

مؤسسة مخزومي  
Makhzoumi Foundation



**EMPOWERING**  
A BETTER TOMORROW

END OF YEAR  
**2016**

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# A MESSAGE FROM THE PRESIDENT

“The future belongs to those who believe in the beauty of their dreams”

*Eleanor Roosevelt*



**MAY MAKHZOUMI** | President

We accomplish prodigious things, we not only act, but we also dream; we not only plan, but also believe. Keeping our spirits and determination unshaken we shall always walk the brilliance road. With courage, faith and determination we shall overcome everything we face. For us every end is just a new beginning.

We set our goals and devote all our strength and talent to getting there. With enough effort, we may achieve it. Or we may discover something that is even more rewarding. But in the end, no matter what the result is, we know that we made a difference.

Every year it's the same narrative – create goals and more goals. And while it's great to make goals, it's even better to truly follow through and find the power and enthusiasm inside ourselves to actually make it happen. Of course we get discouraged along the way. Many times, setting and working towards a goal is more about the journey than it is about the end result. We continually learn more about ourselves and our abilities when we are pushing our limits and testing the boundaries of success we thought kept us confined.

We love what we do and give it our very best. We do not think there is any other quality so crucial to success of any kind as the value of perseverance. It overcomes almost everything. In the end, all business performances can be reduced to three words: people, product and profits. Unless one got a good team, one can't do much with the other two. Without our staff, we could not have delivered the product we have, and without our product, we could not have profited by reaching so many people, empowered their lives, and gave them hope for the future.

We never doubt that a group of thoughtful, concerned citizens can change the world. Indeed it is the only thing that ever has. When they know their rights, and their duties, when they see the power within, they walk through with confidence and courage and lead the way. We created a vision, enunciated the vision, fervently owned the vision, and insistently driven it to completion. We will always press forward, stay positive, and work hard. We can't discover our potential if we don't push ourselves to succeed, learn, and achieve. I hope reading the end of year report of the year 2016 of Makhzoumi Foundation, will take you through the journey we travelled during the year, the places we visited, the obstacles we concurred and the pride we had seeing the achievements realized.

I would like to leave you with a quote from Winston Churchill:

***“Success is not final, failure is not fatal: it is the courage to continue that counts.”***

***And we will continue with our endeavor!***



IN 1997

UPON THE VISION OF

THE MAN BEHIND THE FOUNDATION

TO EMPOWER THE COMMUNITY FOR IMPROVED PROSPECTS

*Mach Founad*  
*Mach Founad*

## By Numbers *Here is what we provided*

**AFTER 20 YEARS WE ACHIEVED MORE THAN 3 MILLION SERVICES**



645,000

Healthcare Services



130,000

Vocational Trainees



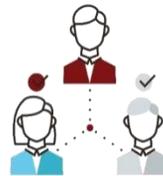
9,500

Micro-Loans



250,000

Development Outreach

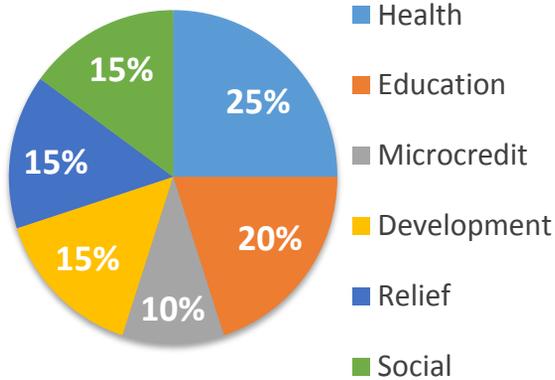


950,000

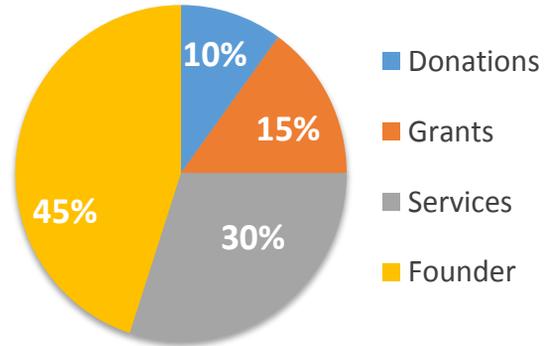
Relief Assistances

# 2016 THE FIGURES

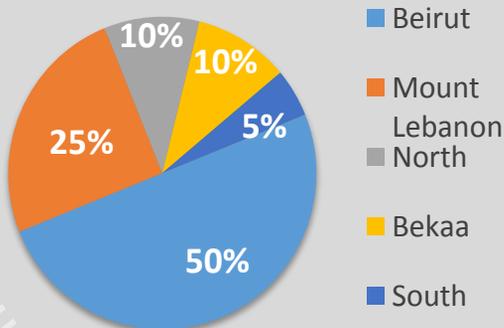
## Our Fields of Operation



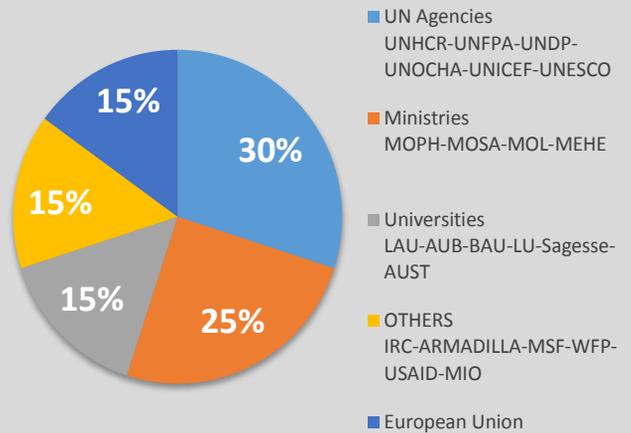
## Our Funding Sources



## Our Areas of Operations



## Our Partners



# Our Mission

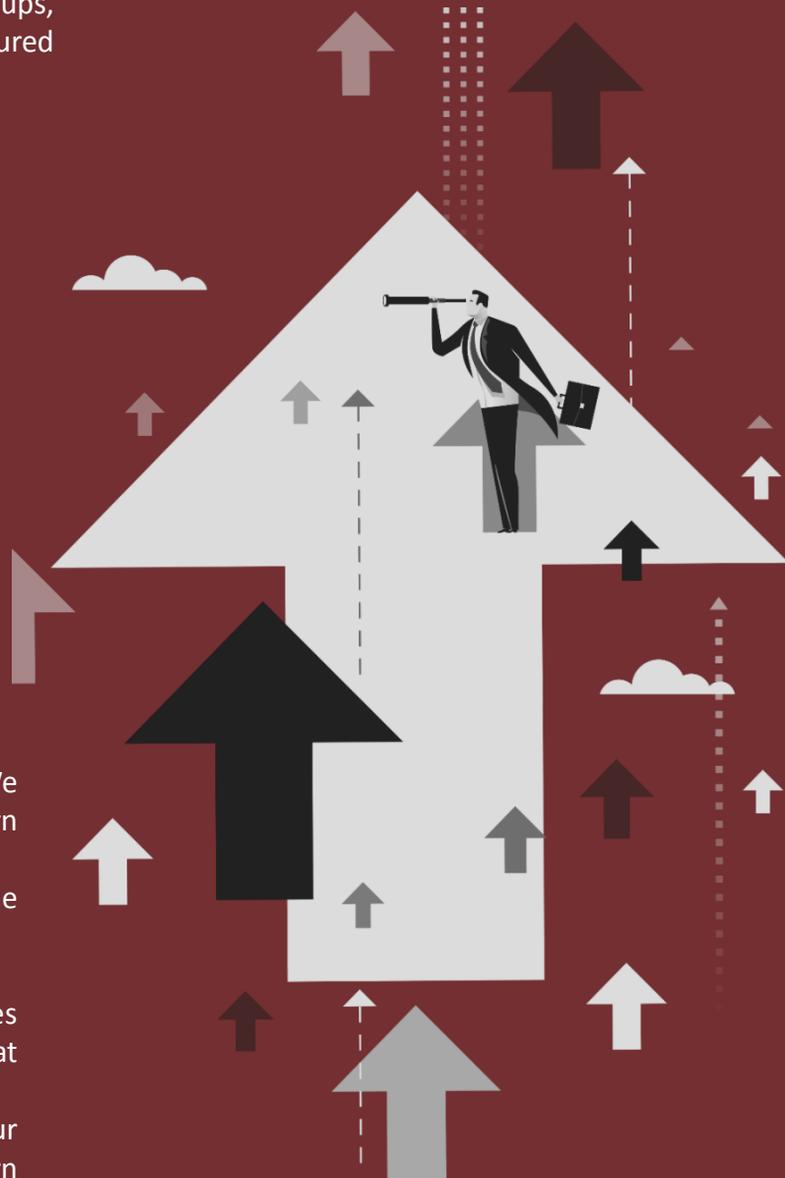
To mobilize resources, build partnerships and develop the capacities of our community in Lebanon while promoting targeted education, affordable healthcare, workable startups, sustainable development and secured livelihoods

# Our Vision

To secure and improve basic living conditions and community development

# Our Values

- **Respect for Human Rights:** We recognize that all human beings are born free and equal in dignity and rights
- **Empowerment:** Empowering the community underlines everything we are and everything we do
- **Leadership:** Our best work comes through a collaborative approach that leads groups towards specific results
- **Service Beyond Self:** Philanthropy is our strong motivator to act from a concern for others
- **Accountability:** We are responsible for all our actions and decisions
- **Transparency:** We are guided by openness in the dissemination of our records



# Commitment to Quality Healthcare

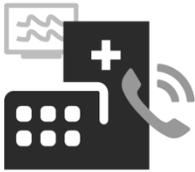
**45,000**  
Services In 2016



## ***Our strategy***

*Throughout year 2016, Makhzoumi Foundation Healthcare Program has been following the five-year strategic plan that guides the Primary Healthcare program. Success was beyond our expectations in responding to the needs of our community. In 2009, the Lebanese Ministry of Public Health (MOPH) launched the Primary Healthcare (PHC) accreditation program to improve quality across the continuum of care. To better respond to population health needs, accreditation is an important first step towards improving the quality of PHC delivery arrangement system. Our strategic objectives have been followed up by a team of professionals including accreditation surveyors to make sure all the services are delivered with high quality.*

***The focus is mainly on the following:***



### **Vast Outreach**

Outreach has been increased by agreements, collaborations and partnerships.



### **Volume growth**

The numbers of beneficiaries has increased by 25% from last year.



### **More investment**

A lot has been invested in the Primary Healthcare Center from technology and programs to support the growth of the services.



### **Quality and safety**

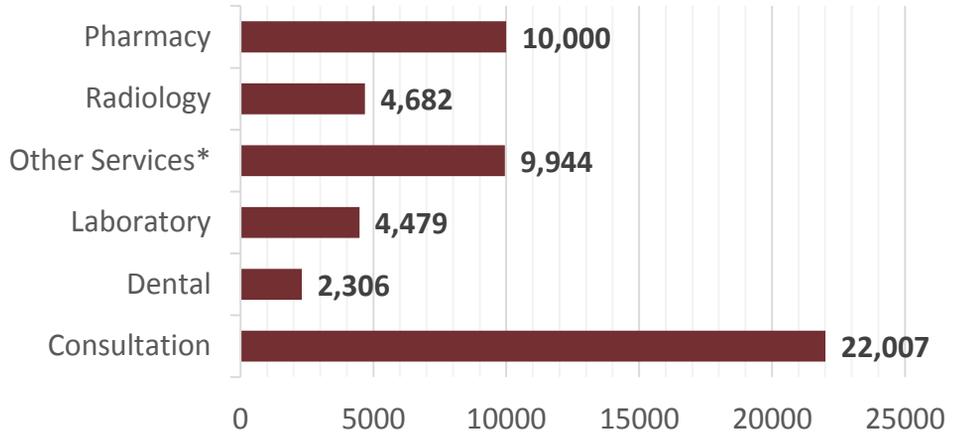
The overall improvement in the quality of care and patient safety led to a great debriefing after the Accreditation survey in October 2016.

# Primary Healthcare By Numbers



## Distribution of beneficiaries by Services in 2016

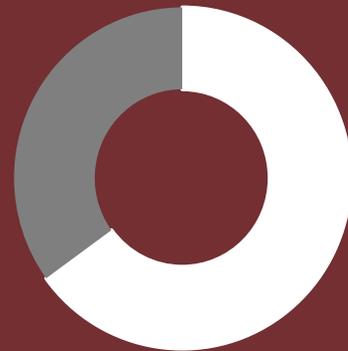
*\*Other services include Fasting glucose test, Family planning, ABO typing, EKG, Ear wash, Cast placement, Suturing and minor surgeries*



## Distribution of beneficiaries by Gender

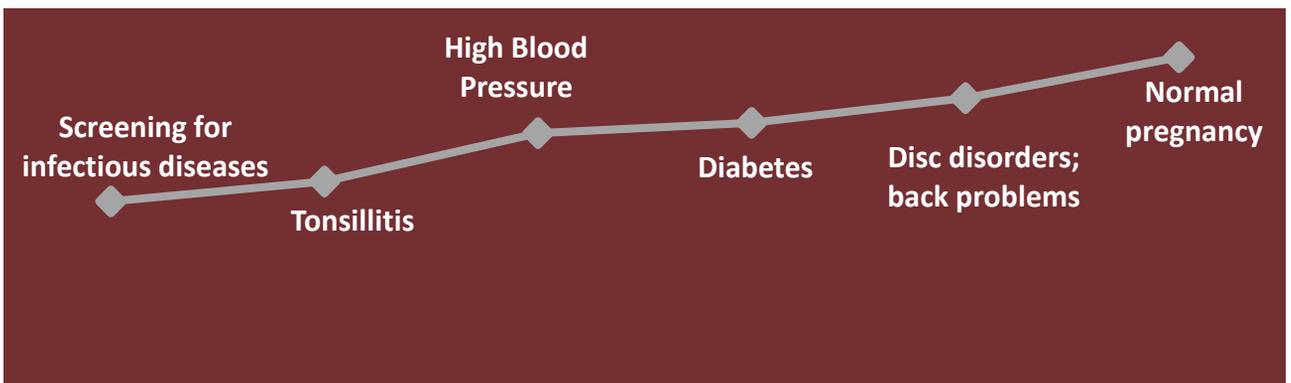


Male  
14,000



Female  
26,000

## The most common cases diagnosed in 2016







## The Children Nutrition Intervention Program

Because good nutrition is very important for child survival, health and development, we have joined the Ministry of Public health and UNICEF for the third year in the implementation of the malnutrition screening and management program. Our teams of nurses and nutrition specialists screen all children who are 5 years old and below to check if they are well-nourished. This is better for them to be able to grow and learn, to participate in their communities, and to be resilient in the face of diseases and crises of any kind.

## The Pediatric Service and Routine Immunization

We provide children with specialty medical services and we address immunization as a priority. In 2016, we provided **8,500** consultations for children aged between 0 and 15 years old and **1,800** routine immunizations. Routine vaccines that we provide are obtained from the Ministry of Public Health and UNICEF: Oral and Intravenous Polio (OPV and IPV), Diphtheria Tetanus Pertussis, Hepatitis B, Measles, Mumps Rubella (MMR) and the Pneumococcal vaccine (PCV).

## Non-Communicable Diseases (NCDs)

NCDs including cardiovascular diseases and diabetes are the leading cause of death in Lebanon. Our NCD program is among the leading screening programs for all nationalities with 500 consultations in Midyear 2016, which is a 100% increase compared to last year, due to awareness and NCD education.



## School Health

To minimize the health barriers to learning, physicians and nurses visit schools according to a list provided by the Lebanese Ministry of Higher Education. The visits are done throughout the academic year to encourage healthy behavior. General and dental examinations are done for all children, in addition to free routine vaccination when campaigns are launched with the Ministry of Public Health and UNICEF. School campaigns for dental screening covered **2,000** children in public schools.



## The Universal Health Coverage 300 families and more to come

In 2016, we started the Universal Health Coverage (UHC) Program. A great Ministry of Public Health and World Bank initiative, UHC is about people having access to the preventative health they need without suffering financial hardship. According to the World Bank, UHC aims to achieve better health and development outcomes; it helps prevent people from falling into poverty caused by

illness and gives people the opportunity to lead healthier, more productive lives. More than 1,200 individuals, which makes around 300 families from our catchment area, are recruited and included in special health packages based on their health status. They will be then followed up with all preventive services for the next 3 consecutive years.

