



diuet

Impact Report
2019 - 2020

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Who We Are

Duet uses the power of technology to reimagine humanitarian aid distribution by creating a scalable three-sided marketplace. We've developed a new, dynamic model of philanthropy that provides radical transparency for donors, dignity of choice for those in need, and includes the local economy as a key stakeholder in a hyper-localized solution.



The Importance Of...

OUR CORE VALUES



Choice

We believe our beneficiaries deserve the dignity to choose for themselves what it is that they need to rebuild their lives. Beneficiaries are empowered to choose the items they receive without relying on an organization or donor to choose for them. This means they receive the exact individualized aid that will help them the most.



Community

Giving through Duet supports the struggling local economy, lifting the community alongside the beneficiary. We channel your donation through local stores, countering the harmful impacts of other aid models to intergroup relationships and attitudes, and putting money back in the pockets of small local small-business owners. Our hyper-localized solution facilitates permanent integration of beneficiaries, helping to rebuild fractured communities.



Connection

Duet replaces faceless charity with one-to-one connections, closing the gap between you and beneficiaries all over the world in a direct and fiercely personal way. Your impact becomes both stunningly apparent and unequivocally yours.



Our Mission

To rekindle the humanity in both giving and receiving by connecting donors with vulnerable populations in a more *dignified, efficient, and personal way*

Our Impact At a Glance

505

Total number of donors

129

Refugee Beneficiaries

928

Total items donated

\$66,987

Total dollars donated

31

Vulnerable Angelenos

1,146

Total meals donated

Our Programs

While often well intentioned, humanitarian aid can be ineffective, wasteful, and at its worst, harmful.

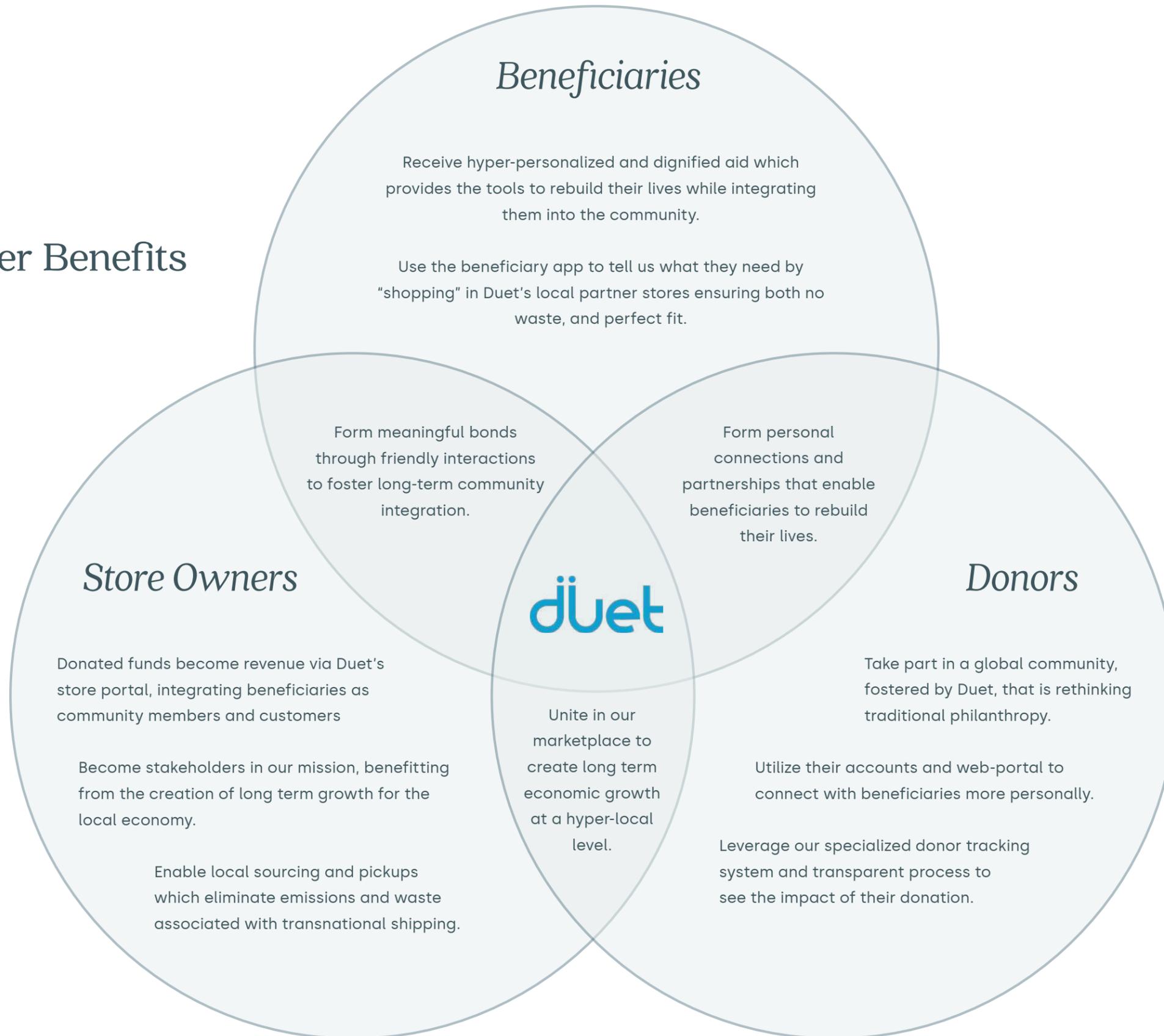
With operations in Lesvos, Athens, and Los Angeles, Duet is introducing a model that re-invents the relationship between beneficiaries, donors, and local communities. Every dollar donated and invested back into the local community, relationship built between beneficiary and local store owner, and item picked up help prove the profound impact we can have. With the potential to expand wherever there are those in need rebuilding their lives, Duet invites donors to join us in doing good, better.



