impact of natural disasters, KBMBS (Kalikata Bidhan Manab Bikash Samity), in partnership with AMI, created the project 'SAMPURNA - disaster preparedness and management' in 2018.

With a planned duration of 3 years, and with EUR 45,000 funding from AMI, the project, which contributes to SDG 13 - Climate Action, provides capacity building for the population of 30 villages in the communities of Amta I, Amta II and Udaynarayapur in

risk management and disaster mitigation, by training community workers, creating 'Awareness Camps', and implementing recycling campaigns. Since the beginning of the project, about 75 community workers have been trained, 541 support group meetings have been conducted by the communities themselves, and 169 sessions have been held in the 'Awareness Camps', addressing the most varied issues in the area of risk management and disaster mitigation. However, in view of the COVID-19 pandemic, some project activities were temporarily suspended in 2020. Instead, several one-off COVID-19 awareness-raising actions were incorporated in the villages benefiting from the Sampurna project.

Howrah

Aid in response to Cyclone Amphan

Cyclone AMPHAN hit the Indian territory on 20 May, 2020, devastating much of the West Bengal region, especially Kolkata. Between the implementation of the Sampurna project and carrying out activities in response to the pandemic of COVID-19, AMI's partner organisation in India, KBMBS, also spent a great deal of effort in supporting the populations most affected by the cyclone, with the primary need of the population at the time being oilcloth sheets to cover the roofs destroyed by the storm. The support was EUR 1,000.



NIGER



Despite Niger's significant strides over the past decade to reduce the country's poverty rate, the extreme poverty rate remained very high in 2019 (41.4%), affecting more than 9.5 million people, according to the World Bank.

Gounti-Koira Village, Tibbaléry

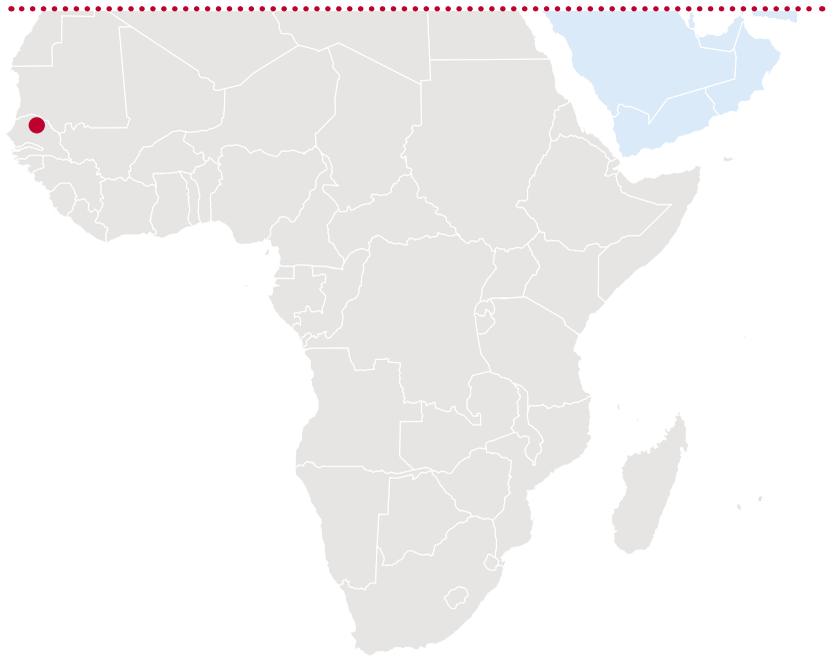
Support for the slave population

The population of the rural community of Kouré, the descendants of families who served the lords of the regions, lost the vast majority of the lands that were rightfully theirs. In the 21st century, there are still cases of slavery in Niger.

The project 'Appui au développement socioéconomique des populations du village de Gountikoira Commune rurale

de Kouré - Département de Kollo - Région de Tillabéry' developed by the TIMIDRIA Association in partnership with AMI, aims to contribute towards improving the living conditions of the people in Gounti Koira, by opening a borehole, building a permanent school, purchasing land and legalising it as property of the village's families or for agricultural production, so they can generate their own income and therefore become more autonomous. Originally scheduled to last 3 years, from January 2017 to December 2019, the project was extended until February 2020, with 100% funding from AMI amounting to EUR 59,471. It contributes to SDG 1 - No Poverty; 2 - Zero Hunger; 4 - Quality Education; and 6 - Clean Water and Sanitation.

SENEGAL



According to World Bank data, since the beginning of 2020, the COVID-19 pandemic has significantly changed Senegal's economic outlook. Growth slowed significantly to around 1.3%, with services (such as tourism and transports) and exports being particularly affected. The country reacted with containment measures and a comprehensive economic stimulus plan, but a vulnerable health system and a large informal sector pose some of the main challenges.

AMI's presence in Senegal dates back to 1996, when it began a partnership with local organisation APROSOR, which resulted in the funding of several local development projects, especially in the area of health, in the Réfane region.

Diourbel, Bambe **Lack of Food Safety**

In some parts of Senegal, a country located in West Africa, the soil is very poor, resulting in a decline in agricultural production and food safety, which contributes to increased migration of young people and women. Production is not covering the existing food needs, incomes have decreased and the children's health and education needs are not fully covered. The solution to these problems involves working on soil regeneration, improving access to productive resources and for capacity building, as well as increasing agricultural and livestock production, reducing the domestic burden of women and ensuring young people and women have decent living conditions that allow them to stay in their country.

The goal of the 'Projet de Lutte contre l'Insécurité Alimentaire – PLCIA', implemented by the organisation Union Régionale des Associations Paysannes de Diourbel (URAPD), is precisely to contribute to an improvement of food safety in 100 family farms across 18 villages from 3 communities of the Department of Bambe. At the end of the project, these family farms, which are members of the URAPD, are expected to have access to production factors and implement agro-ecological practices (biodigestors and organic fertilisers); the aim is for local production to be valued and its results followed, capitalised and disseminated. This project had an initial duration of two years, between July 2017 and July 2019, having been extended

for another year, until July 2020. It has a budget of EUR 114,915, of which EUR 30,000 are funded by AMI.

The Solidarity Adventure project co-funded this project in 2018, 2019 and 2020.

It contributes to SDG 1 - No Poverty; 2 - Zero Hunger; 7 - Affordable and Clean Energy; and 17 - Partnerships for the Goals.

Réfane

Sewing Centre

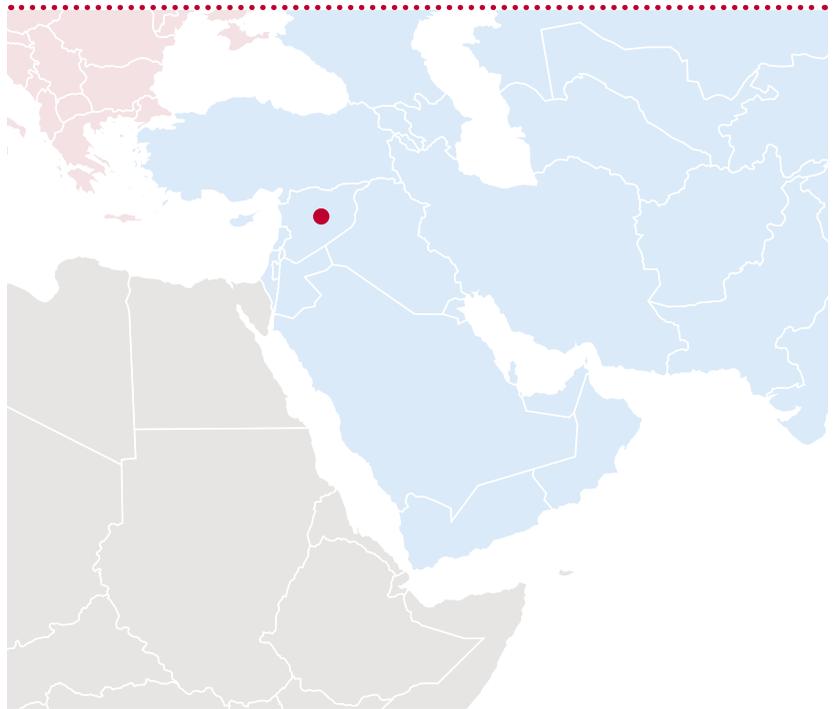
Upon evaluating the state of health centres and sewing houses funded by the AMI Foundation in Senegal, the rehabilitation of the Luisa Nemésio sewing house in Réfane, built during the 2014 Solidarity Adventure, was endorsed in the March 2020 Solidarity Adventure. It consisted in the painting of the house and the walls by 8 adventurers.

SOLIDARITY ADVENTURE IN SENEGAL

Local partnership	Union Régionale des Associations Paysannes de Diourbel (URAPD)
Project Name	Projet de Lutte Contre l'Insécurité Alimentaire (PLCIA)
No. of beneficiaries	Direct: 100 agricultural family farms (FF), composed of men and women - about 800 people, with an average of 8 people/FF. Indirect: Women processing cereals in 25 groups with about 30 women/group on average. The population of the three communities of Ngoye (45,430), Ndongol (21,968), Ndangalma (32,356). The craftsmen and workers involved in the construction of biodigestors.
No. of adventurers	8
Duration	6 to 15 March 2020
Total project cost	EUR 114,915
Amount guaranteed by AMI	EUR 27,900
Amount guaranteed by the Solidarity Adventure	EUR 2,100



SYRIA



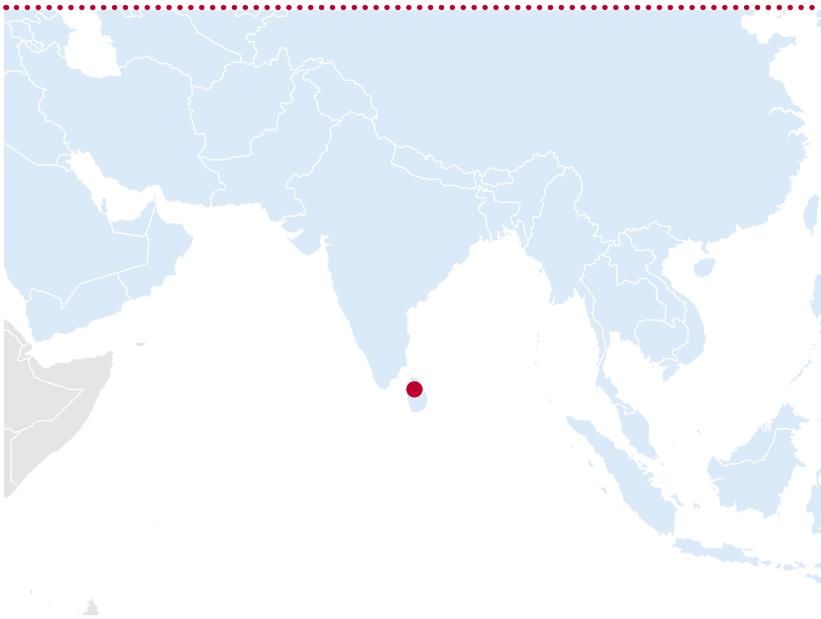
In northern Syria, in the Aleppo province, the internally displaced population fleeing the armed conflict, as well as the population hosting the displaced, faces a major life challenge, as the violent civil war that is plaguing the country has become a worrisome routine. The population that remains in the area is now mostly composed of the most vulnerable, those who have never had the necessary financial capacity or who are responsible for people with limited mobility, and who, therefore, could not flee the country, crossing a border that would guarantee them, at least, protection against an ongoing war. In view of the long-lasting conflict, AMI and its partner Syria Relief & Development (SRD) set out to break down barriers and lead the way in establishing a network of Mental Health and Psychosocial Support (SMAPS).

Allepo Mental Health

In addition to the first project that established bridges between mental health and the community, work has now begun on the training of 40 Community Health Workers, for the community monitoring of the Mental Health and Psychosocial Support of 960 people. As part of the 'Healthy Thinking' approach, which promotes well-being and mental health during pregnancy and the postpartum period, 13 mid-

wives were also given training. Lastly, a series of videos on SMAPS issues was created. The project, with an initial duration of 12 months, started on 15 May 2019 and was extended until 14 January 2021, with a budget of EUR 43,282 of which AMI is funding EUR 29,888. The action results from a partnership between AMI and the NGO Syria Relief & Development (SRD) and contributes to SDG 3 - Good Health and Well-Being.

SRI LANKA



The Burgher community (of Portuguese descendants), widely represented in the towns of Batticaloa, Eravur and Valaichenai, shows very low levels of education when compared with the Sinhalese community in general. This community is also characterised by low incomes coming from professional activities that provide little return. So, on the one hand, families find it difficult to pay their children's school-related expenses and, on the other hand, the fact that they don't value education as much as they should leads to a high drop-out rate.

Batticaloa **Education of children** **and young people in** **the Burgher community** **of Portuguese descendants**

The 'Educating children & youth in Burgher Community' project, implemented by the Burgher Cultural Union, works with vulnerable families in order to improve the level of education of

the Burgher community and to prepare young people to enter the labour market and find new and/or better opportunities.

To this end, 3 sessions were held to raise parents' awareness of the importance of school education, as well as to share experiences. Financial support was also provided to 30 children to buy school supplies, as well as annual pedagogical support to prepare them for the final general exam.

There were also 3 annual sessions of vocational education for children, vocational guidance and vocational training for about 75 young people (25 per year), as well as business develop-

ment training for 2 young people from the community, with guidance in the choice of a business area and financial support for the implementation of the project.

This project is directly benefiting 30 children who are attending the 9th, 10th and 11th grades and 30 young people from the community. Indirectly, this project is also benefiting 240 Burgher families.

This project has a duration of 42 months, having started on 1 October 2017 and scheduled to end in March 2021, and is funded by AMI with EUR 30,000. It contributes to SDG 4 - Quality Education.

ZIMBABWE



Zimbabwe is facing an economic crisis, made worse by the COVID-19 pandemic. In 2019, Zimbabwe was hit by a severe drought and Cyclone Idai, pushing more than half the population into a food insecurity scenario, according to the World Bank.

Murehwa, Musami, Mutoko and Marondera

Integration of people with disabilities

In 2020, the 'Empowerment of disabled people with knowledge and skills for social inclusion in Zimbabwe' project ended, which was the result of a partnership between AMI and the local organisation Ruvarashe Trust. It was implemented in 4 locations in the Harare region between October 2018 and March 2020, and drew on the extensive experience of the Ruvarashe Trust in intervening with the physically and mentally disabled population, a particularly vulnerable group subject to various factors of social exclusion, abuse and neglect, who struggle

to be integrated into the labour market and are often driven into situations of extreme poverty. This action directly benefited 350 people with disabilities, who received assistance and home visits, and indirectly benefited 1,362 family and social network members of those who directly benefited from the action. The total cost of the action was EUR 15,000 and it was fully funded by AMI.

The aim was to help reduce poverty and improve the living conditions of people with disabilities and members of their households, by empowering people with disabilities, providing them with the appropriate knowledge, skills

and resources so that they can get involved in income-generating projects in the areas of sewing, shoe repair, agriculture and/or livestock, so that their incomes and, consequently, their living conditions improve.

With this project and during the visit to Murehwa, Musami, Mutoko and Marondera, 290 disabled people were assessed and registered; 262 disabled people and their household members were selected to participate in income-generating projects; 13 disabled people were selected to receive training in sewing and shoe repair; 290 had an initial psychological counselling session, of which 104 had psychologi-

cal support throughout the duration of the project, for a total of 592 psychological counselling sessions.

From this intervention, the Ruvarashe Trust highlighted some important lessons:

- 1) certain traditional beliefs and practices often hinder the understanding and inclusion of people with disabilities in income-generating projects;
- 2) genuine community engagement is what makes a project sustainable;
- 3) training, in all aspects of life, increases the effectiveness of the project;

4) stigma and discrimination can be effectively reduced;

5) the endorsement of the local leadership is fundamental to ensure the project's activities;

6) community engagement and involvement increase the impact of the action.

The project contributed to SDG 1 - No Poverty and 10 - Reduced Inequalities.

PARTNERSHIPS WITH OTHER INSTITUTIONS

Partnership with the GNR Health Centre

As part of the protocol established with the GNR Health Centre, 6 travelling consultations were held in 2020. Since the partnership began in 2009, there have been 213 beginning- and end-of-mission consultations.



3.3 NATIONAL SOCIAL ACTION PROJECTS

M., 53, has always led a stable and organised life. His resume includes experience as head waiter, shop manager, and restaurant manager. He has always worked in the hotel and catering industry and this is where he feels comfortable. Divorced, M. has always kept a close relationship with his daughter and his ex-wife. About 10 years ago he decided to leave Portugal, seizing an opportunity as head waiter in a hotel in Angola. He had a good life, with a reasonable income and good living conditions. It was in Angola that he met his current partner of 30 years, with whom he started a relationship from which their first child was born in 2018. It was at that time that the couple decided to return to Portugal, seeking to provide better opportunities and more adequate care for their son. Already in Portugal, the couple's second child is born.

The adventurous spirit that characterises M., along with all his professional experience, led the couple to invest in their own business in the catering area - a Snack Bar. Everything was going well, they both had their hands full with all the work. They were making an average of EUR 600 per day. The stability they achieved allowed them to maintain a high quality of life, providing the best conditions for their children, without having to worry financially.

All this changed in March, with the arrival of the Covid-19 pandemic, which has been affecting Portugal ever since. The couple were forced to cease the normal activity of the establishment, remaining open only for takeaway. In April, the turnover was EUR 30 per day, making it unfeasible to keep the establishment open. It was at this point that they were forced to declare bankruptcy and close down the business, leaving both of them unemployed.

At this point, the couple resorted to their savings in order to survive. They were no longer able to pay the rent on the house and in October 2020, the couple turned to AMI's Porta Amiga Centre, as their savings had already been depleted and meeting the family's basic needs was compromised.

Besides the shame in admitting the whole difficult situation they were going through, the couple was also very anxious and with a great sense of powerlessness in the face of the turn their lives had taken. Food support was the first request they made to AMI, as they said they could no longer afford it.

The next step was to formalise M.'s enrolment in the Portuguese Employment Service (IEFP) and then to apply for the Income Support Allowance (RSI), which the family is already benefiting from, as well as the family allowance for the minors, which was not available to them when they resorted to AMI. Despite the short time of intervention with this family, it has been possible to maintain a close relationship with the couple, who have regularly received food support, have already benefited from the wardrobe service and, recently, from the employment support service.

The embarrassment and anxiety that the couple was going through at first, has gradually been replaced by a feeling of hope that they will be able to overcome this difficult moment and regain their financial autonomy.

The intervention from AMI's team has been vital for this family to have access to basic services, but also for them to keep believing in a better future, and to be able to face the new challenges that lie ahead.

The life story of one among many other AMI beneficiaries

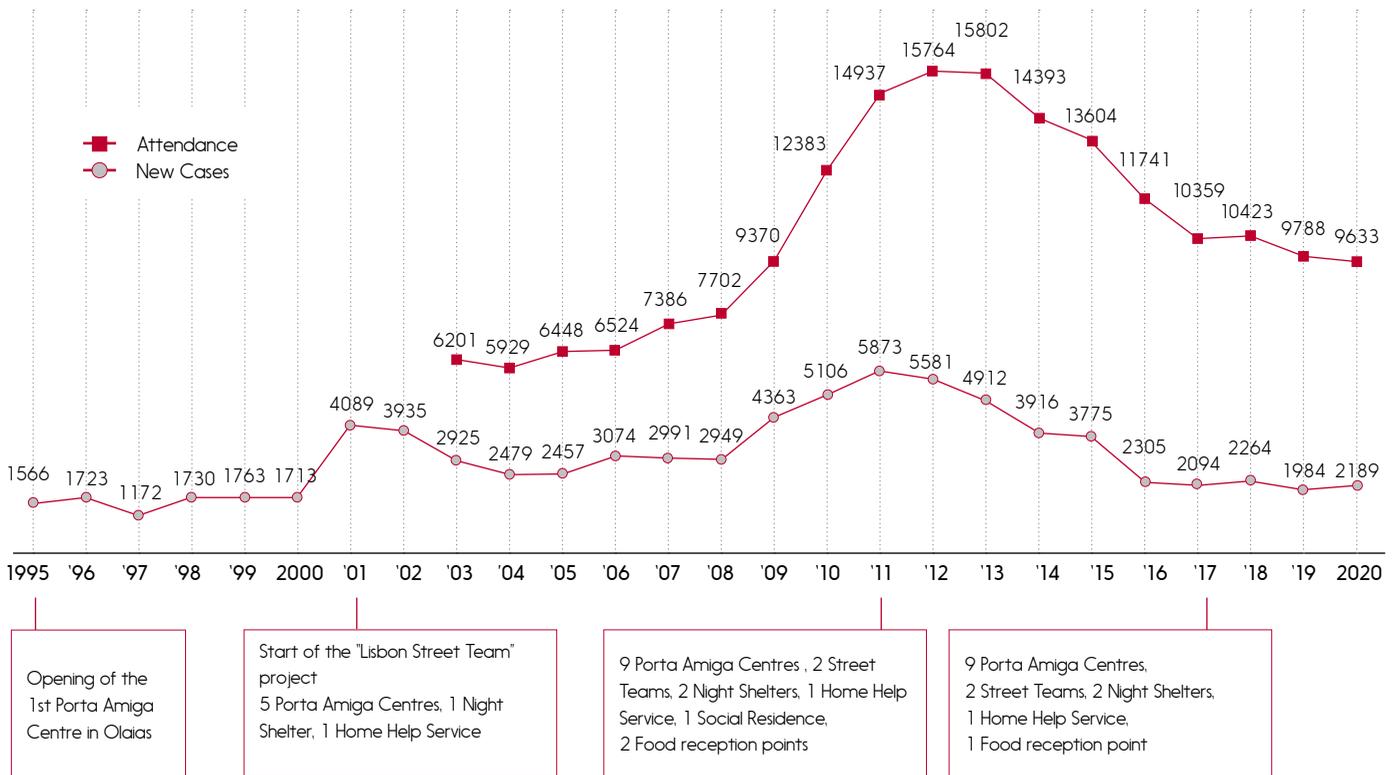
In 2020, AMI supported a total of 9,633 people, through 15 social facilities and responses divided into 9 Porta Amiga Centres (Lisbon - Olaias and Chelas; Almada; Cascais; Coimbra; Porto; Vila Nova de Gaia; Funchal; Angra do Heroísmo), 2 Night Shelters (Lisbon and Porto), 2 street teams (Lisbon, Porto/Vila Nova de Gaia), 1 home help service (Lisbon) and 1 food reception point. These social facilities and responses develop a number of social services (social assistance/support, employment support, food distribution,

social canteens, 5 computer libraries to fight info-exclusion, vocational training, literacy, psychological support, wash-rooms) across the entire country. Faced with the pandemic scenario that struck Portugal and the world in 2020, AMI continued to guarantee all the support to the vulnerable population that uses its services, and even reinforced it, having defined clear and preventive contingency measures in all its infrastructures in Portugal for the defence and protection of the health of both its beneficiaries and its employees.

Since 1994, when the first Porta Amiga Centre opened its doors, 78,928 people suffering from poverty and social exclusion have been supported.

In 2020, 2,189 people sought AMI's social support for the first time, (23% of the total population). **An increase of 10% in the number of new cases supported compared to the previous year.**

OVERALL PROGRESSION OF NEW CASES SINCE 1995



CHARACTERISING THE POPULATION

AMI's social facilities supported an average of 3,435 people per month, with a monthly average of 182 new cases of poverty. Despite the pandemic situation and the restrictions decreed by the Directorate-General for Health, the monthly averages, both in terms of frequency and new cases, were higher than those registered in the previous year (3,266 and 165 respectively), with the months of March and April registering the lowest inflow to social facilities, due to the lockdown.

