

Humanitarian Operations CIO

Trustee's Annual Report

for the year ended 31st March 2025

Registered Charity Number: 1183873

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Financial Review

For the financial year ended 2025 the charity had excess income over expenditure of £266,731 compared to £9,695 in 2024.

Statement of Financial Affairs

The Statement of Financial Affairs for the last two years is as follows:

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Income and endowments from:			
Donations and legacies	£599,013	£599,013	£393,225
Other trading activities	£623,656	£623,656	£124,864
Investments	£260	£260	£148
Total	£623,656	£623,656	£518,237
Expenditure on:			
Raising funds	£29,674	£29,674	£15,871
Charitable activities	£327,251	£327,251	£492,671
Total expenditure	£356,925	£356,925	£508,542
Net income/(expenditure) and net movement in funds for the year	£266,731	£266,731	£9,695
Reconciliation of funds			
Total funds brought forward at 1 April	£15,803	£15,803	£6,108
Total funds carried forward at 31 March	£282,534	£282,534	£15,803

Donations & Legacies

Donations and legacies included in kind rent contributions from our landlord totaling £TBD.

Having established our operation in Scotland and in preparation of the launch of our digital education platform, we sought to increase the number of full time staff and volunteers, augmented with freelance personnel.

Thirteen children volunteered to assist and in some cases lead the development, testing and launch of our education platform. Their number grew substantially throughout the remainder of the calendar year. Many of the parents volunteer and act as chaperones for children where possible.

During the year 170 volunteers donated 60,938 hours of volunteer services totaling the equivalent of £1,527,647.500. These figures are not included in our Statement of Financial Affairs. The services provided were for 2D Concept Art, 3D Animator, 3D Artist, Administrative, Backend Developer, Creative Designer, DevOps, eBay Logistics, Fashion Production, Frontend Developer, Game Designer, Graphic Designer, HR, Legal Assistant, Music Producer, PM/Tester, Project Managing Intern, Sales, Sound Designer, UI/UX Designer, Unity Developer and Production Assistant.

During the year our various premises from which the charity operated were generously donated by Shelborn Investments (1) Limited, Shelborn Quorum Limited Stadium Investments, DOGES Properties Limited, Hamcap (Pentland Gait) Limited, RR Bristol Limited, RR Hounds Gate Limited, RR Rainbow (North) Limited, RR Strathclyde BP Limited, RR UK (South) Limited, Tay Properties Limited, and View Castle (Properties) Limited. The charity at the year end had 7 full time employees.

Analysis of Expenditure

The actual expenses incurred are for the relief operations and for the creation of the digital educational app, with the split below.

	y/e 2025	y/e 2024
Cost of raising funds	Expenses £	Expenses £
eBay selling fees	£24,383	£0
Shipping and packaging	£5,291	£0
Other fundraising costs	£0	£15,871
Total cost of raising funds	£29,674	£15,871
Charitable activities - direct costs		
TV shows - crew and production	£19,240	£1,841
TV shows - costumes and props	£859	£0
Game and play supplies	£7,840	£0
Salaries	£128,986	£84,528
Employer's National Insurance	£5,255	£1,056
Pension contributions	£259	£0
Employee expenses (admin & ops)	£3,812	£0
Travel and accommodation	£23,702	£5,093
Subsistence (staff and children)	£10,239	£250
Motor vehicle expenses	£11,582	£0
Fuel	£2,828	£46
Maintenance and repairs	£4,803	£2,403

Relocation (offices and training centers)	£22,105	£8,289
Business rates	£37,018	£37,440
Rent	£0	£334,630
Light, power and heating	£17,778	£8,178
Cleaning	£102	£0
General expenses	£13,741	£929
IT, software and consumables	£8,486	£3,681
Subscriptions	£108	£0
Telephone and Internet	£1,066	£906
Insurance	£0	£281
Postage, freight and courier	£1,696	£45
Printing and stationery	£4,048	£2,206
Advertising and marketing	£131	£0
Independent examination and accountancy fees	£263	£516
Legal expenses	£237	£399
Bank fees and interest paid	£46	£0
Depreciation	£1,022	£0
Total charitable activities	£327,251	£492,671
Total expenditure	£356,925	£508,542

Balance Sheet

The Balance Sheet for the last two years are as follows:

	Unrestricted Funds 2025 £	Total Funds 2025 £	Total Funds 2024 £
Fixed assets			
Tangible assets	£23,485	£23,485	£0
Total fixed assets	£23,485	£23,485	£0
Current assets			
Stocks	£40,553	£40,553	£60,000

Debtors	£161,888	£161,888	£0
Cash at bank and in hand	£121,086	£121,086	£1,779
Total current assets	£323,527	£323,527	£61,779
Creditors: amounts falling due within one year	£32,221	£32,221	£13,720
Net current assets	£291,306	£291,306	£48,059
Total assets less current liabilities	£314,791	£314,791	£48,059
Creditors: amounts falling due after more than one year	£32,256	£32,256	£32,256
Total net assets	£282,534	£282,534	£15,803
Funds of the charity			
Unrestricted funds	£282,534	£282,534	£15,803
Total funds	£282,534	£282,534	£15,804

Reserves Policy

Our Reserves policy is to reserve 1 months' worth of ongoing expenses in advance to ensure the smooth running of the charity.

Activities Undertaken by Humanitarian Operations

The plans fall into 7 broad categories:

1/ Disaster Relief Operations

The Relief Operating System (ROS) utilises is designed to identify victims allowing for a more directed approach to providing supplies that are needed Individually or on a family basis. This will revolutionise Inventory management and allow us along with other charities to direct the exact aid requirement to each location.

In the year, the charity continued to develop its disaster response capabilities, including digital systems and operational infrastructure. The planned development of Disaster Monitoring, Management, Command and News Centres was temporarily paused due to issues relating to the planned operational premises. The charity continues to explore suitable facilities to support this initiative.

Development of the Relief Operation System (ROS) progressed during the year. The distribution component of the system was completed and tested; however, further development has been delayed due to the operational component of the testing being delayed due to an inability to occupy the premises designated for this purpose. The trustees remain committed to completing the system,

recognising its potential to significantly enhance coordination and efficiency in disaster response.

Efforts to secure temporary warehouse space and operational hubs also continued, with the charity engaging with several agencies to identify suitable premises. Plans to introduce night-time training centres to enhance volunteer preparedness and safeguarding remain under development. Later in the year of 2025 and 2026 we plan to create a disaster relief center at our Lochside offices. .

The charity also undertook real-world disaster response activity during the year, including deployment in response to Hurricane Helene and Milton, where teams were mobilised internationally to support response efforts.

Sadly, the delayed rollout of the Relief Operating System undoubtedly affected victims in each of the disasters as the distribution of aid was not as efficient as it could have been had we been able to use the Relief Operating System, that had been scheduled for completion.

Children working with HOPE have been involved in the development and testing of the Relief Operating System whilst integrating it into elements of the education platform they are participating in developing. These elements were scheduled for roll out for the start of the 2025 Academic School Year.

2/ Digital Education Platform

Our digital education platform is designed to transform the learning experience for primary school children in mathematics, nutrition and citizenship. The prototype has completed initial testing with satisfactory results, leading to the development of a beta version now in preparation for broader rollout.

The expanded curriculum incorporates mathematics, English, International Sign Language, citizenship, community spirit, and nutrition, delivering a holistic approach to education.

Gameplay emphasises team building and has proven highly effective within our augmented reality (AR) playgrounds. The core game has evolved to include a driving element, enabling the teaching of essential road safety principles. This driving component has been exceptionally well received and is progressing toward specialised testing for children with additional needs, environmental compatibility assessments, and wide-scale trials with children of all abilities. Accessibility features ensure the game is inclusive for children with hearing disabilities, while integrated sign language elements enable all players to communicate effectively with one another.

In the game, children collect virtual items that correspond to real-world dispatches in humanitarian relief operations, addressing needs such as hunger during disasters. All activities are child-designed and child-directed on a charitable basis, with in-game video elements featuring young directors acting as relief operators to encourage participation and empathy. At the conclusion of each session, players receive a visual representation of their achievements by "visiting" a bank, where they collect a

physical token of progress. We secured a leased bank property in Aberdeen to support these recordings. Unfortunately, the bank property was unusable due to contractual infringements by a third party we are now seeking legal remedy from.