Our System

By creating a three-sided marketplace, Duet provides unique benefits for beneficiaries, local store partners, and our Duet donors.

Stakeholder Benefits



Where We Work



*Los Angeles,
California*



*Lesvos & Athens
Greece*



FOCUS ON: GREECE

Lesvos, Greece

Athens, Greece

Focus On: *Greece*

Focus On: Greece

Lesvos, Greece, located only 4.2 kilometers of treacherous sea away from Turkey, has since 2015 become one of the most heavily trafficked entryways to Europe for more than 42,000 asylum seekers now on the Aegean Islands. Crammed into migrant centers like the Moria Refugee Camp - designed to hold a few thousand but currently housing 20,000 - conditions are often dire and unsafe, particularly for vulnerable families and unaccompanied children who spend up to a year waiting for their asylum claim to be processed so they can be transferred to the mainland or deported back to Turkey.

Partner Highlight: Iliaktida

An arm of the UNHCR in Lesvos, Greece, Iliaktida provides housing to thousands of the most vulnerable refugees seeking asylum in Europe as they exit the Moria Refugee camp. In addition to basic housing,

Iliaktida provides programs to assist in socially integrating refugees into their local communities. As a Duet partner, Iliaktida connects us to our beneficiaries, recommending the most vulnerable refugees to become part of the Duet family.

Those who are lucky enough to receive asylum often move on to situations of partial resettlement in living spaces provided by the Greek government or a local NGO. The challenge then becomes making a completely empty house a home in a foreign land using only the money provided by the UNHCR, which is often barely enough to cover basic survival needs like food and medicine. This is where Duet comes in.

At Duet, we partner with local stores to provide the items that allow our beneficiaries to begin fundamentally rebuilding their lives

while providing direct support for small businesses. You can check out the *Journey of our Duet Refugee Beneficiaries*, as told through our data in the Appendix.

In fall 2019, we expanded operations to Athens with both Duet resettled refugee families and store partners, allowing us to continue to support our beneficiaries as they resettle on the mainland.

Focus On: Greece

OUR IMPACT

Number of items donated

928 items

Families served

129 Refugee beneficiaries

Revenue for local businesses

\$39,686



The Khavari Family

REFUGEE FAMILY AND DUET BENEFICIARY FROM AFGHANISTAN

"When you feel you can afford the needs of your children, it makes you feel better about yourself. Duet allows me to provide for my children."

Focus On: Greece MEET OUR STORE PARTNERS -

MEET OUR DUET FAMILIES - COMMUNITY INTEGRATION

Our Duet store partners play a pivotal role in our hyper-localized solution, allowing beneficiaries to shop and pick up items in their own communities while getting to know their neighbors. By purchasing items through locally-owned businesses, Duet puts money back in the pockets of small-store owners, investing in the communities as a whole and promoting long term economic growth for the entire neighborhood.

Among our Duet beneficiaries, Euronics, located in the center of town in Mytilini, is one of our most popular store partners. Beloved not only for the usefulness of the items sold in this electronic retail store, but also for the warmth of store owner Panos, beneficiaries often share that they feel welcome there.

Read more about Panos' story on page 14



Panos' Story

Panos, a Mytilini local, shared his family's story of resilience and the value of hard work. While running a gas station in town, Panos' father and uncle slowly began selling electronic home goods. In the mid 1970's, realizing the opportunity for growth, his father separated the store from the gas station and branded the store as Euronics, which has now been passed on to Panos who, along with his family, has run it for 23 years.

Panos shared that he enjoys the quality of life in a small town and appreciates the beauty of the island, describing an idyllic scene throughout his childhood. In 2010 however, everything changed with the start of the concurrent European debt and refugee crises. In the last 10 years, income at the store has dropped by 50% and has yet to recover

to pre-crisis standards. He shared that he and his family have had to face the difficult decision of whether to stay and weather the storm. Duet has helped bring in sales and also helped Panos get to know his new neighbors.

In speaking about how Duet has helped his business, Panos said, "[I'm] really proud to be a Duet partner, the system that you have made is really working and I look forward to continued partnership!"



Panos

LOCAL STORE OWNER

LESVOS, GREECE

“[I’m] really proud to be a Duet partner, the system that you have made is really working and I look forward to continued partnership!”

Focus On: Greece

MEET OUR STORE PARTNERS -
MEET OUR DUET FAMILIES COMMUNITY INTEGRATION

When given the chance to share their stories, our Duet beneficiaries in Greece talk of hope and resilience, dreams and ambitions for the future, and likes and dislikes just like ours. Back home, Mr. Rezaei was a boxer, and today his wife finds passion in cooking; Mr. Mohammadi's youngest daughter dreams of being a pilot or a nurse; while his sons dream of one day becoming global soccer superstars, and young Mr. Yousefi talks of how much he enjoys watching Game of Thrones in his free time.