In 2020, of the population that visited our social facilities, 52% were women and 48% were men. The 30-to-59 age bracket is still the one with the highest incidence (39%). The social centres are still being used most by the working-age population (61%). It should be noted, however, that in recent years, there has been an increase in the number of children and young people under the age of 16 receiving support (34%), as well as a more youthful population, under the age of 30 (50%), which may represent a change in the profile of those who seek our help.

The majority of those who seek us are Portuguese nationals (84%), 57% of which are not from the region where the facility from which they seek help is located. Of the remainder, the majority are from the PALOP countries (10%). Low schooling remains a dominant feature, although **the number of people with higher education qualifications (142) has increased (14%) compared to last year (136)**. It should also be noted

that 6% of the population has no education (of which 59% are women). With regard to vocational training, 56% of the population has no vocational training. These low qualifications are one of the most significant factors of fragility, limiting the possibilities of integrating the labour market and, subsequently, of overcoming a situation of social vulnerability. Economic resources come mostly

from social aid such as the Income Support Allowance (RSI) (26%). Then come grants and institutional support, and old-age and other pensions (14% each). It should also be noted that 14% have income from work, but which turns out to be precarious and insufficient. **It should be stressed that 25% have no formal income.**

EVOLUTION OF THE ANNUAL VISITS (2016-2020) BY THE POPULATION, BY GEOGRAPHIC AREA

Geographic Areas	2016	2017	2018	2019	2020	Total
Lisbon – Olaias	2511	2377	2425	2209	1947	13915
Lisbon – Chelas	1147	946	980	939	863	6061
Lisbon – Graça Shelter	69	54	54	106	63	404
Almada	1976	1806	1806	1622	1676	11105
Cascais	985	866	866	808	747	5500
Greater Lisbon	6688	6049	6131	5684	5296	36985
Porto	2027	1463	1645	1381	1733	10503
Porto Shelter	62	62	61	57	60	362
Gaia	1533	1533	1398	1250	1253	8755
Greater Porto Area	3622	3058	3104	2688	3046	19620
Coimbra	430	473	422	384	393	2608
Funchal	446	425	445	445	435	2783
Angra Heroísmo	713	658	634	800	594	4508
S. Miguel	58	0	0	0	0	58
Coimbra and Islands	1647	1556	1501	1629	1422	9957
TOTAL	11741*	10359*	10423*	10001*	9764*	66562*

*The figure shown does not correspond to the actual sum of the totals, as there are beneficiaries who were assisted at more than one of AMI's social facilities.

We also noticed people turning to informal aid, such as the network of family and friends, as well as turning to informal economy. These networks play an important role in access to some resources (food, housing and money), as can be seen from the 30% who turn to family support and 9% to the support of friends. 3% say they turn to begging. With regard to family networks, 62% stay in touch with their families. Of the people who attended AMI's social services, 19% have children. Of those living alone (21%), the majority are men (56%).

The main reasons given by the people who turn to AMI's social aid services include financial vulnerability (63%) and unemployment (48%). These are followed by physical illness (14%) and family problems (13%), as well as problems related to lack of housing/homelessness (8%) and mental health (5%). Of the total of beneficiaries who claimed housing as the reason for using AMI's support services, 77% are men.

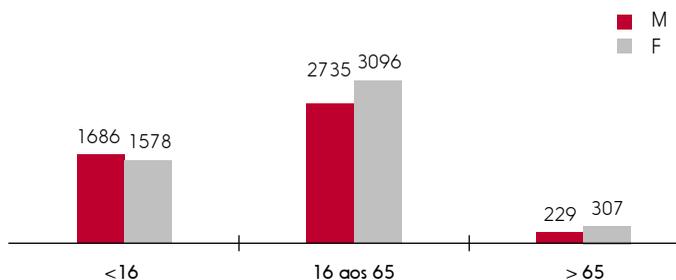
Domestic violence incidents were reported by 175 people (13% less than the previous year) of which the vast majority are women (84%). The majority of women who mentioned these incidents are between 40 and 59 years old (43%), between 30 and 39 years old (21%). Most are divorced (34%) or single (30%), with 22% married/living with a partner. In most cases, the aggressor is the husband/boyfriend (31%).

Given that this indicator is relatively new to our database, added to the sensitive nature of the topic itself, it may lead to an underestimation of the figures and the existence of incomplete data.

Of the people who turn to AMI's social

services, 5,723 live in rented houses (59%). Of these, at least 2,633 live in social housing (46%)⁷, with 769 owning their own homes (8%). Of those living in owned or rented houses, we found that 272 (-25% than the previous year) do not have access to piped water or have access via illegal water connections; 386 (-15% that in 2019) have no access to electricity or have access via illegal electricity connections; 41 have no connection to the sewerage system; 46 do not have a kitchen (of these 5 have access to a communal kitchen); 35 have no toilet (5 have access to a communal toilet).

POPULATION ASSISTED IN 2020, BY AGE GROUP



ACADEMIC QUALIFICATIONS

Grades 1 to 6	40%
Grades 7 to 9	13%
Secondary Education	7%
Higher Education	1,5%
No schooling	6%

The data show that monthly expenditure on rent/amortisation for 1,098 people is less than 100 euros, which, although not a high figure, may still be a heavy burden on the budget of some families. Therefore, this expenditure has also been covered by AMI's Social Promotion and Development Fund⁸.

⁷It should be noted that this is a recent item in our database, so there may be more social housing situations that are not yet included here due to the failure to update old files.

⁸Find detailed information on the next page.

Of the people who sought out AMI for help, 772 state they did so because of needs pertaining to housing (13% less than the previous year), however, within a context of social assistance, this need was diagnosed in 884 people. There were also 250 people who mentioned instances of indebtedness because of rent in arrears or homeowner loan payment they are unable to keep up with.



WORK WITH CHILDREN AND YOUNG PEOPLE

In 2020, around **3,600 children and young people up to the age of 18 received support at AMI's social facilities**. The support for this population is mainly provided through social follow-up and counselling for parents, from which children and young people benefit indirectly because they are members of the household.

AMI develops social responses aimed at this population, namely the Junior Social Exclusion Prevention Space (EPES) and support with school supplies.

The Junior Social Exclusion Prevention Space aims to promote the integration and social inclusion of all children and young people, preventing future situations of social exclusion and marginalisation. This population often shows high levels of school failure. The aim is to work together to develop personal and social skills so that they feel more motivated, confident and determined in their school career.

It is a space adapted to the reality and needs of each person, where, in addition to the above, playful and recreational activities are developed, giving children

and young people the opportunity to awaken and stimulate creativity, as well as celebrating festive dates that mark cultural milestones. **It should be noted that the Junior Social Exclusion Prevention Space (EPES) is run at the Gaia and Cascais Porta Amiga Centre (CPA), assisting a total of 58 children and young people in 2020. Due to the restrictions imposed by the pandemic situation, and not willing to leave children and young people without this support, the Gaia CPA began to provide this service online.**

In 2020, **3,269 children and young people aged 3 to 18 were supported with school supplies** from the partnership between AMI and the Auchan group*.

Since 2009, the main goal of this partnership has been to support children and young people, from households assisted in the social facilities, in their school path and success.

SOCIAL AID FUNDS Social Promotion and Development Fund

Considering the difficulties mentioned in the context of social intervention and assistance, in order to help people cope with payments of housing-related current expenses (water, electricity, gas bills), and taking into account instances where there is lack of access or illegal access to such utilities, in 2015, AMI created the Social Promotion and Development Fund, which seeks to aid in the payment of some of these expenses. In the first year the Fund was implemented, we were also able to notice other basic needs to which this aid could be channelled. Thus, this Fund now covers needs such as medication, transport and rent, among others. The eligibility criteria are regulated.

* Detailed information on this partnership on page 92.



Since it began operating AMI has already supported, **through this Fund, 1,218 people from 627 families. In 2020, 158 households were supported through this service**, covering 275 people, who used it 380 times. The most requested aid was for paying water, electricity and gas bills (178), followed by aid in paying for medication (78), transport (43) and for rent on the house/ room (36).

AMI University Fund

In 2020, 29 new scholarships were awarded and 28 were renewed as part of the 6th edition of the AMI University Fund. This is a social support scholarship worth a maximum of EUR 700, which is supported by the Auchan Portugal Group and is intended to finance the payment of tuition fees for students attending bachelor's, integrated master's or ordinary master's degree courses at public higher education institutions. Enrolled in teaching institutions all over the country (mainland and islands), the scholarship holders are mostly Portuguese and Cape Verdean, followed by students from Angola, Brazil, Cuba, Guinea-Bissau and São Tomé e Príncipe. They have between 18 and 34 years old and attend courses in the areas of Health, Social Sciences, Education, Sciences, Engineering, Law and Information Technology.

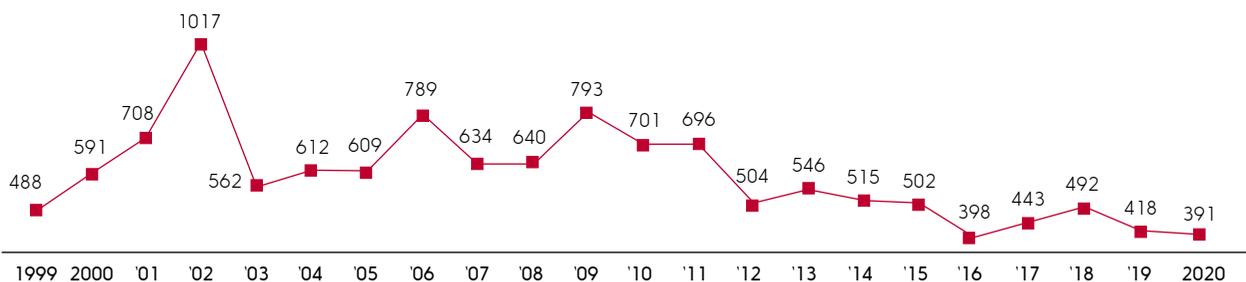
In 2020, 57 scholarships were awarded, equating to a support of EUR 39,900. Since its first edition in the 2015/2016 academic year, 290 students have benefited from this support.

HOMELESS POPULATION

In 2020, 391 people considered Homeless according to the European Federation of National Organisations Working with the Homeless (FEANTSA), were assisted **for the first time**. Out of this figure, 32% are women. Since 1999 (the year in which these data were first recorded), **13,049 homeless people have received support.**

In 2020, our social facilities were used by 1,227 homeless people, representing 13% of all the people we support. Most of them are living in large urban centres, Greater Lisbon (50%) and Greater Porto (43%), with an increase in the number of people supported in the Greater Porto region (+25%) and a sharp decrease in the Greater Lisbon region (-30%), compared to 2019. The majority are men (74%), predominantly between the ages of 40 and 59 (49%) and 30 to 39 (14%). The homeless population who sought support at AMI social facilities is mainly Portuguese (80%), followed by people from the PALOPs (11%) and Other Countries (5%).

EVOLUTION OF NEW CASES AMONG THE HOMELESS POPULATION



In terms of educational qualifications, these are low, with the majority having only grade-1-to-6 schooling (43%). 18% attended grades 7 to 9, 12% have a secondary education and 3% have middle or higher education. In addition, 4% have no schooling and 56% have no vocational training.

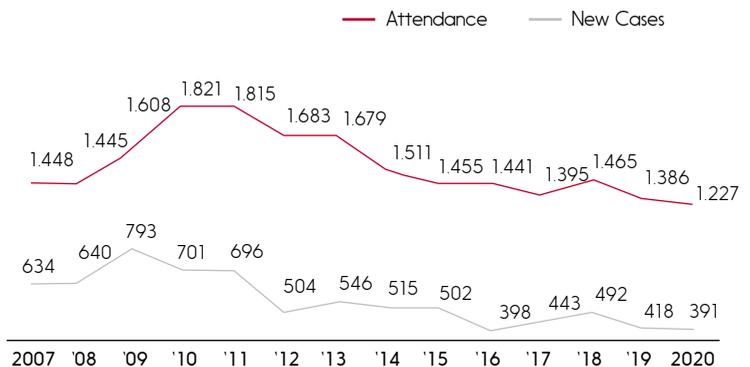
With regard to civil status, the vast majority of the homeless population is living alone (75%) (single, divorced or widowed) and 13% is married or living with a partner. There is a higher percentage of married women or women living with a partner (27%) than men (9%). On the other hand, there is a higher percentage of men who are single, divorced or widowed (80%) than women (59%).

AS TO THE PLACES WHERE THEY SPEND THE NIGHT, AND IN DESCENDING ORDER:

Places where they spend the night	Percentage of the population
Street (stairs/hallways, abandoned buildings/cars, containers and stations)	27% (33% men and 11% women)
Temporary overnight stays (people staying temporarily in the homes of family or friends)	13% (22% women and 10% men)
Rooms or guesthouses	13%
Rented house*	12%
No house (temporary or emergency housing or housing for victims of domestic violence)	10%
Inadequate housing	8%
Other Places	17 %

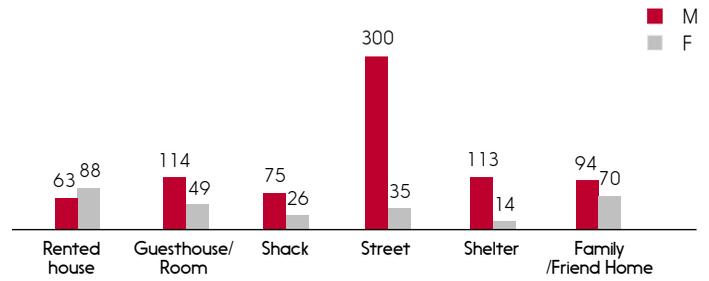
*These belong to the homeless group because they are under threat of eviction and their housing situation is precarious.

EVOLUTION OF VISITS AND NEW CASES AMONG THE HOMELESS POPULATION



With regard to the demand for AMI social services for health reasons, in 2020, physical health problems were mentioned by 157 people and mental health problems by 112. Problems linked to alcoholism (155) and drug addiction (149) were also mentioned. Within a context of social assistance, it was diagnosed that 35% needed medical consultation, 24% required help in terms of medication, 15% were in need of psychological support, and 10% required psychiatric monitoring.

PLACES WHERE THE HOMELESS POPULATION SPEND THE NIGHT



ECONOMIC RESOURCES

Resource	Formal	Informal	Percentage of Population
RSI (income support allowance)	X		24%
Old-age and other pensions	X		10%
Institutional support/subsidies	X		9%
Absence of any formal resource	-	-	32%
Support from family and friends		X	36%
Begging		X	13% (16% men and 8% women)

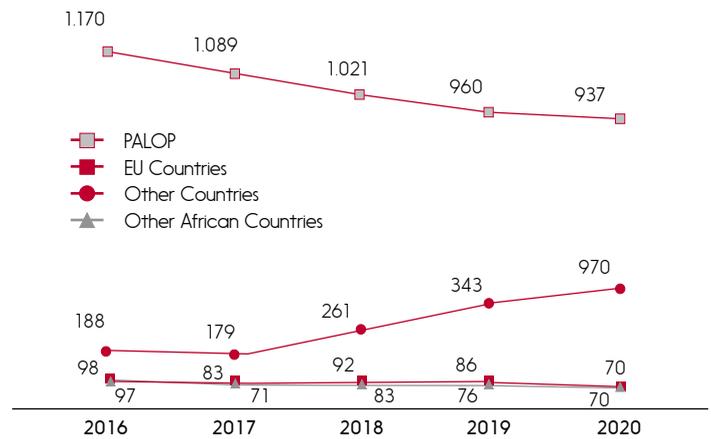


IMMIGRANT POPULATION

Over the years, the origin of the immigrant population has changed. At present, they come mainly from the PALOPs and other countries in Latin America and Asia. The number of nationals from other EU countries also increased with the latest enlargements of the European Union in 2004 and 2007, although it has declined in recent years.

The weight of the immigrant population, relative to the total number of people aided by AMI, has been decreasing. The immigrant population represents 16% of the total population assisted. Of the immigrant population, 63% are from PALOP countries and 25% are from the 'Other Countries' group. Within this group, the majority come from Brazil (55%) and Venezuela (28%), followed by India (6%), European Union Countries and Other African Countries (5% each).

EVOLUTION OF THE IMMIGRANT POPULATION



SOCIAL FACILITIES - Common Services

The 9,633 people who used AMI's social facilities had several services available to them, such as support for develop-

ing and monitoring their social inclusion plan, and for meeting basic needs.



The most requested services are social support, assistance and monitoring for the preparation of a life project (56%), a service that was requested by more women (57%) than men (43%). This is followed by the **fulfilment of basic needs, such as the distribution of food products (57%), wardrobe (22%) and canteen (15%).**

In order to better convey the reach of our work, the number of uses of each of our services is shown below. So, we can say that the 5,373 people who benefited from our social support service (assistance, monitoring and referral) used it 24,962 times (10% more than

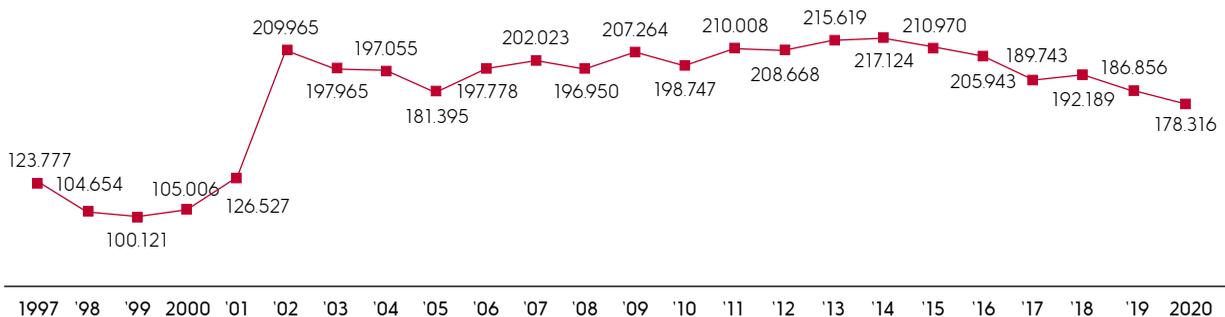
in the previous year). **Psychological support, attended by 168 people, was used 1,595 times. Medical and nursing services, which are wholly provided by volunteers, assisted, respectively, 90 and 259 people, having been used 136 and 2,296 times.**

With regard to meeting basic needs, it should be pointed out that **the distribution of food products aided 5,466 people on 40,577 occasions (an increase of 31% compared to 2019)** and the wardrobe was used 8,393 times and reached 2,153 people.

FOOD SUPPORT Canteens

The canteen service was used by 1,421 people in 2020, mainly by men (65%). Most of the people who use AMI's canteen service are aged between 40 and 59 (48%). In the social facilities and through the Home Help Service, more than 170,000 meals were served, an average of 126 meals per person. Since 1997, around 4.3 million meals have been served.

ANNUAL PROGRESS OF MEALS DISTRIBUTED



Food Product Distribution

Food support is still the most requested need by AMI beneficiaries in Portugal. In 2020, 5,466 people were supported with food products, an increase of 9% compared to the previous year. We tried to make up for the lack of food through campaigns targeted at various entities with the aim of collecting food products to get them to those in need¹⁰.

Operational Programme for Aid to the Most Deprived (POAPMC)

The Operational Programme for Aid to the Most Deprived (POAPMC) is an intervention programme by the Fund for European Aid to the Most Deprived (FEAD), which aims to provide food support and develop skills to promote social inclusion.

The AMI Foundation, through its Porta Amiga Centres, participates in this programme as a mediating entity in Almada, Vila Nova de Gaia and Angra, and as a Reception Point and Mediating Entity in Porto. The first phase of the programme began in October 2017 and ended in November 2019, with a total of 1,245 people supported (78 in Almada, 199 in Gaia and 991 in Porto). In Angra, the programme began in April 2019 and is scheduled to end in July 2021.

The programme distributes a monthly hamper, which aims to supply 50% of the end recipients' daily nutritional needs. POAPMC also implements follow-up training sessions, with the topics: 'Waste prevention', 'Optimisation of family budget management' and 'Food selection'. In 2020, due to the Covid-19 pandemic and in order to guarantee the safety of the recipients, it was only possible to carry out 5 follow-up training sessions: 2 in Porto, 1 in Angra, and 2 in Almada.

In 2020, the first phase of the programme for Angra, due to end in July 2021, was continued, as was the second phase of the programme for the whole country, which is due to end in January 2023. This year, AMI supported a total of 1,753 people, namely 1,353 in Porto, 230 in Gaia, 121 in Almada and 49 in Angra. Given that the Porta Amiga Centre in Porto is a Reception Point, another 2,377 people were indirectly supported by the two partner entities: ANAP and ASAS de Ramalde.

In light of the challenges imposed by COVID-19, which made it necessary to reinforce food support, there was an **increase in the number of people aided** in relation to what was stipulated in the application, namely **600 more people in Porto, 120 more people in Gaia and 60 more people in Almada**.

NIGHT SHELTERS

The Temporary Housing Centres managed by AMI in Lisbon (since 1997) and Porto (since 2006) provide temporary accommodation to working-age men in a homeless situation whose profile enables their social and professional reintegration. Generally speaking, they are admitted through contacts/referral from institutions and organisations that work with situations that can be defined as homeless (for example, AMI's Street Teams and Porta Amiga centres).

Since 1997, the Graça Shelter has provided support to 1,041 people, plus the 488 people supported by the Porto Shelter since 2006. Thus, since 1997, our Shelters have supported 1,529 homeless men as part of reintegration in society and employment.

A total of 64 homeless men were supported for the first time this year, 35 at the Graça Shelter and 29 at the Porto Shelter. However, on top of those who arrived in 2020, aid was given to other beneficiaries who had been at the Shelters since the previous year, or who had left and returned. So, the total number of people aided by these two social facilities in 2020 was 123, showing a sharp decrease (-25%) in the number of people aided by these social facilities compared to last year. This reflects a lower turnover that may be caused by the pandemic situation that began in March, when these structures had to adapt their operation to the restrictions issued by the Directorate-General for Health (DGS).

¹⁰Find detailed information on these campaigns on page 93.

**FORMAL ECONOMIC RESOURCES COME FROM ACCESS
TO VARIOUS GRANTS:**

Income Support Allowance (Rendimento Social de Inserção)	23%
Institutional Support	3%
Stable or temporary wages*	20%

*Precarious, as the person is unable to immediately come out of this situation.

The most representative age brackets are between 40 and 59 (58%) and between 21 and 29 (15%). The majority (73%) are from Portugal and 27% are from other countries. The immigrant population assisted by the shelters is mainly from PALOP countries (40%), Brazil (33%) and European Union countries (12%). Academic qualifications are low, as most men completed grade 6 (27%) or grade 9 (26%), followed by those who completed their secondary education (23%). It should also be noted that around 43% have vocational training.

It should also be pointed out that 11% of these men said they did not have any formal resources. Informal resources most notably and most often include turning to help from family members (35%) and friends (18%), as well as begging (3%).

On top of the financial precariousness they are in, the reasons they stated as leading them to seeking out help at Shelters and which carry the most weight include unemployment (60%), lack of housing (59%), and family issues (36%).

The Shelters offered social support, by providing housing, social monitoring and referral, psychological support, clothing, food, hygiene care, while serving 50,534 meals throughout 2020, 10,210 more meals (an increase of 25%) than in the previous year, due to the fact that during lockdown the shelters were open 24 hours and started serving lunch during that period.