To facilitate development and testing, we have leased multiple properties across Scotland. Dedicated small spaces equipped with motion capture and AR enhancements allow children to engage in play, supplemented by physical activities such as mini bouncy castles to support those with shorter attention spans, including children with ADHD. Unfortunately, the properties were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

Plans are progressing for a flagship large-scale AR teaching and showcase centre in Glasgow, featuring 3D-modelled environments for seamless mixed-reality transitions. This centre will enable children of mixed abilities to play digital games enhanced by physical activities together as one inclusive group. Additional large centres are being established in Aberdeen, Edinburgh, Stirling, and Clydebank. These facilities will offer free access to visiting school classes, providing educators with state-of-the-art materials to integrate into lesson plans. Unfortunately, the properties were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

The centres include flexible large play areas for whole-class participation, separate zones for children with special needs to play collaboratively or individually while remaining part of a team, and smaller solitary play spaces for focused engagement.

Humanitarian Operations is relocating to a new 40,000 sq ft head office, which will house educational development programs. A dedicated floor will support disaster operations, alongside TV studios and facilities for our television programming unit. Unfortunately this property designated for Head Office use was unusable due to contractual infringements by a third party we are now seeking legal remedy from.

All centres are scheduled to open by the start of the new school year in 2025. Unfortunately, all of the centres were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

We helped establish three dedicated children's television centres in Scotland, one in Clydebank, one in Edinburgh, and one in Aberdeen. These centres provide inspiring spaces where young people can engage with media production, storytelling, and creative activities, designed to help children emulate the remarkable success of the 12 children from Edinburgh who achieved notable accomplishments in television. Unfortunately, the Aberdeen and Clydebank properties were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

3/ Integrated Education, Media and Learning Environments

Humanitarian Operations intends to implement an integrated approach to delivering its educational

objectives, bringing together its digital education platform, media initiatives, and the development of physical learning environments. A key element of this strategy will be the use of the premises secured across the United Kingdom. These properties are intended to be developed into dedicated educational and creative centres, where children will be able to access learning opportunities free of charge in safe and inclusive environments.

The centres are planned to support both structured and interactive learning, including the use of augmented reality environments and digital tools developed by the charity. The charity also intends for these centres to support children of all abilities, including those with additional needs, through flexible and accessible learning spaces designed to accommodate different learning styles. The media initiative *Little Heroes Big Mission* will form an integral part of this model. The film follows the children as they contribute to the development of the educational platform and the transformation of these centres into interactive learning environments. Through this initiative, the charity aims to promote the importance of accessible education and encourage wider engagement with its activities.

Together, the charity intends for its physical centres, digital education platform, and media initiatives to form a unified delivery model, supporting accessible education, encouraging participation, and strengthening community engagement. Unfortunately, the properties were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

4/ Film to Educate and Generate Donation Support

Filming has commenced in our production unit, now rebranded as *Studios for Hope*. The flagship production is the film *Little Heroes Big Missions*, which follows 12 Scottish children (with participant numbers increasing as the filming progresses) as they develop and expand our educational platform to benefit children across Scotland and in disaster locations globally.

The film chronicles the children's real-life exploits and charitable efforts, including gathering buildings across Scotland and providing exterior decorations to transform them into augmented reality (AR) play and learning spaces. These buildings have undergone completed exterior image recognition testing and are being adapted with appropriate signage. Each has been fully 3D-modelled for seamless integration into AR environments. Security equipment, including blackout windows for safe indoor play (supervised by parents or guardians), has been installed in all designated play spaces, preparing them for conversion and use by children.

To further enrich the digital education platform, an increasing number of in-game video elements will be incorporated, including direct links to videos created by the children involved in producing the game and series.

Participation in *Little Heroes Big Missions* is open to all children based solely on their enthusiasm and desire to contribute—not on talent or prior ability. The program is fully inclusive, welcoming participants of all abilities, including those on the autism spectrum or with other special needs.

The children have demonstrated remarkable dedication, actively developing our charity while documenting their progress through filming. This work reached a milestone with a child-led premiere event showcasing their achievements to date. Remaining filming will proceed intensively during weekends and school holidays to ensure minimal disruption to the participants' education.

Through engaging storytelling, the film educates viewers on important themes such as community spirit, inclusion, and humanitarian action while inspiring donations and support for our ongoing operations and educational initiatives. It serves as a powerful tool to amplify our mission, engage wider audiences, and generate vital resources for child-focused programs.

5/ Survival Training Centre and First Aid Training

During the year, the charity delivered a number of survival training sessions for employees across several operational locations, supporting the development of practical skills relevant to disaster response activities.

