

مؤسسة مخزومي
Makhzoumi Foundation



END OF YEAR
2020

OUR VISION

To provide ultimate living conditions for every person in Lebanon

OUR MISSION STATEMENT

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 VALUES & PRINCIPLES

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.



LETTER FROM THE PRESIDENT

Friends of Makhzoumi Foundation,

This year, this letter is different. 2020 was a real challenge to everyone on earth. It was yet more challenging for the people living in Lebanon. Covid-19, an endless economic crisis where people's money is held in hostage, and a summer closure with the deadly Beirut Port Explosion are three unbearable confronts. However, it is during times like these that I am proud to be a part of Makhzoumi Foundation, working to advance community service, reduce inequalities, and support people in need across Lebanon. For more than 23 years, we have collectively addressed the most grave community issues and implemented projects to drive transformational change.

We all agree that since the start of the pandemic, it is the responsibility of everyone working at MF and in our community to minimize the spread of COVID-19. We started the year with protocols in place to protect our working environment. For the common good, we have continued our operations with necessary restrictions to keep our services ongoing. The Beirut Blast teams also did great works in supporting our beloved capital. In the streets since August 4th, nothing stopped them from help. The strong commitment of our teams to a shared understanding of the critical importance of emergency service shows the extreme care that we have for each other and ourselves.

We know that each day is bringing significant challenges and pressures on our operations. In 2020, we stood up for our communities shoulder-to-shoulder, and we encourage everyone to stand at their backs. This is our commitment and as we continue our dynamic climb on the ascent of humanitarian works, our annual report for year 2020 is a tool that we use to continually improve how we serve the community and the country; as well, it is an opportunity to share success stories that show our mission and strategy in action.

Sincerely,

***May Makhzoumi | President
SDG5 Goal Leader***

OUR STRATEGIC PLAN FRAMEWORK

MF strategy has 10 major goals that emanate from each program and department. Every goal is set with a series of strategic objectives and a list of key performance indicators that measure our performance improvement.

GOAL 1

To train and educate with the skills needed for today's workforce.

GOAL 2

To increase the value of our health services, by enhancing prevention and quality, and strengthening our ability to deliver cost effective care.

GOAL 3

To improve the Social and Economic status of entrepreneurs and low to medium income community members.

GOAL 4

To preserve and improve the environment as a valuable asset of Lebanon on the road towards sustainable development.

GOAL 5

To meet relief and humanitarian essentials to Vulnerable Communities.

GOAL 6

Invest in the professional development, mentoring and advancement of human resources

GOAL 7

Maintain financial stability and strengthen the financial and organizational capacity

GOAL 8

Strengthen partnerships for adequate responses to community needs

GOAL 9

Build accountability for the Information system to maximize the potential of our data

GOAL 10

Spread the stories to enhance visibility and engage the staff, stakeholders and the community

FINDING MEANING THROUGH SERVICES

Makhzoumi Foundation began to line up along the Sustainable Development Goals (SDGs) since they were established by the United Nations in the fall of 2015. The SDG framework is both aspirational and practical for us to apply our superpowers in finding innovative solutions to the community's most daunting challenges, which are social, economic and environmental.



#1 NO POVERTY

We are implementing nationally appropriate social protection systems and measures, targeting the most vulnerable, increasing basic resources and services, and achieving substantial coverage communities.

#3 GOOD HEALTH & WELLBEING

We are addressing many different persistent and emerging health issues by focusing on increased access to primary healthcare services with improved vaccination and hygiene.

#4 Quality Education

We are improving quality of life through access to inclusive vocational and technical education that helps equip the community with the tools required to develop innovative solutions to the world's greatest problems.

#5 Gender Equality

Our president was selected to be SDG #5 Goal Leader and this is a direct drive toward our works on achieving progress on gender equality and women's empowerment.

UNDERSTANDING OPPORTUNITIES

Beyond the long years of community empowerment, Makhzoumi Foundation has targeted SDGs implementation through global footprint, vast resources and innovative solutions for humanitarian challenges. At the same time, the expertise of our teams focuses on the global goals direct mission, credibility and relationships with remote and marginalized communities.