Of the 123 men who were at the Shelters, 87 left, of whom: 17 men managed to achieve some financial autonomy and moved into rooms (15) or other housing arrangements, such as social housing (2), 3 left the Shelters in order to live with family members or friends, while 7 left seeking another institutional response (another kind of shelter or therapeutic communities),

and 2 emigrated and 9 left to work outside the Shelter's area of coverage. There were also 13 men who left due to non-compliance with the rules or non-adaptation, which could be harmful to the proper functioning of the Shelters, and 36 left without any warning. Through the monitoring and social support they received at the Shelters, **44 men were able to enter the labour market**, promoting processes of personal life autonomation and reorganisation.

STREET TEAMS

The Street Teams are a social intervention response to support homeless people, developed from two Porta Amiga Centres (the Lisbon Street Team, from the Olaias Porta Amiga Centre, and the Gaia and Porto Street Team, from the Gaia Porta Amiga Centre); their aim is to improve the quality of life of the target population, promoting integrated and holistic responses. They also seek to supplement the intervention carried out at the Porta Amiga Centres and provide continuous psychosocial support in order to avoid relapses, thus preventing future forms of social exclusion.

AMI's Street Teams are technical teams providing social, psychological as well as medical and nursing support; for such services, AMI relies on the collaboration of social workers, psychologists and other hired professionals, as well as volunteers and trainees in the respective areas.

In 2020, the Street Teams followed up on a total of 272 homeless people.

A total of 118 people were helped for the first time (48 by the Street Team of Lisbon; 70 by the Street Team of Gaia and Porto).

Most of the people supported are men (78%). The most representative age brackets are ages 50 to 59 (32%) and ages 40 to 49 (25%). Most are from Portugal (79%), with 21% from other countries. With regard to the immigrant population, the majority are from PALOP countries (55%) and Other Countries (18%), followed by nationals from other European Union Countries (11%).

As for employment, a clear majority (77%) have no current activity. With regard to (formal and informal) resources, the chief means of subsistence is begging (23%), followed by RSI (Income Support Allowance) (18%), support from friends (14%) and family members (13%), institutional grants and

aid (11%) and old-age/other pensions (8%). It should also be added that 31% have no formal income.

The people who were aided by AMI's Street Teams mostly sleep on the street (39%), in guest houses/rooms (15%), and shelters (temporary or emergency) for the homeless (9%).

The most common reasons given by these people for seeking the support of our Street Teams, besides financial precariousness, were: unemployment (54%) and the lack of housing (42%). Family problems (27%) and addictive behaviour, alcoholism (20%) and drug addiction (13%) were also mentioned.

With regard to basic needs, the most obvious were food (78%), clothing (75%) and housing (60%). Regarding health needs, 41% required a medical consultation, 23% required psychological support and 21% required medication. The 272 people supported by AMI Street Teams were assisted 1,536 times.



HOME HELP

The Home Help Service (SAD) started in the year 2000 as an Integration Company named 'Simpatia à Porta' (Kindness at the Door), and aimed to provide meals to those who, for various reasons, were unable to go to the Porta Amiga Centre in Olaias.

In 2006, when an agreement was formalised with the Social Security Institute, SAD went on to include other services, such as personal and housing hygiene, external assistance, laundry care, entertainment and socialising. Based in Olaias and covering 6 Lisbon parishes, SAD currently provides care and services to those in their homes who are in a situation of physical and/or psychological dependence and who cannot ensure, temporarily or permanently, that their basic needs are met.

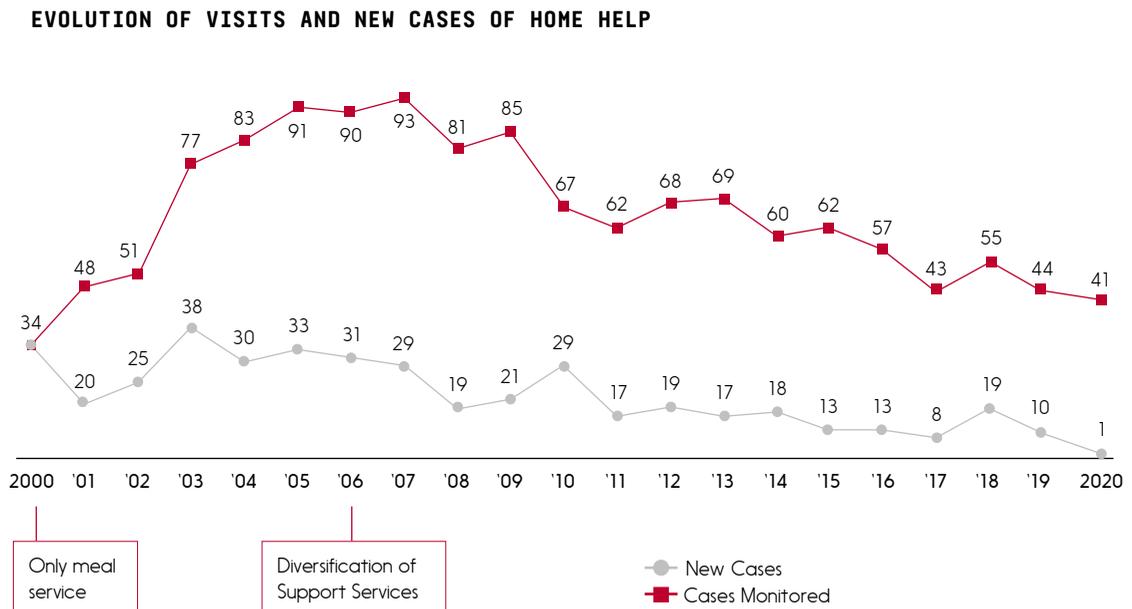
In 2020, 41 people were supported by the SAD, with only 1 new case, with a ratio of 28 women to 13 men. Of the total population that was monitored, 34 received meals at home, 41 used the outside monitoring service, 23 used the housing hygiene service, 22 used the personal hygiene service, and 17 used the laundry care service.

Since 2000, 442 people have been assisted. Between 2000 and 2020, 321,360 meals were distributed through the Home Help Service, of which 18,071 in 2020.

Currently, the SAD team consists of 2 social workers, 1 administrative assistant, 6 family helpers, 1 general service assistant and 2 drivers.

In 2020, satisfaction surveys were carried out among 27 SAD beneficiaries, in a ratio of 16 women to 11 men. Overall, the service was very favourably evaluated, highlighting the establishment of a relationship of proximity, empathy, respect and closeness between beneficiaries and employees. Only one not so positive aspect was identified regarding the preparation of meals.

Given that the quality of the social services provided is one of the aspects that AMI pays most attention to, the focus will always be on promoting the continuous improvement of this service.



EMPLOYMENT

Employment support is one of the main focuses of AMI's social intervention, as employment is one of the determining factors in the potential inclusion of beneficiaries and because unemployment rates are on the rise in this pandemic. Seven of the social facilities provided by AMI have Employment Clubs with the main goal of supporting and guiding young people and adults in outlining and/or developing their personal employment and vocational training plan. It should be noted that this service lacks a close relationship with the social monitoring and counselling provided in the various social facilities. The Funchal Porta Amiga Centre is the only one to have a protocol with the Madeira Employment Institute, which funds its Employment Centre.

In 2020, 290 people who were unemployed, in precarious employment or wanting to increase their educational qualifications used the employment support service. A total of 1,246 services were carried out, mainly focused on active job search and referral to training offers.

The majority of the population who have made use of this service is aged 40 to 49 (30%), followed by the 50-59 age group (24%) where the process of professional re(insertion) is more complex. Generally speaking, educational qualifications are low, centred mainly on grades 1-9 (55%), with 22% having completed secondary education. In this context, it is up to the individual and the professional to update the CV, highlighting the most relevant professional experiences, entrepreneurship skills and training, and enhancing their personal image.

In total, and despite the difficulty in obtaining data regarding all the people who were assisted¹¹ and the current pandemic scenario, we found that **74 people were able to find a job** as a result of the support they received from AMI's services, corresponding to a success rate of 26%. In addition, 80 people were referred to training courses.

The Employment Club has increasingly been working together with the person, allowing them to participate actively in decisions and in outlining their professional life project. The aim is to develop computer skills (they do all the research themselves, using the corresponding online platforms) and to simulate job interviews (giving tips on what to answer, ask, how to dress, among others).

¹¹There are beneficiaries who, after professional interviews, do not report that they have been selected and stop attending the Employment Support Office (GAE). Others change contact numbers and do not inform AMI.

PARTNERSHIPS WITH OTHER INSTITUTIONS

Social intervention is constantly changing, so it is essential to follow a path that includes mediation, cooperation and coordination with various entities that also act in the social sphere. AMI always aims to establish formal and informal partnerships, because it is through collaborative, constructive and structured work that we are able to optimise resources and give concerted responses to the people who come to us.

Taking action without Wasting Food

The AMI Foundation, in collaboration with Ageas (strategic partner) and Vitamimos (implementation partner), developed the project #agirsem desperdícioalimentar with the aim of helping to promote healthy eating, with a positive impact on the health of the beneficiaries of the Porta Amiga Centres (CPA) of Almada, Cascais, Chelas, Olaias and the Graça Shelter, between October and April 2020.

Due to the pandemic, the programme was suspended, so, in 2020, an intermediate assessment was carried out and the beneficiaries who had participated in the actions were provided with food hampers. The initiative is expected to resume in 2021, as soon as the conditions are met.

'Banco Alimentar Contra a Fome' food bank

In the partnership with Banco Alimentar (Food Bank), AMI uses type A and B agreements.

The type A agreement, for the beneficiaries of the Porta Amiga Centre in Chelas, involves the distribution of a weekly box of fresh products and a monthly hamper of dry products. In 2020, 744 people were supported and 74.5 tonnes of food were distributed, for a total value of EUR 115,314.79.

The type B agreement covers all the Lisbon Social Facilities, and in 2020, 16 tonnes of food were received worth EUR 32,134.22.

Social Benefit Goods (BUS)

BUS is a social solidarity association that aims to support charities by providing essential household items, whether to the beneficiaries or to the institution itself.

In 2020, as part of this partnership, AMI received goods that include audio-visual items, toys, mattresses, sports equipment, large and small household appliances, home and office furniture, hospital supplies, household linen and home utilities.



Cais

In 2020, 2 beneficiaries from the Almada Centre were part of the Cais project, by selling its magazine. The Cais Magazine project is a social intervention strategy for the empowerment and participation of people who are excluded or at risk of social exclusion.

CPCJ - Committee for the Protection of Children and Young People at Risk

CPCJs aim to promote the rights of children and young people and to prevent or end situations that may affect their safety, health, training, education or integral development.

As a member of the Extended CPCJ, AMI actively participates in the monthly meetings of this body, in places which work alongside the social facilities and where continuous work with children and young people is developed.

EAPN - European Anti-Poverty Network

AMI is part of the EAPN, which, since 1990, has represented the European Anti-Poverty Network (EAPN) in Portugal. The EAPN is a non-profit association based in Brussels, with representation in every European Union Member State through National Networks. The mission of the EAPN is to defend fundamental human rights and to assure that everybody has all of the conditions they need to exercise their citizenship and to have a decent life, promoting the fight against poverty and social exclusion, networking and the involvement of all of civil society.

AMI participated in the meetings of the EAPN Lisbon centre and was present at the EAPN National Associates Meeting which had as its main subject 'Social intervention in times of Pandemic: crisis management, strategies and best practices'. We should also note that the Coimbra Porta Amiga Centre, with two other institutions, is responsible for coordinating the EAPN centre in Coimbra.

Essilor Portugal - Sociedade Industrial de Óptica, Lda.

Given the need for eye tests to be carried out in schools, institutions and social entities, the Vision For Life Foundation, as part of the Vision as Needed programme, created a mobile visual health unit (VAN) equipped with an ophthalmology office, to perform screenings, ophthalmology consultations and supply glasses, when such is deemed necessary. For the more serious cases, the medical follow-up in the Gaia Hospital Centre was guaranteed, as the doctors assigned to this Project are professionals from the hospital unit. This partnership, which began in 2019, also recorded a final screening in January 2020.

The Project allowed us to mitigate a basic health issue in the children we follow, who often wait too long for a consultation of this speciality in hospitals, and suffer consequences in terms of their school career and social life. At the same time, the acquisition and upgrading of glasses by families is also a major obstacle due to their limited economic resources. The ability to respond in a more timely and effective way prevents situations from worsening and therefore improves the social inclusion of these children.



Areiro Parish Council

The Areiro Parish Council started a collaboration with the Olaias Centre in October 2018, which consists of a daily donation of food products to be distributed to the beneficiaries of this social facility. Throughout this year, EUR 6,606.85 worth of food products were donated. Since the beginning of this partnership, the value of the donations amounts to EUR 26,094.43.

FEANTSA - European Federation of National Associations working with the Homeless

FEANTSA is the largest European network that focuses its work on homelessness. Set up in 1989 as a European Non-Governmental Organisation, FEANTSA is focused on preventing and alleviating poverty and social exclusion among homeless people and people at risk of becoming homeless. It works closely with European Union institutions and has consultancy status in the Council of Europe and the United Nations.

In 2020, AMI was appointed, for the second time, as National Representative in the Board of FEANTSA for the 2020/2021 biennium. As part of its association with FEANTSA, AMI has monitored discussions involving European organisations linked to the topic of poverty and homelessness, and collaborated with FEANTSA, whenever requested, in providing information regarding the reality of the homeless in Portugal and participated in the statutory meetings of the AC Members. Under the scope of national representation, AMI established contacts with three institutions so that they

become associates of FEANTSA, thus contributing to the dissemination of its work, promoting networking, and seeking to contribute to its sustainability. Every year, FEANTSA organises a conference and a General Assembly, both of which AMI has attended. This year, due to the constraints of the pandemic situation, the conference was held online, in a webinar format, in the week of 5-9 October, with the participation of three members from AMI.

Homeless Planning and Intervention Centre (NPISA)

The National Strategy for the Integration of People Experiencing Homelessness (2017-2023) comprises three axes of intervention aimed at spreading knowledge (information, awareness and education), strengthening intervention and coordination. NPISA are centres that were set up as part of the previous strategy, with the aim of implementing the strategy at the local level, where the number of homeless people justifies it. NPISA is a structure that promotes the local coordination of responses and professionals working in this area, in partnership with the Social Network.

AMI plays an active role in these centres in the municipalities where they coexist with its social facilities. As of 2020, it will integrate another NPISA, the one in Vila Nova de Gaia, whose partnership protocols were signed this year.

In the Municipality of Almada, the Almada Porta Amiga Centre was the coordinator of this centre from its inception until 2017, when the coordination was taken over by the City Council. It should be noted that in Almada, AMI integrates an inter-institutional street team that develops work within the scope of social intervention of this NPISA. PISAC, a group working with homeless people in Coimbra, is coordinated by the Porta Amiga Centre in Coimbra. This body, because of its age and because it precedes the creation of the NPISAS, retains its original name, but operates in the same way as the other NPISAS. In Lisbon, AMI is also part of NPISA and part of the Planning and Intervention axes, represented by the Street Team, whose workers are Case Managers. Also under the Axis of Intervention, AMI is part of the Reception sub-axis, which concerns responses involving Accommodation and Reintegration, via Graça Shelter and Porta Amiga Centres. AMI is represented in the Council of Partners, an integrated consultative body within NPISA.

Currently, the established intervention model is based on the premise of making good use of human and financial resources, as well as on the need to avoid duplication of responses and to qualify the intervention at the level of prevention of homelessness and of monitoring with the person, focusing on the person, the family and the community. AMI's cooperation with NPISA makes perfect sense, since throughout its history and social intervention it has sought, with knowledge, creativity and innovation, to combat homelessness.

AMI participated in the webinar 'Regional Meeting for the Lisbon Metropolitan Area Region' on the presentation of ENIPSSA statistical data, carried out by the Strategy Implementation, Monitoring and Evaluation Group (GIMAE).

Mundo a sorrir

Mundo a Sorrir is an NGO that aims to provide oral health care to the population and promote awareness-raising initiatives regarding oral hygiene.

In 2020, 22 consultations were carried out under this partnership. Consultations cost a maximum of €7, determined according to the socio-economic conditions of the household. Support was given to 6 people belonging to the Social facilities in the Lisbon area, of which 3 completed their treatment.

Working for the Community (PTFC) - Social Reintegration Institute

Based on a protocol prepared with the IRS ('Instituto de Reinserção Social' – Social Reintegration Institute), this partnership aims to support the social (re) integration of individuals serving short jail terms.

Under this legal measure, which allows for community service to replace the enforcement of sentences or fines, 5 people were received at our social facilities in 2020.

Social Network

Created by the Council of Ministers, the Social Network programme, a forum to coordinate and pool efforts, based on the voluntary involvement of local authorities and public or private non-profit organisations that wish to participate in the programme, aims to combat poverty and social exclusion and promote social development.

The Social Network is based on the values associated with the traditions of families helping each other and more extended solidarity, aiming to develop a collective consciousness of the various social problems and creating social and integrated support networks locally. All of AMI's social facilities participate in the Local Social Networks and the Parish Social Committees developing more localised work in one or more parishes, through participation in the plenary meeting or in theme-based or more restricted working groups.

3.4 ENVIRONMENT

We face 3 imperatives in addressing the climate crisis: firstly, achieve global carbon neutrality within the next 3 decades; secondly, align global finance with the Paris Agreement, the global plan for Climate Action; thirdly, deliver a breakthrough on adaptation to protect the most vulnerable people and countries from climate impacts.

António Guterres,
Secretary-General of the United Nations
State of the Planet Address, 2020

AMI is committed to contributing to the 2030 Agenda, by fostering change-generating, conscious and responsible behaviours on the part of citizens, companies and institutions.

EDUCATION FOR DEVELOPMENT PROJECTS

'THERE ISN'T A PLANET B! WIN-WIN STRATEGIES AND SMALL ACTIONS FOR BIG IMPACTS ON CLIMATE CHANGE'

The project 'There isn't a PLANet B! Win-win strategies and small actions for big impacts on climate change' is a joint venture, led by Fondazione punto.sud from Italy and involving partners from Portugal (AMI - Fundação de Assistência Médica Internacional), Hungary (Hungarian Bast Aid), Romania (Asociația Serviciul Apel), Spain (Fondo Andaluz de Municipios para la Solidaridad Internacional) and Germany (finep akademie e.V.). It seeks to involve small and medium-sized Civil Society Organisa-

tions (CSOs) active in the areas of environmental awareness and protection, by providing financial support for implementing effective interventions for the benefit of European citizens, about climate change and sustainable living (Sustainable Development Goals 11, 12 and 13).

Third parties are the direct target group of this action, which is developed in three aspects:

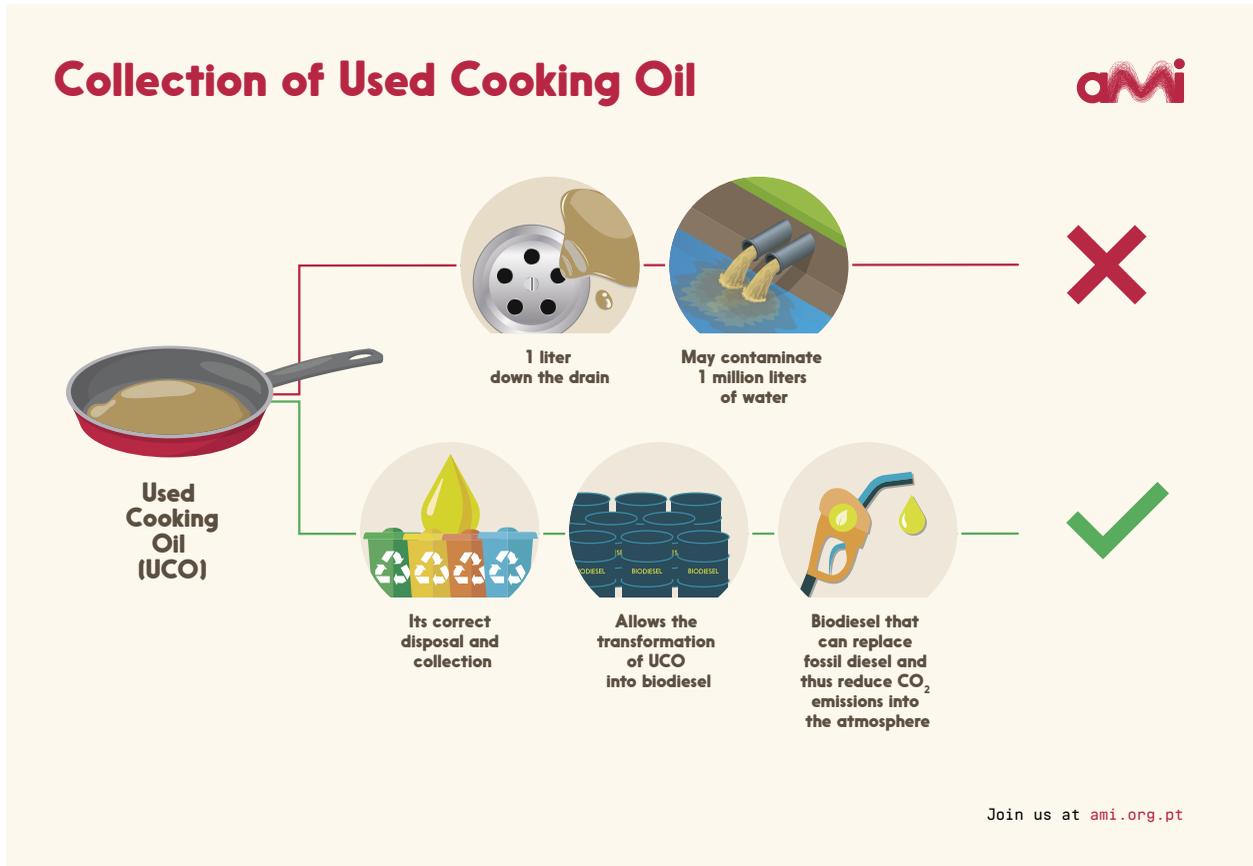
- A. Financial support;
- B. Training and sharing of knowledge;
- C. Strengthening the network of opportunities.

By the end of 2020, twenty-two actions were **implemented in Portugal, from civil society organisations** (CSOs) ranging from the North to the South of the country and including the Azores. Of the projects implemented, eight were Big Grants and the remaining fourteen Small Grants, varying in terms of the amounts financed and duration. In total, EUR 562,760.02 were **financed in actions falling under SDGs 11, 12 and**

13. These projects directly benefited around 24.257 Portuguese citizens.

There were also 2 on-site training sessions and 7 webinars attended by 114 people from 22 CSOs, and the Seminar 'NOPLANETB | A One and Only Planet for Everybody' open to the public, consisting of panels with various expert speakers from the environmental field and an exhibition of the projects funded, which had 208 participants.

The project has a duration of three and a half years (2017-2021), a total budget of EUR 4,569,531, of which EUR 766,297 are for the intervention in Portugal. This action is co-financed by the European Union under the DEAR (Development Education and Awareness Raising) programme and by Camões I.P. - Institute for Cooperation and Language, within the scope of the Education for Development programme.



COLLECTION OF WASTE FOR RECYCLING AND REUSE

Recycling X-rays

The X-ray recycling project promoted by AMI serves the dual purpose of contributing to environmental protection and raising funds to finance the projects developed by the institution. The x-ray recycling project has been running since 1996 and consists of collecting x-rays and then forwarding them for recovery. The recovery of the silver contained in x-rays prevents this waste from being dumped in landfills, which prevents silver from being mined in nature, along with the harmful consequences this activity entails, both in

terms of the destruction of natural areas and of the exploitation of local populations, often in developing countries.

In 2020, due to the pandemic scenario, it was not possible to carry out an X-ray collection campaign, only isolated collections in pharmacies and health infrastructures. The next campaign is expected to take place in the first quarter of 2021.