However, the broader development of a dedicated Survival Training Centre and First Aid Training programme has not progressed to the extent originally planned. This is primarily due to ongoing challenges in securing suitable premises required to deliver comprehensive and structured training. Unfortunately, the properties were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

The trustees remain committed to advancing this initiative once appropriate facilities and resources are in place.

6/ Structure, Governance and Management

During the year, the charity maintained its commitment to strong governance and effective oversight of its activities.

The board of trustees continued to meet regularly to review operational progress, strategic direction, and compliance matters. On 8 June 2024, Mark Palmer was formally reappointed as a trustee. In addition, Charlotte Jane Johnston joined the board in July 2024, strengthening the governance structure and supporting the charity's continued growth and expansion.

The trustees reviewed and approved a number of key organisational policies during the year to ensure that the charity operates in line with best practice. These included:

- Conflicts of Interest Policy
- Safeguarding Policy
- Equal Opportunities Policy
- Harassment Policy
- Expenses Policy
- Reserves Policy

The introduction and review of these policies reflects the charity's commitment to maintaining high standards of governance, safeguarding, and accountability.

Trustees are responsible for setting the strategic direction of the charity and ensuring that resources are used effectively to achieve its charitable objectives.

7/ Expansion of Operational Infrastructure

A significant area of progress during the year was the expansion of the charity's operational footprint across the United Kingdom.

The charity secured multiple lease agreements across both London and Scotland to support its growing programme delivery and operational requirements. This included the establishment of a new operational base in Edinburgh, alongside additional premises in London.

Further expansion took place across Scotland and other parts of the UK, including Glasgow, Aberdeen, Clydebank, Paisley, Dumfries, and Cardiff. These premises provide space for:

- Programme development and testing
- Media production and educational content creation
- Administrative and coordination functions
- Storage and operational support

The expansion of these facilities represents a key strategic development for the charity, enabling the creation of controlled environments for testing both disaster response systems and educational initiatives.

Trustees recognise that this growth in infrastructure will play an important role in supporting the charity's long-term objectives and improving its ability to deliver both humanitarian aid and educational programmes.

Unfortunately, the properties secured were unusable due to contractual infringements by a third party we are now seeking legal remedy from.

8/ Compliance

During the year, the charity engaged with the Charity Commission for England and Wales as part of a regulatory review.

Following this review, the Commission provided guidance regarding accounting and financial management practices. The trustees acknowledged that some of these requirements had not previously been fully understood and have taken appropriate steps to address this.

As part of this process:

- Additional financial information requested by the Commission was submitted
- The charity began the process of appointing an independent examiner to review its accounts
- Internal financial procedures and oversight mechanisms were reviewed and strengthened

The trustees are committed to ensuring full compliance with regulatory requirements and to maintaining transparency in the charity's financial management.

Objectives and Activities

The purpose of Humanitarian Operations remains unchanged from the previous year, reflecting the charity's dual focus on humanitarian relief and digital education.

The charity's objectives are:

- *To relieve and assist people in any part of the world who are victims of war, natural disaster, poverty or other crises, in particular by the provision of food, water, sanitary and personal hygiene products, and digital education tools, delivered either individually or in a communal setting.*
- *To advance the education of children and young people affected by war, natural disasters, poverty or disruption, through the provision of a digital educational platform and associated resources to support continued learning and development.*

Humanitarian Operations continues to work to mitigate the impact of both natural and human-made disasters by providing essential supplies, operational support, and technical assistance where appropriate. During the year, this included participation in international disaster response activity, supporting efforts in response to Hurricane Milton.

In addition, the charity continued to develop educational tools aimed at supporting children who may otherwise lack access to consistent and high-quality education, particularly those affected by disruption, poverty, or crisis situations.