Read more about Faramarz's story on page 16



Faramarz's Story

We met Faramarz and his family as they were leaving the Moria refugee camp where they arrived after fleeing Afghanistan. Moving to settle in Lesvos, Faramarz, who did not speak English at the time, told us through a translator that has loved playing football (soccer) since he was a child and enjoys watching Game of Thrones. He also shared a bit about the difficulties of meeting his mother's specialized needs as a diabetic.

When given the chance to request items through Duet, Faramarz requested a soccer ball, cleats, and shin guards which were promptly donated by a fellow soccer lover. Faramarz quickly joined the soccer league on the island, making friends and socializing with his new neighbors, many of whom worked as translators at nearby NGOs, some of which were the very same NGOs that had supported Faramarz along his journey.

Months later, Faramarz requested and received a laptop, an important tool in rebuilding his future. Expanding on his love of Game of Thrones, Faramarz set to work watching all the seasons in English, utilizing subtitles for seasons 1 and 2 but electing to turn them off for the future seasons. Soon, not only was Faramarz fluent enough to enjoy his favorite show- but also able to gain employment as a translator through his new network of friends. In March, he proudly shared his story with us, translator free.



Faramarz

REFUGEE FROM AFGHANISTAN

LESVOS, GREECE

Through Duet, Faramarz was able to reach financial sustainability.

Focus On: Greece

MEET OUR STORE PARTNERS -
MEET OUR DUET FAMILIES - **COMMUNITY INTEGRATION**

Duet's impact goes beyond simply dollars and items donated in that it has proven its ability to integrate communities and create systemic change. Interviews with Duet beneficiaries and store partners have shown positive results in creating a shift in perceptions between refugees and local community members from one of "other" to one of neighbors and friends.

Read more about Fernanda's story on page 18



Fernanda's Story

One such experience came from speaking with Fernanda, the general manager of one of our Lesvos store partners, Admiral, about her experience with Duet and asking for suggestions or improvements. Her immediate request was to provide the names of the refugee beneficiaries when they come to pick up items. When we inquired why, Fernanda shared that she had grown to know the families, to recognize the children, and to enjoy seeing them around town. She said that knowing their names would allow her to greet them and say hello when they were out and about.

Fernanda shared an anecdote about one of our first Duet beneficiaries who had come in with their young children to select a new backpack for their first day back in school. While the family spoke very little Greek, Fernanda helped them select their backpack

and then experienced their excitement a few weeks later when they came to pick it up after it had been funded. Fernanda, recognizing that it is perhaps different to their reception elsewhere, said that the Duet beneficiaries are extremely gracious for the warm welcome and assistance in the store. Later that month, Fernanda was in town when she recognized the very same backpack ahead of her walking through town being carried by the family. She quickly stopped them to say hello and they proceeded to greet her like an old friend. To Fernanda, Duet beneficiaries may start as customers, but they quickly become neighbors and friends.



Fernanda

GENERAL MANAGER, ADMIRAL
LESVOS, GREECE

For Fernanda, Duet brings not only new sales, but helps her connect to her community.

Focus On: Greece - Kara Tepe

This fall, thanks to the inspiring generosity of Duet donor Mr. Sonny Astani, and in partnership with our Duet store network, we built and outfitted a computer lab at

Kara Tepe Refugee Hospitality Center in Lesvos, Greece. We believe that access to the internet and the ability to seek, receive, and impart information is a human right, and

these 15 laptops will provide this and more for the 1,300 vulnerable refugee residents of *Kara Tepe*.



What is Kara Tepe?

On the island of Lesvos, Greece, Kara Tepe Refugee Hospitality Center acts as an overflow site for the Moria Refugee Camp. Using an area the size of four soccer fields, ISO boxes and volunteer labor, Kara Tepe houses up to 1,300 of the most vulnerable families and individuals for up to a year

as they await the decision for their asylum claims. In coordination with 16 NGO's and the Municipality of Lesvos, residents are provided basic shelter, food, and access to a community center as well as dignity and respect in an effort to help make life a little more bearable.

Images of Kara Tepe + computer lab construction



Los Angeles,
California

Focus On:
DuetLA Covid-19 Response



Duet LA has launched.

düet x EVERYTABLE

Focus On: *DuetLA Covid-19 Response*

Founded by USC Trojans, our Duet team is committed to bringing our solution home to tackle the challenges we are facing in our communities in LA. This spring, the urgency of the COVID-19 pandemic inspired us to launch our DuetLA COVID-19 response supporting vulnerable young Angelenos experiencing extreme food insecurity because of the pandemic.

Partnered with Everytable LA, our DuetLA pilot allows everyday Angelenos to fund warm healthy meals for our new Duet beneficiaries. Our rapid launch pilot changes our model slightly in that we are not partnered with small, local shops; yet donations toward DuetLA not only provide meals for our beneficiaries, but also help support and expand the social enterprise ecosystem in Los Angeles.

LA is a city ready to come to the aid of its own and we at Duet are stepping up to help ensure that our most vulnerable neighbors are able to focus on making it through the pandemic without worrying about how to put food on the table.