Even so, **it was possible to avoid 24 tonnes of X-rays from ending up in landfills**, as this project is the only solution for recycling X-rays in Portugal, thus ensuring the correct separation of this waste.

Collecting Used Cooking Oil (UCO) for Processing

AMI promotes the collection of UCO across the country, especially in restaurants, companies or schools that offer to donate used cooking oil from their kitchens. The dumping of UCO into the wastewater network affects the way conduits work (corrosion of public drainage network pipes) and Wastewater Treatment Plants, which also leads to various clogging problems, such as blocked pipes and drainage systems in buildings.

In 2020, approximately 5,000 litres of UCO were collected with the support of Filtapor, contributing to avoid the emission of 12.5 kg of CO₂ to the atmosphere and to SDG 13 - Climate Action and 14 - Life Below Water.

COLLECTION OF WASTE FOR REUSE

Reusing Computer Consumables and Mobile Phones

Approximately 5 litres of oil are needed to produce a new ink cartridge or toner cartridge and it takes around 500 years to degrade. Reusing ink cartridges, toners and mobile phones saves natural resources that are essential to their manufacture, while avoiding placing this waste in landfills, as they contain hazardous materials and are extremely harmful to the environment.

AMI has a licensed partner for managing this waste, which collects empty consumables directly from the facilities of the participating entities. These entities can buy the consumables once they have been regenerated, thus closing the life cycle of these pieces of equipment. The project runs throughout the year, and the consumables used by AMI are sent to be reused.

In 2020, 130 kg of mobile phones were collected. **The action contributed to SDG 12 - Responsible Consumption and Production.**



FORESTRY AND CONSERVATION

Eco-ethics

Given the need to recover forest land devastated by the fires of 2017 and 2018 in Portugal, AMI directed the work of the Eco-ethics project, which has existed since 2011, towards the reforestation of areas affected by the fires in various regions of the country. Some of the project's main goals include preventing the impacts associated with the introduction of invasive species, increasing the vegetation area in Portugal, soil preservation, protection of underground water reserves, fire prevention, the recovery of areas that are difficult to access, and the consequent monitoring and control of the intervened areas.

In 2020, AMI launched the campaign 'Vamos todos ser Dinis' (Let's all be Dinis), aiming to help mitigate the effects of the fire that destroyed 80% of the Leiria Pine Forest in 2017, thus **contributing to the sustainability and better preservation of the territory, as well as to the 2030 Agenda through SDGs 3 - Good Health and Well-Being, 6 - Clean Water and Sanitation, and 15 - Life on Land.**



The motto of this campaign was inspired by the fundamental role played by King D. Dinis in the plantation of the Leiria Pine Forest in the 13th century, and **allowed the reforestation of 7 acres of the Leiria Pine Forest**, corresponding to the plantation of 7,000 trees. Due to the pandemic, this action, sponsored by the actor and presenter Rui Unas, could not count on the involvement of volunteers, and was only possible thanks to the support of individual and corporate donors such as Millennium BCP, Aldi, MEOS, among many others.

This AMI initiative has already made it possible to rehabilitate more than 200,000 m² of land, helping to reduce and stabilise approximately 150 tonnes of CO₂ per year.

GOOD ENVIRONMENTAL PRACTICES

Clothing and Textile Recycling

In order to avoid the overexploitation of natural resources, as well as to promote the reduction of CO₂ emissions and water, fertiliser and pesticide consumption in production processes that use clothes as a raw material, the clothes that are damaged are sent for recycling. In 2020, more than **7 tonnes of clothing were sent for recycling, contributing to avoid the emission of 24.5 tonnes of CO₂ into the atmosphere and to SDG 13 - Climate Action.**

Clothing recycling is not only a good practice for environmental protection, but also a way of contributing to funding AMI projects, which occasionally receives donations of second-hand clothing for beneficiaries. These clothes go through a sorting process that separates the clothes that are in good condition from those that are damaged.

Paper Recycling

In 2020, 890Kg of paper and cardboard **were sent for recycling.**

AMI promotes the recycling of this waste in order to minimise the environmental impacts of paper production.

Solar Energy

AMI has installed two energy-generating photovoltaic parks and for injecting into the national electricity grid, as well as a water-heating park at the Night Shelter in Porto. The goal is to privilege renewable energy as an example in promoting renewable, clean and decentralised energy production, make AMI infrastructures self-sufficient in energy terms, and **contribute to SDG 7 - Affordable and Clean Energy.**

INTERNATIONAL PROJECTS

AMI also promoted and supported projects developed by a local NGO in India, which sought to mitigate the effects of natural disasters.

INDIA

Howrah - Natural disasters

With the aim of reducing the vulnerability of the population of the Howrah district to the impact of natural disasters, the organisation KBMS (Kalikata

Bidhan Manab Bikash Samity), in partnership with AMI, created a project called 'SAMPURNA - disaster preparedness and management.'

With a planned duration of 3 years, and with 45,000€ funding from AMI, the project, which contributes to SDG 13 - Climate Action, provides capacity building for the population of 30 villages in the communities of Amta I, Amta II and Udaynarayapur in risk management and disaster mitigation.¹²

¹²Detailed information on this project can be found on page 48.



3.5 RAISING AWARENESS

It is part of AMI's Mission to bring humanitarian aid and promote human development, while upholding Human Rights and the Sustainable Development Goals, in the health, social and environmental areas, anywhere in the world. We believe that each and every one of us, directly or indirectly, can play a role in building a more humane world, so we strive to promote active citizenship and the adoption of responsible behaviour, always aligning our development projects with the strategy to realise the 2030 Agenda.



AMI INITIATIVES

AMI - Journalism Against Indifference Award

'O lugar onde nem eu nem tu queremos viver' by **Marta Gonçalves** (Expresso) and 'Entregues à sorte' by **Amélia Moura Ramos** (SIC) were the winning entries of the 22nd edition of the AMI Award - Journalism Against Indifference, which had **59 journalists and 71 works** in competition.

The jury, comprised of **Miriam Alves**, previous year's winner, **Ana Paula Cruz**, volunteer, doctor and humanitarian activist, and **Tânia Barbosa**, Administrator and Director of AMI's International Department, also decided to award 5 honourable mentions to the works 'A hora da chegada', by **Catarina Fernandes Martins and Tiago Carrasco** (Expresso), 'Em silêncio', by **Sónia Simões and João Francisco Gomes** (Observador), 'Morte no Lago', by **Micael Pereira** (Expresso), 'Rohingya, um povo sem pátria', by **Mariana Ferreira Barbosa** (TVI), 'Yazidis, e o

genocídio esquecido', by **Marta Vidal** (Fumaça).

'O lugar onde nem eu nem tu queremos viver', by **Marta Gonçalves**, was considered by the jury a deep and touching multimedia work, complete in context and detail, exemplary in form and content, about what it is like to live in Moria (Greece), about the life paths of those who wait in the largest refugee camp in Europe, and about the policies that perpetuate that wait. This piece had video and sound editing by **José Santos Duarte**, illustration by **João Carlos Santos**, infography by **Jaime Figueiredo**, and web design and web development by **Tiago Pereira dos Santos** and **Mário Romero**, respectively.

'Entregues à Sorte', by **Amélia Moura Ramos and Isabel Osório**, stood out, according to the jury, for portraying over five episodes the North American presence at the Lages Base, on Terceira Island, the context of poverty, and

the handing over of children to North American families and its impact over the decades. This video was produced by **João Lúcio, Manuel Ferreira and Rui Caria**, produced by **Diana Matia**, with audio post-production by **Octaviano Rodrigues**. The graphics were designed by **Sérgio Maduro**, the colouring by **José Dias** and the drone operations by **Tiago Sousa**.

In turn, the series of reports 'A hora da chegada', 'O lado lunar da integração', 'O refúgio é um lugar incerto' by **Catarina Fernandes Martins and Tiago Carrasco**, was regarded by the jury as a very thorough exposition, through the urgent voice of people who are all but a number, of the flaws in the process of resettlement, relocation and reception and welcoming of refugees in Portugal.

The investigative work 'Em Silêncio', by **Sónia Simões and João Francisco Gomes**, was praised by the jury as hav-

ing an unprecedented degree of depth on how the Portuguese church dealt with reported cases of sexual abuse. A complete, raw and delicate work, that follows, in parallel, the paths that each of the cases took in the courts and in the hierarchies of the Church. The credits for this work included photography by João Porfírio, illustration by Mariana Cáceres, infographics and maps by Raquel Martins and Tiago Couto. Alex Santos was responsible for multimedia development, Nuno Neves for creating the video, and Sara Antunes de Oliveira and Miguel Pinheiro for editing.

'Morte no Lago' by Micael Pereira, about the protests of a fishing community against the damage caused by the exploitation of a nickel mine in Guatemala, the murder of a fisherman by the police, and the persecution of the journalists who witnessed it are the starting points for a masterfully constructed and told piece of investigative work, in the words of the jury panel.

The piece 'Rohingya, um povo sem Pátria', by Mariana Ferreira Barbosa, was described by the jury as a story that shows the terrible humanitarian drama of a Muslim minority, victim of ethnic cleansing in Myanmar, and the violence

to which they are still exposed in the largest refugee camp in the world, in Bangladesh. For this story, Nuno Gomes Lopes worked on the image, while Paulo Moura and Pedro Darcos were responsible for the editing. Ricardo Rodrigues was responsible for the graphics.

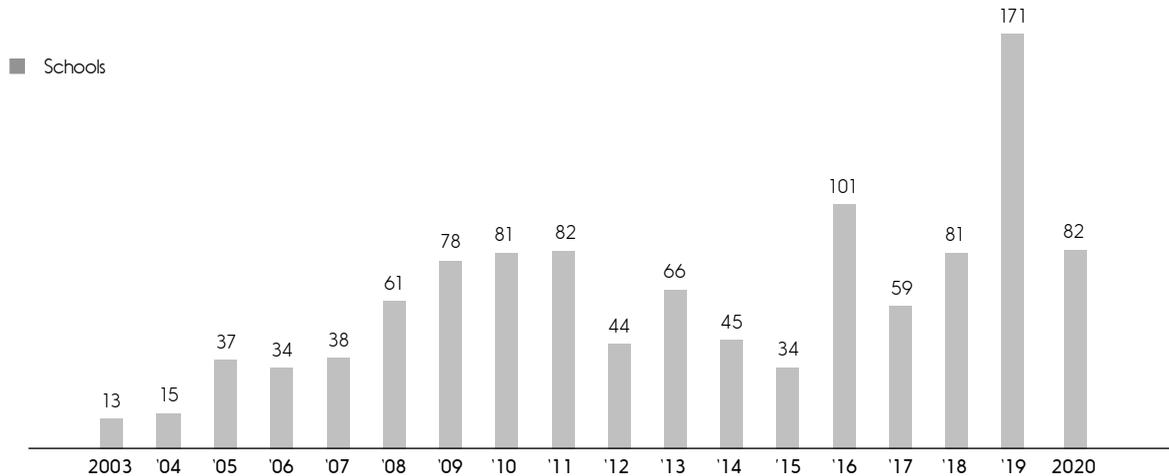
'Yazidis - o genocídio esquecido' by Marta Vidal, is, according to the jury, a work that brilliantly shortens the distance from here to the mountain of Sinjar through the deep and detailed denunciation of the secular persecution and genocide of the Yazidi people. Pedro Miguel Santos and Bernardo Afonso contributed to the editing, soundtrack and video editing, respectively.

The journalists who won first prize shared the EUR 7,500 prize and received a trophy alluding to the event. This trophy was also awarded to the authors of the works that received honourable mentions.

Given the impossibility of a physical ceremony, the initiative took place exclusively online on 10 December, Human Rights Day, and counted with the interventions of AMI's Chairman, Fernando Nobre, who presided over the session, as well as of the members of the jury and the awarded journalists.



SCHOOLS - MAINLAND AND ISLANDS



Promotion at Schools

Since 1995, AMI has been conducting awareness-raising, information and dissemination sessions in schools in Portugal, with the aim of raising young people's awareness of crucial issues for our society, such as Human Rights, support for Developing Countries, Citizenship and Development, Social Solidarity, Volunteering and the SDGs - Sustainable Development Goals. In 2020, there was a decrease in these initiatives due to the constraints caused by the pandemic, but still, there was great interest from schools in receiving AMI's awareness-raising actions on the work of the institution in general and as an NGO, Human Rights, and the MDGs and SDGs.

NO PLANET B SEMINAR

The seminar 'No Planet B: A One and Only Planet for Everybody' was held on 29 January at the Calouste Gulbenkian Foundation, with the aim of sparking debate between various key players and stakeholders in the area of the Environment and the fight against climate change.

The seminar took place within the scope of the 'No Planet B'¹³ project, which was developed by AMI and funded by the European Union and the Camões Institute, to promote the development and awareness among civil society of sustainable development and environmental preservation issues.

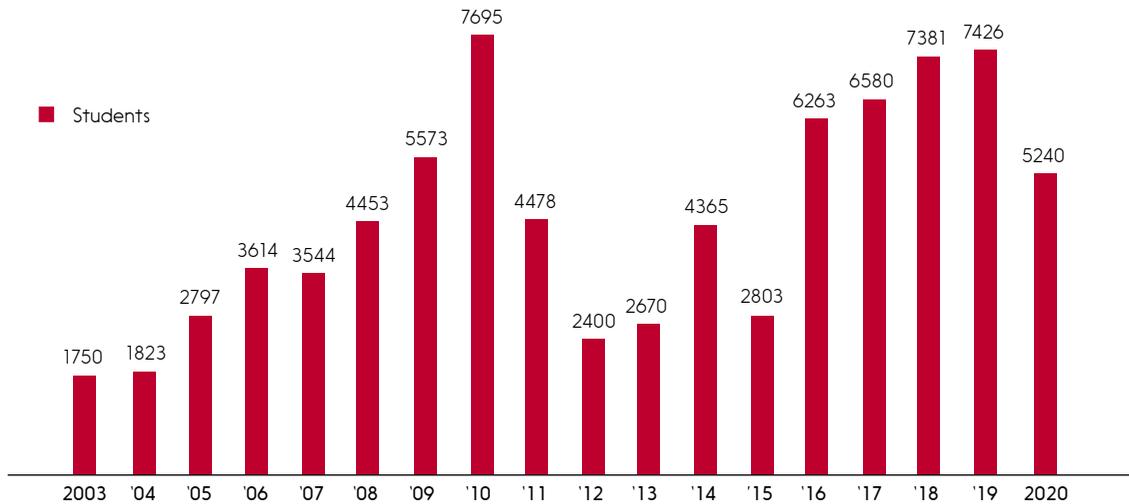
As part of this project's activities, the initiative included panels dedicated to the three SDGs to which the 'No Planet B' project contributes, and included an exhibition on the 22 projects supported in Portugal, located between Esposende and Faro, including two actions in the

Azores.

Before an audience of over 200 attendees, the event began in the morning with Fernando Nobre, Chairman of AMI, who stressed the importance of acting immediately on the causes of climate change in order to mitigate its effects and preserve the planet for future generations, and Odete Serra, Director of Bilateral Cooperation Services at the Camões Institute, who congratulated AMI for the implementation of the 'No Planet B' project, highlighting the fact that it reinforces the debate on the issue of sustainability and emphasizes the importance of such matter, deeming the name of the project a truly wise choice.

The first panel of the day featured Filipe Duarte Santos, President of the National Council for the Environment and Sustainable Development in Portugal, and Elizabeth Wanjiru Wathuti, climate activist and founder of the

STUDENTS - MAINLAND AND ISLANDS



Green Generation Initiative, a community-based organisation set up in Kenya in 2016 to raise awareness among both the younger population and educational institutions of topics such as reforestation, environmental education and green schools. The conversation under the motto 'The Effects of Climate Change' was led by AMI's Chairman. The first panel closed with a surprise moment organised by Sapana, one of the organisations supported by No PlanetB, and by Teatro Umano, and performed by the students of the Sampaio School Group, in Sesimbra. With their lips duct-taped shut and holding up banners with 'call to action' messages, the young actors tried to make the audience aware of the urgency of acting to preserve the Planet, and guided the attendees to the room where the projects supported by No Planet B were displayed and represented.

The work resumed in the afternoon, with the second panel, 'Smart and Sustainable Cities - Are we smart enough to create sustainable cities?', which featured a dynamic Q&A session with a highly interactive audience.

Led by journalist Luís Pedro Nunes, the panel included interventions from Ana Fragata, Executive Director of the Smart and Sustainable Cities Forum, and Luís Capão, Chairman of the Board of Cascais Ambiente.

The third and last part of the seminar consisted of a round table with Ângela Morgado, Executive Director of ANP/WWF Portugal, Miguel Ribeirinho, Head of Sustainability at Delta, and the journalist Luís Ribeiro.

At the end of the day, and after an intense and engaged debate by the public, both on site and on social networks, as all those who were watching the event remotely were able to ask their questions via Twitter, the Minister for the Environment and Climate Action, João Pedro Matos Fernandes, closed the event.

The initiative was supported by the European Union, the Camões Institute, the Calouste Gulbenkian Foundation, Casinhas de Portugal, EPAL, Pousadas da Juventude, the saxophonist André Marques, and TSF as media partner of the event.

¹³Detailed information on this project can be found on page 75.

Solidarity Adventure

Solidarity Adventure is an AMI project that allows participants to be directly involved in the lives of local communities. It is an opportunity to financially support a cause or a project and thus contribute significantly to improving the living conditions of the most vulnerable populations.

In 2020, there was 1 trip, namely to Senegal, from 6 to 14 March, with the participation of 8 adventurers, and a co-financing of EUR 2,100 (as detailed on page 50 of this report).

From the start of the project, 387 people have co-founded the projects, with 384 adventurers taking part in the trips.

SOLIDARITY ADVENTURE 2007-2020 - SENEGAL

Senegal				
	No. of Projects	No. of Part.	Project Cost	Amount Raised
2007	2	25	€9.106	€7.380
2008	3	35	€18.880	€15.745
2009	3	36	€18.500	€16.830
2010	2	24	€12.500	€12.750
2011	1	10	€6.000	€5.100
2012	1	8	€6.758	€4.080
2013	-	-	-	-
2014	1	8	€1.634,09	€2.100
2015	1	6	€6.050	€1.200
2016	1***	14	€3.602	€3.600
2017	1	14	€4.097,82	€3.900
2018	1	8	€34.097,82	€2.400
2019	1	6	€114.915	€1.800
2020	1	8	€114.915	€2.100
Total	18	210	€236.140,64	€78.985

***Project developed in 2015, but funded by Solidarity Adventure in 2016.



Field Talks | Live on Instagram

In view of the lockdown decreed in March 2020, we felt it was important to strengthen the contact and bring the general public closer to the institution, while showing the work AMI was carrying out in the field.

Hence, the initiative 'Conversas de Terreno' ('Field Talks') was born, a series of live broadcasts on AMI's Instagram

page with several guests addressing various topics, such as: mental health, the risks of Covid-19 infection in children and young people, the impact of the pandemic on refugees, AMI's work in Portugal and worldwide, education and citizenship, AMI's Mission in schools, the importance of the participation of public figures in solidarity causes, among others.

SOLIDARITY ADVENTURE 2007-2020 - BRAZIL / GUINEA-BISSAU

					Guiné-Bissau			
	No. of Projects	No. of Part.	Project Cost	Amount Raised	No. of Projects	No. of Part.	Project Cost	Amount Raised
2007	-	-	-	-	-	-	-	-
2008	-	-	-	-	-	-	-	-
2009	1	5	€6.000	€2.500	2	18	€12.800	€8.500
2010	2	19	€12.917	€4.000	2	5	€12.000	€8.620
2011	-	-	-	-	2	22	€12.789,22	€11.000
2012	-	-	-	-	1	11	€5.684,3	€4.500
2013	-	-	-	-	1	6*	€3.866	€2.500
2014	2	14**	€17.232,60	€4.800	-	-	-	-
2015	-	-	-	-	2	16	€15.737,47	€7.390,24
2016	1	6	€8.294,69	€1.500	2	24	€18.300,19	€13.311
2017	1	7	€150.053,64	€1.500	1	15	€17.789	€4.510
2018	-	-	-	-	2	15	€27.001,21	€6.505
2019	-	-	-	-	1	13	€5.761,05	€3.900
2020	-	-	-	-	-	-	-	-
Total	7	37	€194.497,9	€14.300	15	161	€127.862,44	€70.736,24

*In the Solidarity Adventure to Guinea-Bissau in 2013, there was a 7th adventurer who funded a project but chose not to go on the trip.

**In the two Solidarity Adventures to Brazil in 2014, there was one adventurer in the first one and two adventurers in the second one, who founded the project but chose not to take part in the trip.

In total, 10 conversations took place in 2020, with the participation, among other guests, of journalist Luís Pedro Nunes, actor and AMI Christmas Mission ambassador Diogo Mesquita, doctor, activist and humanitarian Ana Paula Cruz, journalist Fernanda Freitas, and actor and presenter Rui Unas.

In 2021, the idea is to continue this initiative with new topics and guests.

Online Fundraising

This was the first time, in over 25 years, that AMI carried out a fundraising campaign exclusively via digital platforms, so as to meet the guidelines of social distancing and lockdown issued by the DGS and the WHO. It took place between 25 and 31 May.

Along with a solid and constant dissemination of the campaign on AMI's social networks, whose posts reached more

than 400,000 people, this initiative was also promoted by some public figures on their personal pages, such as the actress Sofia Grillo, singer Sónia Tavares and journalist Luís Pedro Nunes, as well as the dissemination by several media outlets, such as Agência Lusa, TVI24, TSF, Cidade FM, M80, Rádio Comercial, Smooth FM, Correio da Manhã, Jornal I, and Jornal Sol.



The amount raised was used to support the extra effort, both in human and economic terms, that the fight against the spread of Covid-19 in Portugal and around the world imposed on AMI, and to deal with a consequent increase in social pressure, which was becoming noticeable in the increase of aid requests.

The Fundraising event raised a total of EUR 2,583.21, a sum considerably lower than that usually raised through street fundraising, proving that the habit of making donations online is not yet deeply rooted amongst Portuguese donors.

**“Linka-Te aos Outros”
(Connect To Others)
- 10th Edition**

With small gestures, at school, in the street, at home, with family, colleagues or friends, it is easy for each one of us to be part of building a more human world.

‘Linka-te aos Outros’ (Connect to Others) is aimed at students from the 7th to the 12th grade and contributes to reaching the Sustainable Development Goals (SDGs). It aims to help change social realities and, at the same time, to train young people in order to alert them to the potential that each one has to improve the community surrounding them. Ending poverty, pro-

moting prosperity and well-being for all, protecting the environment, and combating climate change are goals that rely on everyone’s commitment. Every year, AMI selects the most consistent projects presented and guarantees 90% funding, up to a total of €2,000. Since its launch in 2010, this initiative has funded 33 student projects totaling EUR45,570.68. The funded projects focused on support for the elderly, students and families in need, as well as the integration of young people with disabilities, the homeless and institutionalised young people, and raising awareness of voluntary work.