#6 CLEAN WATER & SANITATION

We are working on reducing pollution and minimizing hazardous chemicals and materials and substantially increasing recycling and safe reuse.

#7 AFFORDABLE & CLEAN ENERGY

We are spreading awareness about the right possible uses of energy and trying our best in supporting community access to affordable, reliable alternative energy services.

#8 DECENT WORK & ECONOMIC GROWTH

We are trying to help our community achieve higher levels of economic productivity through startups diversification and vocational innovation.

#10 REDUCED INEQUALITIES

Our works witness the significant strides towards NO DISCRIMINATION in regards to color, ethnic beliefs, abilities, and race. This is how we address all nationals and displaced communities, trying as much as we can to reduce the large disparities.

INTERCONNECTING GLOBAL TARGETS

The SDGs are all interconnected. For example providing girls with access to a quality education promotes gender equality, reduces hunger and poverty. Through this framework, Makhzoumi Foundation works. We make it crystal clear what particular SDGs we are addressing and how. Our reach means we are well placed to contribute to and benefit from the SDGs.



#11 SUSTAINABLE CITIES & COMMUNITIES

We are helping reduce the adverse environmental impact of cities in Lebanon by paying special attention to air quality and other waste management and supporting positive economic, social and environmental links.

#12 RESPONSIBLE CONSUMPTION & PRODUCTION

We are contributing to sustainable consumption and production by promoting energy efficiency and by providing access to green and decent jobs and a better quality of life for our community.

#13 CLIMATE ACTION

We are improving education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

#14 LIFE BELOW WATER

We are working hard to prevent and reduce marine pollution of all kinds, in particular from land-based activities.

EMBRACING THE WORLD'S PLAN

We all agree that the Sustainable Development Goals are an excellent vehicle for driving a change. To us, they are like an action plan for the whole planet and the community to prosper by 2030, hopefully. We are contributing to their implementation because we trust their strategic importance to the world and to Lebanon, and we are committed to helping achieve them.



#15 LIFE ON LAND

We are promoting the conservation, restoration and sustainable use of terrestrial and inland freshwater ecosystems and their services. We are also combating desertification through reforestation projects, striving to achieve a land degradation-neutral world.

#16 PEACE, JUSTICE & STRONG INSTITUTIONS

We are working on significant reduction of all forms of violence, ending abuse, exploitation, trafficking and all forms of torture of children. We are also spreading awareness about legal identity for all, including birth registration. We are also strengthening ourselves and our national partners through international cooperation for building capacity at all levels.

#17 PARTNERSHIPS FOR THE GOALS

In implementing the last SDG, we are strengthening our partnerships with local, international and governmental institutions including both the private sector and civil society. We are so much aware that these inclusive partnerships that are built upon principles and values, a shared vision and shared goals will place the community at the center.



**MORE THAN 3 MILLION SERVICES
FOR OVER 650,000 BENEFICIARIES**

Services By Numbers *Since 1997*



839,816
**Healthcare
Services**



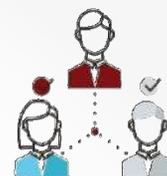
151,057
**Training
Certificates**



12,155
**Micro
Loans**



319,153
**Environment & Development
Outreach**



1,135,533
**Humanitarian
Assistances**

OUR PEOPLE

Our people play a key role in supporting the community and we are proud of the quality of **180** professionals. Each and every day our people play a leading role in helping people access high quality, affordable services. MF centers all over Lebanon are an inspiring place to work, thus we continue to focus on the human resources and provide them with the proper support to operate efficiently in a caring environment.

During the 2020 year, many challenges were faced both at the MF level and at the national level. Covid-19, the economic crisis and the Beirut Port Explosion have limited our capacity to recruit and implement professional development as usual. However, MF teams were facing the challenges one after the other with a range of initiatives that were rolled out for all our employees. The drive behind this is engagement, leadership, development, as we work towards delivering a more rewarding and engaging environment for all. We have set objectives to know about employee attitudes, burnout tendencies, workplace climate, training opportunities and competitive intelligence, which are key indicators for employee retention, satisfaction, and productivity. We have seen a positive shift in results in relation to the knowledge and tools that help build positive employee relations and a positive work environment for upcoming years.