Activities

Humanitarian Operations' primary activities in providing humanitarian relief from environmental, chemical and or conflict disasters are categorised as follows:

- Providing Humanitarian Aid
 - Special committees tasked with assessing risks of disaster situations.
 - Providing technical and operational support in response to disaster events
 - Facilitation of evacuation and repatriation.
 - Provision of but not limited to; food, water, and sanitary supplies to the victims of disaster

- **Developing Digital Education and Support**
 - Continued in the creation of digital educational tools for institutions that would not otherwise have access to positive and progressive education.
 - Establishing a digital education platform free of charge that will teach children foundational learning and social skills
 - An update on the charity's website redesign was provided, with a focus on improving user experience and accessibility.
 - Enhancing accessibility features to support children with additional needs, including the incorporation of collaborative and inclusive learning approaches
- **Television Programing to Educate**
 - Establishing and developing *Studios for Hope*, the charity's media production initiative supporting the creation of educational and engagement content
 - Commencing production of the educational film *Little Heroes Big Mission*, involving children in the development of charitable and educational initiatives
- **Operational and Programme Development**
 - Securing and developing operational premises across the United Kingdom to support programme delivery, testing environments, and administrative functions
 - Expanding infrastructure to support both disaster response system development and educational initiatives
 - Establishing environments to support testing of new technologies, including augmented reality and digital learning tools

Performance and Outreach

Case Studies

During the year, Humanitarian Operations continued to support international disaster response efforts through a combination of technical assistance and operational deployment where appropriate.

- **Hurricane Helene (2024)**
Provided technical and operational support to assist ongoing response efforts in affected regions.
- **Hurricane Milton (October 2024)**
Deployed personnel to Grand Bahama in preparation for potential impact, followed by redeployment to Sarasota, Florida to support response activities as the situation evolved.
- **Flooding in Brazil (2024)**
Contributed to response efforts through coordination and support assistance in areas affected by severe flooding.
- **Landslide in Papua New Guinea (2024)**
Supported relief efforts through the provision of technical assistance, contributing to wider

humanitarian response activities.

Through these activities, the charity continued to strengthen its disaster response capabilities and build operational experience to inform future deployments and system development.

Public Benefit

The trustees confirm that they have had regard to the guidance issued by the Charity Commission for England and Wales on public benefit when reviewing the charity's aims and objectives and in planning its activities for the year.

The trustees consider that the activities undertaken during the year, including the provision of humanitarian support and the development of accessible educational tools, are in furtherance of the charity's objectives and provide clear public benefit.

Structure Governance and Management

Humanitarian Operations is a non-governmental, non-political, non-religious organisation. The governing document is the Humanitarian Operations CIO Constitution adopted on 27 March 2019 and amended on 27 April 2020. Humanitarian Operations became recognised by the Charity Commission when it was registered as a Charitable Incorporated Organisation on 13 June 2019. Our Charity Commission registration number is 1183873. Humanitarian Operations is also registered under the Office of the Scottish Charity Regulator number SC053273.

Principal Office

Unit 25, 8 Hornsey Street
London
N7 8EG

During the year to 31 March 2025, the charity was based at two locations at 8 Hornsey Street, London and in October 2024, we opened our Scottish Office at Heriot House, Edinburgh..

We thank our landlords for kindly providing the office space at the various locations to Humanitarian Operations rent and service charge free for the year ending 31 March 2025.

Trustees

- Darren Adler, appointed 9 June 2019
- Mark Palmer, re-appointed 8 June 2021
- Charlotte Jane Johnston appointed 12 July 2024

Appointment of Trustees

The trustees consider recruitment of new trustees as the need arises. Applications from suitable candidates would be sought by identifying their skills, knowledge and experience needed for the effective administration of the CIO. Newly appointed trustees are provided with information on the

activities, financing and management structure of Humanitarian Operations and will be referred to the Charity Commission guidance on public benefit and code of conduct trustees should follow. The following conditions must be met for the appointment of a new trustee:

- a. Every trustee must be appointed for a term of three years by a resolution passed at a properly convened meeting of the charity trustees.
- b. The maximum number of charity trustees is 12. The charity trustees may not appoint any charity trustee if as a result the number of charity trustees would exceed the maximum.

Committees

The present governance structure is as shown below with no changes introduced during the current year to any of the committees.

Board of Trustees

The Board of Trustees has three sub-committees:

Finance & Risk Committee

People Committee

Fundraising Committee

Anti-Corruption Policy

Humanitarian Operations is committed to enforcing an anti-bribery culture within the charity. We operate in countries that are considered to be at high risk of corruption, so our staff and volunteers are trained in how to effectively use our practices free from any corruption.

Reference and administrative details

In the event the charity exceeds the audit threshold of gross income of more than £1 million (or more than £250,000 and with gross assets of more than £3.26 million) the trustees will arrange for their charity's accounts to be audited.

Bankers

Barclays, 1 Churchill Place Canary Wharf London E14 5HP