In 2020, 5 projects were awarded:

“LINKA-TE AOS OUTROS” - 10TH EDITION

No. of projects selected	Project	Beneficiaries of the selected projects	Amount funded by AMI	Area of Operation	Location
5	'Ligações improváveis – Música, Valores e Horta' (Unlikely connections – Music, Values and Garden)	Local Educational Community	€2,000	Environment and Volunteering	Sto. António Group of Schools (Barreiro)
	'Rumo à nossa melhor versão' (Moving towards our best version)	Homeless Population, Senior Citizens and Local Community	€2,000	Citizenship and Volunteering	Dona Maria II Secondary School (Braga)

“LINKA-TE AOS OUTROS” – 10TH EDITION (CONTINUED)

No. of projects selected	Project	Beneficiaries of the selected projects	Amount funded by AMI	Area of Operation	Location
5	Education for Global Citizenship: from concept to practice, for effective action	Educational Community of the Autonomous Region of Madeira	€2.000	Education for Citizenship	EB 2,3 Dr. Horácio Bento de Gouveia (Funchal)
	'Partilha de saberes intergerações: conta-me como foi e eu digo-te como é!' (Intergenerational sharing of knowledge: tell me how it was and I'll tell you how it is!)	Senior Population and Young Adults	€2.000	Intergenerational Dialogue	EB 2,3 Júlio Brandão (Vila Nova de Famalicão)
	'Redes para a Inclusão' (Networks for Inclusion)	School Community	€1.800	Social Integration	Vale da Amoreira (Moita) School Group

With the shutdown of schools due to the Covid-19 pandemic, the 10th Edition of 'Linka-te aos Outros' was suspended, with the schools making a commitment to resume the projects in the 2020/2021 school year, as soon as the necessary conditions were met. A new edition of the initiative was not launched in September 2020, as the restrictions imposed due to the pandemic remained in place.

SOLIDARITY PRODUCTS

'Kit Salva-Livros'

The 'Kit Salva-Livros' (Book Protection Kit) is a product for students, which protects the covers of school books and notebooks, whilst helping the children and young people supported by AMI. This project relies on the support of Handicap International, which manufactures and packages this product and is dedicated to assisting people with disabilities and their families, and Disney and Pixar, who allowed us to use images from some of their most iconic films on Disney Movies on Demand. It fits all book

and notebook sizes, eliminating the use of scissors and glue, making it easy, quick, fun and safe to use.

The 'Kit Salva-Livros' (Book Protection Kit) costs 6 euros, of which 1 euro reverts to AMI, and was available at Staples, Auchan and AMI online shops. A total of 8,024 kits were sold in 2020.

Income Tax Campaign

Fundraising through the allocation of 0.5% from the personal Income Tax has been a very important tool for the work of Social Economy organisations in Portugal.

In 2020, AMI continued to publicise the possibility of allocating 0.5% of the income tax (IRS) paid to an institution chosen by the taxpayers themselves, because this source of funding has been very important for the Foundation's activity at no direct cost to citizens. The amounts raised, totalling EUR 138,644, helped to support the extra effort, both in human and economic terms, that the fight against the spread of Covid-19 in Portugal and around the world entailed.

PARTNERSHIPS

Planetiers World Gathering

On 22 October, the Chairman of AMI, Fernando Nobre, was one of the speakers on the panel on health and well-being at the Planetiers World Gathering, one of the world's largest events dedicated to the sustainability of life on the planet.

AMI was also present with a virtual stand at the event.

Social Responsibility Week

AMI participated in the 15th Edition of the Social Responsibility Week, an initiative of the APEE - Portuguese Association for Business Ethics and the Global Compact Network Portugal, with the round table 'Reduced Inequalities - An Intergenerational Perspective (SDG 10)'. The speakers at this initiative were the

Chairman of AMI, Fernando Nobre, and the doctor, activist and humanitarian, Ana Paula Cruz.

Giving Tuesday

AMI took part, for the second consecutive year, in the Giving Tuesday movement, a solidarity movement created in the United States in 2012, which aims to mobilise millions of people to support social and humanitarian causes within their communities in different parts of the world.

This initiative took place on 1 December. AMI participated with the project 'Christmas Hampers' and called for the donation of goods or money to put together the Christmas hampers.

In view of the pandemic, it was not possible to promote the involvement of volunteers.

'Dribla a indiferença' (Overcoming Indifference)

As part of the partnership with the Basketball Fan Club, sessions were held at 3 schools in 2020, with the attendance of 400 students.

These sessions aim at raising awareness to sensitive topics such as drugs, tobacco, obesity and social exclusion. In 10 years, this initiative has raised awareness among 32,710 students.



DELEGATIONS AND CENTRES

In 2020, AMI continued to rely on the vital work of the delegations and centres throughout the country, which contribute to the pursuit of AMI's mission through community involvement.

AMI DELEGATIONS AND CENTRES

Centre Zone	
Coimbra Delegation	Participating in 3 volunteering fairs, namely those of the Medicine (in person), Law (online) and Pharmacy (online) Students' Unions of the Academic Association of Coimbra;
	Dissemination Action online with the S. Tiago's Youth Group (Pombal);
	Giving lectures at schools;
	Disseminating the online fundraising;
	Distributing school supplies;
	Participating in the initiative 'A Friend in Need is a Friend Indeed';
	Collecting X-rays, toners and ink cartridges and used cooking oil for recycling.
Anadia Centre	Collecting clothes, footwear, furniture, medicines, cash donations, among others;
	Distributing clothes, shoes, food products, beds and mattresses to people who need them in the relevant municipality.
Covilhã Centre	Streamlining the intervention Group at the Associação Covilhanense Home, albeit very conditioned and reduced due to the pandemic and restrictions on access to homes.
North Zone	
Porto Delegation	Sorting X-rays to send for recycling;
	Collecting clothes for recycling;
	Giving lectures at schools;
	Collecting and distributing food as part of the POAMC;
	Collecting donated clothes and food.

AMI DELEGATIONS AND CENTRES (CONTINUED)

North Zone (continued)	
Bragança Centre	Distributing clothing to 1,220 beneficiaries, covering different age groups;
	Participating in x-ray collections.
Lousada Centre	Attending the population who seek help from the Lousada Centre;
	Carrying out diagnostic assessment interviews with households requesting food support from the Lousada Centre;
	Collecting x-rays, clothing, shoes and other items;
	Distributing goods to 96 family households;
	Ongoing partnership for the supply of products with the Continente supermarket and establishment of new partnerships with the Intermarché and Pingo Doce supermarkets in Lousada;
	Distributing weekly and monthly food support to 142 subscribed users;
	Sending food products to the AMI North Delegation;
	Organising food collections and collecting food from commercial centres in Lousada;
	Supporting citizens under community work schemes;
	Distributing school supplies for children and young people;
Distributing toys at Christmas;	
Integrating the Social Network of the Municipality of Lousada.	

AMI DELEGATIONS AND CENTRES (CONTINUED)

Madeira

Funchal Delegation	Collecting X-rays;
	Holding lectures at schools and other institutions;
	Collecting food;
	Holding first-aid courses;
	Participating in the reforestation action in Santo da Serra, with the NGO 'Amigos do parque ecológico' (Friends of the Eco-Park);
	Participating in 2 book fairs;
	Mentoring 2 interns of the Degree in Education Science of the UMA - University of Madeira.

Azores

Terceira Delegation	Giving lectures at schools;
	Participating in the initiative 'A Friend in Need is a Friend Indeed';
	Sorting X-rays to send for recycling;
	Collecting food;
	Supporting the Porta Amiga Centre in Angra do Heroísmo, by loading and transporting meals to be served in the canteen and preparing Christmas hampers, manufacturing and collecting community masks, and carrying out training actions;
	Sending school supplies for the Horta centre.
Horta Centre	Weekly assistance to beneficiaries;
	Distributing school supplies;
	Collecting food;
	Distributing food hampers at Christmas.

CORPORATE SOCIAL RESPONSIBILITY

Despite the economic repercussions of the Covid-19 pandemic in 2020, the support from the business sector players to the work developed by AMI was significant and further demonstrated the companies' concern in helping mitigate the existing economic and social crisis. This collaboration contributed to developing several initiatives with companies, raising donations in cash, goods, services, as well as organising dissemination and awareness-raising activities.

DONATING GOODS AND SERVICES

In 2020, AMI once again relied on the generosity of partners from different areas which donated goods and services, namely Young & Rubicam in Advertising, Microsoft in computer software, Continente and Auchan supermarkets in food, Companhia das Cores in Design, Visão in Media and Communications, Sociedade de Revisores Oficiais de Contas PKF & Associados in Auditing, the Vila Galé Hotels, Grande Hotel do Porto, Terceira Mar Hotel and Pestana Porto Hotel, in the Hotel area, among many others, which are mentioned below.

VOLUNTEERING AND AWARENESS RAISING

School Support AMI/Auchan Solidarity Campaign - School Vouchers

AMI has been promoting the Solidarity School Campaign for 12 years, in partnership with Auchan, with the aim of helping all young people to enjoy the same access to education, regardless of their socio-economic circumstances.

Throughout these years, AMI has noticed, via the psychosocial counselling provided in the Porta Amiga Centres, that the capacity to purchase school supplies is often a challenge for the budget of the families with whom it works. As such, ever since 2009, the Solidarity School Campaign has been meeting this common need for countless families in the nine AMI Porta Amiga Centres and 4 centres in mainland Portugal and the Islands. This action covers children aged between 3 and 18, from pre-school to secondary school. This initiative is carried out in three distinct phases, starting with the collection of donations at Auchan counters, through the purchase of vouchers by the shop's customers, to be later converted into school supplies.

In this first phase, the collection of funds relies on the collaboration of the customers of Auchan supermarkets. The amount collected is doubled



by Auchan, which then converts it into school supplies. In the second phase, the participation of volunteers is the great driving force behind the organisation of the backpacks and respective supplies, suitable for each age and school year. Nearly 150 volunteers are mobilised every year to streamline the sorting of supplies and provide logistical support in the Army Transport Regiment (which lends its facilities to AMI and supports the transport of school supplies to Coimbra and Porto). Thus, by the start of the school year, the backpacks will already be in the hands of around 3,500 children and young people from all over the country who benefit from this campaign.

In the third and final phase, a ceremony is held for the official delivery of the backpacks, which takes place at an AMI Porta Amiga Centre in the Lisbon region and brings together the various participants involved in this initiative, ranging from representatives of the organisations involved (AMI Foundation, Auchan and the Portuguese Army), the volunteers, and the young people and their families.

Since 2009, when the 1st edition of the campaign took place, we have raised more than 1 million 697 thousand Euros and given more than 38,000 backpacks.

Many of the children and young people who have benefited from these supplies, ended up receiving it during much of their school career, so AMI has been accompanying their growth and personal development. This guaranteed access to education-related goods

has provided the supported families with considerable financial relief in their household budgets.

In 2020, the School Campaign ran from 17 to 30 August and allowed raising EUR 250,000 in school supplies, including masks and alcohol gel, which were distributed to over 3,500 children and young people aged 3 to 18 years, supported by the Porta Amiga Centres and three AMI centres across the country.

The voluntary work took place in September in a space provided by the Portuguese Army, which also ensured the delivery of the school supplies to the AMI North Delegation. The initiative featured a much smaller number of AMI and Auchan volunteers compared to previous years due to the pandemic, and complied with all the safety rules and guidelines given by the Directorate General for Health.

The transport of school supplies to the islands was made possible by the support of Logislink.

FOOD SUPPORT

In 2020, AMI relied on the support of several entities for the donation of food products, namely the Sonae group, Phenix, Mercadona and Kelly Services, which had the Sporting Clube de Portugal handball team and the Sport Lisboa e Benfica roller hockey team as campaign ambassadors. During the Christmas campaign organised by AMI with the support of several companies, we managed to deliver Christmas hampers (dried codfish, olive oil, sugar, dried fruit,

canned foods, flour, among others) to over 1,904 families supported by AMI's social facilities.

Donation of food and hygiene products - Sonae MC Group

In 2020, AMI continued its partnership with the Sonae MC Group, ensuring the daily collection of products at the Vasco da Gama Shopping Centre store and also benefiting from the donation of food products, as part of the 'A Friend in Need is a Friend Indeed' initiative and the Christmas Mission, resulting in a donation valued at more than EUR 150,000 throughout the year.

We should note that due to the pandemic, it was not possible to have the annual food collection at the Continente supermarkets.

SUPPORT IN THE AREA OF HUMAN RESOURCES, TRAINING AND OCCUPATIONAL HYGIENE AND SAFETY

In 2020, training services worth EUR 30,273 were donated, from the following partners among others: Centralmed, Cenertec, EccoSalva, Cambridge Schools, Instituto Superior de Ciências Sociais e Políticas and Galileu - Formação e Serviços.

CHARITY EVENTS AND CAMPAIGNS

A Friend In Need Is A Friend Indeed

'No words to describe the help. The delivery was made by a very sweet and caring volunteer.'

Testimony of a project
beneficiary

Aware of its responsibilities and its role in the area of Humanitarian Aid, AMI launched, in April 2020, a campaign to raise funds and volunteers to support its most vulnerable beneficiaries in Portugal. Such individuals face social exclusion, have no family support network and constitute a high-risk group in the current context, namely elderly people living alone, single-parent families with minor children, people with chronic or at-risk illnesses.

In light of the lockdown decreed by the Government, and at a time when the challenge of isolation was added to the decrease in food donations by commercial establishments, the project sought to bring food and other essential goods to the beneficiaries of AMI's social facilities who were most vulnerable to Covid-19 and who, therefore, should not leave their homes.

Since it was an emergency intervention, and one that required swift implementation, it was necessary to complement the initiative with a strong communication campaign, disseminated through a multiplicity of channels, from social networks, which reached more than 25,000 people, and the AMI website, to exter-

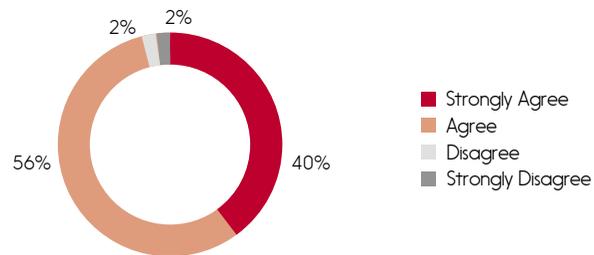
nal media that supported the initiative by publicising it, namely RTP, Porto Canal, Canal S+, Eco and Caras magazine.

The initiative took place in two phases, between April and July 2020, with the participation of **169 volunteers and the delivery of 1,357 hampers of food and other essential goods to around 390 beneficiaries (175 families) in the first phase of the project, and 620**

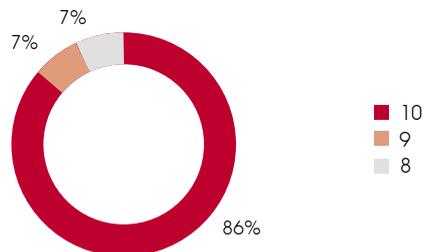
beneficiaries (254 families) in the second phase of the project. The action was only possible thanks to the support of volunteers, companies and individual donors.

In the impact assessment of this project, from survey applied to the beneficiaries it was possible to ascertain that their perception of the planned changes was as follows:

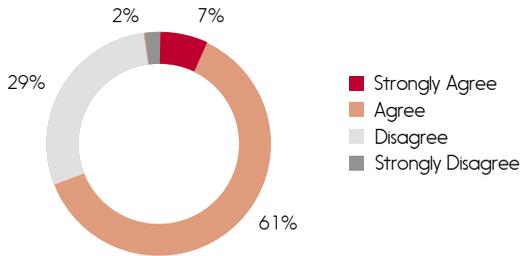
CHANGE 1 - 'I FELT THAT MY HEALTH WAS BETTER PROTECTED WHILE I WAS RECEIVING THE HAMPERS AT HOME.'



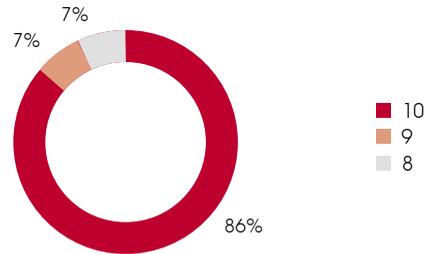
IMAGINE YOU HAVE 10 POINTS TO DISTRIBUTE AMONG ALL THE INSTITUTIONS THAT HAVE CONTRIBUTED TO A GREATER SENSE OF SECURITY IN TERMS OF HEALTH. HOW MANY POINTS WOULD YOU GIVE AMI?



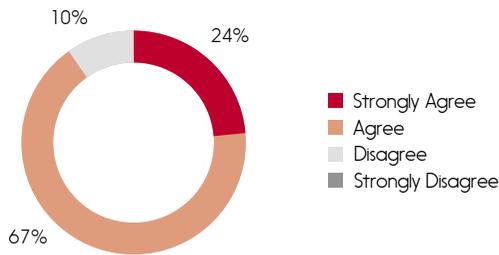
CHANGE 2 - 'I FELT THAT SOME PEOPLE IN MY COMMUNITY CARE ABOUT ME, WHILE I WAS RECEIVING THE HAMPERS AT HOME.'



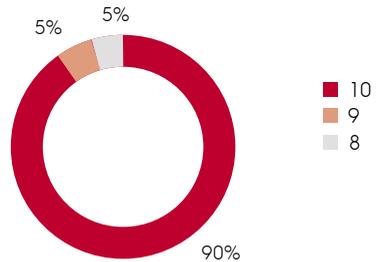
IMAGINE YOU HAVE 10 POINTS TO DISTRIBUTE AMONG ALL THE INSTITUTIONS THAT HAVE CONTRIBUTED TO A GREATER SENSE OF SOCIAL INTEGRATION. HOW MANY POINTS WOULD YOU GIVE AMI?



CHANGE 3 - 'I FELT MORE SECURE, FINANCIALLY, WHILE I WAS RECEIVING THE HAMPERS AT HOME.'



IMAGINE YOU HAVE 10 POINTS TO DISTRIBUTE AMONG ALL THE INSTITUTIONS THAT HAVE CONTRIBUTED TO A GREATER SENSE OF FINANCIAL SECURITY. HOW MANY POINTS WOULD YOU GIVE AMI?

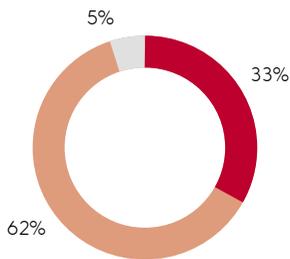


It is considered **that the impact that the project had on the beneficiaries' perception of the defined changes was highly positive**, given the percentage of 'Strongly Agree' and 'Agree' answers. However, it should be noted that the durability of these changes ceases when the goods are gone (in the short term), since this is an emergency response, and a project to deliver

essential goods would never turn into a project of lasting changes, neither in terms of food support, nor - in the specific case of this project - in terms of health support.

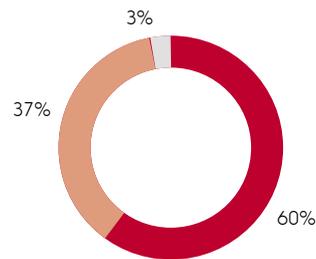
From **survey aimed at the volunteers**, it was possible to ascertain that their perception of the planned changes was as follows:

CHANGE 1 - 'I FELT MORE INVOLVED WITH MY COMMUNITY BY DOING THE SHOPPING AND DELIVERING THE HAMPERS TO THE BENEFICIARIES'



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

CHANGE 2 - 'I FELT A GREATER SENSE OF ACCOMPLISHMENT, AS A CITIZEN, BY DOING THE SHOPPING AND DELIVERING THE HAMPERS TO THE HOMES OF THE BENEFICIARIES'



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

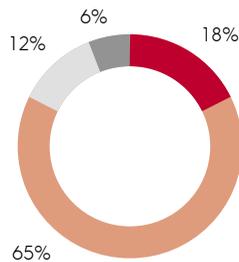
It is also considered that **the impact that the project had on the volunteers' perception of the defined changes was highly positive**, given the percentage of 'Strongly Agree' and 'Agree' answers. In the case of volunteers, **the durability of the changes is greater - medium-term -, since the feeling of belonging to the community and of duty fulfilled lasts over time and even prompts the desire to continue helping**, given the very close contact that

this project allowed between volunteer and beneficiary, enhanced by the assignment of the same volunteer to the same family throughout the project, whenever possible.

From **the survey aimed at our business partners**, it was possible to ascertain that their perception of the planned changes was as follows:

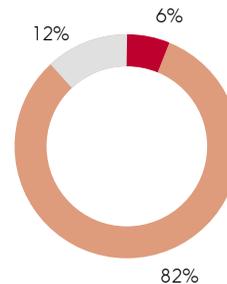
It is also considered that the impact that the project had on the partners' perception of the defined changes was highly positive, given the percentage of 'Strongly Agree' and 'Agree' answers. In the case of partners, the durability of the changes is also considered to be medium-term, since the relationship with customers and employees, once enhanced by projects of this nature, will factor in their trust in the company, something that lasts over time.

“THE PARTNERSHIP WITH AMI HAS MADE OUR CLIENTS HAVE A BETTER OPINION OF THE COMPANY I REPRESENT.”



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

“EMPLOYEES HAVE BECOME MORE ALIGNED WITH THE COMPANY'S IDEALS FOLLOWING THE PARTNERSHIP.”



- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

2020 Christmas mission

For the tenth consecutive year, AMI organised the Christmas Mission, a campaign that aims to support families in situations of socio-economic vulnerability and social exclusion, flagged by AMI Porta Amiga Centres throughout the country. It also supports international projects in the areas of health, nutrition, associations, and social and environmental entrepreneurship.

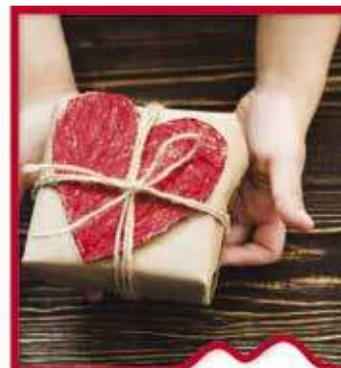
So, in Portugal, besides the social assistance provided year-round, which requires a rigorous assessment, a joint effort with the beneficiaries and a continuous and adequate assessment of the needs of each person and family unit, AMI seeks to provide its beneficiaries with the opportunity to live the Christmas season in a dignified and happy way, offering them a complete Christmas dinner, with food items typical of this festive season, in keeping with Portuguese tradition.

In 10 years, around 18,000 families have been supported with a Christmas hamper, totalling more than 45,000 people. This mission has been sponsored by the actor Diogo Mesquita since 2015, and it also enables to ensure a part of the social assistance and to supply food, hygiene products and toys to the elderly and children, who benefit from a differentiated daily assistance by AMI. The Christmas hampers and treats that are handed out represent an important help to the most vulnerable families and are only possible thanks to the support and generosity of donors, volunteers and companies.

In 2020, AMI delivered Christmas hampers to 5,019 people (1,904 families) all over the country as part of the 10th edition of the Christmas Mission, thanks to the generosity of all partners involved, including over 80 companies. As a result, EUR 169,394.57 was raised in cash and goods and services to put together the

Christmas hampers and treats (food and hygiene products). The delivery of the hampers took place from 17 to 23 December and had a reduced number of volunteers compared to previous years, due to the restrictions imposed by the pandemic.

This initiative was backed by a strong communication campaign under the motto 'Our wish for this Christmas is that everyone can enjoy Christmas', and was disseminated through a multiplicity of channels, from social networks, which reached more than 100,000 people, and the AMI website, to external media that supported the initiative by publicising it, namely RTP, TSF, Visão and Caras magazine and MOP. The involvement of volunteers, beneficiaries, business partners and employees also led to the production of 24 short films featuring Christmas wishes, which were posted on AMI's social networks from 1 to 24 December, creating a digital advent calendar.



'Taleigo AMIgo'

Companhia das Agulhas joined AMI to launch the challenge 'Taleigo AMIgo, wrap with meaning to help AMI', thus becoming a supportive and reusable package. After the success of the initiative in 2017, a third edition was launched with the dual purpose of challenging those who sew to make 'taleigos' (small fabric bags) throughout the year and, those who buy, to be able to do so at any time.

In 2020, we received 181 'taleigos' and sold 103, an initiative that also contributed to the Christmas campaign.