## A very human approach to crisis care: Serving the displaced

Makhzoumi Foundation Healthcare Program has been serving the displaced communities for the fifth consecutive year. Displaced mainly from Syria and Iraq, but also from other countries like Sudan, Ethiopia, Bangladesh and others, have found adequate healthcare services.

Around **14,000** services were provided to persons who had fled their mother countries to find a refuge in Lebanon. They received medical examinations to diagnostics, treatment and follow up.

Special care has been offered to persons who are victims of violence, torture, rape and trafficking. MF PHC has become a referral center for the management of difficult cases in crisis including both physical and mental care.

## The Mobile Medical Unit (MMU)

In 2016, Makhzoumi Foundation MMU in collaboration with the Italian NGO Armadilla S.c.s. Onlus went on outreach visits to shelters and camps of vulnerable communities according to an assigned weekly schedule.

The MMU reached out to areas in Beirut and Mount Lebanon. The medical team composed of physicians, nurses and pharmacists visited vulnerable communities for routine medical examinations and medication distribution upon prescription.

Patients were then referred for disease management and follow up. The MMU is well equipped with advanced devices and it is appropriately arranged to receive patients with special needs.

## Strengthening Partnership



The emphasis on the importance of strengthening partnerships and affiliations underscores Makhzoumi Foundation's institutional mission to keep beneficiaries and patients as close to home as possible for their treatment and care.

**The plan calls for expanding our Healthcare presence in three particular ways:**

- 1. Collaborating with other health systems in Lebanon to reduce costs and increase efficiency;**
- 2. Positioning for community health by building partnerships that reach as many people as we can;**
- 3. Partnering with the largest academic and medical centers to deliver primary community care of specialty expertise.**

Our Partnership with other local and International organizations has allowed us along the year 2016 to accomplish a well-defined cycle of referrals and medical management. Our partners include the Ministry of Public Health , The World Health Organization, Canada Accreditation, Armadilla, UNICEF, UNHCR, Beyond, Medecins Sans Frontiere Belgium and many others

## Academic Residencies

After partnering with the Lebanese American University-Rizk Hospital (LAURMC) in family and internal medicine departments, and the Lebanese American University (LAU) Pharmacy school, the expansion included in 2016 the Lebanese American University (LAU) Nutrition and Dietetics Program from the Faculty of Arts and Sciences. We also partnered with the American University of Beirut Medical Center (AUBMC) Internal Medicine department. In 2016, LAURMC physicians consulted 1,027 persons from all nationalities. Residents in Ophthalmology from Beirut Arab University

have kept their program and they consulted 1,024 persons in 2016. A group of them also performed a study on the relationship between vision, cervical vertebrae pain and jaw size. The results will be published later on. Clinical pharmacy candidates rotated for 7 consecutive months in Makhzoumi Foundation Primary Healthcare center in 2016 and performed tasks related to medication reconciliation and awareness to several pharmaceutical topics such as medical skin care, pregnancy medication adequacy, antibiotic resistance and vaccination of elderly.

## Accreditation as One of our strategic Priorities: Quality and Safety

We have chosen, as a Primary Healthcare Center within the network of the Ministry of Public Health, to be part of the Canada Accreditation system, because this contributes to improving our quality of service delivery, reducing health risks and strengthening accountability among our partners and stakeholders including our community. In

October 2016, we spent a whole day being evaluated and assessed by Canada Accreditation Surveyors. We devoted time, energy and resources to keep up to the required standards. Our journey has become a cycle of improvement for the benefit of everyone.

## The Health and Nutrition Community-based Project targeting vulnerable communities in Beirut in partnership with UNICEF

Increasing rates of the determinants of poor health require durable solutions that increase resilience and humanitarian programs that meet immediate needs of vulnerable populations. The nutritional status of the Lebanese population is characterized by a nutrition transition with the persistence of micronutrient deficiencies and acute malnutrition in young children. Scarce economic resources, and lack of knowledge on how babies should be fed are all together causing malnutrition. According to the baseline survey 2016 done by UNICEF, the percentage of exclusive breastfeeding under 6 months is 24.8 % among Lebanese, 33.5 % among Syrian, 26.2 % among Palestinians. As for immunization rates, the number of children who received routine vaccination as per the Ministry of Public Health, the vaccination calendar was 197,549 while the target is 572,500.

Makhzoumi Foundation within this project implemented the following objectives in 2016:

- ▶ Increased the accessibility to basic nutrition services
- ▶ Fostered the behavior change and supported optimal health, nutrition and hygiene practices
- ▶ Mobilized community demand for health, mainly immunization and nutrition

**1,000**

Children Under 1year screened for acute malnutrition

**3,000**

Women received breastfeeding and Infant and young children feeding (IYCF) awareness sessions

**3,500**

Persons received health and nutrition awareness sessions

**1,000**

Persons received health and hygiene promotion sessions

# SUCCESS STORIES

During the first visit to MF's PHC, Housam was diagnosed as severely acute malnourished where his MUAC was 9 cm. He was given the treatment for 1 month and followed up every week to monitor his weight, height and MUAC. During the last visit, the MUAC and weight for height Z-score became normal. His parents are now very satisfied with their child's health and they mentioned that his movement is even better than before.

During her first visit, Iftikar's cardiovascular risk was high since she was obese and not engaged in any physical activity. After following up on her, the results revealed that she suffers from dyslipidemia. Iftikar was referred to general practitioner and a dietitian to avoid other serious diseases. After 3 months of follow-up, Iftikar is now engaged in a healthy life style where her lab tests and Body Mass Index returned to normal levels.

Our little friend Hamza who turned 6 years last month, fled the biggest Syrian humanitarian crisis in 2012. He is lastly safe in Sydney, Australia. Hamza was followed up for 2 whole years by Makhzoumi Foundation staff who all teamed up to keep him safe, secure and healthy. The generous support from our donors has also helped too much in protecting his life.

After two years of abuse, when Fatima risked dying as her husband tried to strangle her, she came for us asking for help. Even then, she was begging not to send her back home. Her body was full of bruises, discolorations and marks. She was damaged inside out and asking for help hoping that we support her. And she got it...



# Because Vocational Education Matters

# 5,500

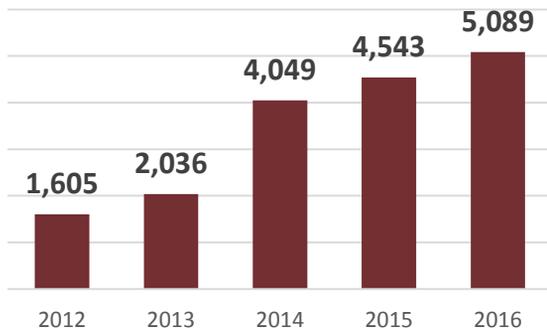
## Services In 2016



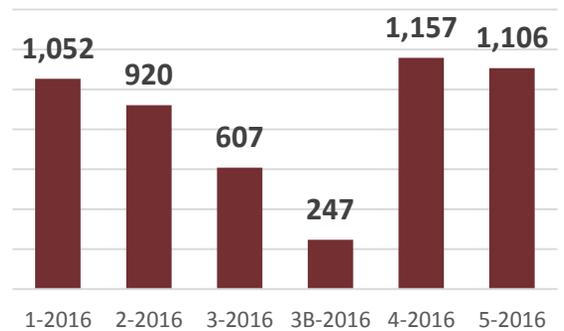
*Our mission is to provide trainees with educational, technical and vocational skills. It fulfills two of the Foundation's goals: encouraging the seeking of knowledge and promoting self-reliance. Our courses are administered in Beirut, Aramoun, Tripoli, Baalbek and Saïda, and are tailored to cater for the essentials of the labor market.*

## Vocational Training by Numbers

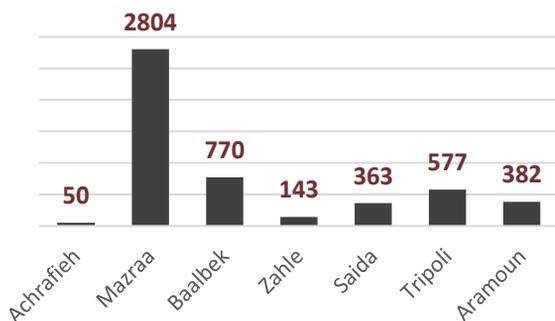
### Growth over years



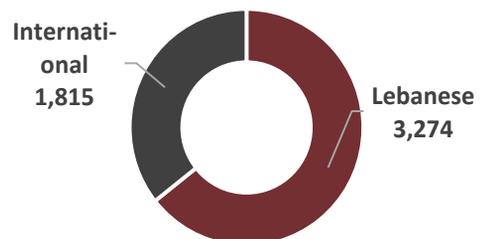
### Distribution of Students by Term



### Distribution of Trainees per branch



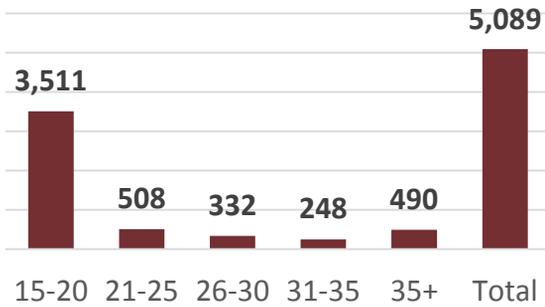
### Nationality Count



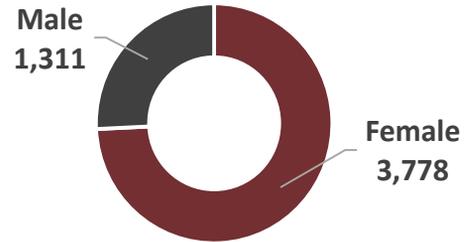
Zahle is a new Branch launched in August and Achrafieh was newly activated in September 2016 for Vocational Training Courses

The mission of the Vocational Training program is to empower youth with technical and life skills. The majority of our targets empowered are youth.

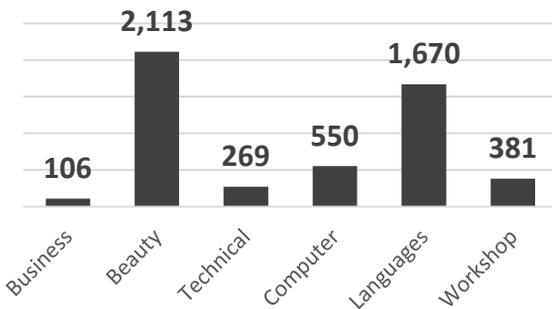
**Beneficiaries by Age Group**



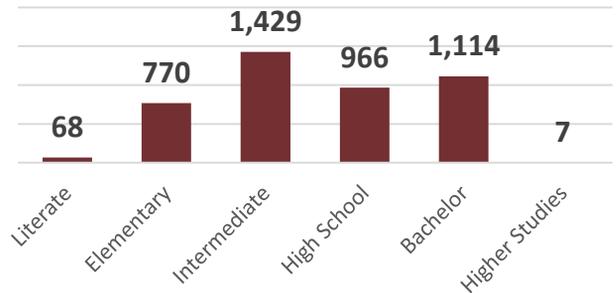
**Distribution by Gender**



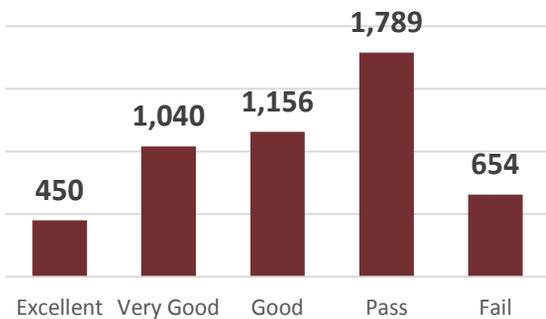
**Specialty Statistics**



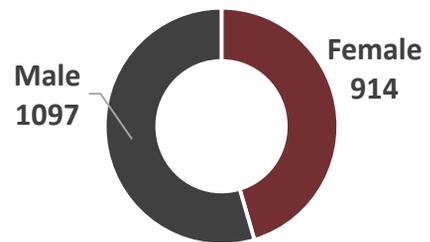
**Distribution by Education Background**



**Distribution of Trainees by Grades**



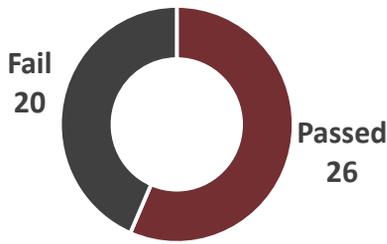
**ICDL Exams: Distribution by Gender**



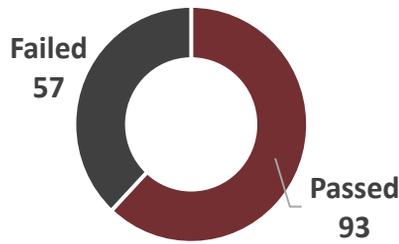
\*ICDL: International Computer Driving License exam



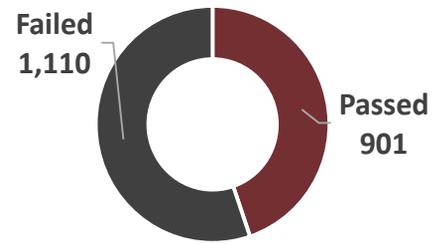
## Microsoft Exams



## CISCO – Get Connected



## ICDL Exams



\* Exams are open to all university students and students from centers other than Makhzoumi Foundation

## Improved protective environment for refugee populations in Lebanon

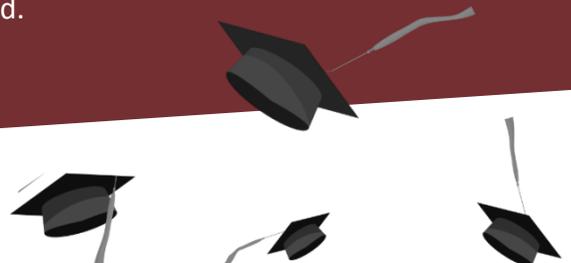


This project was implemented in partnership with the Danish Refugee Council funded by BPRM. The overarching goal of the project is to contribute to preserve the quality of asylum for Syrian refugees in Lebanon through the provision of shelter and protection assistance, and promotion of self-reliance. The overall theory of change is that at least the **250** targeted Lebanese Syrian beneficiaries in Bekaa going through the full cycle of assistance will have acquired

sufficient skills and knowledge to prevent the adoption of risky coping mechanisms for them and/or their family members. The proposed activities evolved around different key actions, which contributed to achieving the project objectives; in which Makhzoumi aimed at promoting the self-reliance among vulnerable refugees and Lebanese in Bekaa through achieving technical training for **210** and internship for **40** individuals.

## Enhancing Youth Employability in the area of Costal Metn

Livelihood / Employability and Business Development courses in partnership with al Majmouaa were implemented in Mount Lebanon, Bourj Hammoud, Sedd El Bouchryeh, sin el fil and Dekwaneh funded by UK-DFID in collaboration with UNDP and MOSA in which **170** highly vulnerable Lebanese beneficiaries between **16** and **30** received comprehensive vocational and technical training to improve their employability. Upon market needs, new specialties were identified and their curricula developed.



## LEADERS Consortium covers two projects (MADAD and RDPP funded)

Promoting inclusive local economic empowerment and development to enhance resilience and social stability - MADAD

The overall objective of the project is to contribute to the economic self-reliance, resilience and social stability of displacement-affected populations in Jordan and Lebanon in preparation for durable solutions. Specific objectives are improved access to sustainable livelihoods opportunities benefitting vulnerable households and individuals, particularly youth and women and improved economic enabling environment and service delivery in communities hosting refugees

RDPP - Regional Development and Protection Program

The Overall objective is to contribute to the economic self-reliance and resilience of displacement-affected populations in the Bekaa Governorate in preparation for durable solutions

Specific objective are improved strengthened employability and access to salaried work opportunities, particularly for youth and women and established MSEs and nascent businesses are more viable, sustainable and sensitive to employees' basic rights

## Literacy with Crafts for Youth in Lebanon – AVSI

Contributed in providing youth with access to vocational education in marginal areas. It helped them in fulfilling their potentials and empower themselves in becoming 'positive-change agents' funded by UNICEF from the 4<sup>th</sup> of November 2016 till the 31<sup>st</sup> of December 2016, AVSI, as consortium leader, and CESVI as implementing partner. Makhzoumi Foundation with other local NGOs trained vulnerable youth on digital literacy skills and English literacy skills in Beirut, Mount Lebanon and Tripoli.