Focus On: *DuetLA Covid-19 Response*

PARTNERSHIP HIGHLIGHTS

Safe Place For Youth

Safe Place for Youth's (SPY) mission is to empower young people experiencing homelessness to thrive by providing lasting, community-driven solutions that address racial and social inequity. They provide a full continuum of care that includes street outreach, access center services, case management, health and wellness, and education and employment programs. As a Duet partner, SPY connects us to our beneficiaries in LA, recommending those who would most benefit from becoming part of the DuetLA family.

<http://www.safeforcefor youth.org/>

Everytable

Everytable is a Los Angeles-based social enterprise that aims to redefine the food landscape and address food accessibility by transforming the food system to make delicious, nutritious food accessible to everyone, everywhere. As a Duet partner, Everytable provides the meals we send to our LA beneficiaries.

<https://www.everytable.com/>



Focus On: DuetLA Covid-19 Response

OUR IMPACT

Number of meals donated

1,146

Beneficiaries served

31 Angelenos

Revenue for local businesses

\$13,649



Bria

FORMER FOSTER YOUTH AND DUETLA BENEFICIARY

"Because of COVID-19 I have been attending college virtually and staying at home with my children. It's been difficult not working and having to go to the grocery store with two children and not being able to find the products and food we need. Thanks to Duet, I get weekly deliveries of meals I choose myself."

Focus On: *DuetLA Covid-19 Response*

MEET OUR DUET BENEFICIARIES

Los Angeles, a city where over 1 million people live in extreme vulnerability and are unable to afford a single \$400 unexpected expense, was impacted swiftly and deeply by the pandemic. With nearly 60% of households in LA County experiencing job loss, furloughs, or reduced work hours, we knew that food insecurity would be an ever-increasing concern as COVID-19 dragged on.

Despite the difficult circumstances, our DuetLA beneficiaries continue to share their

stories, hopes, and dreams and show us what it means to be "LA strong."

We met Victoria through Safe Place for Youth (SPY), our Venice-based partner organization that works with formerly homeless youth. Victoria shared that she is a gym loving yogi who lives with her 2-year-old son, Greyson Wolfe. She loves listening to R&B and has been teaching herself to play the keyboard during quarantine. Recently, she began taking classes in Korean as she had been motivated



to study the language since taking a course at the Korean cultural center. Her dream is to be an esthetician. Having lost her job because of COVID-19 and having a condition that left her immunocompromised, Victoria was left unable to work and quickly fell behind on bills. Being a DuetLA beneficiary allowed Victoria to rest easy knowing she could count on healthy meals being delivered safely to her door.

Our Duet Donors

We believe in providing donors with the absolute transparency they deserve, the ability to fund exactly what our beneficiaries need, and that when our Duet community comes together, we can accomplish anything.



Nikita - Duet Donor

Our donors are an incredible part of the global Duet Community who believe in the power of micro-philanthropy to make a difference in the lives of our beneficiaries. Today we are over 500 strong and come from all over the world.

We asked Nikita, 21, a donor from Austin, Texas, to tell us why she enjoys giving through Duet:

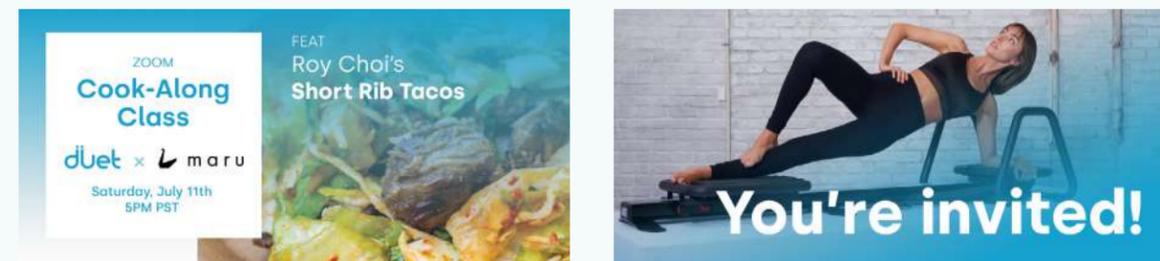
“Duet provides a low barrier and easy way to change someone’s life that is just completely tangible and within everyone’s reach. Last week, one of the items I donated was a single pencil which had been requested for a child starting school. As a donor, the ability to unlock someone’s ability to properly experience school for less than a dollar is an incredibly exciting thing. I could have donated 20 pens and not provided the exact thing this student needed for their classes- a simple pencil.”

Signature Events

This year, our community came together to enjoy a few signature partnership events:

Maru x Duet

This summer, we partnered with Maru, an LA pop-up restaurant to host a virtual donation based cooking class in support of our DuetLA COVID-19 response. Over 90 members of our Duet community gathered to learn how to make LA Chef Roy Choi's famous short rib tacos, raising over \$1,300!



Reps for Refugees

This fall, we launched an exercise series that partners Duet with socially-minded fitness professionals. The result was Reps for Refugees—a series of donations-encouraged, online fitness classes that engage new and existing donors in a fun, active way. To date, Reps for Refugees has raised over \$800 and there are more classes on the horizon.