Solidarity Points

In 2020, AMI once again benefited from the conversion of loyalty points into donations from Altice, Millennium BCP and REPSOL, whose proceeds went to: the Eco-ethics project, the 'A Friend in Need is a Friend Indeed' initiative, the Covid-19 actions in Portugal and worldwide, the Christmas Mission and the Social Promotion and Development Fund.

CORPORATE VOLUNTEERING

In 2020, the participation of corporate volunteers declined compared to 2020, due to the constraints imposed by the pandemic.

The main corporate volunteering actions amounted to a total of more than 600 hours:

CORPORATE VOLUNTEERING

Project/Social Facilities worked on	Volunteering Campaign	No. of employees/ No. of companies
Beneficiaries of the AMI 'Porta Amiga' centres	Sorting school supplies	63 volunteers from a company
Beneficiaries of AMI's social facilities from all over the country	Covid-19 Actions	30 volunteers from various companies



© Pedro Aquino

“

ON BEHALF OF THE SOLIDARY,
RIGOROUS AND ETHICAL COMMITMENTS
TO WHICH THE FOUNDATION HAS
PROPOSED ITSELF, A TRANSPARENT
MANAGEMENT IS ALWAYS
IMPERATIVE.

”

4

CHAPTER

TRANSPARENCY AND RENDERING OF ACCOUNTS

4.1 ORIGIN OF RESOURCES

BACKGROUND

In 2020, the Portuguese economy was severely affected by the Covid-19 pandemic, recording a GDP contraction of 7.6%, according to data from INE, largely due to the intense reduction in tourism exports.

What is already considered the biggest world economic recession in almost a century will decelerate economic growth in the next decade, with economic activity growing by only 4%, according to information from the World Bank.

Despite not having emerged unscathed from this scenario, AMI did not reduce its humanitarian work in Portugal and around the world (although the pandemic forced a reduction in the number of trips to international missions and, consequently, the number of projects with new partnerships), having continued to guarantee and even reinforce support to the vulnerable pop-

ulation that uses its services, an additional effort that represented an enormous challenge for the institution, not only in human terms but also economically.

The concern to ensure its economic and financial sustainability remained, as this is also a strong responsibility of AMI, and in view of the role it plays in society and for all those who depend on its intervention. AMI aims to balance its response capacity with financial solidity.

As such, AMI continued to assist all those who resorted to its social facilities in Portugal, as well as all its international partners in developing countries, adapting its actions to the demands, needs and constraints imposed by the pandemic.

REVENUE

In 2020, it was, therefore, essential to continue seeking to diversify income, mainly due to the uncertainty caused by the pandemic, and to rely on support from the public sector, the private sector and civil society, as these are essential for achieving the institution's objectives.

Thus, we have renewed our commitment to submitting applications for international funding and to maintaining those already granted to us by international bodies (European Union), Portuguese public bodies (Camões Institute) and companies, which are indispensable for implementing projects in the field, at the international level. It is worth mentioning the support from several business sector entities to the emergency response initiative aimed at those most vulnerable to Covid-19, called 'Os AMIgos são para as Ocasões' (A Friend in Need is a Friend Indeed), and the Christmas Mission.



At the national level, it was vital to maintain the agreements with the Ministry of Labour, Solidarity and Social Security to support the functioning of our social facilities, as well as the funding geared to specific projects attributed by some municipalities, such as Cascais, Lisbon, Almada, Funchal and Angra do Heroísmo City Councils, which support the Porta Amiga Centres existing in those locations and the Graça Night Shelter, in the case of the Lisbon City Council, and also the timely support in the fight against the pandemic.

Unlike in previous years, only one national fundraising event took place, which, given the constraints imposed by the pandemic, was held online, and a mailing was sent to usual donors. AML was also the entity selected by many Portuguese for the consignment of 0.5% of their IRS. The revenue from the Health Card increased slightly and continues to be very important in funding the institution's activities.

In support of the Foundation's commitment to solidarity, precision and ethics, transparent management is always required, clearly presenting information on how resources are managed and the different activities carried out, available to all interested parties.

DEVELOPMENT OF REVENUE SHARING

Revenue from international entities resulted from partnerships with Fondazione Punto Sud and Amref Italia.

Public funding increased to 28% and donations decreased to 8%, a drop that is attributed to the consequences of the pandemic.

However, there was an increase in Financial Gains and in donations in kind. On the other hand, Other Revenues decreased due to a significant reduction in earnings from the Algarve Private Hospital, Hotel Salus and Change the World Hostels and University Residence, which were severely affected by the consequences of the pandemic.

	2018	2019	2020
International Entities	4%	4%	2%
Public Entities	23%	26%	28%
Private Entities	2%	1%	1%
Donations	8%	11%	8%
Donations in Kind	11%	8%	11%
Financial Gains	7%	13%	14%
Other Revenue	18%	12%	9%
Health Card	27%	25%	27%
Total	100%	100%	100%

4.2 BALANCE SHEET ON 31 DECEMBER 2020

Currency: Euros

Items	Notes	Dates	
		31/12/2020	31/12/2019
Assets			
Non-current Assets			
Tangible fixed assets assigned to operational activities	4,1	4 345 664,74	4 479 149,62
Tangible fixed assets assigned to investment properties	4,2	7 274 259,80	6 751 548,93
Ongoing investments	4,3	4 011 784,19	4 619 217,51
Intangible Assets	5	909,84	4 177,70
Financial investments - equity method	11,1	6 326 453,72	7 444 085,45
Other financial investments	11,2,1	362 210,94	362 210,94
Bank deposits	16,2,1		
Other financial instruments	11,2,2	5 786 142,72	10 314 936,75
		28 107 425,95	33 975 326,90
Current Assets			
Inventories	7	411 144,65	20 310,01
Customers	16,2,2	14 061,26	14 941,29
State and other public entities	16,2,7	39 076,11	36 483,79
Other accounts receivable	16,2,3	269 266,04	225 935,10
Prepaid expenses	16,2,4	17 582,26	53 248,94
Other financial instruments	11,2,2	629 676,00	
Cash and bank deposits	16,2,1	5 920 572,32	2 361 202,32
		35 408 804,59	36 687 448,35
ENDOWMENT FUNDS AND LIABILITIES			
Endowment Funds			
Initial fund	11,3,1	24 939,89	24 939,89
Retained Earnings	11,3,2	32 995 305,57	32 783 750,66
Adjustments to financial assets	11,3,3	735 593,48	735 593,48
Revaluation surpluses	11,3,4	1 218 187,34	1 218 187,34
Other changes in the endowment funds	11,3,5	400 071,99	407 521,99
		35 374 098,27	35 169 993,36
Net results for the period		(1 434 387,60)	337 359,19
Capital fund total		33 939 710,67	35 507 352,55
Liabilities			
Non-current liabilities			
Provisions	9	290 018,57	304 324,97
		290 018,57	304 324,97
Current liabilities			
Suppliers	16,2,5	82 980,80	44 898,86
Staff	16,2,6	71,45	4 164,96
State and other public entities	16,2,7	115 402,85	117 921,14
Other accounts payable	16,2,8	605 552,76	606 948,79
Prepaid expenses	16,2,4	375 067,49	101 837,08
		1 179 075,35	875 770,83
Total liabilities		1 469 093,92	1 180 095,80
Endowment funds and liabilities Total		35 408 804,59	36 687 448,35



Luisa Nemésio
Vice-Chair



Fernando de La Vieter Nobre
Chair

PROFIT-AND-LOSS STATEMENT BY NATURES

FISCAL YEAR ENDING 31 DECEMBER 2020

Currency: Euros

Income and Expenses	Notes	Dates	
		2020	2019
Sales and services provided	8,1	2 896 974,57	2 884 479,99
Operating subsidies, donations and legacies	8,2	4 937 503,84	4 986 052,31
Cost of goods sold and consumed materials	8,3	(9 131,76)	(53 481,32)
External supplies and services	8,4	(4 545 771,76)	(4 672 952,16)
Staff costs	8,5	(3 352 437,45)	(3 525 949,95)
Impairment losses on inventories (losses/reversals)	8,6	(41 050,00)	79 789,49
Impairment losses on accounts receivable (losses/reversals)	8,6	29 162,94	
Impairment losses on financial instruments (losses/reversals)	8,6	17 326,02	(2 775,49)
Impairment losses on financial investments (losses/reversals)	8,6	2 171,75	(2 977,50)
Impairment losses on investment properties (losses/reversals)	8,6		158 000,00
Provisions (increases/reductions)	9	14 306,40	14 353,49
Fair value increases/reductions	11,2,2	(67 440,77)	858 218,07
Other income	8,7	486 203,10	508 564,87
Other expenses	8,8	(1 661 046,26)	(861 940,36)
Profit before depreciations, financing expenses and taxes		(1 293 229,38)	369 381,44
Depreciation and amortisation expenses	4,1 4,2 8,9	(276 659,11)	(307 014,26)
Operating profit (before financing expenses and taxes)		(1 569 888,49)	62 367,18
Interest and similar income obtained	8,10	135 500,89	274 992,01
Pre-tax income		(1 434 387,60)	337 359,19
Income tax for the year	3,1,1 v)		
Net results for the period		(1 434 387,60)	337 359,19



Luisa Nemésio
Vice-Chair



Fernando de La Vieter Nobre
Chair

CASH FLOW STATEMENT

PERIOD FROM 01 JANUARY TO 31 DECEMBER 2020

Currency: Euros

	2020	2019
Operational Activities		
Receivables from customers and users		
Payments of subsidies	7 221 813,70	7 021 194,95
Payments of supports		
Payments of grants		
Payments to Suppliers	(3 936 264,08)	(3 889 281,24)
Payments to Staff	(3 356 530,96)	(3 525 484,99)
Flow generated by operational activities	(70 981,34)	(393 571,28)
Income taxes paid/received		
Other receipts/payments	(305 562,15)	(293 942,86)
Investment activities		
Payments of:		
Tangible Fixed Assets	(15 145,58)	(48 241,80)
Intangible Fixed Assets	0,00	0,00
Investment Properties	(15 035,99)	0,00
Financial Investments (Table 11.2.2 DR)	(67 440,77)	0,00
Other Assets (Ongoing Investments)	(25 502,11)	(366 024,15)
Receipts from:		
Intangible Fixed Assets	4 600,00	0,00
Investment Properties	0,00	37 000,00
Financial Investments	0,00	858 218,07
Other Assets	0,00	0,00
Investment Subsidies		
Interest and Similar Income	135 500,89	274 922,01
Flow generated by investment activities	16 976,44	755 874,13
Realisation of Funds		
Damage Coverage	2 493,00	
Donations		
Other funding operations		
Reversals	17 326,02	
Borrowings		
Interests and similar costs		
Damage Coverage		
Other funding operations		
Flow generated by financing activities	19 819,02	0,00
Changes in cash and cash equivalents		
Exchange rate effects		
Cash and cash equivalents at the beginning of the period	12 676 139,07	12 607 779,08
Cash and cash equivalents at the end of the period	12 336 391,04	12 676 139,07
	(339 748,03)	68 359,99



Luisa Nemésio
Vice-Chair



Fernando de La Vieter Nobre
Chair

FUNDAÇÃO DE ASSISTÊNCIA MÉDICA INTERNACIONAL - AMI FOUNDATION

STATEMENT OF CHANGES IN ENDOWMENT FUNDS IN 2020 AND 2019

Currency: Euros

Items	Capital Fund	Profit and loss Retained earnings	Adjust. Financ. Up.	Surpluses Revaluation	Other variations Equity	Net profit for the period	Total
Position at the beginning of the 2019 FY	24 939,89	33 327 736,79	657 807,48	1 218 187,34	414 971,99	-450 948,47	35 192 695,02
Appropriation of Profits FY 2018		-450 948,47				450 948,47	0,00
Other variations		-93 037,66	77 786,00	0,00	-7 450,00		-22 701,66
Operating subsidies, donations and bequests							0,00
Sub-total		-543 986,13	77 786,00	0,00	-7 450,00	450 948,47	-22 701,66
Profit and loss FY 2019						337 359,19	337 359,19
Position at the end of FY 2019	24 939,89	32 783 750,66	735 593,48	1 218 187,34	407 521,99	337 359,19	35 507 352,55
Appropriation of Profits FY 2019		337 359,19				-337 359,19	0,00
Other variations		-125 804,28			-7 450,00		-133 254,28
Operating subsidies, donations and bequests							0,00
Sub-total		211 554,91	0,00	0,00	-7 450,00	-337 359,19	-133 254,28
Profit and loss FY 2020						-1 434 387,60	-1 434 387,60
Position at the end of FY 2020	24 939,89	32 995 305,57	735 593,48	1 218 187,34	400 071,99	-1 434 387,60	33 939 710,67



Luisa Nemésio
Vice-Chair



Fernando de La Vieter Nobre
Chair

4.3 NOTES TO THE FINANCIAL STATEMENTS AS AT 31 DECEMBER 2020

1 - IDENTIFICATION OF THE COMPANY

The International Medical Assistance Foundation – AMI FOUNDATION – hereinafter referred to as AMI, is a public utility institution (legal body taxpayer no. 502744910), founded on December 5, 1984.

AMI is a Portuguese private, independent, apolitical and non-profit Non-Governmental Organisation (NGO) whose goals include fighting poverty, social exclusion, underdevelopment, hunger/famine and the aftermath of war, anywhere in the world; its main activity includes providing humanitarian aid, both on Portuguese soil and in large swaths of the rest of the world.

AMI's registered office is at Rua José do Patrocínio, 49, 1959-003 LISBON.

AMI's revenues are generated through donations in cash and in kind from companies and individuals, public and private funding in exchange for activities carried out by AMI, as well as revenues from real estate and financial investments and from other initiatives.

These financial statements were approved by the Foundation's Board of Directors on 29 March, 2021. The Board of Directors is of the opinion that the financial statements are a true and appropriate reflection of the Foundation's operations, as well as its position and financial performance and cash flows.

All amounts shown are in euros.

2 - ACCOUNTING REFERENCE FOR PREPARING THE FINANCIAL STATEMENTS

The attached financial statements are in compliance with Decree Law No. 98/2015, of 2 June, which incorporates into the Portuguese Legal System Directive No. 2013/34/EU of the European Parliament and of the Council, of 26 June 2013, which includes the accounting and financial reporting standards for entities in the non-profit sector (ENPS). The Financial Statement Forms included in Article 4 of Ordinance no. 220/2015, of 24 July, are to be construed as being part of these standards.

Whenever the ENPS does not respond to particular aspects of transactions or situations, the International Accounting Standards and International Financial Reporting Standards (IFRS), as issued by the IASB, and corresponding SIC-IFRIC interpretations are additionally applied and in the order given.

The financial statements, which include the balance sheet, the profit and loss statement by nature, the statement of endowment funds, the statement of cash flows and the notes to the accounts, are expressed in euros and have been prepared on a going concern basis and on an accruals basis, taking into account the following qualitative aspects: clarity, relevance, materiality, reliability, faithful representation, substance over form, neutrality, prudence, completeness and comparability.

The accounting policies shown in note 3 were employed in the financial statements for the periods ended 31 December 2020 and 31 December 2019.

3 - ACCOUNTING POLICIES, CHANGES TO ACCOUNTING ESTIMATES AND ERRORS

3.1 - Main accounting policies

a) The financial statements were prepared using the Foundation's accounting books and records, on a going concern basis and based on historic cost, except for the line item Financial Instruments Held for Trading, which is recognised at fair value and the line item Financial Investments, which is assessed by the equity method.

The preparation of the financial statements according to the IFRS-ENPS requires the Board to make judgements, estimates and assumptions affecting the application of accounting policies and the value of assets, liabilities, income and expenses. The estimates and associated assumptions are based on historical experience and on other factors deemed reasonable, depending on the circumstances, as they form the basis for judgements on the values of assets and liabilities whose valuation is not evident via other sources. Actual results may differ from these estimates. The issues requiring a higher degree of judgement or complexity, or for which the assumptions and estimates are deemed significant, are presented under Note 3.3 – Main estimates and judgements used in preparing the financial statements.

Given that in 2016 the Board decided to change the policy of application of the available financial resources, opting to increase the investment in investment properties, while decreasing the investments in the financial market, for safety and profitability reasons, it was decided to conduct an economic appraisal, by an independent entity, of the set of properties (investment and operating) that comprise the Foundation's estate (about 44% of the total Assets). The overall result of the appraisal carried out between the end of 2019 and the first half of 2020 was 33.8% (€5,252,000) higher than the book value, of which the investment properties were valued at 20.9% (€2,160,000) and the operating properties at 59.4% (€3,2092,000). At the end of the 2019 fiscal year, it was possible to write off the impairment of investment properties set up in previous years, as the value of the economic appraisal is well above the book value.

In 2019, significant investments were made in the building at Rua Fernandes Tomás in Coimbra, which began operating as a Hostel in the 3rd four-month period of 2019. Works were also carried out at the property in Rua de Santa Catarina, in Porto, a Hostel that was on lease until March 2019 and which we have been managing since then, reopening in the beginning of 2020.

The main accounting policies used in preparing the financial statements are described under the following items. These policies have been consistently employed in the comparative periods.

3.1.1 - Other significant accounting policies

a) Tangible fixed assets assigned to operational activities

Tangible fixed assets are recorded at their acquisition cost, which comprises their purchase price, including non-refundable purchase taxes, after deducting discounts and write-offs, any directly attributable expenses for placing the asset in the necessary location and conditions, so that said asset can operate as intended, minus the corresponding depreciation.

The depreciation for the fiscal year is calculated using the straight-line method, according to the useful life of each asset and its possible residual value and recorded by a counter-entry under line item 'Amortisation and Depreciation' in the Financial Statement.

The annual depreciation rates used were as follows, as a percentage:

Buildings and other structures	2
Basic equipment	10 – 20
Transportation equipment	25 – 50
Tools and utensils	25 – 12,25
Administrative equipment	10 – 33,33
Second-hand goods	50

On the date of the transition to the International Financial Reporting Standards - IFRS, the AMI Foundation decided to consider the revalued figure for tangible fixed assets as a cost. This figure was determined according to the previous accounting policies and was comparable in general cost terms, measured according to IFRS 7. The Properties acquired up to 31 December 1999 were revalued on the basis of an economic appraisal made by a credible and independent entity, in accordance with the legal provisions in force, and the value of the respective Revaluation Reserve is included in the Foundation's Endowment funds.

Where an indication that there has been a significant change in the useful life or residual value of an asset arises, the depreciation of this asset is reviewed prospectively in order to reflect the new expectations.

Expenses with repairs that neither extend the useful life of the assets nor result in significant improvements in the elements of tangible fixed assets are recorded as an expense in the period in which they are incurred.

b) Tangible fixed assets assigned to investment properties

Tangible fixed assets assigned to investment properties are also recorded at cost of acquisition and/or donation, which includes their purchase price, including non-refundable purchase taxes, after deducting discounts and write-offs, any expenses directly incurred in getting the asset into the market to generate profits, minus the corresponding depreciation.

The depreciation for the fiscal year is calculated using the straight-line method, according to the useful life of each asset and its possible residual value and recorded by a counter-entry under line item 'Amortisation and Depreciation' in the Financial Statement.

The annual depreciation rates used were as follows, as a percentage:

Buildings and other structures	2
--------------------------------	---

c) Ongoing investments

The value of these assets consists of successive acquisition, construction and other costs incurred for the equipment to be put into operation. Upon completion, they will be transferred to Tangible Fixed Assets or Investment Property.

d) Financial Investments – Equity Method

Shareholdings in associated or investee companies are recorded using the equity method. Associated companies are considered to be those in which the AMI Foundation has a shareholding of more than 20%, thus exercising a significant influence over their activities; investee companies are considered to be those in which the AMI Foundation has a shareholding of less than 20%.

e) Other financial investments

Other financial investments by AMI without official recognition on standard markets (art and stamp collections) are valued at acquisition and/or donation cost, minus any impairment.

f) Term Deposits

These monetary resources are contracted for periods of more than one year and are valued at the fixed asset amount, on the assumption that the return will be equal to or greater than the discount value of this asset.

g) Financial instruments held for trading

The AMI Foundation has always used as a valuation criterion the current value of the financial instrument as at the Balance Sheet date. Such value is given by the entity managing the instrument. Positive or negative changes in value occurring during the fiscal year are recognised as fair value gains or losses.

h) Asset Impairments

On the date of each report, and whenever an event or change of circumstances occurs which identifies that the amount for which the asset is recorded is not recoverable, asset impairment is assessed.

Whenever the amount for which the asset is recorded exceeds its recoverable amount, such is recognised as an impairment loss, recorded in the consolidated profit and loss statement under the line item 'Impairment losses.'

The recoverable amount is the net selling price or the value in use, whichever is higher. The net selling price is the amount obtainable from selling the asset in a transaction between knowledgeable independent experts, net of costs directly attributable to its disposal. The value in use is the present value of estimated cash flows expected to arise from the continuing use of the asset and from its disposal at the end of its useful life. The recoverable amount is estimated for each set of assets, with particular emphasis on tangible

fixed assets (both those allocated to operating activities and those allocated to investment properties) where the portfolio of the existing set of goods is assessed and compared.

Impairment losses on accounts receivable are recorded according to the collection risks identified at the end of the fiscal year in relation to the balances receivable from customers and other debtors, through edging analysis and the known financial difficulties experienced by debtors.

Impairment losses in inventories are recorded bearing in mind their origin (in the case of inventories donated to the Foundation), and what is to become of them (their use in domestic and international missions); in these conditions, the market value is considered to be null, and so the impairment value is equal to the amount of these assets. Impairment is only recorded in the remaining inventories when the projected realisation value is less than the recorded cost and for that difference.

The reversal of impairment losses recognised in prior fiscal years is recorded when there is evidence that the previously recognised impairment losses no longer exist or have decreased. The reversal of impairment losses is made up to the amount that would be recognised (net of disposal or depreciation) if the impairment loss had not been recorded in previous fiscal years.

i) Inventories

AMI Foundation inventories are divided into the following two groups:

- a)** Inventories earmarked for sale which are valued at acquisition and/or donation cost, which includes additional purchase expenses, such as transportation costs.
- b)** Inventories earmarked for domestic and international missions, obtained from donations and recognised for the value attributed to said donations; as referred to under the previous paragraph i), its market value is considered null, and so its corresponding impairment is recorded.

For either of the above two groups, the method used to determine the cost of outputs is the weighted average cost and, in the case of inventories for domestic and international missions, the corresponding reversal of impairment.

j) Trade and other receivables

Sales and other operations are recorded at their nominal value, as they correspond to short-term receivables and do not include interests charged.

At the end of each reporting period, trade and other receivables are analysed in order to assess if there is any objective evidence that they are not recoverable. If so, the corresponding impairment loss is immediately recognised.

k) Cash and bank deposits

The amounts included under the line item Cash and Bank Deposits correspond to the cash amounts, bank demand and term deposits and other treasury applications, with less than one year's maturity and which can be forthwith convertible with insignificant risk of a change in value. Bank overdrafts are shown in the Balance Sheet, in current liability, under the line item 'Borrowings.' This account includes all of the line items that feature immediate cash flow and whose value is the same as the nominal value.