## Positive Planet Launching Event and Project

After identification of needs through a participatory process, Positive Planet received funding to implement a development project to enhance the economic opportunities of the Host and Refugee communities in Beirut and Mount Lebanon. The Launching Event hosted by Makhzoumi Foundation and graced by the presence of Positive Planet President Mr. Jacques Attali, was attended by board members and co funders from PEPSI-CO, Tamer Group Dubai. Whereby, Positive Planet delivers a Training of Trainers (TOT) to transfer the knowledge of entrepreneurial training as part of the capacity building of MF trainers. Makhzoumi Foundation delivers Vocational trainings and implements the transmission of the Entrepreneurial skills to enrolled beneficiaries.

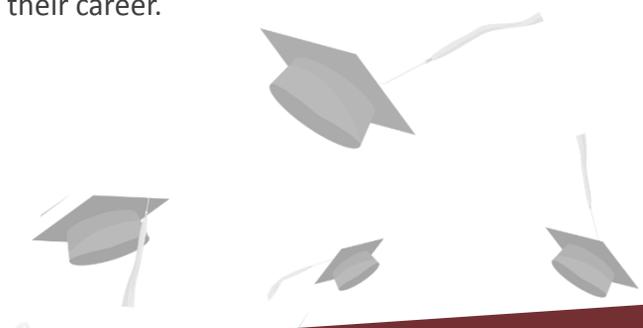
Working together leads to better social cohesion between the two vulnerable communities and provides them with better access to finance and savings. The Project caters for **190** beneficiaries.

## Diplomat Spouses Association in Lebanon

Makhzoumi Foundation provided **25** women with an average of 45 hours of Vocational training in the fields of technology and beauty.

To Increase self-confidence, personal motivation, to improve leadership skills and financial literacy, the trainings would create an opportunity for vulnerable women to start up a career in either Nail Care or Beauty package.

Makhzoumi contributed by offering additional two CISCO Courses “Get Connected” and “Entrepreneurship” through interactive, online case studies to show how to apply network and technology skills to start a business or advance their career.



## Net Med Youth Across Lebanon (UNESCO)

In collaboration with UNESCO and Chabibeh Sporting, Makhzoumi Foundation was assigned as the focal point for local NGOs in the Bekaa region with NABAD association. Makhzoumi Foundation participated in the Net Med Youth meetings in the regions of Tripoli and Beirut.



## Memorandum of Understanding with Mohammad Khaled Association

Makhzoumi Foundation signed an agreement with Dr. Mohammad Khaled Association for professional development of school management, coordination, teaching methodologies, interactive teaching, integrating technology, critical thinking and planning. In addition, educational assessment and support is provided for students in preschool and cycles 1 and 2. The Association's brevet students are supported with reinforcement in Languages, Sciences subjects as well as Mathematics and have shown significant improvement since the initiation of our intervention. This will offer them the hope in greater opportunities for success and in excelling in their official exams.

## INTERSOS

The project provided trainees with vocational skills. It is funded by INTERSOS and UNFPA and helps develop the skills within the practiced career to improve leadership and entrepreneurial skills in Beirut and Aramoun. Graduation was held for **36** women who completed Beauty specialties.

## Community Development Center in Tripoli in partnership with DRC funded by UNHCR

Project facilitate community empowerment and self-reliance between refugee and host communities, and provide awareness session for the beneficiaries funded by DRC- UNHCR to improve the psycho-social wellbeing of displaced affected people through social and recreational activities and immediate livelihood opportunities in Tripoli.

**1,286**

Beneficiaries provided with Psychosocial activities

**29**

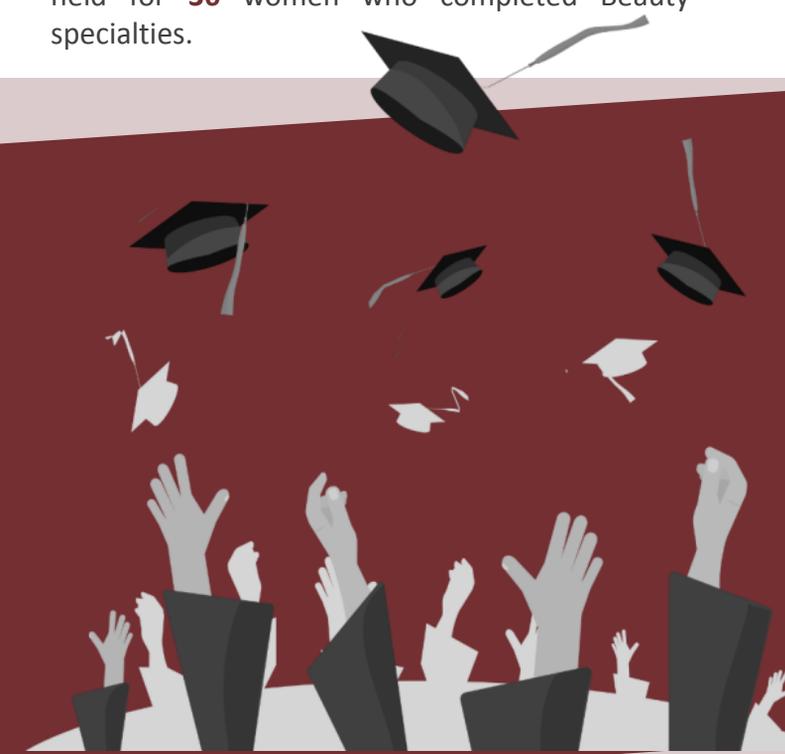
Awareness sessions delivered

**224**

Participants provided with awareness sessions

## Marketing strategy/Plan for 2016

Marketing campaign was held for Beirut, Baalbek, Tripoli, and Mount Lebanon branches. For example, in Baalbek it was implemented through a broadcast on Baalbek Satellite Corporation; banners were placed at the entries of the main villages in the region. Moreover, flyers were distributed all around Baalbek and villages in the region.



## The Technical School

Makhzoumi got accredited on 18/3/2016 in certifying students with technical degrees in BP, BT, and TS in all majors. 50 students registered in the technical distributed on BP, 1 in accounting and computer, 2 BT classes of information technology and Accounting & Computer and a TS class in accounting and finance.

## EDUCATION and JOB FAIRS

During 2016, Makhzoumi Foundation Vocational Training Program participated in its annual job and university fairs at universities: the American University of Beirut, the Lebanese American University, Beirut Arab University, LIU University fair (Rayak branch) and the Lebanese University. Throughout the fairs, students were offered a variety of educational and academic services that introduced at our vocational program. In addition, students were informed about Makhzoumi Foundation internship prospects.

### Spark – Funding technical school students

A Memorandum of Understanding between Makhzoumi Foundation and Spark was signed in 2016. Spark funded 10 students in TS for a complete academic year in different majors.

### LANGUAGE AND BEAUTY OPEN DAYS, CLUBS AND MOVIE NIGHTS

Throughout 2016, VTP executed several extra-curricular activities to help trainees practice their newly acquired skills at the foundation. Beauty open days focused on trainees practicing their vocational skills of hair, make up and beauty skills. Language open days and Movie nights focused on encouraging trainees in practicing their language skills and creating a social platform for them to practice, create new networks, role play different social prompts, and have a cultural awareness. Language thematic clubs have been established to create additional chances for students to practice language focusing on listening and speaking skills.





## Our Mission

The Step Forward program is an internship program or a skill-based volunteering (SBV) opportunity to empower youth with the needed skills for employment opportunities in exploring how their discipline looks in the real world. It offers responsibilities, experiences and challenges of launching a career through personal contribution in advancing the community

## Our Vision

To bridge the gap between youth and employment

## Our Goals

- ▶ To enable youth with employment skills
- ▶ To develop pre-acquired technical skills
- ▶ To bridge the gap between fresh graduates and community needs
- ▶ To provide youth with opportunities to experiment future career journey

**15** Psychology

**10** Education

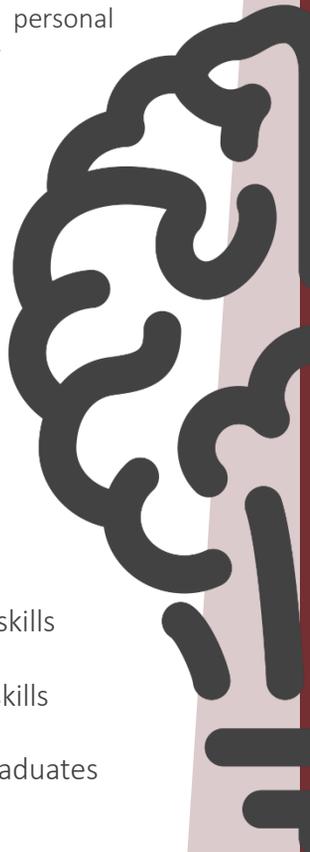
**15** Business

**7** International Affairs

**2** Journalism

**3** Law

**1** Human Resources



## Counseling Services offered

- 14** Educational counseling
- 3** Social counseling
- 6** Emotional counseling
- 3** Family support
- 12** Career guidance
- 2** Support Group

The program aims to foster leadership skills amongst today's youth. It includes activities geared towards improving technical, inter and intra personal skills in various real-life contexts. It also includes a community service project to give the TYL practical experience in handling societal issues that are polarizing in Lebanon. The student will be responsible for the planning and implementation of the aforementioned project. This program aids in helping the participant grow more as a student, individual, and citizen.

## Library Services: Stories Borrowed

- 36** Fiction
- 12** Magazines
- 17** French
- 24** Science Fiction
- 6** Cooking



# SUCCESS STORIES

## **A Man with a Camera on a New Journey**

Mohamed El Outa, one of our photography students, is now a professional wedding photographer and is being offered jobs all over Lebanon, and in some other countries too! Hence he will be able to pay for his student tuitions and continue his learning.

## **Ahmad: The Textile Shop**

Ahmad, a man with 4 siblings (1 brother & 3 sisters) from a modest family financially, he was working in Syria in the textile business. Through the apprenticeship program, we allocated Ahmad with Hassan Assaf in 04-06-2016 as a full time employee due to his trustworthy, integrity, honesty, hardworking and high experience. Assaf always thanked us for the great opportunity to know such employee who knows and can handle things responsibly. This employer always thank us for introducing him to Ahmad.

## **The Unemployed Nurse's Hope**

An educated lady wasn't able to find a job in the nursing field. She registered in beauty specialty and found a job in a beauty Clinic and an opportunity for an income generating source.

## **Trainee and 1 kit against the World**

A story of a student who started in May 30-2016 who has done Makeup level 2, is now applying makeup for people in her house by the Kit that was provided during the learning course and making her own money from what she learnt



# Transforming lives through Microcredit

# 1,044

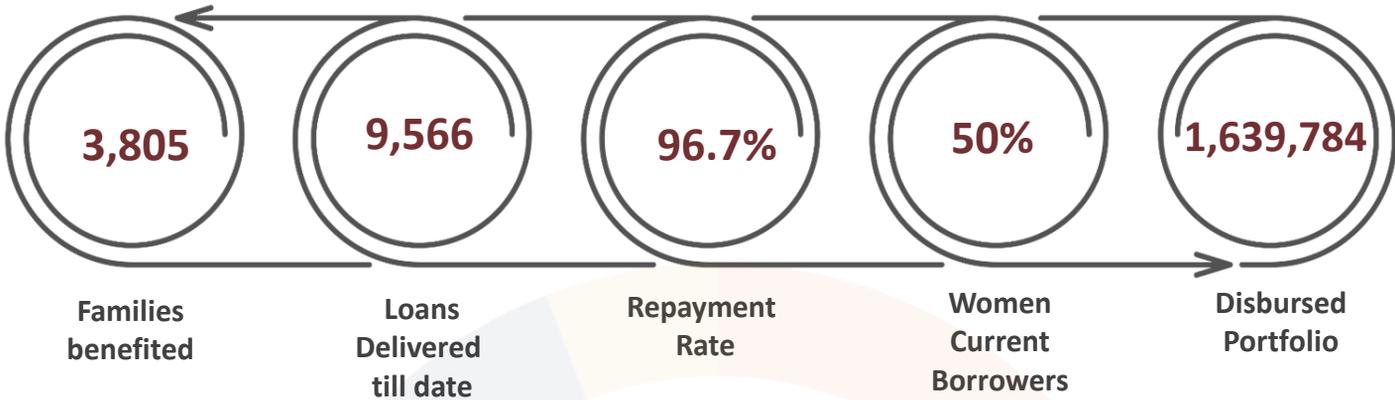
## Current Borrowers



*In 1997, Makhzoumi Foundation established the micro-credit program. A study on the Lebanese micro-enterprise sector was conducted with the help of microfinance experts. Results of the market assessment showed that demand for micro-finance loans is enormous compared to the supply. Consequently, this program was launched in 1998; it started by covering only Beirut and then expanded to cover the Greater Beirut area. Since 2011, it began covering Tripoli and some surrounding areas in the North, Baalbek and Zahleh areas.*

*Through our on-going pursuit to increase the number of our beneficiaries, we continue to set new goals and respond to new challenges, in order to ensure the program's long-term viability. We provide financial and non-financial services to Lebanese micro entrepreneurs who wish to establish or to develop a business activity to increase their income and improve their economic status. This marks the Micro Credit Program at Makhzoumi Foundation as one of the leading microfinance programs in Lebanon.*

## Microcredit By Numbers



# Microcredit Services By Numbers



## Socio-economic Impact

The goal is to have a positive economic impact on the lives of the borrowers.

- 14% reaching self-sufficiency
- Increase of profit: \$248
- Profit Reinvestment (mostly in the activity)
- Client Base less than 1% reported increase
- Start Up: 13 new jobs created

## Profit Reinvestment

**85%** Activity  
**14.8%** Necessity  
**0%** Luxury  
**0.2%** Savings

## Borrower's Situation

Low purchase power (except the fuel) and less economic activity is mounting the pressure on the already challenging situation of the borrowers. Our goal is to reach Low income, Women and Youth that are most vulnerable as much as possible without compromising their delicate situation and submitting them to over indebtedness.

- **53%** Women
- **12%** Youth (Less than 30)
- **11%** Low income (earn less than \$10/day/household member)
- **Businesses:**
  - 3%** Failure rate
  - 30%** In house
  - 15%** Only income

| Income Category |     |
|-----------------|-----|
| \$00-\$04.99    | 1%  |
| \$05-\$09.99    | 10% |
| \$10-\$14.99    | 24% |
| \$15-\$24.99    | 37% |
| \$25-\$34.99    | 18% |
| \$35-\$49.99    | 8%  |
| \$50&+          | 3%  |



## Program performance



This section has to showcase the effectiveness of the operations and its variety:

**903** Loans

**307** New Borrowers

Promotion Distribution:

**21%** Door to door Promotion

**2%** Social Media and Search

**2%** Group

**6%** Makhzoumi Foundation

**66%** Word of Mouth

**4%** Other

### Loan Size distribution

| Loan Amount Group | Disbursed Loans in 2016 | Disbursed Amount in 2016 |
|-------------------|-------------------------|--------------------------|
| 300-999           | 155                     | 106,418                  |
| 1000-1499         | 227                     | 243,301                  |
| 1500-1999         | 202                     | 326,515                  |
| 2000-2999         | 155                     | 346,557                  |
| 3000-3999         | 52                      | 165,279                  |
| 4000-5499         | 70                      | 324,882                  |
| 5500-9999         | 9                       | 60,513                   |
| 10000-15000       | 5                       | 73,007                   |

## Geographical Expansion

Expansion in Zahleh has been successful. Will target the southern parts of Mount Lebanon, and Bekaa, and will expand in the North, further from Tripoli.