THE APPRENTICESHIP MODULE

The apprenticeship module at MF is initiated by the Human Resources Department. The purpose of this module is to recruit apprentices who are graduate and postgraduate students from diverse academic backgrounds, where their education and career could be enhanced through practical work assignments and sessions at MF. The duration of the apprenticeship is mainly two months. Upon selection for the apprenticeship position, candidates are required to sign a statement confirming their understanding and acceptance for the conditions of service. Apprentices report directly and work under the supervision of their supervisor.

MF provides flexible working hours. Most of the participants have an education in human resources and business management. This Apprenticeship allows participants to take time to understand their role, tasks and the work processes that take place in NGOs. The experience is beneficial for future career paths. Once they finish their apprenticeship, participants continue to support MF through presenting training sessions to other candidates. The table below shows some numbers related to the MF apprenticeship program during the year 2020:

Number of candidates who joined in 2020	Gender Distribution	Age Groups of participants
15	Female 13: Male 2	20 to 26 years old

PLATINUM Accreditation

MF has long been implementing accreditation processes to improve its standards of working and ensure accountability to its multi-stakeholders.

In 2020, MF was accredited by the Non-Governmental Organizations Initiative (NGOi), which is an initiative of the American University of Beirut (AUB) that provides different services to the NGO sector in Lebanon and the MENA region. The AUB NGOi team surveyed and reported on MF governance, strategic planning, risk management, communication, reporting, monitoring systems, human resources management and financial procedures.

MF was awarded the Platinum record during a celebration ceremony in presence of presidents and teams of both organizations, with maximum precautions for the prevention of crowding during Covid-19 pandemic. Future plans are in place for more accreditation awards.



The VOCATIONAL TRAINING PROGRAM

4,133

Certificates in 2020



The Best Way to get something done is to Begin

The Vocational Training Program also known as Technical Vocational and Educational Training (TVET) or Livelihood Training, provides technical skills training that are job specific and meet the market needs. These programs generally focus on providing, mostly youth, with hands-on instructions that can lead to certification or a diploma acknowledged by the Directorate General of Vocational and Technical Education (Dekwane) and/or the Ministry of Labor. Vocational Training at MF is organized very systematically on the basis of vocational groups that include trainees with similar technical skills who need related expertise in order to perform their job. Our mission is to provide our trainees with educational, technical and vocational skills. This also fulfills two of MF's goals: to encourage knowledge seeking and promote self-reliance. Our courses are given in Beirut, Mount Lebanon, Bekaa, the North and the South and are tailored to cater for the essentials of the labor market and private sector.

THE NUMBERS: 2,138 students

The vocational training program of MF speaks through its numbers. In 2020, the program embraced students online because of the Covid-19 pandemic and the restrictions of distancing. Courses were distributed over 5 parallel terms. A total of **2,138** students from Lebanon and from other countries spent efficient time learning vocations that they selected.

Distribution of students by term

The column graph table below shows that term 1 in 2020 showed had the highest movement in terms of number of incoming calls, number of walk-in and registration. This dramatically dropped to almost null registration and outreach to our centers due to the effect of COVID-19 pandemic start and its aftereffects repercussions. The pandemic effects have dragged along to term 3 but showed better an enhancement of activities. Proceeding to term 4 which showed better progress and increase in number of walk-ins, incoming calls and registration until to only be again hit by the Beirut port explosion and yet again that resulted again in the decreasing the number of enrollment, number of walk-in and incoming calls. The variation in the below graph table is impacted by the revolution status, pandemic and the Beirut port explosion.

	Term #1	Term #2	Term #3	Term #4	Term #5
					
Calls:	550	11	184	294	169
Walk-in:	575	3	194	364	180
Registration:	456	5	107	197	163

Distribution of students by area

					
975	179	680	149	49	106
In Beirut	In Baalbek	In Zahle	In Saïda	In Tripoli	In Aramoun

Distribution of trainees by Gender, Nationality & Age Groups

1,317 female trainees were enrolled in 2020 versus **821** male. The program enrolled this year **1,479** trainees from Lebanese nationality & **659** trainees from different nationalities. While the largest group of trainees enrolled were in the age group of 15-20 scoring **1731** in count, and a total of **407** trainees identified in the age groups of 21-25 (**166**), 26-30 (**87**), 31-35 (**72**), 35 & above (**82**).