Duet Campaigns: *Women's Month*

Throughout the year, signature campaigns allow us to highlight and increase periodic support for different groups of beneficiaries as needs fluctuate. Below are a few examples of this year's campaigns:



In honor of International Women's Month, we dedicated the month of March to supporting and lifting up the women of our Duet families. UN research tells us that women's economic empowerment boosts productivity, increases economic diversification, and is central to realizing women's rights and gender equality. It increases their voice, agency, and meaningful participation in economic decision-making; by uplifting and empowering one woman, you help lift an entire community.

At Duet, it goes far beyond that. As we have gotten to know the women of our Duet Families, we have learned of their journeys, struggles, hopes, and dreams. We have heard their stories of how they helped carry loved ones through unimaginable challenges, shouldering a significant amount of the responsibility, stress, and sacrifice associated with fleeing one's country and putting their own needs far behind those of others.

Our Women's month campaign allowed us to fully fund all items designated for or requested by the women of our Duet Families!



Duet Campaigns: *Back to School*

As students all over the world struggled to adjust to virtual learning environments, educational inequity became even more prevalent across the globe. For refugee children already struggling in an unfamiliar environment, with unfamiliar people, and trying to learn in a foreign language, the challenges to the new school year seemed insurmountable.

This September we launched our Back To School campaign, calling on our donors to help us support our Duet Kids as they overcame seemingly impossible obstacles to continue their educational journeys in whichever ways possible. Together, along with backpacks, lunch boxes, clothing, shoes, and educational toys, we funded 12 tech devices to enable remote access to learning for our Duet Kids!

Operations



At Duet, we believe that 100% of your donation should go directly toward putting items in the hands of our Duet beneficiaries.

From the beginning, we've relied on our generous supporters to fund our operating expenses independently. While this approach makes it more complicated at times, we deeply believe that it is the right thing to do.

Our donor's willingness to fund our operating expenses is a testament to their visionary belief in the future of Duet - an investment in a future where philanthropy and humanitarian aid have been reimaged to provide a better experience for beneficiaries, donors and local

communities alike. The ROI of their investment is not measured in profits and stock options, but in the number of lives and communities we will transform by doing good, better.

We are grateful for our donors who believe in Duet, our mission and our ability to succeed in doing good, better. Your support is what allows us to run, grow and continue delivering sustainable impact around the world.

Refugee App

Designed to be culturally relevant and accessible, our refugee app was rolled out this year to prioritize ease of use and communication flow for our beneficiaries. This allows for easy onboarding and communication with our beneficiaries while allowing them to easily upload item requests, track pickups, and share feedback.

Duet Admin Console

This console expanded our messaging capabilities with our beneficiaries, allowing us to prioritize open communication, increase responsiveness, and ensure correct translations.

Donor Accounts

These personal donor pages allow donors to see and share their all-time impact with Duet, easily refer friends and family, and manage subscriptions and privacy settings. As these donor pages are further developed, they will become a platform for our Duet community to connect and share while earning "donor badges" and recognition. You can check out your own personal page at giveduet.org/profile/first nameLast name.

Duet Tech Updates in 2020

As a tech based non-profit, we are dedicated to human centered design and continuous improvement for the benefit of beneficiaries, donors, and store partners alike. Here are some of this year's highlights!

Subscription Algorithm

This algorithm allowed us to begin our monthly donation option, allowing donors to provide stability and safety for our beneficiaries as we continue to build a sustainable model of giving. To join us as a Duet subscriber, just check the "make this a monthly donation" box at checkout. Coming soon: "The Neighborhood", our community of monthly donors supporting Duet.

Improved Checkout Flow

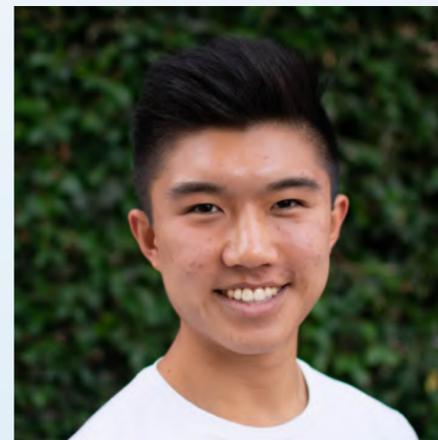
This allows our donors to donate to multiple families at once allowing for what we have been referring to as "donation bundling" or the ability to tell us the amount a donor would like to donate and have a "bundle" of items created for them. We understand that while some donors prefer to specifically select the items they will be donating, for some, simplicity is preferable. We allow each donation experience to be fiercely personal.

Our Team

We are a team of committed young changemakers, excited to use tech solutions to improve the world.

As COVID-19 swept the world, our Los Angeles based team quickly transitioned to a fully virtual environment. While we, of course, miss seeing each other in person, it has allowed us to grow our team with members from across the globe.

In 2020 we were thrilled to add 18 new intern and part time team members to our team of six, expanding our team to 24. Every single new addition to our team has been an integral part of our growth and ability to expand our impact!