## Products



Makhzoumi Foundation offered two main products: Business loans and Worker loans. We have introduced the following new products:

- ▶ SME Loan to cater for the Small and Medium enterprises by loan amounts going from \$5,500 till \$15,000
- ▶ Mother Loan which aims to help the borrower to get a gift to a mother (be it his/her mother, sister or wife) on Mother's day. The goals of this product is to highlight Makhzoumi Foundation's social mission, to engage more women, and to develop our product design methodology. In addition to the loans, we are organizing activities to celebrate Mother's day.
- ▶ Family Loan- still in pilot phase, it caters for the non-working housewives; this product is designed to incentivize them to have an income generating activity, to access more loans.
- ▶ Youth loan- still in pilot phase, it is for youth for educational or starting up a new enterprise, to incentivize them to have an income generating activity, to access more loans.
- ▶ Grants- in collaboration with ICRC, we are introducing the second phase of productive grant product, to cater for the Lebanese Returnees from Syria.

## Product Type

|              |                        |
|--------------|------------------------|
| <b>69%</b>   | Business loan (622)    |
| <b>0.4%</b>  | Family Loan (4)        |
| <b>6.7%</b>  | Group Staff Loan (61)  |
| <b>3.2%</b>  | Mother Loan (29)       |
| <b>1.7%</b>  | SME Loan (15)          |
| <b>3.3%</b>  | Grants (30)            |
| <b>15.2%</b> | Worker Loan (138)      |
| <b>0.6%</b>  | Worker to Business (5) |



## Funds

### LIM

Makhzoumi Foundation is part of the Lebanon Investment in Microfinance (LIM) program since 2011. It is funded by the United States Agency for International Development – USAID. It is worth mentioning that Makhzoumi Foundation have received a grant of \$433,000 from LIM between 2011 and 2014. This reflects the degree of confidence of the USAID funded LIM program has in Makhzoumi Foundation. The LIM program has officially ended in April 2015, but the funds will be revolving to the end of April 2017 and then they will be added to the main Makhzoumi Foundation Fund. The USAID launched the LIVE Program in the end of 2016 which will appear in the Projects section.

The Number of loans since inception of the Makhzoumi Foundation LIM fund:

**1429 Loans** of which **396** in 2016.

The disbursed amount till end of 2016 was \$2,503,183 (\$698,276 in 2016 alone).

### NNCF

Makhzoumi Foundation continues to manage the Naamat Naamani Charity Fund (NNCF) since 2009. The trust fund assists Lebanese families by providing financial loans through the Micro Credit program, and contributes to enable individuals to become more productive and capable. Number of loans: 131 loans of which 21 in 2016. The whole \$25000 was disbursed and is revolving (\$207,963 disbursed since its inception in 2009 as \$34,356 was disbursed in 2016).

### Funds Distribution

| Fund        | Amount      | Percentage |
|-------------|-------------|------------|
| LIM         | \$698,276   | 42%        |
| MF          | \$913,840   | 56%        |
| NNCF        | \$34,356    | 2%         |
| Grand Total | \$1,646,472 |            |



## Projects



### **Productive Grant for Livelihood, ICRC**

The International Committee of Red Cross (ICRC) has chosen Makhzoumi Foundation as a partner to implement a development Project for the Lebanese Returnees from Syria. The project aims to give these families new incomes by helping them to implement new projects. The support is a grant up to \$2000

based on a complete workplan. A pilot phase targeted 25 projects with grants was implemented in the Q4 2015. This phase continued through Q1 2016. A second phase has begun in Q3 2016 with 30 project in the Baalbak area. It will continue till Q2 2017.

### **The Impact, Social Entrepreneurship Boot camp in Lebanon, Ahead Of the Curve**

The IMPACT Lebanon was a 5 day Social Entrepreneurship boot camp that Ahead of the curve organized, together with Makhzoumi Foundation, the country partner, funded and supported by GIZ, sponsored by MBC Al Amal, Pepsico, powered by Shekra, and First Prize Award was sponsored by IE

University, Spain. The participants have presented their project to four distinguished jury members have reviewed and evaluated the projects and the attendees of the pitch event and the three first projects were awarded prizes.

### **Economic Empowerment of Syrian Refugees and Hosting Communities (A Positive Planet Project through partnership with Makhzoumi Foundation)**

Positive Planet and Makhzoumi Foundation partnered to design this project that aims to improve Syrian refugees and hosting communities' access to income-generating opportunities, by training them in vocations and giving them tailor-made training modules and on-going mentorship on business skills, entrepreneurial skills and marketing. The project was posted on Indigogo where the funding was a mixed of corporate and small funders. This combined intervention will help Syrian refugees and hosting communities to build and run sustainable income generating

businesses. The Positive Planet will assist Makhzoumi Foundation in building the capacity of the MF trainers and mentors (mainly loan analyzers from the Program) to give the soft skills, entrepreneurship skills and marketing skills training and mentorship. 190 persons, 50% Syrian and 50% Lebanese are targeted in Beirut and Mount Lebanon areas. The project is expected to finish the end of 2017. Already some extensions of the project are under way, targeting the addition of some 150+ new beneficiaries.

## LIFE

It's the new version of LIM project, that was launched end of 2016. It is funded by USAID and implemented by Palladium and a consortium of five other entities. The LIFE project has a 5 year span and has 3 main goals: the empowerment of the LMFA, Technical assistance for MFIs with a special focus on their growth, and Livelihood projects to the low income.





## Portfolio Performance

The disbursed amount and the repayment rate determine the effectiveness of the use of our assets and the robustness of our operations:

**1,639,784 \$** Disbursed Amount

**96.7%** Repayment Rate

## Financial Sustainability

The ability to sustainably operate is demonstrated by having more income than expenses.

**+5.5%** Sustainability rate

## Activities done through the Microcredit Program

- ▶ One Official Sanabel Trainer after conducting a TOT in Cairo.
- ▶ Two trainings for Staff in collaboration with Al Majmoua to conduct Participating in the creation of the Lebanese Network of Microfinance association including coordinating the creation of a black list sharing mechanism.
- ▶ In collaboration with the Vocational Training Program, and in Partnership with Intersos, an Entrepreneurship Training was conducted in the Aramoun Center to Lebanese and Syrian women that have conducted a food processing training within the same project.
- ▶ “Economic Empowerment of Syrian Refugees and Hosting Communities” Project Official launching event: signature of MOU and dinner with Positive Planet Board.
- ▶ Participating in the Ta3mal portal, by sharing MF MC data, and networking with the stakeholders in the launching event.
- ▶ Country partner for the IMPACT, the social Entrepreneurship boot camp.
- ▶ Since inception, borrowers have won prizes from Citi Foundations Awards. This year one of them has won the First prize in the Young Men Entrepreneur Category.
- ▶ Participation in the Sanabel Conference in Casablanca, Morocco.
- ▶ Co-Participating and representing Makhzoumi Foundation in the GNCL.
- ▶ Participating actively in LMFA meetings and having the common goal to participate in shaping the future of the microfinance in Lebanon.
- ▶ Participation in the preparation phase of the Life Project with different stakeholders, including Palladium and Chemonics, by providing feedback that was used in the design of the applications of those stakeholders.
- ▶ Participating in the Launching event of the LIFE project.







### 1. Agro-Forestry Development Project of Degraded Lands of Lebanon

This project aims at encouraging reforestation and includes a main nursery in Akkar/ Northern Lebanon, which produces trees and plants that are offered to municipalities, local NGOs, and communities countrywide. This project was initiated in partnership with three European NGOs: INARE and KEDE (from Greece) and TC Dialogue Foundation (from Belgium). After its termination, and due to its success and positive impact, Makhzoumi Foundation decided to proceed on its own, and to increase the production of plants as well.

#### Production of Plants

**1965** Gazania

**875** Hibiscus

**600** Yellow Ja smin

**1860** Lampranthus

**1887** Ligustrum

**700** Mesembryanthemum

**3020** Mulberry

**910** Mulberry (Sol pleureur)

**1170** Nerium Oleander

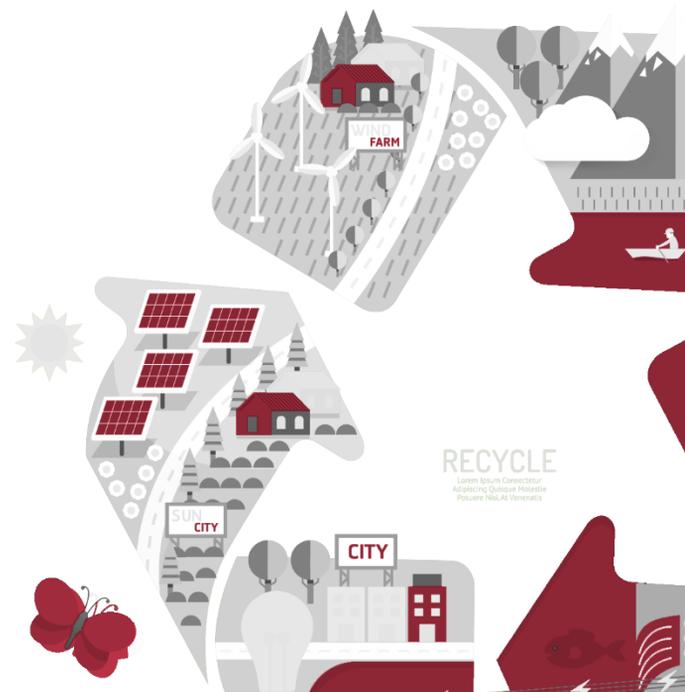
**2155** Populus Alba

**765** Rosa

**1050** Rosemary

A total of **16957** were produced from January till December 2016. The above list shows the genii and/or common names and the quantities of the produced plants.

\* Some plants were lost (Pomegranate, Bougainvillea, Mulberry and Populus) due to weather conditions (hailstones in spring) that destroyed the plants. In addition to that the Albizia seeds did not grow this year.



## Distribution of Plants

**360** *Acacia cynophylla*

**195** *Albizia*

**30** *Bougainvillea*

**286** *Citrus aurantium*

**771** Figs (red)

**360** Figs (white)

**497** *Nerium Oleander*

**381** Pomegranate (sour)

**70** Pomegranate (sweet)

**530** *Gazania*

**230** Yellow Jasmin

**251** *Lampranthus*

**505** *Ligustrum*

**650** *Mesembryanthemum*

**575** Mulberry

**670** *Populus alba*

**440** Rosa

**535** Rosemary

The following list shows the quantities distributed among the districts:

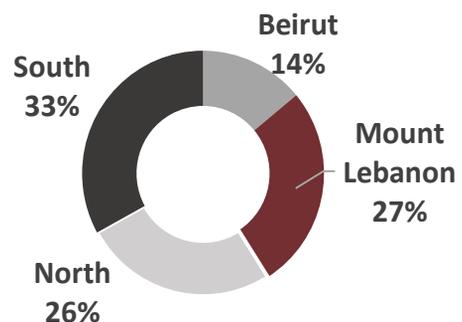
**1,004** Beirut

**1,960** Mount Lebanon

**1,927** North

**2,450** South

## Distribution



## Geographic Expansion:

The map shows the locations of distributed plants from 2002 till December 2016



## 2. Civic Engagement

This Project aimed at developing the combination of skills, knowledge and values in order to promote a quality of life in our communities.



| Seminar title                  | Lecturer            | Date     | Participants                 | Location                     |
|--------------------------------|---------------------|----------|------------------------------|------------------------------|
| Prevention of school accidents | Dr. Jobran Karnaoui | 3/6/2016 | 35 boys & girls (6-14 Years) | MOSA center Tarik Al Jadidah |

## 3. Craft Workshops

This project includes holding craft workshops that often aim at conveying the 3R (Reduce, Reuse, Recycle) message to minimize household wastes. Those wastes are used to produce or complement a variety of items that could be sold to help generating some income to the participants. The term “upcycling” is the process of converting old or discarded materials into something useful and often beautiful – somehow refashioning them – such items can be named environmental art-crafts; they could be sold to help generate some income.

Following are, the subjects, number of sessions held and the total number of attendees:

| Subjects                         | Number of sessions | Total number of attendees |
|----------------------------------|--------------------|---------------------------|
| Cake making and decoration       | 1                  | 881                       |
| Ceramic Paste                    | 6                  |                           |
| Chocolate molding and decorating | 5                  |                           |
| Clothes repair and Patchwork     | 1                  |                           |
| Making cookies                   | 6                  |                           |
| Craft and environmental art      | 2                  |                           |
| Making cupcakes                  | 3                  |                           |
| Faux Bijoux                      | 6                  |                           |
| Flower Arrangement               | 9                  |                           |
| Food session                     | 1                  |                           |
| Loom Weaving                     | 2                  |                           |
| Marzipan making and decoration   | 4                  |                           |
| Painting on Glass                | 2                  |                           |
| Painting on Porcelain            | 1                  |                           |
| Paper recycling                  | 1                  |                           |
| Point de Croix                   | 1                  |                           |
| Soap Making (glycerin)           | 1                  |                           |
| Soap Making (liquid)             | 1                  |                           |
| Soap Making (solid)              | 1                  |                           |

The following table shows the main bodies and organizations that cooperated with the development Program in the implementation of the sessions :

| Subjects                               | Number of sessions | Total number of attendees |
|--|--------------------|---------------------------|
| Development Program (DP)               | 12                 | 95                        |
| DP with AVSI - CESVI                   | 3                  | 27                        |
| DP with Intersos                       | 2                  | 20                        |
| DP with UNHCR                          | 19                 | 357                       |
| DP with IRC                            | 9                  | 263                       |
| DP with DRC                            | 3                  | 44                        |
| DP with DSAL                           | 2                  | 21                        |
| DP with Positive Planet                | 2                  | 20                        |
| DP with White Land Foundation and MOSA | 2                  | 34                        |
| <b>Total</b>                           | <b>54</b>          | <b>881</b>                |

## 4. Environmental Education for Children

This project aims at increasing students' knowledge and awareness about the environment and associated challenges, and at developing necessary skills and expertise to address those challenges.

### Arts from wastes

Environmental Art Crafts sessions are given by the Foundation targeting children (boys and girls age range 5-14). The main goal is to raise awareness on the importance of household waste management by teaching children how to make creative arts from those wastes.

**12** sessions were held during 2016 targeting **408** children as per the table below:

| Location   | Number of participants |
|--|------------------------|
| MOSA Tarik Al Jadeeda Development Center                     | 104                    |
| Ibn Khaldoun Elementary School in cooperation with MOSA      | 27                     |
| Al Tarbiya Al Hadeetha School- Chiah                         | 25                     |
| Lobnan El Akhdar School- Mousseitbeh                         | 25                     |
| Amlieh school - Ras El Nabeh                                 | 87                     |
| Mazraa - Barbour street- Organized by Hiba Kassar Foundation | 70                     |
| Tarik Al Jadeeda Public School                               | 70                     |



## 5. Yalla Nofroz - Let's Sort Initiative

Makhzoumi Foundation launched an environmental initiative entitled "Let's Sort...Let's Start the First Step Together", in collaboration with CEDAR-Environmental, on March 11, 2016, aiming at stimulating the neighborhoods of its centers to begin sorting solid wastes (the non-organic). Makhzoumi Foundation has paved the way for this initiative through a series of gatherings held with residents and stakeholders whereby the most recent was a seminar for Mazraa residents with the environmental expert,

Mr. Ziad Abi Chaker, who will collaborate with the Foundation in this context, recycling of the wastes. The Foundation placed special sorting containers in front of its centers, to transfer the collected waste to be treated by recycling or reusing. Flyers regarding the campaign were distributed as well to residents of the neighborhood. It is worth mentioning that Makhzoumi Foundation, since its establishment, has been spreading environmental awareness, especially among children in schools, focusing on solid waste.

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Pamphlets Distribution during Ongoing Projects

- 44** Savory and Sweet Beiruti Dishes for Livelihood and Makhzoumi Foundation craft workshop
- 75** Household Wastes pamphlets to UNESCO Workshops + Yalla Nofroz + Mohamad Khaled Exhibition
- 45** Children Rights during Ahla Faouda Festival + Fanousy Ramadan Festival + Ramadinayat Beirutiya
- 5** Smoking Hazards during Ramadinayat Beirutiya

## Time-limited Projects

### 1. Green Demonstration Room

This project was implemented in partnership with The Lebanon Green Building Council and the Center of Research and Development and aims at the establishment of a Green Demonstration Room whereby students from public and private schools from all the regions of the country could visit and get acquainted with the concept of green buildings, the principles of energy efficiency, water conservation and other environmental issues.

### 2. The Project ENVIRONMENTAL IMPROVEMENT to foster Sustainable Development and Inclusive Growth in the Municipality of Irkay.