Operating Currency and Transactions in Foreign Currency - The operating currency adopted by the Foundation is the Euro. This choice is determined by the fact that the euro is the currency used almost exclusively in transactions and also by the fact that the reporting currency is also the euro. Foreign currency transactions are converted into euros using the exchange rates in force at the time of the currency exchange or the rate closest to the official rates in force on the date of the transaction. The exchange rate differences occurring during the fiscal year, as well as the potential ones determined on the existing balances on the Balance Sheet date, based on the exchange rates in force on that date, are included in the current results for the fiscal year.

l) Classification of endowment funds or of liabilities

Financial liabilities and equity instruments are classified according to their contractual substance, regardless of the legal form they take.

m) Provisions

Provisions are recognised only when there is a present obligation (legal or constructive) arising from a past event and it is likely that, for the resolution of this obligation, there will be an outflow of resources, and the amount of the obligation can be reasonably estimated. Provisions are reviewed on the date of each statement of financial position and are adjusted in order to reflect the best estimate on that date.

n) Trade and other payables

Debts to suppliers and other trade payables are recorded at their nominal value as they are short-term debts for which the discount effect is immaterial.

o) Contingent assets and liabilities

Contingent assets are possible assets arising from past events and whose existence will only be confirmed by the occurrence or not of one or more uncertain future events not fully under the control of the entity. Contingent assets are not recognised in the financial statements, but are disclosed in the notes to the accounts when it is likely that there will be a future economic benefit.

Contingent liabilities are defined as follows: possible obligations arising from past events and whose existence will only be confirmed by the occurrence or not of one or more uncertain future events not fully under the control of the entity; or present obligations arising from past events that are not recognised because it is not probable that an outflow of resources affecting economic benefits will be required to settle the obligation or the amount of the obligation cannot be measured with sufficient reliability.

Contingent liabilities are not recognised in the financial statements, but are disclosed in the notes to the accounts, unless the possibility that there will be an outflow of funds affecting future economic benefits proves remote, in which case they are not disclosed.

p) Revenue and accrual accounting

Profits from sales and service provisions are recognised in the financial statement of the period when they occur, while expenses incurred or to be incurred pertaining to the transaction can be reliably measured. These amounts are recognised net of taxes, discounts and other expenses inherent to their implementation at the fair value of the amount received or receivable.

Operating subsidies basically correspond to donations from natural or legal persons as well as grants from Domestic or International Public Entities, intended to partially fund the Foundation's operations; they are recognised as revenue when received, or when such is strongly likely to occur in the future.

The remaining income and expenditure are recorded on the accruals assumption and are recognised as they are generated, irrespective of the time when they are received or paid. The differences between the sums received and paid and the corresponding income and expenditure generated are registered under "Deferrals" or "Other accounts receivable or payable."

Income and expenditure are recorded regardless of the time of receipt or payment, respectively. When receipts or payments occur before the income and expenditure, this is recorded under Deferrals, Liabilities or Assets, respectively. If receipts and prepayments are not allocated to a specific transaction, then they should not be considered as prepaid expenses, but rather as advances from debtors or to creditors.

q) Receipt of the consignment**of 0.5% from Income Tax Returns**

According to Law no. 16/2001, taxpayers may freely dispose of 0.5% of their Income Tax Returns by allocating it to institutions that have applied for this consignment. The AMI Foundation applied for this consignment as soon as it became possible.

Given the uncertainty surrounding the taxpayer's generosity and the number of institutions that apply for this consignment (the number of applicants is nine times higher than it was in 2011), AMI decided to only regard 0.5% of the Tax Returns as consignment income at the time of its effective receipt.

The amounts received during the 2020 and 2019 fiscal years refer to Tax Returns for income earned in 2018 and 2017, respectively, for which taxpayers file their income statements in 2019 and 2018.

The income for the fiscal years 2020 and 2019 was EUR 157,968.76 (one hundred and fifty-seven thousand nine hundred and sixty-eight euros and seventy-six cents) and EUR 132,641.16 (one hundred and thirty-two thousand, six hundred and forty-one euros and sixteen cents) respectively, as the Foundation believes that these amounts are intended to finance its current activity.

Also to finance the current activity, the receipts in 2020 and 2019 of EUR 12,571.21 (twelve thousand five hundred and seventy one euros and twenty one cents) and EUR 11,367.70 (eleven thousand three hundred and

sixty seven euros and seventy cents) were accounted for. These receipts came from the donation of VAT borne by taxpayers and deductible in the Tax Returns that they decided to donate to the AMI Foundation along with the 0.5% mentioned in the previous paragraphs.

The Tax and Customs Authority has yet to transfer the Income Tax Returns or VAT consignment amounts for 2019. However, the AMI Foundation will uphold its accounting policy whereby those amounts will be recognised as revenue in the 2021 fiscal year, as they are earmarked to fund the activities of that fiscal year.

r) Wills

Over the years, AMI has received inheritances in cash, financial assets and real estate left to it through the generosity of testators.

s) Works of art

AMI receives donations of works of art (paintings, sculptures) through the generosity of artists. These are considered under AMI's assets as Other Financial Investments - see note 11.2.1 of these Notes - and if the book value is expected to be lower than market value, the corresponding impairment is recorded.

t) Subsequent events

The World Health Organization - WHO - declared the disease commonly referred to as COVID-19, as a public health emergency of international scope on 30 January 2020, classifying it as a pandemic on 11 March 2020. To deal with the spread of this disease, practically all countries have adopted strict movement policies, advising/forcing populations to confine themselves to their homes, with the exception of very specific professional groups.

These measures were also adopted in Portugal, and the President of the Republic decreed a state of emergency - Decree of the President of the Republic No. 14-A/2020 of 18 March, which has since been renewed several times.

This change in the scenario, which has already effectively influenced the 2020 fiscal year, will surely continue to have an unquantifiable economic impact in future fiscal years until the pandemic is under control. The AMI Foundation has kept its activity in supporting the most vulnerable, changing its work methods and accelerating the shift towards document dematerialisation and digital communication, which was planned for the medium term and was now anticipated.

u) Judgements and estimates

In preparing the financial statements, the Foundation used certain assumptions and estimates that affect the related assets and liabilities, income and expenditure. Every estimate and assumption given by the Board of Directors was performed based on its existing best knowledge of events and ongoing transactions on the date when financial statements are approved. The most significant accounting estimates reflected in the financial statements include:

- Useful lives of tangible fixed assets;
- Impairment analyses, in particular of shareholdings, financial investments, accounts receivable and inventories;
- Provisions.

The estimates were determined on the basis of the best information available on the date of preparation of the financial statements and on the basis of the best knowledge and in the expectation of past and/or current events. However, situations may occur in subsequent periods, which, not being foreseeable at the time, were not considered in these estimates. For such reason, and given the degree of uncer-

tainty associated with these situations, the actual results of the transactions in question may differ from the corresponding estimates. Changes to these estimates that occur after the date of the financial statements will be prospectively corrected.

The main estimates and assumptions concerning future events included in the preparation of financial statements are described in the corresponding attached notes.

v) Income Tax

The AMI Foundation is exempt from corporate income tax (IRC) (by Order of the Directorate-General for Taxation of 17 February 1994, published in the Official Gazette Series III No. 101 of 2 May 1994), whereby there are no current or deferred income tax expenses, apart from autonomous taxation calculated under the tax legislation.

3.2 - Change in accounting policies and correction of basic errors

The transition from SNC to ENPS, introduced by DL 36-A/2011, of 9 March, had no relevant impact on the financial statements and there were no material errors from previous fiscal years.

In the 2020 fiscal year no changes in accounting policies or correction of basic errors occurred.

4 - TANGIBLE FIXED ASSETS

4.1 - Tangible fixed assets assigned to operational activities

As at 31 December 2020 and 2019, details of tangible fixed assets assigned to operational activities and their depreciation include the following:

Gross Asset	Land	Bdg Oth Construc.	Equip Basic	Equip Transp.	Equip Admin	Other Assets Fx Tang	Total Assets Fx Tang
Opening bal on 01.01.2020	915.761,98	5.503.922,19	370.735,99	311.294,89	613.522,46	145.756,12	7.860.993,63
Increases			8.187,53		3.021,77	3.936,28	15.145,58
Transfers/Write-offs							0,00
Reversal of impairments							0,00
Closing bal on 31.12.2020	915.761,98	5.503.922,19	378.923,52	311.294,89	616.544,23	149.692,40	7.876.139,21

Accumulated depreciation	Land	Bdg Oth Construc.	Equip Basic	Equip Transp.	Equip Admin	Other Assets Fx Tang	Total Assets Fx Tang
Opening bal on 01.01.2020	0,00	2.035.750,81	343.859,56	269.632,80	587.188,82	145.412,02	3.381.844,01
Increases		112.460,69	9.979,07	11.769,78	10.614,64	3.806,28	148.630,46
Transfers/Write-offs							0,00
Closing bal on 31.12.2020	0,00	2.148.211,50	353.838,63	281.402,58	597.803,46	149.218,30	3.530.474,47

Net Asset	Land	Bdg Oth Construc.	Equip Basic	Equip Transp.	Equip Admin	Other Assets Fx Tang	Total Assets Fx Tang
Opening bal on 01.01.2020	915.761,98	3.468.171,38	26.876,43	41.662,09	26.333,64	344,10	4.479.149,62
Closing bal on 31.12.2020	915.761,98	3.355.710,69	25.084,89	29.892,31	18.740,77	474,10	4.345.664,74

A plot of land in the parish of S. Domingos de Rana, municipality of Cascais, which is intended for the construction of AMI's future head office, is registered under this line item.

In 2016, the decision was taken to draft a design that, in addition to the head office building, includes buildings for day

care, assisted living and continued care that will help solve some of the needs of the municipality of Cascais. The design was approved by the Municipality of Cascais and in 2019 the corresponding specialty designs were submitted, which have also been approved.

4.2 - TANGIBLE FIXED ASSETS ASSIGNED TO INVESTMENT PROPERTIES

As at 31 December 2020 and 2019, details of tangible fixed assets assigned to Investment Properties and their depreciation and impairment were as follows:

Line Items	Gross Asset			Deductions			Net Assets
	Land	Bdg Oth Construc.	Total	Deprec	Impairm	Total	Total
Balance 31.12.2019	1.755.260,58	5.843.443,52	7.598.704,10	847.155,17	0,00	847.155,17	6.751.548,93
Increases		647.971,42	647.971,42	125.260,55	0,00	125.260,55	522.710,87
Transfers			0,00			0,00	0,00
Write-offs			0,00			0,00	0,00
Balance 31.12.2020	1.755.260,58	6.491.414,94	8.246.675,52	972.415,72	0,00	972.415,72	7.274.259,80

In 2019, the Apartment located in Rossio, south of the river Tagus, municipality of Abrantes, which had been donated to us in 2011, was sold, generating a loss of EUR 3,117,30.

4.3 - ONGOING INVESTMENTS

The breakdown of this line item, as at 31 December 2020 and 2019, is as follows:

Line Items	31.12.2020	31.12.2019
Property at Restauradores Square	3.053.794,94	3.053.302,94
Works Coimbra - Almedina	1.928,50	584.341,64
Works Porto - Santa Catarina		50.522,29
New Head-Office	931.050,64	931.050,64
Cold Storage Warehouse Oporto	25.010,11	
Total	4.011.784,19	4.619.217,51

In 2016, and in line with the policy of allocating financial surpluses referred to in item 3.1, a piece of property in Praça dos Restauradores, in Lisbon, was acquired as an investment property. It is recorded under this line item at the end of the 2020 and 2019 fiscal years, given that improvement and adaptation works are still in progress. The works in Coimbra and Porto refer to the adaptation and improvement of infrastructures to convert these spaces into Hostels. These works were concluded during 2020, the fiscal year in which they were transferred to Investment Properties.

5 - INTANGIBLE ASSETS

As at 31 December 2020, details of intangible assets and their amortisation were as follows:

Line Items	Gross Assets		Depreciations		Net Assets
	Software	Total	Software	Total	Total
Closing bal on 31.12.2019	831.578,66	831.578,66	827.400,96	827.400,96	4.177,70
Increases			3.267,86	3.267,86	-3.267,86
Reversals/impairment					0,00
Closing bal on 31.12.2020	831.578,66	831.578,66	830.668,82	830.668,82	909,84

6 - BORROWING COSTS

The AMI Foundation contracted no borrowings.

7 - INVENTORIES

Inventories are made up of 2 groups, all valued at average input cost:

- Goods earmarked for marketing;
- Goods for domestic and international missions arising from donations.

With regard to these goods and given the origin (from donations) and purpose (missions), they are deemed to have zero market value and it was, therefore, decided to record impairment so that the value of this asset is zero. In 2020, the company Marques Soares SA donated significant amounts of new clothes to the AMI Foundation; in addition to this, it was possible to rent, at a symbolic rate, two shops in the centre of Parede, municipality of Cascais, in which we intend to sell those clothes (from the second half of 2021 onwards). The value of that donation was added to the stocks of material for sale, for which the risk of non-sale was assessed at the end of the 2020 and 2019 fiscal years, and the respective impairments were set up.

Line Items	31.12.2020	31.12.2019
Material for sale in the shop	387.691,67	
Goods for sale	97.083,84	128.529,28
Losses by Accumulated impairments	-73.630,86	-108.219,27
Goods for missions	249.744,45	174.106,03
Losses by Accumulated impairments	-249.744,45	-174.106,03
Total	411.144,65	20.310,01

8 - INCOME AND EXPENSES

The accounting policies adopted for recognising revenue are referred to under item 3.1 paragraphs p), q) and r).

Details of some of the line items of Income and Expenses are described under the following items:

8.1 - Sales and services provided

Sales and services provided during the fiscal years ended 31 December 2020 and 31 December 2019 are solely in support of the Foundation's core activity.

Sales and services provided	2020	2019
Sales (sundry items)	17.566,62	48.981,02
P. Services - Social Action	96.335,71	100.607,49
P. Services - Health Card	2.606.299,20	2.492.949,80
P. Services - Other	176.773,04	241.941,68
Total	2.896.974,57	2.884.479,99

8.2 - Operating subsidies, donations and bequests

This line item considers all of the subsidies and donations received, either as monetary resources or in kind, by public or private legal persons and by natural persons, domestic or foreign, intended to fund a specific initiative of the Foundation or the set of its activities.

Its breakdown, by main line items, is shown in the table below:

Operating subsidies, donations and bequests	2020	2019
Domestic public subsidies	2.775.624,20	2.589.186,01
International public subsidies	220.829,51	379.531,54
Subsidies other entities	96.065,21	326.768,1
Donations and inheritances	579.359,32	955.901,95
0.5% annual tax return + VAT deducted on income tax	170.539,98	144.008,86
Mailings	57.357,56	41.321,65
Donations in kind	1.037.728,06	843.425,49
Total	4.937.503,84	4.986.052,31

8.3 - Cost of goods sold and consumed materials

The cost of goods sold and consumed in the 2020 and 2019 fiscal years was determined as follows:

Cost of goods sold and consumed materials	2020	2019
Initial stock	302.635,31	389.279,65
Entries	411.144,65	20.123,25
Stock clearance	-11.608,24	-53.286,27
Final stocks	734.519,96	302.635,31
Cost for the years	9.131,76	53.481,32

8.4 - External supplies and services

In the fiscal years ended December 31, 2020 and 2019, details of external supplies and services were as follows:

External supplies and services	2020	2019
Supplier Serv. related to the health card	1.987.874,29	1.952.250,43
Provision of meals at social facilities	695.492,56	445.049,50
Travel and accommodation	94.945,20	258.121,52
Donations in kind	578.342,47	879.181,96
Provision of sundry services	1.189.117,24	1.138.348,75
Total	4.545.771,76	4.672.952,16

8.5 - Staff costs

The breakdown of staff costs, for the fiscal years ended 31 December 2020 and 2019, is shown in the table on the right.

STAFF COSTS

Staff costs	2020	2019
Staff remuneration	2.653.809,39	2.695.534,30
Charges on remuneration	531.456,67	516.440,42
Remunerations in international missions	44.589,68	206.053,07
Insurance	71.067,67	77.891,30
Other staff costs	51.514,04	30.030,86
Total	3.352.437,45	3.525.949,95

8.6 - Impairments (losses/reversals)

The evolution of these line items in the fiscal years ended 31 December 2020 and 2019, broken down by type of impairments, is shown in the tables below:

Inventories	Opening Bal	Increase	Type of use	Reversals	Cost/Income	Closing Bal
2019						
Goods	362.114,80	35.351,54		115.141,03	-79.789,49	282.325,31
2020						
Goods	282.325,31	98.900,92		57.850,92	41.050,00	323.375,31
From debts receivable	Opening Bal	Increase	Type of use	Reversals	Cost/Income	Closing Bal
2019						
Customers	12088,61				0,00	12088,61
Other third-party debts	215.843,05				0,00	215.843,05
Total	227.931,66	0,00	0,00	0,00	0,00	227.931,66
2020						
Customers	12088,61	14.753,93			14.753,93	26.842,54
Other third-party debts	215.843,05			43.916,87	-43.916,87	171.926,18
Total	227.931,66	14.753,93		43.916,87	-29.162,94	198.768,72

8.7 - Other income

Among others, this line item considers the result of the application of the equity method to associated and investee companies.

Other income	2020	2019
Additional income	10.530,00	10.825,00
Application of equity method		100.000,00
Recovery financial instr.	2.493,00	
Favourable exchange rate differences	59.738,41	15.688,05
Rents	274.526,53	376.015,33
Other operating income	138.915,16	6.036,49
Total	486.203,10	508.564,87

8.8 - Other expenses

Other expenses	2020	2019
Taxes	45.670,18	27.348,46
PIPOL (International Projects in Partnership with Local Organisations) Subsidies	128.289,49	333.438,94
Subsidies to National Organisations	152.224,31	248.911,24
Other subsidies/Awards	7.500,00	7.500,00
Unfavourable exchange rate differences	18.784,05	78.194,19
Application of equity method	1.082.177,45	439.290,00
Autonomous taxation	190.012,62	31.162,66
Other operating expenses	36.388,16	91.455,87
Total	1.661.046,26	861.940,36

8.9 - Depreciable and amortisable expenses/ losses

Expenses/Reversals deprec amortis.	2020	2019
Tangible fixed assets	154.492,70	187.916,50
Intangible fixed assets	3.267,86	4.139,88
Investment properties	118.898,55	114.957,88
Total	276.659,11	307.014,26

8.10 - Interest and similar income obtained

Interest and similar income obtained	2020	2019
From deposits	957,54	880,68
From other investments of financial resources	130.991,21	274.018,14
Dividends received	3.552,14	93,19
Total	135.500,89	274.992,01

Provisions	Opening Bal	Increase	Type of use	Reversals	Cost/Income	Closing Bal
2019						
AMI Health Card	318.678,46			14.353,49	-14.353,49	304.324,97
Total	318.678,46	0,00	0,00	14.353,49	-14.353,49	304.324,97
2020						
AMI Health Card	304.324,97			14.306,40	-14.306,40	290.018,57
Total	304.324,97	0,00	0,00	14.306,40	-14.306,40	290.018,57

9 - PROVISIONS (LOSSES/REVERSALS)

This line item corresponds to a Provision for the AMI Health Card, which is intended to cover a potential sudden shutdown of the health card service, as a result of the unexpected shutdown of the company that ensures its commercial and administrative management. Its evolution, in the fiscal years ended 31 December 2020 and 2019, is broken down in the table above.

10 - SUBSIDIES AND OTHER SUPPORT FROM PUBLIC ENTITIES

The support received from domestic public entities results from programme contracts signed with these entities, support for hiring, or small donations from other public bodies.

With regard to international public entities, the funding concerns the funding of humanitarian intervention projects in the Republic of Guinea-Bissau (UNICEF), funding from the European Union to raise the awareness among its population of climate change for which the AMI Foundation is the Portuguese part-

ner (EU No Planet B), and in 2019, the funding of a project to raise awareness of positive policies on sheltering and migration (EU WALL).

The remaining donations received are also considered income for the fiscal year (see note 8.2) and come from individual and corporate donors.

SUBSIDIES AND OTHER SUPPORT FROM PUBLIC ENTITIES

Subsidies and other support from public entities	2020	2019
Domestic public subsidies		
Inst. for Solid. Social Security	1.990.915,70	1.985.692,14
Inst. for Voc. Training Inst.	135.505,63	192.008,38
Lisbon City Council	161.202,40	134.313,47
Lisbon City Council – COVID-19	261.891,18	
Cascais City Council	34.131,19	40.570,00
Camões Institute	28.636,95	129.906,65
Other public bodies	163.341,15	106.695,37
Total domestic public subs.	2.775.624,20	2.589.186,01
International public subsidies		
Unicef	53.724,04	96.689,25
EU No Planet B	157.315,63	243.682,91
EU WALL		39.159,38
Other	9.789,84	
Total international public subs	220.829,51	379.531,54

FINANCIAL SHAREHOLDINGS

- EQUITY METHOD

Pacaça Comércio de Artigos de Artesanato e para Medicina, Lda.

Head Office	Rua José do Patrocínio, 49 1959-003 Lisbon Municipality of Lisbon
Percentage held	99%
Profits and losses	Profit of 2.596,63€
Equity Capital	(49.511,26€)
Book value	1,00€

Hospital Particular do Algarve, S.A.

Head Office	Cruz da Bota, Alvor Municipality of Portimão
Percentage held	20,94%
Profits and losses (2019)	Profit of 160.721,29€
Equity Capital (2019)	34.849.220,39€
Book value (2019)	7.297.426,75€
Estimated Profits and losses (2020)	Loss of 4.825.862,00€
Estimated Equity Capital (2020)	30.000.000,00€
Book value (2020)	6.277.426,75€

Hotel Salus, S.A.

Head Office	Cruz da Bota, Alvor Municipality of Portimão
Percentage held	2,5%
Profit and loss (2019)	Loss of 622.375,75€
Equity Capital (2019)	2.707.866,77€
Book value (2019)	Including PS 64.775,97€
Prov. Supplementary capital (2019)	25.000,00€
Prov. Supplementary capital (2020)	6.250,00€
Estimated Profit and loss (2020)	Loss of 864.789,00€
Estimated Equity Capital (2020)	Including PS 1.843.078,00€
Book value (2020)	Including PS 49.025,97€

11 - FINANCIAL INSTRUMENTS

In order to achieve the best return on its financial resources, without ever neglecting the mitigation of risks associated with financial investments, the AMI Foundation has always opted to diversify its investments.

The following items describe the main types of investment:

11.1 - Financial shareholdings - equity method

The AMI Foundation, as at 31.12.2020, has shareholdings valued under the equity method in the following entities, shown in the table on the left.

11.2 - Other investments and financial instruments

11.2.1 - Other financial investments

Given the diversified nature of this kind of investments, different valuation criteria are used.

a) Works of art

AMI receives donations of works of art (paintings, sculptures) through the generosity of artists; if the book value is expected to be lower than the market value, the corresponding impairment is recorded.

b) Philatelic assets

It should be noted that it is expected that the investments in stamp collections, with a 0 market value recognised since the end of 2006, have a probability of partial recovery which will only be recognised when this occurs. So far, it was possible to recover about 15.75 %. On 31 December 2020 and 2019, details of other financial investments as shown in the table on the right.

11.2.2 - Other Financial Instruments

Other Financial Instruments correspond to investments made by the AMI Foundation (in shares, bonds, and investment funds), aimed solely at making financial assets more profitable, while seeking to mitigate risk by diversifying them and maximising earnings. Its division between Current Assets and Non-Current Assets results from the contract period for immobilising the investment.

The AMI Foundation has always used as a valuation criterion the current value of the financial instrument as at the Balance Sheet date. Such value is given by the entity managing the instrument. Positive or negative changes in value occurring during the fiscal year are recognised as fair value gains or losses.

The bottom table on the right shows the increases and/or decreases in the fair value of the AMI Foundation's financial investments - in shares, bonds, investment funds and financial investments for the fiscal years ended 31 December 2020 and 2019.