Executive Team

- Michael Cesar, *Co-Founder and CEO*
- Rhys Richmond, *Co-Founder and COO*
- Lucas Hu, *CTO*
- Stephanie Van Sickel, *MBA, Head of Business Development*
- Pearl Keane, *Head of Partnerships*
- Spence Blood, *Head of Design*
- Not pictured: Elisa James, *Chief of Staff*

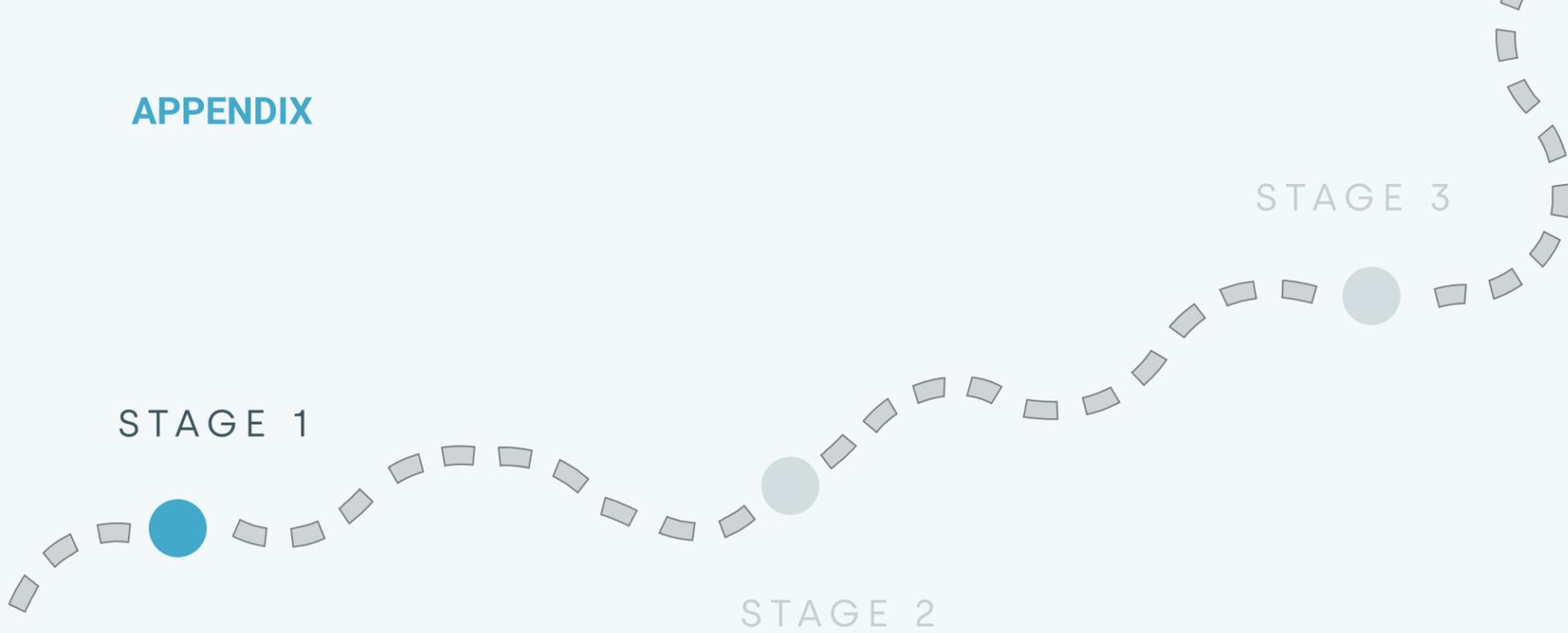




We are deeply grateful for the generosity and hard work of so many.
2020 was our most impactful year to date

...and we are just getting started!

APPENDIX



The Story of Our Refugee Beneficiaries Told Through Our Data*

Through an analysis of all item requests from our Duet beneficiaries since we launched in August 2019, we are able to tell the story of our families and their journeys to start anew.

Average Time as a Duet Beneficiary – 10-12 months

*aggregate data based on Duet operations to date

Months 1 - 3 STAGE 1

The first three months represent the heaviest usage with the highest number of requests.