This project was funded by EU within the framework of Non-State Actors and Local Authorities in Development Call. It was implemented by the Municipality of Irkay (the applicant) in partnership with Makhzoumi Foundation and the Italian NGO "Armadilla".



The Action proposed to foster sustainable development and inclusive growth through the environmental improvement with the following three specific objectives:

- ▶ To provide innovative services of renewable energy for environmental protection.
- ▶ To develop a basic disposition of children of care towards nature and to provide them with a green space.
- ▶ To strengthen the role of environmental awareness in achieving sustainable development and empowering people.

The Project included the following activities:

- ▶ Installation of solar energy poles in the main places of the Municipality.
- ▶ Establishment of a green area for children
- ▶ Holding training workshop on environmental education and sustainable development addressing teachers of primary and intermediate school.
- ▶ Organization of environmental education activities addressed to children.
- ▶ Holding informative sessions on the issues related to environmental protection and sustainable consumption.
- ▶ Organization of environmental craft workshops for women.

**The following table shows all activities that were held during the whole period of the Project:**

| <b>Activities</b>  | <b>Location</b>   | <b>Number of participants</b>    |
|--|---|----------------------------------|
| <b>Irkay school students attended a play entitled: “Plant Trees... Don’t Cut”</b>  | <b>Rosaire School</b>   | <b>130 students</b>              |
| <b>An informative session for the farmers entitled: “Sustainable farming techniques”</b>   | <b>Community Centre of Izza and Irkay</b>                                   | <b>25 farmers and landowners</b> |
| <b>Establishment of the green area</b>   | <b>Community Centre of Izza and Irkay</b>                                   |                                  |
| <b>A visit to 3 places: IBC (municipal solid waste treatment plant) in Saida, the Soap Museum in Saida and the Blown Glass Khalife Freres workshop in Sarafand. for the students of Irkay School</b> | <b>Community Centre of Izza and Irkay</b>                                   | <b>47 students</b>               |
| <b>An informative session for women entitled: “Household Water Saving and Conservation”</b>  | <b>Irkay Houssaynieh</b>  | <b>80 women</b>                  |
| <b>Solar poles implementation</b>  | <b>Community Centre of Izza and Irkay and in the central place of Irkay</b> |                                  |
| <b>Environmental Craft Workshop on “Faux Bijoux”</b>   | <b>Community Centre of Izza and Irkay</b>                                   | <b>16 women</b>                  |
| <b>An informative session for young and adult males entitled: “Sustainable Hunting”</b>  | <b>Community Centre of Izza and Irkay</b>                                   | <b>25 young men</b>              |

| <b>Activities</b>  | <b>Location</b>                                | <b>Number of participants</b>  |
|--|--|--|
| <b>A “Sorting Waste” activity targeting all the students of Irkay Public School</b>                              | <b>Irkay School</b>                            | <b>150 students</b>  |
| <b>A visit to the Lebanese Marine and Wildlife Museum for Irkay school students</b>                              | <b>Jeita</b>                                   | <b>47 students</b>   |
| <b>Award distribution ceremony for Irkay school contest “YOUTH..UNDERSTANDING AND IMPROVING THE ENVIRONMENT”</b> | <b>Irkay School</b>                            | <b>41 youth</b>  |
| <b>An informative session entitled: “Sustainable Bee Keeping”</b>  | <b>Community Centre of Izza and Irkay</b>      | <b>25 stakeholders and beekeepers</b>  |
| <b>An Environmental Craft Workshop on “Soap Making”</b>  | <b>Community Centre of Izza and Irkay</b>      | <b>20 women</b>  |
| <b>An Environmental Craft Workshop on “Patchwork”</b>  | <b>Community Centre of Izza and Irkay</b>      | <b>28 women</b>  |
| <b>An Environmental Craft Workshop on “Flower arrangement”</b>   | <b>Community Centre of Izza and Irkay</b>      | <b>20 women</b>  |
| <b>An environmental awareness raising activity about “Climate Change and Carbon Footprint Measurements”</b>      | <b>Community Centre of Izza and Irkay</b>      | <b>54 students with their teachers</b>   |
| <b>An environmental awareness activity through “Environmental Drawing”</b>                                       | <b>The school walls of Irkay public school</b> | <b>42 students, with their teachers</b>  |
| <b>An informative session entitled: “Energy, Environment and Sustainable Development”</b>                        | <b>Community Centre of Izza and Irkay</b>      | <b>Members of the Municipalities of Irkay, Izza and the surrounding villages</b> |

A ceremony to distribute certificates of attendance to all the women who participated at the six environmental craft workshops that were organized over the two years of the Project was held on December 9th 2016. The formal closing event of the Project was held on November 5th at the “Community Centre of Izza and Irkay for Sport, Environment, and Social Development” in presence of around 70 attendees including members of the Municipalities of Izza and Irkay and the surrounding villages.

### 3. Joint Training Workshops on Bee-keeping, Environmental Crafts and Life Skills for Youth in Lebanon... Promoting Sustainable Development in the Bekaa April – June 2016



Building upon the previous cooperation between Makhzoumi Foundation and the UNESCO Regional Bureau-Beirut - whereby young Lebanese and Syrian women and men were trained in Beirut, Baalback and Irkay in South Lebanon on ESD, civic engagement and work and life skills in 2014 and 2015- the following proposal aimed to strengthen that cooperation by equipping more young Lebanese and Syrian adults in the Bekaa with income generating skills, and capacities for entering the world of work.

#### Goals and objectives:

This initiative included the organization of three workshops at the community centers of Makhzoumi Foundation in Baalback and Forzol in April 2016 targeting 49 young men and women with the following objectives:

- ▶ Providing young adults with income-generating skills.
- ▶ Empowering them to play a productive role in society by providing them with some tools and materials to initiate small businesses.
- ▶ Highlighting to them the importance of sustainable development and helping them become active and ecologically responsible citizens, workers and consumers.
- ▶ Introducing them to the principles of work and life skills and attitudes needed to enter the world of work

#### Brief description about the workshops

**A. Beekeeping:** the workshop included theoretical and practical sections and was composed of a total of 7 sessions covering the following topics: Introduction to the members of a honeybee-hive: queen, workers and drones...life of a bee colony, bee-hive products, bee swarming, bee diseases, bee-keeper's calendar, queen rearing methods, honey harvesting and extraction and a feasibility study for a 10-colony project. An additional session was held at the end of the workshop, introducing the principles of work and life skills entrepreneurship to help the participants acquire knowledge and attitudes needed to enter the world of work.

## B. Loom-weaving:

The workshop included an introduction raising awareness on the importance of "3 Rs" Reduce, Reuse and Recycle of the waste hierarchy which are the three essential components of an environmentally-responsible consumer behavior. Then the participants learned the following: how to make plastic threads out of used plastic bags, how to interweave cotton threads with those plastic threads, and how to use the wooden loom. Then they were taught how to make different artistic items made of cloth and tapestry such as bags, pochettes, purses, carpets, cushions and table and bed covers,

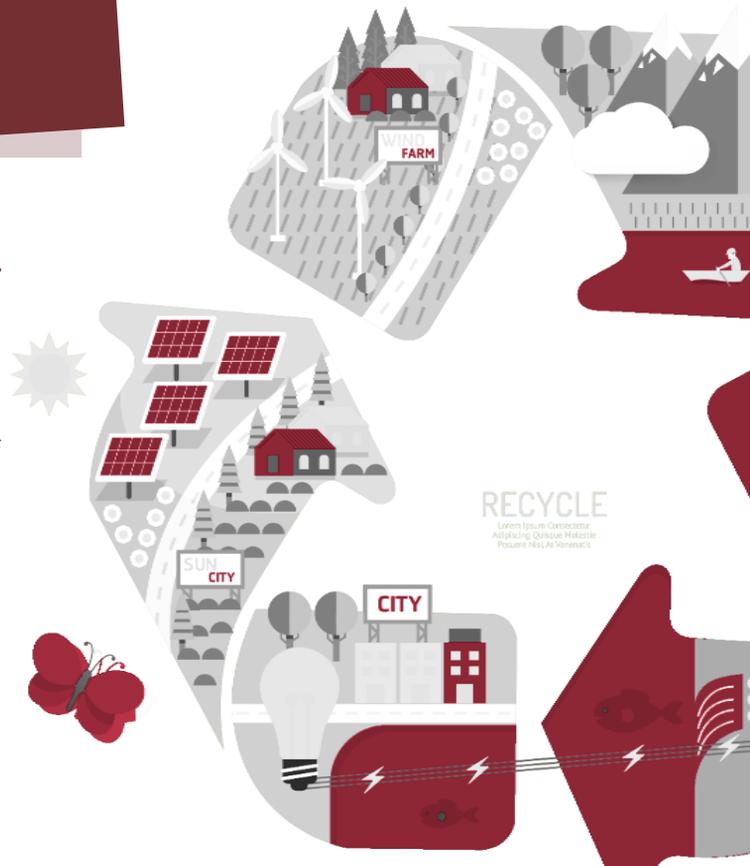
An additional session similar to the above was held at the end of the workshop introducing the principles of work and life skills entrepreneurship and an overview of the package of UNESCO: "How to Start My Own Small Business" and practical applications/exercises.

At the end of the workshop, all participants received certificates of attendance and a wooden loom to start their production.

**C. Paper art:** the workshop included an introduction raising awareness on the importance of "3 Rs" Reduce, Reuse and Recycle of the waste hierarchy which are the three essential components of an environmentally-responsible consumer. Then the participants learned the following: Papier Mache and how to make: vases, boxes, hangers, photo frames... Decoupage and how to decorate vases, jars, boxes, pebbles and Paper recycling and how make: greeting cards, calendars, photo frames...etc. An additional session similar to the above was held at the end of the workshop introducing the principles of work and life skills entrepreneurship and an overview of the package of UNESCO: "How to Start My Own Small Business" and practical applications/exercises. At the end of the workshop, all participants received certificates of attendance and wooden frames and meshes to start their production.

## 4. Civil Society in Action for Sustainable Development

It is a Project funded by the European Union and managed by the Office of the Minister of State for Administrative Reform OMSAR, implemented by Makhzoumi Foundation and its partners – Armadilla, MIO-ECSDE and ALMEE. This project is in collaboration with the three Unions of Municipalities – East Zahleh in Mid Bekaa, Sahl in West Bekaa, East Baalback in North Bekaa and the Lebanese National Commission for UNESCO.



The Action proposes to promote development in a region particularly affected by the consequences of the Syrian crisis through the activation of a broad process based on the concept of “sustainability”, as a crucial factor to improve the living conditions of the communities and to empower people.

Its duration is 2 years (May 2016-May 2018) and it includes these main components:

- The role of Education in achieving sustainable development.
- The relation between sustainable development and consumption patterns.

- The importance of empowering people’s capacities and skills.
- The regional and global dimension of sustainable development.

The specific objective of the Action is Fostering socio-economic sustainable development in the West, Mid and North Bekaa regions, through raising public awareness, empowering people’s capacities and skills, and enhancing energy efficiency solutions in the communities

**The main activities of the Project are the following:**

### 1. Youth

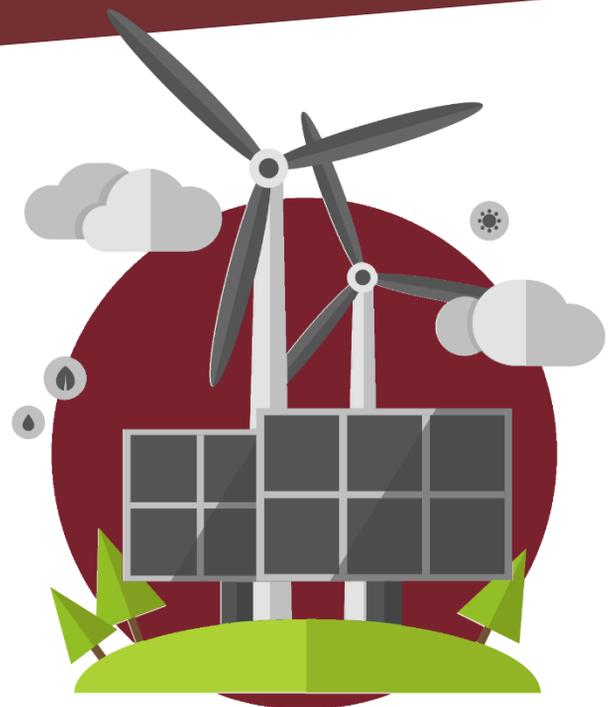
- Awareness raising workshops addressing 1.200 students on “carbon footprint versus carbon handprint”.
- Actual measurement of household carbon consumption from 1,200 involved students.
- Competition to be the “Best Consumer” through the Best Consumer Award.
- Survey on “Lebanese Youth Response towards Sustainable Development”.

### 2. Job opportunities

- Beekeeping vocational training addressing around 60 youth and women in the three regions.
- Providing the new bee-keepers with the initial tools and technical assistance to start a small bee-keeping business.
- Environmental craft workshops addressing around 240 women on paper art (paper recycling, papier maché, and decoupage), loom weaving, patchwork and soap making.
- Organization of a fair of environmental craft products.

### 3. Enhanced energy efficiency

- Seminars addressing local public and private stakeholders on energy, environment and sustainable development.
- Providing the 30 schools involved in the awareness raising workshops with thermal solar heaters.
- Realization of solar street lighting projects in the three regions.
- Realization of a spot on Energy, Environment and Sustainable Development.



The following table shows all the activities that were held from September till December 2016

| Activities                       | Location  | Number of participants                           |
|----------------------------------|---|--|
| Kick-off meeting                 | Makhzoumi Foundation premises – Ras El Nabeh  | 12 partners                                      |
| Preparatory meetings for schools | West Bekaa - at the center of the Union of Al Sahl Municipalities in the town of Gaza | 21 teachers and school directors                 |
|                                  | Mid Bekaa –at the Municipality of Deir El Ghazal                                      | 23 teachers and school directors                 |
|                                  | North Bekaa   | 8 teachers and school directors                  |
| Seminars                         | West Bekaa – at Hotel Massabki Chtoura  | 19 stakeholders and Municipality representatives |
|                                  | Mid Bekaa – at Crystal Grand Kadri Hotel  | 30 stakeholders and Municipality representatives |
| School visits<br>West Bekaa      | Marj School   | 51 students                                      |
|                                  | Beit Al Maamour   | 34 students                                      |
|                                  | Maahad Al Rosol (Notre Dame des Apotres JKab elias)                                   | 44 students                                      |
|                                  | Evangelical school  | 25 students                                      |
|                                  | West Bekaa:<br>Al Sawiri School   | 45 students                                      |
|                                  | Al Azhar School   | 66 students                                      |
| School visits<br>Mid Bekaa       | Machghara high school   | 36 students                                      |
|                                  | Jib Jennine high school   | 48 students                                      |
|                                  | Ghazza public school  | 36 students                                      |
|                                  | Lala public school  | 39 students                                      |
|                                  | Haouch al Oumara  | 35 students                                      |
|                                  | Maahad Yasoua Al Malak Zahleh   | 34 students                                      |
| School visits<br>North Bekaa     | Taalabeya   | 36 students                                      |
|                                  | Zahleh high school for girls  | 50 students                                      |
|                                  | Saint Famille Zahleh  | 44 students                                      |
|                                  | Nadil Adib Sleiman school (bidnaye)   | 49 students                                      |
| Riyak Secondary official School  | 40 students   |  |
| School visits<br>North Bekaa     | Abdo Al Mortada Al Houssein   | 46 students                                      |
|                                  | Timnin El Tahta high school   | 46 students                                      |
|                                  | Shmistar public high school   | 47 students                                      |

## Miscellaneous Activities



### 1. European Voluntary Service (EVS)

Makhzoumi Foundation attended the European Voluntary Service (EVS) Training course for Mentors and Responsible of Projects in Lebanon. This training course is supported by the joint efforts and financial contribution of UNESCO (as part of its NETMED Youth Project funded by EU), Chabibeh Sporting Club and Salto Youth EuroMed RC within Erasmus + Youth in Action Program. The training course aims to help EVS mentors and Responsible of

Projects within the Erasmus + Youth in Action Program to understand more about their roles in an EVS project. The training took place on the 15th, 16th, 17th of February 2016 in Padova Hotel – Sin el Fil. A visit from the Accreditors to Makhzoumi Foundation followed the training to check the ability of the Foundation to delegate and welcome volunteers and on April 26th the Foundation got the accreditation for those activities during 3 years.