THE CHALLENGES

2020 was a year full of challenges that impacted our program in all of its branches. The economic, security and social situation had an undesirable impact on enrollment and continuation of trainings.

In addition, it was worsened with the emerging of the pandemic of COVID-19 that created a life threat for all Lebanese residents and worsened their socio-economic situation. With the 2020 complications at a several aspects; the VTP had to respond to the pandemic and grasp opportunities to be able to benefit the beneficiaries needing the skills improvement. Thus, Vocational training program transferred most of their trainings to online modules and adapted the teaching methodology to suit learners' needs with COVID-19 restrictions.

Below are some of the challenges that were faced:

- Closing the centers for several periods forcibly due to the closing of roads by protestors and the first wave of COVID-19 that led to cancellation of a whole term 2/2020.
- Difficulty for trainers and trainees to reach the center from the surrounding areas during Revolution (Closing roads) and lock downs.
- The economic situation affected the standards of living of the trainees, so the cost of course became a burden.
- A number of trainees abstained to register for fear of Covid-19 infection.
- Ensuring meeting all standards of safety and hygiene and taking all the preventive measures in the centers (wearing mask, temperature measurement, sterilization, Etc.).
- The trainers lacked the necessary technical skills in this field and inability to adapt their teaching and learning curriculum to an online version.
- Collaboration with INGOs was postponed or cancelled due to the bad socio-political and health situation in the country.
- Beirut Port explosion that affected the flow of our work, decreased the number of beneficiaries: Beneficiaries and trainers were affected by the explosion with physical, emotional in addition to materialistic losses and damages.
- Tripoli center being in the middle of the revolution square created security risk to our staff and beneficiaries

STAFF IMPROVEMENT

For the purpose of ensuring consistency and an up-to-date professional academic standard of programs among all centers, the following measures were undertaken this year:

- During each term, instructors of all academic programs, Technology, Languages, Vocations, and Beauty have met during their scheduled coordination meetings. Meeting used to keep courses progress tracked and to exchange teaching experience.
- Offered one to one professional training for each staff related to the field of work.
- Training sessions to develop skills and capabilities specially regarding computer and English.

Upon starting the project Save the children and Makhzoumi foundation worked on capacity building plans to develop skills of the implementing team. Save the children provided MF teams from instructors to front liners, outreach, and administration several trainings

- Life skills for success package.
- Securing a job and succeeding in a job.
- Introduction to disability and Inclusion.
- WG questionnaire and data collection.
- Basic disability and Inclusion training.
- Accessibility to people with disabilities training.
- Communication with people with disabilities training.
- Inclusive recruitment for people with disabilities.
- Child safe guarding orientation.
- Child safe guarding training (policy development and reporting).
- Youth Humanitarian Traineeship program training .
- Gender sensitization training.



WORKSHOPS, PROJECTS

Partnership & Networking

RESO – Resilience and Sustainable Economic Opportunities for Syrian Refugees and Host Communities in Lebanon

The BMZ project in partnership with Save the Children in Bekaa started in the most challenging time that passed over Lebanon. Emerging from the security, health, political situation that not only affected peoples' mental health but also their economic situation, security level and social interactions. Despite the challenges the target was achieved. This project targeted a group of 253 beneficiaries distributed over 11 vocational training courses and placed in 150 internships. The project RESO outreached more than 500 individuals and impacted indirectly over 1000+ individuals in the community. The RESO project showed many success stories regardless of the harsh situation and challenging conditions.

Corporate Social Responsibility Regional 1-day Workshop Online

Part of the partnership between CSR Regional Network & Makhzoumi Foundation a regional training was organized on International Humanitarian Diplomacy Training with 40 attendees from MENA from Lebanon and the Arab Region.