OTHER FINANCIAL INVESTMENTS

Line Items	31/12/2020	31/12/2019
FRSS- Solidarity Sector Restructuring Fund	3.779,11	3.779,11
Works of Art (from donations)	504.902,62	504.902,62
Housing	5.000,00	5.000,00
Stamp Collections	311.541,31	313.713,09
Total	825.223,04	827.394,82
Accumulated impairment losses		
Rev. f/ Philatelic assets	-311.541,31	-313.713,09
Rev. f/works of art	-151.470,79	-151.470,79
Total	-463.012,10	-465.183,88
Net Total	362.210,94	362.210,94

OTHER FINANCIAL INSTRUMENTS

Increases/reductions in fair value	2020	2019
Gains through increases in fair value		
Bonds and equity securities	11.208,22	43.480,97
Other financial applications	1.195.911,38	1.042.879,67
Total	1.207.119,60	1.086.360,64
Losses through reductions in fair value In Financial Instruments		
Bonds and equity securities	15.372,79	8.875,17
Other financial applications	1.259.187,58	219.267,40
Total	1.274.560,37	228.142,57
Increases/reductions in fair value	-67.440,77	858.218,07

11.3 - Endowment Funds

11.3.1 - Initial fund

This corresponds to the initial sum invested by the founder when the AMI Foundation was set up.

11.3.2 - Retained Earnings

Given its nature and the desire expressed by both the founder and the Board, any economic surplus obtained over the 35 years of the Foundation's existence has always been transferred to this account.

11.3.3 - Adjustments to Financial Assets

The breakdown of this line item, as at 31 December 2020 and 2019, is detailed in the first map on the right.

11.3.4 - Revaluation surpluses

In 1999, the Foundation proceeded with the revaluation of the land and buildings recorded in its fixed assets, on the basis of an independent economic assessment.

The value of this Reserve was reclassified in the POC SNC transition under this line item; its detailed balance as at 31 December 2020 and 2019 can be consulted in the table on the right.

ADJUSTMENTS TO FINANCIAL ASSETS

Line Items	31/12/2020	31/12/2019
Adjustments prior to 01.01.2009		
HPA	-10.470,00	-10.470,00
Adjustments arising from POC - SNC transition		
HPA	697.591,26	697.591,26
Correction of errors made under the previous accounting standards		
HPA	-32.159,46	-32.159,46
Reflection of adjustments to previous financial assets and retained earnings in associates		
HPA	177.094,78	177.094,78
HPA (2011)	-44.745,08	-44.745,08
HPA (2017)	-148.195,35	-148.195,35
HPA (2018)	77.786,00	77.786,00
Hotel Salus	18.691,33	18.691,33
Total	735.593,48	735.593,48

REVALUATION SURPLUSES

Line Items	31/12/2020	31/12/2019
Economic revaluation as at 31.12.1999		
Land	183.978,05	183.978,05
Buildings and other structures	970.100,32	970.100,32
Correction of errors made under the previous accounting standards		
Valuation Porta Amiga building Cascais	53.882,72	53.882,72
Repair of damaged vehicle	10.226,25	10.226,25
Total	1.218.187,34	1.218.187,34

11.3.5 - Other changes in the endowment funds

The breakdown of these line items, as at 31 December 2020 and 2019, are depicted in the table below:

Line Items	31/12/2020	31/12/2019
Adjustments arising from the POC/SNC and SNC/ESNL transition		
Investment subsidies		
Investment subsidies (accumulated value)	292.826,55	300.276,55
Allocation of year share	-7.450,00	-7.450,00
Sub-total	285.376,55	292.826,55
Donations		
Penha França Shop (Lisbon)	37.500,00	37.500,00
Apartment R. Antero Quental (Porto)	25.833,75	25.833,75
Apartment R. Alferes Malheiro (Porto)	52.240,00	52.240,00
Allocation of year share	-878,31	-878,31
Software Licences (Microsoft)		
Allocation of year share		
Sub-total	114.695,44	114.695,44
Total other changes in endowment funds	400.071,99	407.521,99

11.4 - Financial assets given as collateral, pledge or promissory pledge

There are none, nor have there ever been any financial assets given as collateral or pledge.

12 - EMPLOYEE BENEFITS

12.1 - Average number of employees

During the 2020 fiscal year, the AMI Foundation had an average of 194 employees (206 if we include interns).

12.2 - Existing commitments in pension-related matters

There are no commitments in pension-related matters.

12.3 - Relations with the Board of Directors and with the Supervisory Board

There are no addenda or other credits or debits on the members of the Board of Directors or of the Supervisory Board, or any commitments shouldered in their name.

Members of the Board of Directors and of the Supervisory Board are not remunerated; the remuneration of the General Management (3 members) is detailed below:

Line Items	2020
Staff remuneration	129.104,79
Charges on remuneration	28.407,43
Total	157.512,22

13 - EVENTS SUBSEQUENT TO THE BALANCE SHEET DATE

Events subsequent to the Balance Sheet date that provide additional information regarding the existing conditions on the Balance Sheet date are reflected in financial statements, if materially relevant.

However, we must mention the aspects related to the Covid-19 pandemic, previously mentioned in item 3.1. 1 t) of this report.

16 - OTHER DISCLOSURES

16.1 - Disclosure of transactions with related parties

Turnover with related and investee companies was as follows:

Entities	2020	
	AMI FOUND as customer	AMI FOUND as supplier
Pacaça Lda	7.128,32	9.600,00
Total	7.128,32	9.600,00

At the end of the 2020 fiscal year, the balances in AMI's associates and subsidiaries were as follows:

Entities	2020	
	debit bal	credit bal
Pacaça Lda	115.212,13	
Total	115.212,13	0,00

CASH AND BANK DEPOSITS

Line Items	31/12/2020	31/12/2019
Non-current Assets	0,00	0,00
Term Deposits		
Current Assets	5.920.572,32	2.361.202,32
Cash	36.478,75	41.007,26
Demand Deposits Term	5.373.936,40	2.107.696,50
Deposits	510.157,17	212.498,56

16.2 - Other significant disclosures

For a better understanding of the Foundation's financial statements, it is deemed useful to disclose the following line items:

16.2.1 - Cash and bank deposits

There are no restrictions on the liquidity of cash and bank deposits. Its division between Current Assets and Non-Current Assets results from the contract period for immobilising term deposits (immobilisation exceeding 1 year is deemed Non-Current).

The balances in the various components of cash and bank deposits are available for use; in the case of the latter, their immediate mobilisation does not imply a loss of interest earned.

Current Assets include balances in foreign currency, as shown below:

CURRENT ASSETS

Line Items	31/12/2020			31/12/2019		
	Amount in Foreign currency	Foreign exchange	Amount Euros	Amount in Foreign currency	Foreign exchange	Amount Euros
Current Assets						
Cash						
Cash USD	5,277.00	1,0849	4,863,92	5,277.00	1,1234	4,697,35
Cash ECV				125,00	110,2500	1,13
Cash Meticals				11,750,00	68,7700	170,94
Demand Deposits						
Rothschild USD	346,18	1,2276	282,00	66,31	1,1234	59,03
Rothschild JPY						
BPI Private USD	2,836,00	1,2271	2,311,14	148,202,38	1,1234	131,923,61
Finantia USD				9,336,38	1,1234	8,311,27
B. Carregosa USD	24,39	1,2213	19,97			
BAO XOF	3,796,430,00	655,9570	5,787,62	13,923,356,00	655,9570	21,226,02
BAO XOF	471,455,00	655,9570	718,73	2,675,157,00	655,9570	4,078,25

16.2.2 - Customers

As at 31 December 2020 and 2019, the line item Customers showed balances with the maturities shown in the table on the right.

16.2.3 - Other Accounts Receivable

The balances under this line item, as at 31 December 2020 and 2019, are broken down as shown in the bottom table on the right, based on the maturity of their balances. Given that some of those amounts are highly unlikely to be received, the corresponding impairments were recognised.

CUSTOMERS

Customers	31/12/2020	31/12/2019
< a 180 days	14,061,26	14,941,29
de 180 a 365 days		
> a 365 days	26,842,54	12,088,61
Accumulated impairment losses	-26,842,54	-12,088,61
Total	14,061,26	14,941,29

OTHER ACCOUNTS RECEIVABLE

Other Accounts Receivable	31/12/2020	31/12/2019
< a 180 days	269,266,04	225,935,10
de 180 a 365 days		
> a 365 days	171,926,18	215,843,05
Accumulated impairment losses	-171,926,18	-215,843,05
Total	269,266,04	225,935,10

DEFERRED ASSETS AND LIABILITIES

Line Items	31/12/2020	31/12/2019
Deferred assets		
Deferred Insurance	8.899,27	14.261,05
UE No Planet B	3.800,00	13.450,25
Camões Uganda	100,00	12.078,83
Other deferrals	4.782,99	13.458,81
Total	17.582,26	53.248,94
Deferred liabilities		
Rents	15.092,80	18.249,58
International Projects		2.130,00
Unicef - Quinara Proj.		20.134,74
Solidarity Adventure	1.500,00	1.500,00
Environmental Fund	0,00	25.000,00
Wizink Bank SA	0,00	6.000,00
Social Devel. Prom. Fund	6.619,61	21.428,24
Talk To Me Uganda		7.000,00
AMI University Fund	35.163,22	
PA Chelas Training Fund		394,52
Lisbon City Council - Protoc. Meals	186.924,57	
Almada City Council - Proj COVID-19	21.433,95	
Lisbon City Council - Abr.Casa do Lago	66.000,00	
Almada City Council - Aquiz Viatura	10.000,00	
CLNX Port. - COVID-19 - Aqviat	23.000,00	
Donors	9.333,34	
Total	375.067,49	101.837,08

16.2.4 - Deferred assets and liabilities

The breakdown of these line items, as at 31 December 2020 and 2019, is shown in the table on the left.

16.2.5 - Suppliers

As at 31 December 2020 and 2019, this line item showed the following maturities:

Suppliers	31/12/2020	31/12/2019
< 30 days	82.980,80	44.898,86
from 31 to 60 days		
from 61 to 90 days		
> 91 days		
Total	82.980,80	44.898,86

16.2.6 - Staff

The breakdown of this line item, as at 31 December 2020 and 2019, is shown in the table on the left; the amount payable to expatriate volunteers on international missions derives from contractual conditions, given that their contracts stipulate that payment shall be made the month following that in which they collaborated.

STAFF

Staff	31/12/2020	31/12/2019
Liability Balances		
Salaries payable		4.164,96
Judicial deductions	71,45	
Total	71,45	4.164,96

16.2.7 - State and other public entities

As at 31 December 2020 and 2019, the balance of this line item is shown in the table on the right and there are no amounts in arrears.

16.2.8 - Other accounts payable

The balances in this line item on December 31, 2020 and 2019, have the composition shown in the second table on the right.

STATE AND OTHER PUBLIC ENTITIES

State and other public entities	31/12/2020	31/12/2019
Asset Balances		
Recoverable VAT	39.076,11	34.683,58
Social Security Withholding		392,30
Property Income Tax Withholding		1.407,91
Total	39.076,11	36.483,79
Liability Balances		
Income tax withholding		
for salaried workers	21.799,00	20.825,00
for self-employed workers	429,62	503,55
VAT-Other annual settlements	301,13	
Social security contributions	72.964,12	62.307,81
Other Taxation		
Autonomous Taxation	19.012,62	31.721,32
Tourist Municipal Tax	313,96	2.108,00
Employment Compensation Fund		
FCT	538,64	421,33
FGCT	43,76	34,13
Total	115.402,85	117.921,14

OTHER ACCOUNTS PAYABLE

Other Accounts Payable	31/12/2020	31/12/2019
Investment providers	6.252,53	18.726,55
Salaries payable	428.692,87	399.695,20
Increases in health card costs	85.185,52	103.719,80
Porta Amiga centres expenses	11.705,71	13.500,68
Other services payable	37.511,05	40.752,20
Health Card	7.068,87	12.069,03
Other creditors	29.136,21	18.485,33
Total	605.552,76	606.948,79



Luisa Nemésio
Vice-Chair



Fernando de La Vieter Nobre
Chair

4.4 OPINION OF THE SUPERVISORY BOARD

1. In compliance with the legal and statutory provisions, the Supervisory Board is hereby issuing its opinion on the Report, Balance Sheet and Profit and Loss Statement presented by the Board of Directors with regard to the year ending on 31 December 2020.
2. During the year, we monitored the Foundation's activities, as well as the development of its revenue and expenditure.
3. The Foundation chose not to reduce its activities in Portugal (the international activity was affected by the constraints resulting from the pandemic commonly known as Covid 19), despite the stagnation of operating income and the negative impact that the pandemic had on financial income.
4. Our main subsidiary - Hospital Particular do Algarve S.A. - also saw its activity strongly reduced, resulting in a negative impact on the Foundation's accounts, which ended the 2020 fiscal year with a negative result.
5. Despite the effects of the sanitary control measures decreed by the Government, which very significantly affected all economic activity, it was possible to keep on relying on the contribution of the main funders, as well as on the help of numerous individual donors and companies.
6. Following the examinations we carried out and as the Balance Sheet and Profit and Loss Statement accurately reflect the Foundation's financial and equity position, the Supervisory Board hereby approves the accounts submitted by the Board.

Lisbon, 30 March 2021

The Supervisory Board



Feliciano Manuel Leitão Antunes
(Chair)



Tânia Cristina Lourenço Baptista Amado



Filipa Simões

4.5 AUDIT REPORT



STATUTORY AUDIT REPORT

(Free translation from a report originally Issued in in Portuguese language. In case of doubt the Portuguese version will always prevail)

REPORT ON THE AUDIT OF THE FINANCIAL STATEMENTS

Opinion

We have audited the financial statements of **Fundação de Assistência Médica Internacional**, which comprise Balance Sheet as at December 31, 2020 (which shows a total of 35.408,80 thousand euros and total capital fund of 33.939,71 thousand euros, including a negative net result of 1.434,39 thousand euros), the Statement of Income by Nature, the Statement of Changes in Capital Fund and the Statement of Cash Flows for the year then ended, and Notes to the Financial Statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly and appropriately, in all material respects, the financial position of **Fundação de Assistência Médica Internacional** as at December 31, 2020 and its financial performance and its cash flows for the year then ended in accordance with the generally accepted accounting principles in Portugal for non-profit entities.

Basis for opinion

We conducted our audit in accordance with the International Standards on Auditing (ISA) and other standards and technical and ethical guidelines of the Portuguese Institute of Statutory Auditors (OROC). Our responsibilities under these standards are described in the section *Responsibilities of the auditor for the audit of the financial statements* below. We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Portugal and we have fulfilled our ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis

As disclosed in the notes to the financial statements in note 3, the Administration has been monitoring the pandemic associated with COVID-19. The Administration believes that the entity's operating activity will not be significantly affected, being appropriate the going concern basis used in the preparation of the financial statements.

Our opinion is not modified in respect of this matter.

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PKF & Associados-SROC, Lda. | Edifício Atrium Saldanha | Praça Duque de Saldanha, 1-4ºPiso, Letras H e O | 1050-094 Lisboa, Portugal | Contribuinte n.º504 046 683 | Capital Social €50 000 | Inscrita na OROC sob o n.º152 e na CMVM sob o n.º20161462

A PKF & Associados - SROC, Lda. é membro da PKF International Limited, uma rede de sociedades legalmente independentes, e não aceita quaisquer responsabilidades pelos atos ou omissões de qualquer sociedade ou sociedades membro.



Responsibilities of Management for the financial statements

Management is responsible for:

- preparation of financial statements that present a true and fair view of the financial position, financial performance and cash flows of the Entity in accordance with the generally accepted accounting principles in Portugal for non-profit entities;
- preparation of the annual report in accordance with legal and regulatory terms;
- establishment and maintenance of an appropriate internal control system to enable the preparation of financial statements free from material misstatement due to fraud or error;
- adoption of appropriate accounting policies and criteria in the circumstances; and
- the evaluation of the Entity's ability to maintain going concern, disclosing, when applicable, matters that may raise significant doubts about the continuity of activities.

Responsibilities of the auditor for the audit of the financial statements

Our responsibility is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a professional and independent report based on our audit that includes our opinion. Reasonable safety is a high level of safety but it is not a guarantee that an audit performed in accordance with ISA will always detect a material misstatement when it exists. Distortions may arise from fraud or error and are considered material if, alone or together, they can reasonably be expected to influence economic decisions of users taken on the basis of those financial statements.

As part of an audit in accordance with ISA, we make professional judgment and maintain professional scepticism during the audit and also:

- identify and assess the material misstatement of the financial statements due to fraud or error, design and perform audit procedures that respond to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting material misstatement due to fraud is greater than the risk of not detecting material misstatement due to error, since fraud may involve collusion, counterfeiting, intentional omissions, false statements or overlapping of internal control;
- obtain an understanding of the internal control relevant to the audit for the purpose of designing audit procedures that are appropriate in the circumstances but not to express an opinion on the effectiveness of the Entity's internal control;
- evaluate the adequacy of the accounting policies used and the reasonableness of accounting estimates and respective disclosures made by the management body;
- conclude on the appropriation of the use by the management body of the assumption of continuity and, based on the audit evidence obtained, whether there is any material uncertainty related to events or conditions that could raise significant doubts about the Entity's ability to continue its activities. If we conclude that there is material uncertainty, we should draw attention in our report to the related disclosures included in the financial statements or, if these disclosures are not appropriate, modify our opinion. Our findings are based on audit evidence obtained as of the date



of our report. However, future events or conditions may cause the Entity to discontinue its activities;

- evaluate the overall presentation, structure and content of financial statements, including disclosures, and whether these financial statements represent the underlying transactions and events in order to achieve an appropriate presentation;
- communicate with those charged with governance, including the scope and timing of the audit, and significant audit findings including any significant weaknesses in internal control identified during the audit.

Our responsibility also includes verifying the agreement of the information contained in the Annual Report with the financial statements.

REPORT ON OTHER LEGAL AND REGULATORY REQUIREMENTS

About the annual report

In our opinion, the annual report has been prepared in accordance with applicable laws and regulations and the information contained therein is consistent with the audited financial statements and no material misstatements have been identified

Lisbon, 23th April 2021

A handwritten signature in blue ink, appearing to read 'José de Sousa Santos', with a horizontal line underneath.

PKF & Associados, SROC, Lda.
Sociedade de Revisores Oficiais de Contas
Represented by
José de Sousa Santos (ROC n.º 804 / CMVM n.º 20160434)



“

THE SUSTAINABLE DEVELOPMENT GOALS PROVIDE US WITH AN INSPIRING MODEL ON HOW TO BUILD A STRONG RECOVERY. WE FACE COLOSSAL CHALLENGES. WITH GLOBAL SOLIDARITY AND COOPERATION WE CAN OVERCOME THEM.

”

ANTÓNIO GUTERRES

5

CHAPTER

OUTLOOK FOR THE FUTURE

5. OUTLOOK FOR THE FUTURE

In view of the social and economic implications that are already being felt in 2020, and which are expected to worsen significantly in 2021, AMI will prioritise the fight against poverty in Portugal and in the world, without, however, neglecting the development of projects to combat climate change, as well as the contribution to the implementation of the 2030 Agenda, which has been severely compromised by the pandemic.

AMI's intervention worldwide will continue to focus on working in partnership with local organisations. In Portugal, we will maintain a multidisciplinary intervention, developed and adapted to the needs of each beneficiary, in order to contribute to the reduction of poverty and social exclusion in our country, particularly in the current context.

The uncertainty that now prevails in Portugal and in the world, as a consequence of the Covid-19 pandemic, reinforced the importance of the premise long advocated by AMI that it is imperative to keep up with change and be willing and prepared to adapt to it. Any organisation that neglects to do so will certainly struggle to survive. Thus, in 2021, and given the demands imposed by the new global context, AMI is committed to continue investing in digital transformation through the use of innovative and efficient tools with the aim of better knowing and bridging the gap with its stakeholders,

as well as having access to tools that allow optimising work and maintaining the same performance even in a scenario where it is necessary to resort to remote work. In 2021, a new e-mail marketing tool will be implemented, so as to improve and strengthen the contact with AMI's donors, volunteers and other stakeholders. Also, the use of other communication and dissemination channels, such as social networks and the website, will be increased, and the fundraising strategy will also be adjusted to the new requirements posed by donors.



SCHEDULE 2021

January	Start of the project 'Casa do Lago' - Emergency Housing for Homeless Women
	Launch of the 23rd AMI Award - Journalism Against Indifference
February	Start of Phase 3 of the 'A Friend in Need is a Friend Indeed' initiative
	Launch of the IRS Income Tax campaign
March	Commemoration of International Women's Day
	Issue of AMINotícias magazine no. 80
April	Inauguration of the Social Store Change the World
May	National Fundraising
	Humanitarian Medicine at the Faculty of Medicine of the University of Lisbon
June	The 23rd AMI – Journalism against Indifference Award ceremony
	Training for International Volunteers (online)
July	Issue of AMINotícias magazine no. 81
July	Start of the 2019 School Campaign
August	Commemoration of World Humanitarian Day
	Issue of AMINotícias magazine no. 82
September	Humanitarian Medicine at the Faculty of Medicine of the University of Lisbon
	Call for applications to the AMI University Fund
October	National Fundraising
	Launch of the 12th edition of the 'Linka-te aos Outros' Award
October	Commemoration of World Poverty Eradication Day
November	Start of Christmas Mission 2021
December	International Volunteer Day Celebration
	AMI's 37th Anniversary
December	Issue of AMINotícias magazine no. 83





A COLLECTIVE EFFORT
IS NEEDED TO BUILD
A BETTER FUTURE! ”

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CHAPTER

ACKNOWLEDGEMENTS

6. ACKNOWLEDGEMENTS

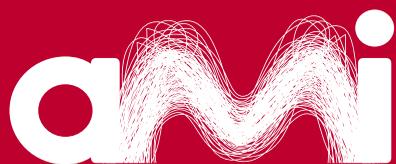
Our Mission continues thanks to the generosity of our Friends, donors and partners who believe in the work we have been doing for the last 36 years for a better world.

Below we highlight some of the Partners most committed to our Mission in 2020:

- Institute of Solidarity and Social Security
- UNICEF
- European Union (DEAR Programme)
- Institute of Employment and Vocational Training
- Camões I.P.
- Angra do Heroísmo City Council
- Almada City Council
- Cascais City Council
- Funchal City Council
- Lisbon City Council
- Porto City Council
- Marvila Parish Council

- AMI Friends and Donors
- ALDI Portugal – Supermercados, Lda.
- Altice
- Amref Health Africa Change Onlus
- ANA Aeroportos de Portugal
- APH Serviços
- APIP - Associação Portuguesa de Indústria dos Plásticos
- Associação Semear
- Auchan Portugal
- Caixa Geral de Depósitos
- Cap Gemini
- Cellnex Telecom
- Companhia das Cores
- EDP - Energias de Portugal, S.A.
- Fundação A. C. Santos
- El Corte Inglés

- F. Lima
- Ferbar
- Fundação Ageas Agir com o Coração
- Herbalife International, S.A.
- HPE
- Labesfal Laboratórios
- Lidergraf Artes Gráficas, S.A.
- L'Oréal Portugal, Lda.
- Marques Soares, S.A.
- Mercadona
- Mercer
- Microsoft
- Millennium BCP - Banco Comercial Português, S.A.
- Miniclip Portugal Unipessoal, Lda.
- Mundicenter Sgps, S.A.
- Novo Banco
- Nutpor Produtos Alimentares
- Parra Wines Unipessoal, Lda.
- PKF & Associados, Lda.
- Pinhais & C.ª, Lda.
- RTP
- Rui Almeida, Arlindo Almeida
– Despachantes Oficiais, Sp, Lda.
- SAP Portugal - Sistemas, Aplicações e Produtos
Informáticos, Sociedade Unipessoal, Lda.
- Semente
- Sonae MC
- Sovena Portugal
- Staples Office Centre
- TSF
- TNT
- Visão
- VMLY&R



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