### 2. “Together Towards Greener Cities”: 7th Build It Green Lebanon Annual Sustainability Solutions Conference and Green Schools Distribution of Certificates ceremony

Makhzoumi Foundation participated at The 7th Build it Green - Lebanon Annual Sustainability Solutions Conference that was held under the patronage of H.E. the Minister of Education and Higher Education in Lebanon on March 16, 2016 at Monroe Hotel, Beirut, with the theme “Together...Towards Greener Cities “

The conference included:

- 25 workshops; different Green Building Topics were addressed on round tables by specialized experts.
- Green Schools Distribution of Certificates ceremony: the schools which participated for this certification were audited, evaluated and given the bronze, the silver or the gold

certification according to their grades.

- Second eco quartier competition; the participants presented different projects on eco quartiers and the winner was announced at the conference

Makhzoumi Foundation as a member of the Global Coalition for Green Schools supported some of the schools that participated in the Green School Certification by providing them with trees for their activities. MF had a stand at Partners and Supporters there as well to meet the rest of the schools and give them the opportunity to benefit from the Foundation Nursery.



### 3. Green Week 2016

Makhzoumi Foundation participated at the launching of the Green Week 2016 that took place in Ljubljana Slovenia which was nominated as the European Green Capital 2016... The event started by speeches by the Director General of the EU for the Environment Mr. Daniel Calleja Crespo and the Mayor of the city of Ljubljana and was followed by field visits to LIVADA urban green space project that is implemented by young people aiming to improve the quality of the local environment and to achieve a variety of environmental and socio-economic impacts. The visit proceeded then to the waste sorting plant in the city which

is distinguished by a sophisticated waste management system and is the first European capital on its way towards a zero waste strategy. More than 46% of the city is covered by native forests and Ljubljana is firmly linked to beekeeping whereby around 300 bee-keepers maintain more than 4500 beehives housing as many as 180 million bees. It is a city that is following a new sustainable mobility plan where priority is given to pedestrians, cyclists and public transport. Moreover, Ljubljana is one of the very few European capitals that can boast potable tap water that is not treated with technological processes.

### 4. Municipalities of the Zahrani river basin with Ziad Abi Shaker

The environmental expert, Ziad Abi Shaker, explained the importance of establishing waste sorting plants and how to reach zero waste during the gathering organized in the South by MF and Municipality of Irkay targeting around 35 municipalities of the Zahrani River Basin.

### 5. Lebanon Climate Act Initiative

Makhzoumi Foundation joined The Lebanon Climate Act initiative that aims at creating economic growth in a way that also creates value for the society by addressing Climate Change challenges. The Foundation attended the launching event that took place on June 18, 2016, at the Saint Joseph University in Beirut, organized by Green Mind Events in cooperation with the United Nations Development Programme, under the Patronage of His Excellency Governor Riad Salameh. The event received key stakeholders who will be joining the Lebanon Climate Act

including Ministers and local figures. The event featured as well a unique Power-Panel with H.E. Governor Riad Saleme, Mr. Carlos Ghosn, and Mr. Philippe Lazzarini (UNDP Resident Representative) and was followed by an Executive Reception where pre-selected NGOs presented their projects to attain Lebanon's 15% CO2 emissions reduction; Makhzoumi Foundation displayed along with LGBC the project that they are jointly working on in partnership with CERD during this reception.



## 6. Exhibitions and festivals

The Foundation participated at the “Tala al badru Allayna “on the occasion of the prophet’s birthday at Biel thru reusing household art-craft sessions for kids. It also participated at the Mohamad Khaled exhibition whereby a stand displayed upcycled items produced by the Program’s atelier. Another participation was at the Ahla Faouda festival and Fanousy Ramadan festivals.

## 7. Arab Foundations Forum (AFF)

Makhzoumi Foundation attended the Annual Meeting and the General Assembly of the Arab Foundations Forum (AFF) that were held on September 8th and 9th, 2016, at the Movenpick Hotel in Gammarth, Tunisia. The first day included two sessions, one was entitled “Organizational Culture and Leadership” and addressed issues related to the cultural effects on the overall organizational leadership, whereas the second focused on the “Role of Arab Foundations in Addressing the Sustainable Development Goals”. The second day witnessed the launching of the Youth Coalition, and was concluded with the election of a new board whereby Makhzoumi Foundation was re-elected as a board member.

## 8. Award of Makhzoumi Foundation

On December 19<sup>th</sup> at Phoenicia hotel , the Ministry of Environment and UNDP Lebanon awarded Makhzoumi Foundation being the first NGO in Lebanon to report its greenhouse gas emissions, as part of the Ministry’s approach to partner with the private sectors in the global fight against climate change.

## 9. Oceana

“Protection of Marine Life” joined Makhzoumi Foundation and the American NGO Oceana whereby Mr. Fredrik Roberts visited the Foundation and discussed ways of cooperation. He was also accompanied in a tour to different Lebanese areas.

## 10. Armadilla Workshop

A workshop entitled: The Challenge of Cross Border Cooperation in Crisis Management-Promoting territorial partnership from humanitarian aid to sustainable human development was organized on November 3<sup>rd</sup> and 4<sup>th</sup> at Golden Tulip Hotel – Beirut. A presentation was given by Ms. Sallama Namani introducing Makhzoumi Foundation, its objectives, programs and activities and its cooperation with Armadilla.



## 11. Global Compact Network Lebanon GCNL

The United Nations Global Compact UNGC is a strategic policy initiative for businesses that are committed to align their operations and strategies with ten universally accepted principles in the areas of human rights, labor, environment and anti-corruption. With over 8,000 corporate participants and 4,000 other stakeholders, it is the largest voluntary corporate responsibility initiative in the world. Makhzoumi Foundation is a signatory of UNGC

and a member of the steering committee of the GCNL.. Since the launching of GCNL, the Global Compact Network Lebanon works closely with the UN Global Compact (UNGC) in New York and serves as a focal platform for collaboration around SDGs. It provides opportunities for learning, policy dialogue, and partnership to advance 10 principles in the areas of human rights, labor, environment, and anti-corruption.

### OBJECTIVES OF THE GCNL

- Provide a mechanism through which performance and reporting on Global Compact principles can be improved by mutual support.
- Provide signatories with a forum to consider and advance issues of mutual interest and concern.
- Support efforts by participants to develop a Communication on Progress (COP) or Communication on Engagement (COE).
- Promote the Global Compact principles through the Lebanese business and non-business community.
- Host activities on substantive issues advanced by the Global Compact based on local priorities.
- Enable members to share and exchange practice and experience.
- Provide input to the Global Compact on its future development and activity.
- Promote the ten principles and practices.
- Help promote and support the Global Compact worldwide.

The main activities of the Global Compact Network Lebanon's (GCNL) in 2016 were the following:

- A one-day workshop in relation to "The Inclusion of People with Disabilities in the Lebanese Workplace" to promote the inclusion of employees with disabilities within organizations in Lebanon and help them obtain decent and productive work opportunities, based on the UN Global Compact's Human Rights and Labor principles and the UN Sustainable Development Goals: SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), and SDG 16 (Peace and Justice Strong Institutions).
- Environmate is an environmental accelerator with the objective is to create a proper framework for home-grown solutions that address today's most urgent energy and environmental challenges in Lebanon. Its role will be to find, fund, foster and offer young bright Lebanese eco-preneurs who have big ideas, better chances of tackling different environmental startup barriers, providing them with the vision, incentives and resources to grow their ideas into viable implementation.

- Preparation for Sustainable Minds contest that would be launched in 2017. The competition invites schools to nominate students from grade 10 to submit a short production that demonstrates their understanding of one of the ten a UN Global Compact principles.
- A National Conference on “Lebanon Collaboration for Sustainable Development Goals” was held to mark the completion of the first year since the foundation of the Global Compact Network Lebanon (GCNL) at AUB. The conference showcased various ongoing efforts and partnerships amongst the private sector, public sector, and civil society that demonstrate the crucial role of business in advancing the 17 Sustainable Development Goals (SDGs) of the newly launched UN 2030 Agenda for Sustainable Development.

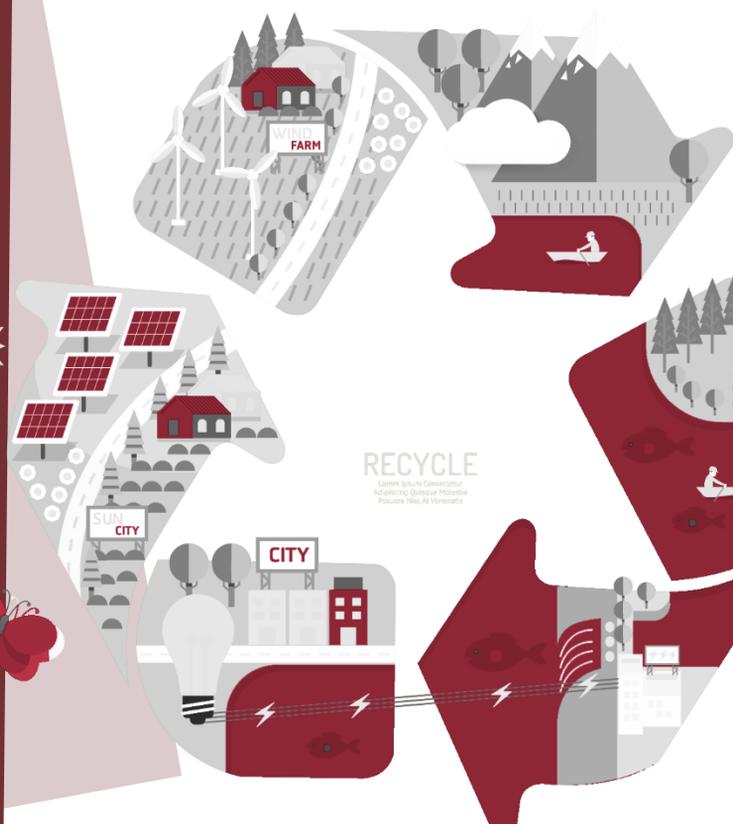
## **CONFERENCES / SEMINARS / MEETINGS**

- **Workshop “Energy Finance in the Middle East: Uncertainties and Opportunities”** organized by Munib and Angela Masri Institute of Energy and Natural Resources at the American University of Beirut (January 22<sup>nd</sup>)
- **Inauguration of the Environmental Art, Beauty and Tailoring Ateliers** in collaboration with UNESCO Regional Bureau at MF Baalback Centre (February 2<sup>nd</sup>)
- **Training for Mentors and Responsible of Projects within EVS** in Hotel Padova, Sin El fil (February 15<sup>th</sup>, 16<sup>th</sup>, and 17<sup>th</sup>)
- **Meeting with Dr. Nada Ouwayjan**, President of CERD with GCNL members of steering committee (February 16<sup>th</sup>)
- **EVS accreditors Visit to Makhzoumi Foundation**, Mazraa (February 18<sup>th</sup>)
- **Conference of the “World Internet Safety Day”** at Saydet el Louwayzeh school (February 22<sup>nd</sup>)
- **“Women in Municipal Councils in Support of Local Development”** by The National Commission for Lebanese Women and The Institute for Women’s Studies in the Arab World, at Irwin Hall/LAU (March 8<sup>th</sup>)
- **Launching of the media campaign on the topic “Women in Municipal Elections”** organized by the Delegation of the European Union in Lebanon and the National Commission for Lebanese Women, followed by a debate session in the framework of the EU-funded Project “Gender Equity and Empowerment of Women in Lebanon” (March 8<sup>th</sup>)
- The **“Commemoration of International Women’s Day 2016”** under the global theme of “Planet 50-50 by 2030: Step It Up for Gender Equality” organized by ESCWA, in collaboration with the LAU Institute for Women’s Studies in the Arab World, at United Nations House - ESCWA, Beirut (March 10<sup>th</sup>)
- **CSR Closing Ceremony – CSR in Action Lebanon** organized by CSR division of Al Ahli Holding Group at ESA Business School premises – Ain El Mreisseh (March 15<sup>th</sup>)
- **The Tareek al Jadeeda MOSA Center exhibition-** Jamil El Rawas High School (March 14<sup>th</sup>)

- **The closing ceremony of the MOSAIC Project: Consolidation and Development of Three Child-Friendly Spaces in Lebanon** that was funded by the Embassy of Italy in collaboration with the Ministry of Social Affairs; Holiday Inn – Dunes (March 14<sup>th</sup>)
- The 7th Annual Build It Green Lebanon Conference **“Together... Towards Green Cities”** at Monroe Hotel – Beirut (March 16<sup>th</sup>)
- **The Honoring Ceremony of Ms. May Chidiac** at YWCA (March 16<sup>th</sup>)
- **“Nothing is Better Than Zero”** conference organized by the Municipality of Beit Meri and presented by Mr. Ziad Abi Shaker (March 17<sup>th</sup>)
- **The Honoring Ceremony of the Artist Amal Tumb** by the committee of honoring Rowad al Sharq at Unesco palace on the occasion of Mother`s day (March 17<sup>th</sup>)
- **Launching ceremony “Sitt\_El Baladiye”** Municipal Campaign organized by leading partner CFUW funded by the British Council in partnership with the National Committee for Lebanese Women- Smart Centre – Women Sector in Future Movement – Beirut Association for Social Development – ABAAD- Shabab al Balad – CREADEL at Holiday Inn – Dunes (April 8<sup>th</sup>)
- Round table on **“Integrating the disabled in the workplace”** organized by the steering committee of GCNL at AUB (April 14<sup>th</sup>)
- **Net Med Youth Project** organized by UNESCO Regional Bureau (April 15<sup>th</sup>)
- **Horizon 2020 and SWIM (Sustainable Water Integrated Management) Support Mechanism introduction** (May 11<sup>th</sup>)
- **Green Week 2016 official launch organized by EU at Ljubljana – Slovenia (May 30<sup>th</sup>)**
- **FAO Country Programming Framework 2016-2019** organized by The Ministry of Agriculture in Lebanon & the Food and Agriculture Organization of the United Nations (FAO) Under the Patronage of H.E. President of the Council of Ministers at the Grand Serail (May 16<sup>th</sup> )
- Round table discussion on **“Non-Religious Endowments Draft Law”** organized by the Arab Human Rights Fund in collaboration with Arab Foundations Forum, and International Center for Not-For-Profit Law at Rotana hotel (June 4<sup>th</sup>)
- **“The Lebanese National Council for Women”** regional representative elections (June 24<sup>th</sup>)
- **Meeting with Dr. Nada Ouwayjan**, President of CERD and LGBC reference coordination of the Green Demonstration Room Project ( July 13<sup>th</sup>)
- **Opening of “Ramadaniyat Beirutiya”**, a new kind of celebration in the heart of Beirut, time travel back to Hamra in the 70’s (June 21<sup>st</sup>)
- **The Zero Waste initiative documentary** display by Ziad Abu Chaker at Metropolis – Sofiel – Ashrafieh 9 July 15<sup>th</sup> )
- **ESD Working Group-Lebanon: 3<sup>rd</sup> Consultation Meeting**, Wednesday, at Makhzoumi Foundation, Ras El Nabeh, (July 20<sup>th</sup>)
- The official launching of the **“Cooperative of Native Tree producers of Lebanon”** in Le Gray Hotel, Downtown- Beirut in collaboration with Lebanon Reforestation Initiative (LRI), funded by U.S. Agency for International Development (USAID) and managed by U.S. Forest Service (USFS). (July 27<sup>th</sup>)