Corporate Social Responsibility Regional 3-day Workshop

Part of the partnership between CSR Regional Network & Makhzoumi Foundation a regional training was organized on Regional Humanitarian Diplomacy Training with 35 attendees from MENA from Lebanon and the Arab Region. The training focused on:

1. Humanitarian Diplomacy | Goals & Applications
2. Humanitarian Diplomacy | Field Work & Application
3. International Humanitarian Law & Humanitarian Diplomacy
4. NGOs & Humanitarian Diplomacy

At the end of the 3 days training workshop, professional trainees gained a regional license on Humanitarian Diplomacy.

Robotics for Children

Robotics in partnership with the Little Engineer, Robotics training was provided for children of ages 7 – 12 that were trained on software and hardware engineering. The results were inspiring for their ages and their little robots were showcased.

STEAM Club

The VTP arranged for a 4 weeks training program for children on Science, Technology, Engineering. The training focused on Arts & Math(STEAM), with 2 Educators and 1 Trainer. 7 children were selected to join the training at a subsidized cost.

MOS Championship

The activities of the Lebanon Microsoft Skills Championship for the current year 2020 were concluded, in partnership between Makhzoumi Foundation and ITLS- Information Technology Leading Services, under the auspices of the Ministry of Education and Higher Education, in which 27 private and official educational edifices participated in Lebanon. **2151** exams were conducted, in which **1027** students were able to obtain a certificate from Microsoft, while **53** competitors competed in the finals, with continued efforts despite the difficult circumstances we are going through.

Remote Sessions

Adapting with the changes and providing opportunities for Lebanese residents we transferred all our trainings to online education and blended learning. Online teaching was offered to more than 500 of our beneficiaries online to cope with lockdowns and mitigate risks of infection. More over additional online awareness, educational and self-improvement sessions were provided reaching the below numbers. 9 Remote Sessions focused on Business, Life Skills, Education (teams / office) with 821 Total number of Clicks, 25 Average Attendance, and 205 Total number of attendees.

Amlieh Remote Education Training

Training for 30 Educators over 14 Hours of Office 365, Teams, Zoom, & MS Forms

TEAMS Training for MF Staff

Investing in our trainers and senior staff MF VT program implemented an intensive Teams Essential training delivered by ITLS to support integration of blended learning in our trainings.



INTERACTION WITH THE COMMUNITY

Some of the interactions done on several management levels are mentioned below. Contacts with social associations, official administrative were carried out through all the year:

- Lebanon Humanitarian & Development NGOs Forum: Makhzoumi Foundation Vocational Training program (VTP) is part of the Lebanon Humanitarian and Development NGOs Forum (LHDF) which was launched, and still represented to take part in the forum for its input on humanitarian acts and implementation of livelihood in all regions of Lebanon. During the Beirut Blast we supported with volunteers to support the Help Desk.
- Livelihood working group: The vocational training program of Makhzoumi foundation participated in the Livelihood working group under the implementation of UNDP for all local and international NGOs working in the livelihood and humanitarian field in Lebanon.

In addition to the following activities:

- Rabitah Thakafiah
- Al Dar Al Ali Open Classes
- Ma3an Ioubnan with Hiba Fawwal and Ihsan Baroudi
- LLWB with Rana Harb
- CISH
- Rabitat Al Jami3iyyin
- Nehna Haddak Initiative with Iman El Ahmad for Covid-19 awareness
- Social Services



“It was a very difficult year for us to introduce our trainees to the Labor Market; however, we were able to capture several success stories during the year 2020 “

SUCCESS STORIES

Tripoli faces Recession

Two of our MB students Abdallah H. & Mohamad Malissor G. worked in a barber shop, and improved their monthly income so that they can meet the needs for Their families.

Protection Success in livelihoods

Siba is 27 years old, divorced and lives with her family. She participated in a Hair dressing course in where she proved that women can work, develop, produce and can be active in all domains of life. Siba participated in the class and had a goal to reach. Now, she is seeking to develop her abilities and support her family in all domains.

Siba's new state of mind became inspired active, motivated, she began participating in activities and challenges that proves her abilities and develops them. She started her own career in hair dressing at home.

Women Empowered:

Sandy proved herself that she can develop and produce and after the course she was able to prove that she is a producing lady. The instructor gave her a lot of general information enough practice to help her open her own salon.

Sandy proved that with motivation she can succeed and develop she became a happy motivated, producing member in the society. She also, proved that she can develop and build herself independently.