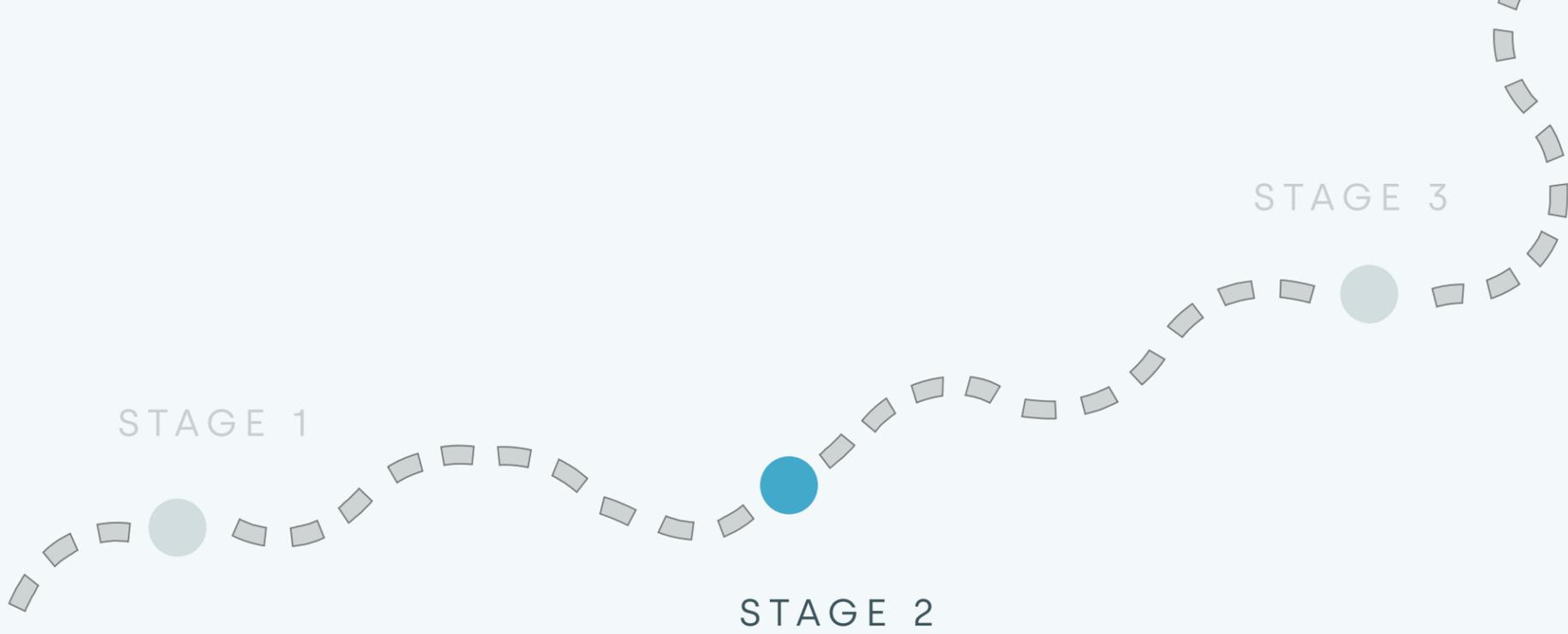
Coming out of refugee camps with often as little as the clothing on their backs, our refugee families generally spend the first three months requesting basic need items like clothing, shoes, and cooking supplies.

Most commonly-requested items:

Shoes - taking the first steps to rebuild their lives, this is most commonly the very first request made on Duet for each family.

Clothing - correctly fitted, seasonally appropriate and self-selected clothing help regain a sense of self, independence and individuality.

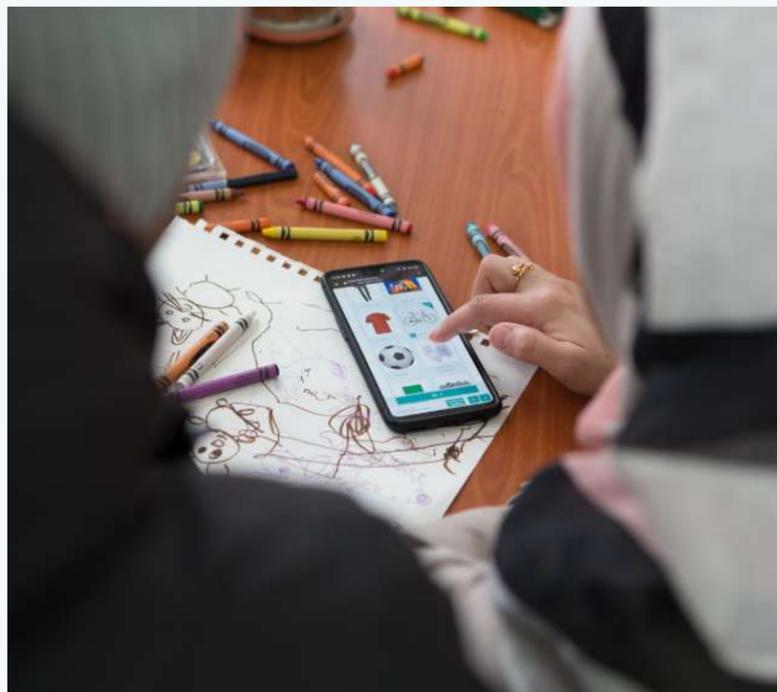
Electric Tea Kettle - while seemingly trivial, these electric tea kettles provide access to quickly boiled water for cooking, cleaning, and drinking, and allow a small but important return to normalcy through the cultural norms of tea drinking.