- **Launching of the Second Annual Report of the National Strategic Plan for Women in Lebanon** by the National Commission of Lebanese Women at Commodore Hotel (July 28<sup>th</sup>)
- The **'Future Strategy'** workshop organized by the Friends of Nature NGO at their premises in MACAM, Alita-Fatri ( August 4<sup>th</sup>)
- Finalist celebration of the contest **"Unleash Your Creativity"** organized by Fernand Hosri Group CSR policy aiming at promoting sustainable development through capacity building at West Hall – Beirut Symposium (August 6<sup>th</sup>)
- Workshop on **"Sustainable Development for Professionals in NGOs"** by Makhzoumi Foundation in cooperation with the International Academy of CSR, at Mazraa center (August 11<sup>th</sup>,12<sup>th</sup> and 13<sup>th</sup>)
- Workshop to share **"Good Practices and Lessons Learnt from the Youth Trainings"** organized by UNESCO at their premises in Beirut (September 7<sup>th</sup>)
- Launching Ceremony for the National Assembly **"to fight Random Shooting"** organized by Al Mahdi Scouts at UNESCO palace (September 23<sup>rd</sup>)
- **Reception by Ambassador of Switzerland, H.E. Mr. François Barras** (October 4<sup>th</sup>)
- **European Volunteering Forum** celebrating the 20th anniversary of European Volunteering Service EVS organized by SALTO South East Europe Resource Centre together with other partners in Slovenia- Maribor (October 10<sup>th</sup> till 14<sup>th</sup>)
- The 6<sup>th</sup> CSR Lebanon Forum **"How Social Impact influences Corporate Success"** at Phoenicia Hotel (October 27<sup>th</sup>)

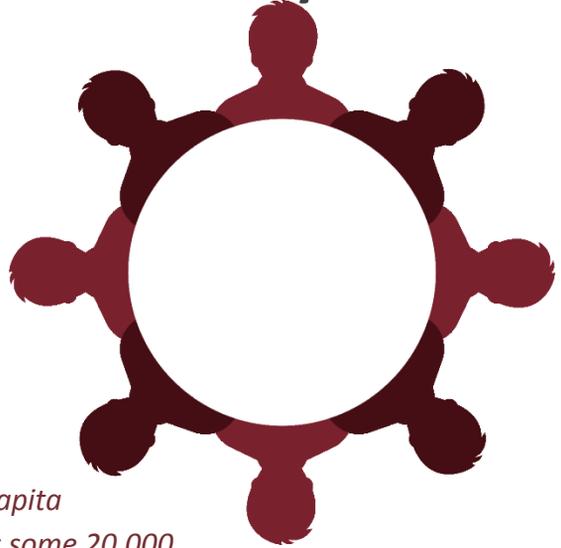
- Launching ceremony for the Project **"Early Marriage Act"** organized by RDFL at Crown Plaza Hotel (November 3<sup>rd</sup>)
- Discussion session of the **National Strategic Plan for Women in Lebanon** by the National Commission of Lebanese Women at Commodore Hotel (November 15<sup>th</sup>)
- Roundtable on the **"Time-use concept"** organized by the National Commission of Lebanese Women in partnership with the Ministry of Agriculture and the Ministry of Social Affairs at Small Ville Hotel (November 28<sup>th</sup>)
- Press Conference about the **"Participation of Women in the Current Situation and how to enhance her political, social and economic roles"** held by the National Council of Lebanese Women at UNESCO palace (December 2<sup>nd</sup>)
- **Graduation of trainees** organized by the Development Services Center - Tarik Al Jadidah (December 7<sup>th</sup>)



# A Complete Relief and Humanitarian System

# 86,000

## Beneficiaries In 2016



*Lebanon is host to approximately 1.1 million Syrian Refugees (<http://data.unhcr.org>), the greatest per capita number in the world. In addition, Lebanon also hosts some 20,000 refugees from countries including Iraq, Sudan, and Ethiopia amongst others. As the number of refugees has exponentially increased since 2011, refugees face myriad protection challenges – increasingly complex in nature, as a result of an ever narrowing protection space.*

Women and children, including persons with specific needs are disproportionately affected by violence and abuse. Almost one in four reported cases of sexual and gender-based violence (SGBV) involves a child.

One in four reported SGBV cases is related to incidents of sexual violence, with the highest number being incidents of rape.

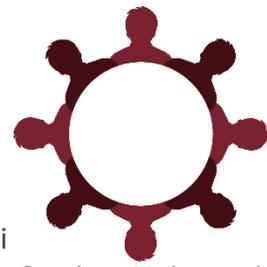
The deteriorating socio-economic situation of refugees over the past few years is also pushing some families to send their children to work and to resort to child marriage. Today, as many as 70 percent of refugees in Lebanon live below the poverty line and a large number of refugees have been forced into debt in view of depleted resources. Refugees face specific risks due to their age, gender, background and coping strategies, including harmful ones such as early

marriage, survival sex and worst forms of child labor.

These are compounded by the fact that refugees live dispersed across over 1700 locations; giving rise to yet other protection challenges, particularly in terms of access to protection services and information. In an increasingly precarious environment, with little hope in Lebanon, some refugees are embarking on the onward journey to Europe.

The 2016 Protection Strategy incorporated four priorities: access to safety and protection from refoulement (that includes detention); legal residency; civil documentation, in particular birth registration; and, protection services for children and women at-risk/survivors of violence, and persons with specific needs, with a focus on persons with disabilities, elderly and others.

## Who we are and What we do?



Makhzoumi Foundation started its work in relief and humanitarian aid with the internally displaced people during the Israeli invasion of July 2006. Makhzoumi Foundation Relief and Humanitarian Services Unit was initiated in 2011 as an emergency response to the Iraqi and Syrian crisis in Lebanon. As a result of an agreement with the United Nations High Commissioner for Refugees (UNHCR), the unit became UNHCR's implementing partner to respond to the needs of vulnerable people in Lebanon.

The unit works with several United Nations Agencies, International NGOs and local partners to provide several services to beneficiaries of all nationalities in Beirut and Mount Lebanon, including the Palestinian camps in Beirut. The unit's overall objective is to ensure assistance and humanitarian protection to refugees, displaced people and vulnerable host communities of Lebanon. Pioneered by UNHCR funds, the unit provides access to primary health care services to beneficiaries of all nationalities. Two primary Health Care Centres situated in Beirut District, Mazraa and Achrafiyeh work with a strong focus on quality improvement in several areas such as Antenatal Care (ANC) and non-

communicable diseases, including treatment protocols, patient follow up, access to free essential medications, childhood vaccinations, promotion of adequate Infants and Young Child Feeding practices. The centres ensure identification and referral for malnutrition as well as management of mental health conditions. Survivors of Sexual Gender Based Violence (SGBV) are covered at 100% for any treatment of illnesses that are direct result of the trauma. Mazraa PHC is the only structure in Lebanon handling case management of rape. The Mazraa PHC also has Laboratory and Radiology services in addition, its healthcare teams conduct free health awareness sessions.

The Relief and Humanitarian Unit also involves services related to Protection to the most vulnerable children and caregivers in Lebanon. The program encompasses Child Protection (CP), protection against Gender-Based Violence (GBV) and protection of Persons with Specific Needs (PWSN). Funded by the UNHCR, UNICEF

and UN-OCHA, the protection services include Case Management, Awareness Sessions, Psychosocial support sessions, Emotional Support sessions, Emergency Cash Assistance to Syrians and non-Syrian refugees, a 24h hotline service for emergency cases and Internship opportunities.

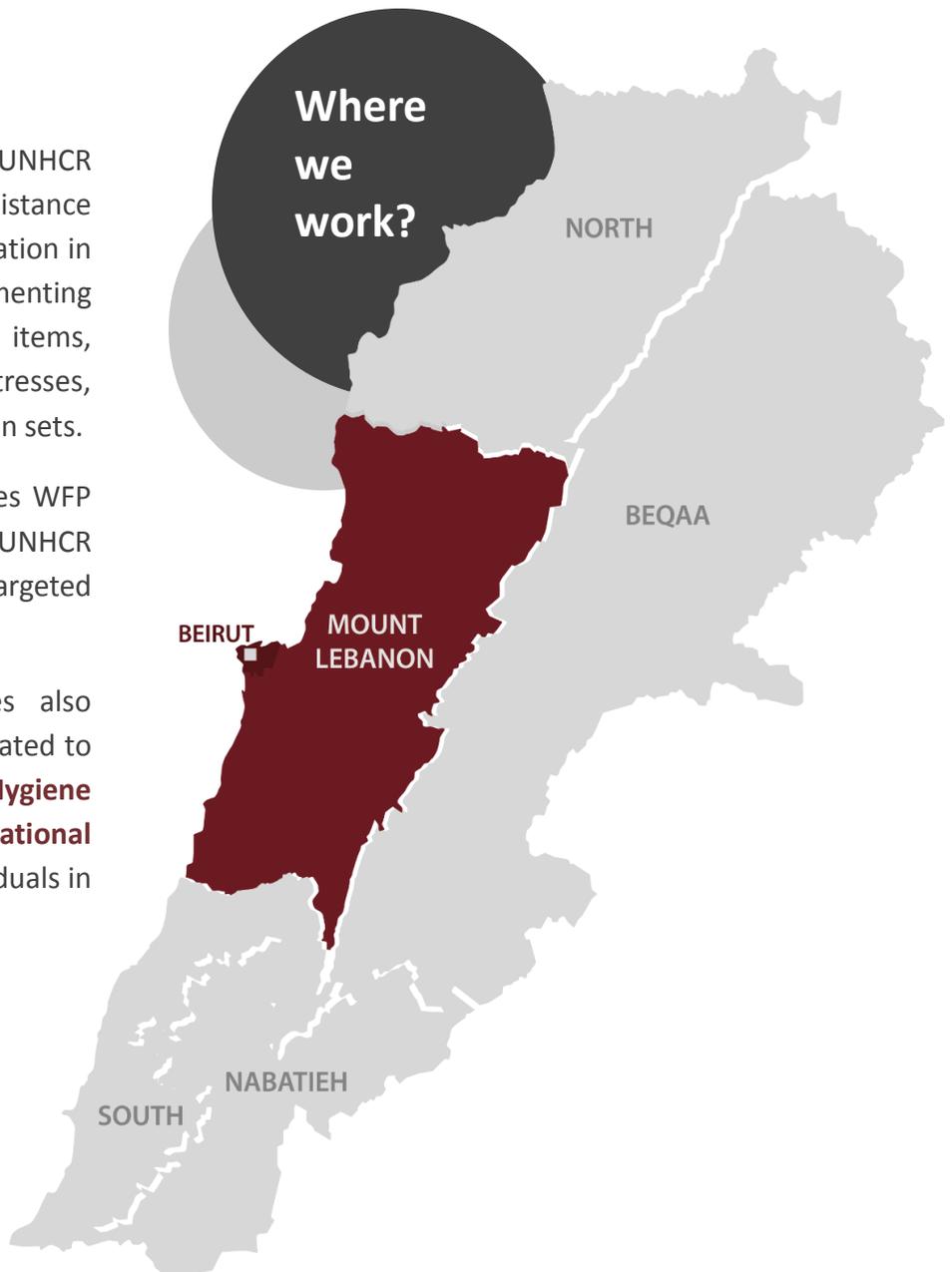
The **protection activities** are carried out in close cooperation with the Ministry of Social Affairs through activities implemented in Social Development Centers in Beirut and Mount Lebanon.

The Relief and Humanitarian Services Unit also has maintained its positive record of cooperation with local NGOs and the Palestinian Refugee camps thanks to the establishment of committees. They work together to maximize the benefits of protection intervention among refugee communities in Lebanon in coordination with Refugee Outreach Volunteers (ROVs) and Community Outreach Volunteers (COVs). The Unit benefitted from positive cooperation relationships with the International Rescue Committee (IRC) through the sub-funding of the UNICEF project, its guidance, Child Protection and Gender-based Violence curriculums and capacity-building.

RHSU, in accordance with UNHCR contributes to the Basic Assistance sector targets affected population in Lebanon by implementing distributions of non-food items, including blankets, mattresses, Hygiene kits, baby kits, Kitchen sets.

Moreover, the Unit distributes WFP E-cards for food aid, and UNHCR Winterization cards to targeted households and individuals.

In 2016, the Unit services also encompassed minor tasks related to **Water, Sanitation and Hygiene (WASH)**, **Life-skills**, and **Vocational Trainings** to vulnerable individuals in Lebanon.



## Total number of beneficiaries in 2016

| Sector                           | # of services provided |
|----------------------------------|------------------------|
| Basic Assistance                 | 27,223                 |
| Health                           | 36,150                 |
| Child Protection                 | 10,174                 |
| Persons with Specific Needs      | 6,721                  |
| Sexual and Gender Based Violence | 5,237                  |
| Water, Sanitation and Hygiene    | 621                    |
| Life-skills                      | 323                    |
| <b>Total</b>                     | <b>86,449</b>          |

### Beneficiaries reached through Basic Assistance

**27,223** beneficiaries benefited from Makhzoumi Foundation Relief and Humanitarian Services Unit Basic Assistance in 2016 in Beirut and Mount Lebanon.

Through UNHCR funding, RHSU contributed to Basic Assistance efforts by providing several types of assistance to the most vulnerable population in Lebanon. Basic Assistance activities encompassed the distribution of Core Relief Items (CRIs) to 13,402 beneficiaries. Conducted in the Choueifat area, in Beirut suburbs, CRIs included sleeping mattresses, blankets, hygiene kits, sanitary supplies, diapers, and kitchen sets.

Strengthening social stability between Lebanese and Syrian communities in Lebanon is one of RHSU's objectives. It was materialized at the beginning of 2016 by distributions of Core Relief Items (CRI) to poor Lebanese communities.

Winterization is based on the urgent need to extend assistance measure to protect people of concern from the harsh winter conditions. RHSU distributed winterization cards for a period of 4 months to a total of 11,581 beneficiaries, representing 42% of the Basic Assistance activities in 2016.

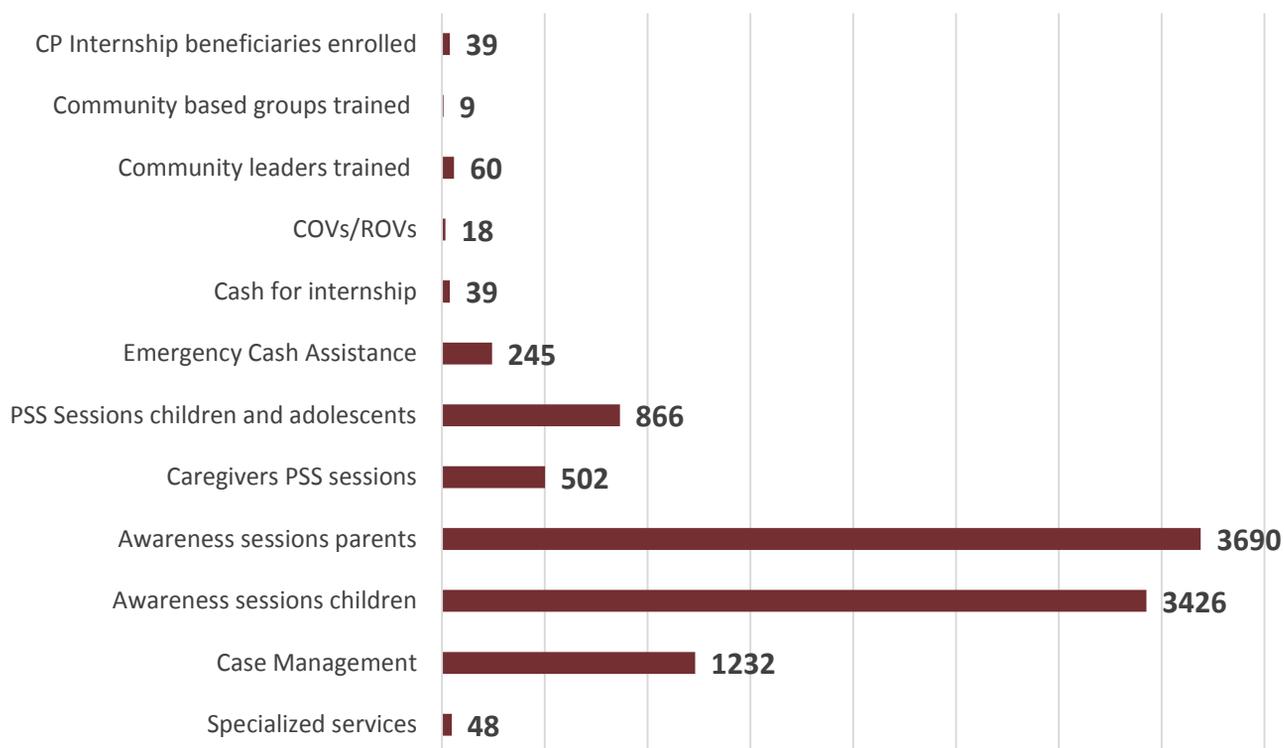


## Child Protection

Child protection (CP) services were implemented in Beirut and Mount Lebanon through **3** different projects in 2016: IRC-UNICEF, UNHCR and UN-OCHA. In 2016, **10,174** beneficiaries of all nationalities were reached by MFRHSU. While **1,232** cases were followed by RHSU social workers, more than **4,000** children and **3,400** parents attended awareness sessions in the RHSU facilities, in Social Development centres and other locations in Beirut and Mount Lebanon. Outreach teams celebrated gathered and celebrated several events such as the World Refugee day, the International Women's day and even assembled up to 300 beneficiaries for a CP and GBV theatre play at the Sunflower Theatre of Beirut in December 2016. At the same time, psychosocial sessions were

provided to children and caregivers for a total of **1,368** individuals involved. On the field, RHSU worked with **18** CP trained Community Outreach Volunteers (COV) and trained **60** community leaders (mayors, social activists, volunteers) as well as **9** community based groups on CP issues and concepts. In 2017, a new CP project will be implemented, focusing on Street and Working Children. CP staff from the RHSU has been recruited and trained to conduct 24/7 social work and provide safe spaces to tackle the rising number of children begging on the streets of Beirut. This IRC curriculum will enable street and working children to connect with education, health care and social services in order to improve protection services and provide a better life.