From Law to Humanitarian

He is a 31 years old male that has masters in social science, engaged in HTS course went to do internship with Himaya , Mahdi was very active and proved his abilities and got the chance to be employed with Himaya, now he is a trainer conducting session for psychosocial support and registration for refugees at ITS in Bekaa.

Practicing Humanitarian

He is a 27 years old male studied law, engaged in HTS course, got the chance to do internship with Himaya , he proved his abilities and got the chance to be employed in Child protection department at Himaya.

RECOMMENDATIONS & ACTION PLANS

Despite the hard conditions that we lived in 2020, our teams in all branches continued their follow up and support to MF VTP beneficiaries through the pandemic, Beirut Port explosion and security crisis. The number of trainees decreased rigorously from the beginning of the year till term 4 in which beneficiaries were able to come back to register with MF financial support. The registration is not back to normal and is expected by our program to struggle with this situation to mid-2021.

Here are some recommendation for year 2021 we can proceed for more progress and success:

- Reviewing the cost of the material versus the contribution of the course that will fit the ability of trainees to pay.
- Activate the promotions and the advertisement to reach the largest possible number of trainees.
- Opening new specialties trainings and conduct studies every year about the needs of the labor market.
- Networking and collaborations with different NGO, INGO and municipalities.
- Trainings and Workshops for the trainers regarding the new platforms (Microsoft teams, Zoom).
- Regular coordination meeting between the coordinator and the trainers. Meeting used to keep courses progress tracked and to exchange teaching experience.
- Special offers for trainees.
- Developing the curriculum in addition to assess or evaluate the implementation.
- Universities and School Fair participation.
- Reopening the Beauty open Day each Friday keep in mind the necessary precautions must be taken at the center.
- Interaction with community and neighborhood. In order to achieve the role and the goal of Makhzoumi Foundation, interaction with the neighborhood and community are maintained.

STEP FORWARD

More than 70 participants in 2020

A Makhzoumi Foundation initiative that bridges the gap between youth and employment

Step forward is an initiative for school and university students to engage in community activities, learn new skills and experience authentic careers. It's an internship program or a skill-based volunteering (SBV) opportunity to empower youth with the needed skills for employment opportunities. It guides them while exploring how their discipline looks in the real world. Step forward offers the responsibilities, the experiences and the challenges of launching a career through personal contribution in advancing the community. The initiative receives youth studying humanities, social and behavioral sciences, business, and healthcare.

Cooperation & Partnership

AEISIC partnership

Our continuous partnership with AEISIC Lebanon has been growing with the number of volunteers the Step Forward has been hosting from across the world.

LAU partnership

Volunteers and interns from different programs at LAU have been taking part in Step forward for 4 years now. Through the outreach and community engagement program, Business courses and their Honor students program we have hosted 38 LAU students.

International College

School students also take part of giving back and forward to the community through their community service program.

Makassed Association

Coordination with local associations is one of our goals in providing opportunities for youth of different nationalities and educational backgrounds.

Phoenicia University

Phoenicia University has been granting on a yearly basis pre-designated positions for their interns for their continuous overachievement in their internship journey.

Oxford University

Since 2017, Makhzoumi foundation Step forward has been hosting elite students from Oxford University in different backgrounds to work on innovative practices and projects.

MEMBERSHIP

for increased Opportunities

Makhzoumi Foundation is proud to be a member of:



PARTNERSHIP

for increased Opportunities

Makhzoumi Foundation is proud to be a partner with:



*For more partnership information, please check www.makhzoumifoundation.org

“No One has ever become Poor by Giving”

Your support to Makhzoumi Foundation is precious



[Build Your
Success Story](#)



[Our Stories
in a Glance!](#)



[Join
Our Family](#)

Makhzoumi Foundation

Beirut, Lebanon

Phone: 961-1-660890



info@makhzoumifoundation.org



www.makhzoumifoundation.org



www.facebook.com/makhzoumifoundation



www.twitter.com/makhzoumi



www.instagram.com/makhzoumi_foundation



www.lb.linkedin.com/in/makhzoumifoundation



www.youtube.com/user/makhzoumifoundation