Months 3 - 9

STAGE 2

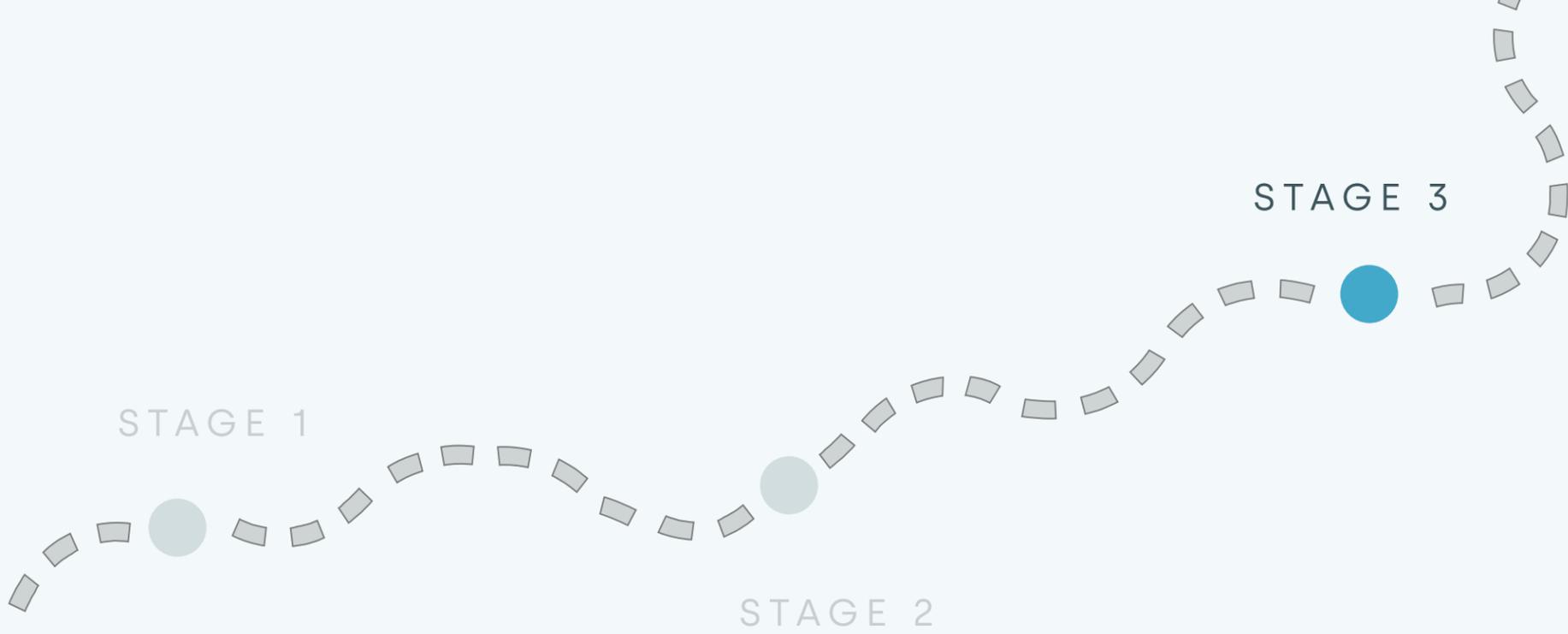
As our Duet beneficiaries begin to feel further settled in their homes, their needs evolve. While previously focusing on immediate personal needs, our beneficiaries are able to begin to focus on turning a house into a home and returning to their learning.



Most common item requests in months 3 - 9 include:

Home appliances - *this includes items like clothing irons, space heaters, fans, hairdryers.*

Office and school supplies - *this often includes notebooks, laptops, power banks, rulers, a compass.*



Months 9 - 12

STAGE 3

The data indicates that as our beneficiaries begin to fully embark on their new lives, their requests shift from the needs in the present to those that are focused on the future.



Often, these items include:

Laptops - for skill learning, communication, connection, and the ability to learn and work.

Cell phones - essential for keeping in touch with loved ones, internet connectivity, access to essential services, and reconnecting to the local, national and global communities around them.

Seasonality



Summer Months

JUN - SEP

Summer brings a decrease in clothing requests and some seasonal-specific requests for outdoor activities. These include kids' water toys, sandals, goggles, and mosquito spray.



Winter Months

NOV - FEB

As might be expected, colder weather brings with it a spike in requests for items such as jackets, warmer shoes and space heaters.



Clothing



Shoes



Home Appliances
Office Supplies



Kitchen Supplies



Toiletries
First Aid



Bags



Sports / Fitness

Our Item Requests

Duet believes that no one knows the needs of our Duet families better than they do. As long as an item is available at one of our partner stores, our Duet families are able to request whatever it is that they believe will best improve their lives. Generally, items fall into one of the following buckets:

Our Favorite Stories

Sometimes, however, we get unexpected item requests – here are some of our favorite of the year!

Guitar

At Duet we believe that our beneficiaries are the leading authorities in deciding what will be most impactful in their own lives. While at first it seemed an unorthodox request, the guitar was soon donated by a fellow musician who wrote to us and shared their joy at seeing the item and knowing they had the opportunity to help a fellow music lover. As a musician himself, our donor told us he knew that music heals and was thrilled to have the opportunity to help provide that.





Headphones

While not required, Duet beneficiaries are able to write messages to the Duet team if they have a story they would like to share about a specific request. This Duet beneficiary shared that though it was his wife's dream to learn music growing up, she had been unable to while in Afghanistan due to cultural, political, and religious norms under Taliban rule. Now, living in Lesvos, his wife has been accepted to a music class at a local NGO which requires headphones which requires participants to have headphones. We are happy to report that the headphones were quickly funded.



Digital Camera

Our Duet beneficiary, who prior to this had only ever requested diapers for his youngest child, reached out to explain that in Afghanistan he had supported his family as a content creator with a successful YouTube channel. Though he had been forced to use a voice scrambler to hide his identity and protect himself from persecution by the Taliban, he had built the channel to over 200,000 subscribers who tuned in to watch him fix electronic devices. Hoping to earn enough money to purchase passports for his family, he restarted his YouTube channel using both the digital camera and laptop that he received through Duet. We are proud to share that his YouTube Channel is back up and running. His 200,000 subscribers now get to hear his real voice, and he can also count the entire Duet team as new subscribers!