### Beneficiaries reached Through Child Protection



## Sexual and Gender-Based Violence (SGBV)

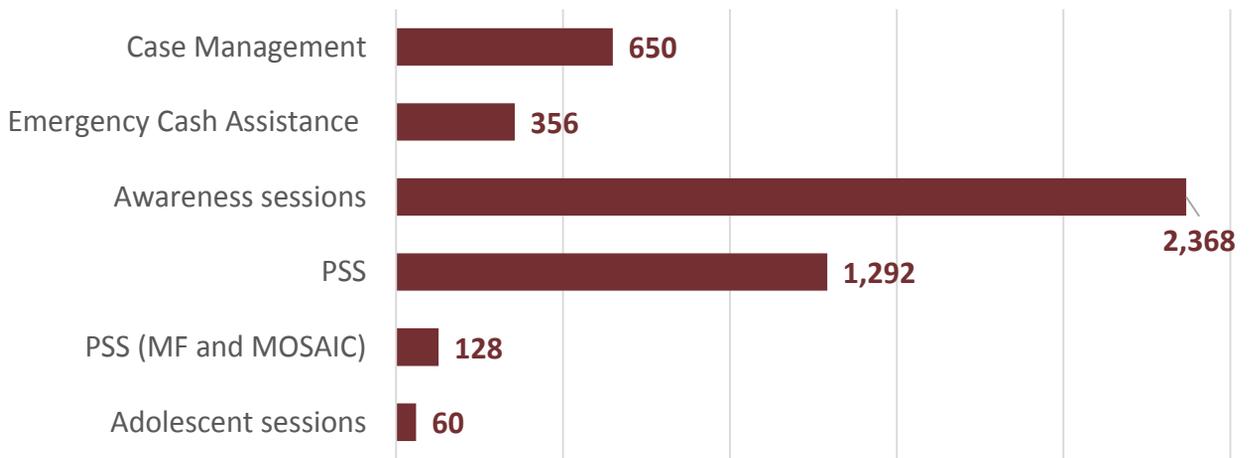
In 2016, the Gender-based violence team provided services to 5,237 beneficiaries of all nationalities in Beirut and Mount Lebanon. GBV teams held awareness sessions on several protection topics such as domestic violence, early marriage, prevention of sexual abuse. Additionally, granted safe spaces and psychosocial support sessions to more than 1,200 women in MF-RHSU facilities, Social Development Centers, and partners' facilities in Beirut and Mount Lebanon.

Moreover, RHSU GBV activities encompassed community capacity-building through the training of community based groups and

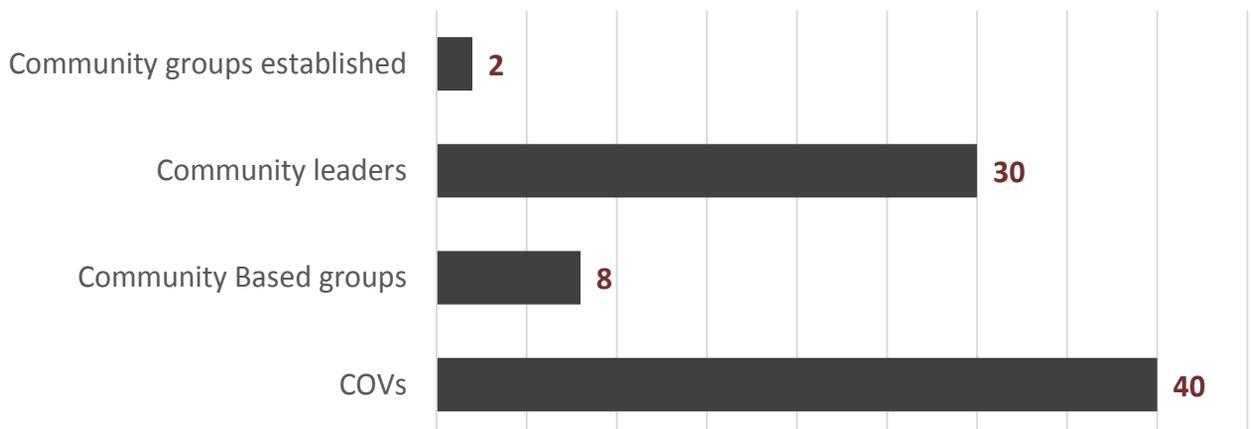
community leaders on several GBV issues. The GBV teams worked alongside 40 Community Outreach Volunteers to perform the aforementioned activities.

On field, significant support was provided by Social Development Centers in Mazraa, Choueifat and Tarik Jdide throughout the year. RHSU outreach teams benefitted from a complementary cooperation with local NGOs such as MOSAIC, the Women's organization and the PARD center in Tarik Jdide. Vocational Training and internship opportunities were offered to vulnerable women through cooperation with MF's Vocational Training Unit.

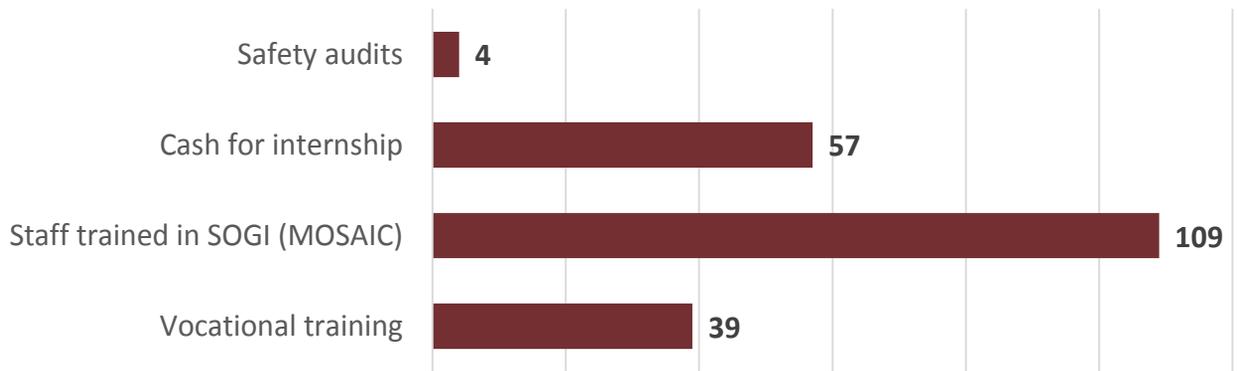
### Beneficiaries reached by Awareness Sessions



### Community Involvement in the Relief and Humanitarian works



## Capacity-Building

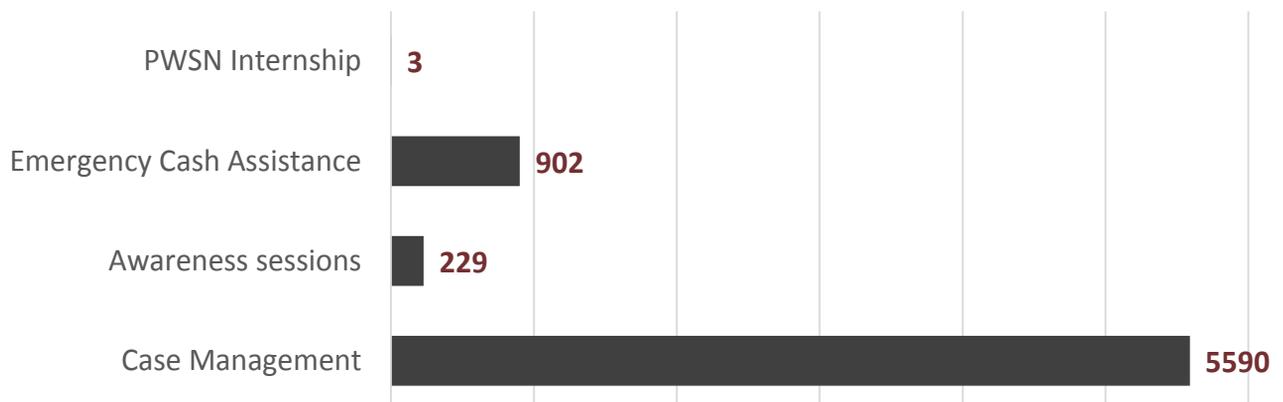


## Persons with specific needs

Persons with specific needs including the elderly, disabled, and vulnerable population were assisted by the PWSN team in 2016. The team provided case management, awareness sessions, emergency cash assistance and internship opportunities to 6,721 beneficiaries throughout the year. The PWSN team reached out to a majority of Syrian refugees, additionally the team collaborated with UNHCR to emphasize its areas of intervention and services for Sudanese communities in Lebanon by participating in North and South Sudanese Committee meetings. PWSN also organized exhibitions for the Sudanese youth and held activities such as Sudanese women support groups.

Finally, Emergency cash assistance was distributed to Syrians, Iraqis and refugees of other nationalities based on their vulnerability assessment. The majority of these beneficiaries were under eviction threats, single parents, faced protection concerns, or lacked basic needs items.

## Number of Activities for persons with Specific Needs



## Healthcare

The Relief and Humanitarian Services Unit delivered **36,150** services for beneficiaries of all nationalities in Beirut and Mount Lebanon in 2016. Through UNHCR funding, it contributed to the Healthcare treatment of **21,974** beneficiaries thanks to its close cooperation with Makhzoumi Foundation Health Program and its Primary Healthcare Centres (PHCs) in Mazraa and Achrafieh. Makhzoumi Foundation PHCs conducted around **14,176** consultations in 2016 for refugees.

These consultations encompassed antenatal care, mental health, non-communicable diseases and other general and specialized medical services.

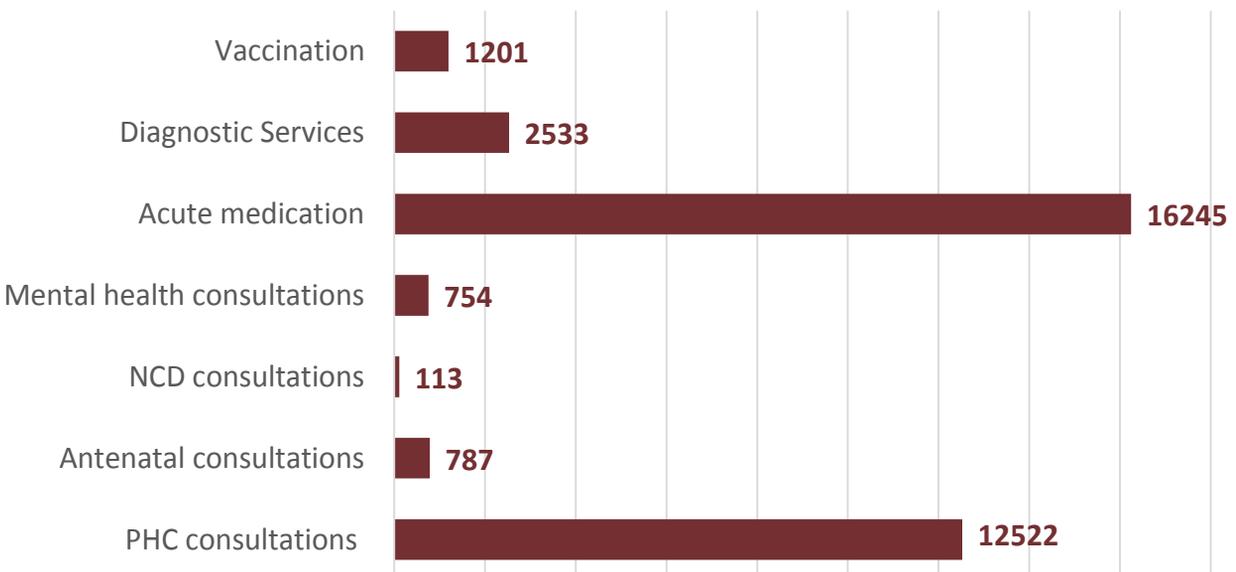
Healthcare services were provided to beneficiaries of all nationalities, predominantly to Syrian refugees. The vast majority of the conducted consultations in 2016 (88.3%) were of general medicine. In

2016, the PHCs witnessed a notable surge in the number of beneficiaries due to the closure of healthcare centres in the area and because neighbouring healthcare centres are no longer receiving UNHCR subsidies. Moreover, UNHCR decreased the fees for the pediatric, general practitioner and gynaecologist consultations which increased the number of consultations conducted by the PHC in 2016.

Raising awareness on routine vaccination amongst the community began to yield results as more and more parents brought their children for vaccination, leading to more than **1,200** beneficiaries vaccinated in 2016 alone.

Similarly, more Non-Communicable Diseases screening have been carried out in 2016 as the beneficiaries have become more aware of the prevention of cardiovascular diseases and diabetes.

Healthcare Services



## WASH

The RHSU focused on one WASH activity in 2016: providing outreach hygiene promotion sessions focused on personal hygiene, handwashing habits, and sanitation practices in Beirut and Mount Lebanon. These activities were carried-out during the first half the year in Beirut and Mount Lebanon. **621** individuals of all nationalities from the Hygiene promotion sessions throughout the year.

## Life skills Activities

Life Skills activities involved **323** individuals in 2016. Life skills sessions of different levels were implemented throughout the year: Level 1 correspond to one day activities while level 2 involved longer and more structured trainings. The RHSU offered trainings such as flower arrangement, chocolate decoration, soap molding, ceramic handicrafts, cooking, embroidery and accessory making.

## Complaints

New complaint mechanisms and a complaint system were set up in September 2016 by the Monitoring, Evaluation, and Research (MER) team in 2016. By end of year, **856** complaints and requests were received. The number of complaints/requests peaked in October with a total of 480 beneficiaries contacting the RHSU in a single month, accounting for half the year's number.

It is important to note that requests for assistance from beneficiaries all over Lebanon were included in the system and represent the principal reason for contacting the MF-RHSU. The received complaints were either treated internally or referred to the UNHCR. This new system showed a notable progress in processing and follow-up of each complaint.

The analysis of the received complaints takes place on a monthly basis, allowing RHSU to improve its services, communication, and better understand population needs and concerns.



# SUCCESS STORIES

*"I felt this was the only place where I could express myself and feel relaxed."*

Syrian refugee women after an Emotional Support Session led by the GBV team in Tarik El Jdide, Beirut, 2016.

Mohamad is a 65 year old Syrian refugee in need of help living successively in a basement, a warehouse and motels in Beirut. Now, thanks to the RHSU's hard work, Mohamad sleeps in a clean shelter where he receives food and individual care. Mohamad will soon start a 30 session's physiotherapy program alongside with speech therapy. In brief, Mohamad regained his dignity and in on the way to recovery.

Ali, is an artist from Iraq. In a critical psychological state, Ali had lost all hope in people and society. He decided to enrol in the internship program and started a 2 months internship as an art teacher in Beirut. Thanks to follow-up and support from the RHSU's internship team, Ali was hired and now teaches art to children

***Believe me, I really look forward for the sessions. This place, these people, became my second family."***

Syrian refugee women after an Emotional Support Session led by the GBV team in Tarik El Jdide, Beirut, 2016.



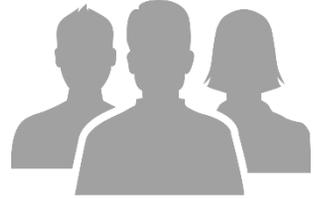
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