

**مؤسسة مخزومي**  
**Makhzoumi Foundation**



**END OF YEAR**  
**2021**

# The VOCATIONAL TRAINING PROGRAM

The Best Way to get something done is to Begin

**2,921**

**Certificates in 2021**

The vocational training program (VTP) has been robust throughout the year of 2021 with a host of diverse courses targeted towards equipping students with necessary skills to excel in their talents. Makhzoumi Foundation is known for its vocational services and that is reflected by its yearly statistics that show an increasing number of student turnout and success stories. Every program is structured in a way that accommodates for diversity and inclusion

on multiple levels. Programs welcome candidates from different nationalities, age groups, and gender. Bearing in mind the importance of being a melting pot the statistics of this past year are a testament to the success of the VTP. Depending on their geographical location, candidates are distributed across the five centers. Our centers have hosted **2,921** student this past year from different nationalities, age groups and backgrounds.



# 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,***

*By the end of 2021, Lebanon was going through many challenges. We have faced Covid-19, the worst economic crisis, and the consequences of the Beirut blast, in addition to hosting the highest number of displaced people in the world. One of the smallest countries shows tremendous commitment to vulnerable populations within its peripheries.*

*Despite all of that, Makhzoumi Foundation maintains the social impact on its communities. In the programs of education, health, micro-credit, development and humanitarian relief, diversity, equity, and inclusion, start with us. Our teams commit to bringing together societies and helping build an empowering, inclusive, and equitable future. Since 1997, we have embraced people from all backgrounds, facing challenges with new perspectives. Our teams provide an environment where everyone feels respected, valued and empowered. We all know that the current situations have exacerbated the existing vulnerabilities in our communities. We have witnessed significant hardships with the strained natural resources such as water, air, ecosystems and land. Hundreds of healthcare workers have left the country within the health sector. The COVID-19 lockdown measures have exacerbated the situation with prolonged periods of isolation, income insecurity, and restricted access to medical and social services, which created risks for ongoing violence against women and children. The situation for education is vastly affected by interrupted learning as well as teachers and professors are leaving the country.*

*Makhzoumi Foundation continues assisting with the most demanding challenges, from the Covid-19 vaccination to supporting education and addressing the basic needs of our local communities. Especially with the tremendous rise of inflation devaluation of our currency, leading to classification of Lebanon amongst the lowest pay and increasing poverty to 80% of the population. Our vision is to provide ultimate living conditions for Lebanese communities to be able to face the hardships attained.*

*We aspire to carry on with our work despite all happening , depending on the dedication of our committed staff.*

*Sincerely,*  
**May Makhzoumi I 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

# MEETING THE SDGS DURING COVID-19

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. During the COVID-19 pandemic, MF mobilized a comprehensive health, humanitarian and socioeconomic response. MF continue to step forward as a force for growth in this ongoing time of need.



## #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.



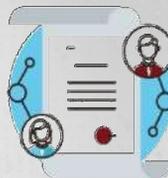
**MORE THAN 3 MILLION SERVICES  
FOR OVER 650,000 BENEFICIARIES**

## Services By Numbers *Since 1997*



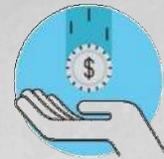
**886,270**

**Healthcare  
Services**



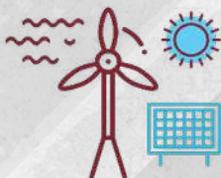
**153,978**

**Training  
Certificates**



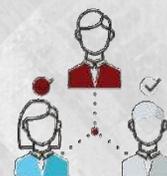
**12,378**

**Micro  
Loans**



**324,353**

**Environment & Development  
Outreach**



**1,177,860**

**Humanitarian  
Assistances**

# OUR PEOPLE

Our people play a key role in supporting the community and we are proud of the quality of **200** professionals. It did not change through 2021. On the opposite, it improved and became more structured and our first priority is always the safety of MF people. From mask-wearing and social distancing to proper hand-washing and regular sanitization, we know basic safety protocols work. Doing these things consistently matters, especially during Covid-19 and we continue to rely on our policies and procedures in addition to national and international guidelines and protocols for our human resources safety. During 2021, team faced challenges and consequences of

Covid-19, the economic crisis and the Beirut Port Explosion. Despite that, there was a drive for 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

**70**

**Apprentices in 2020**

**29**

**Apprentices in 2021**

**55:15**

**Female: Male**

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.

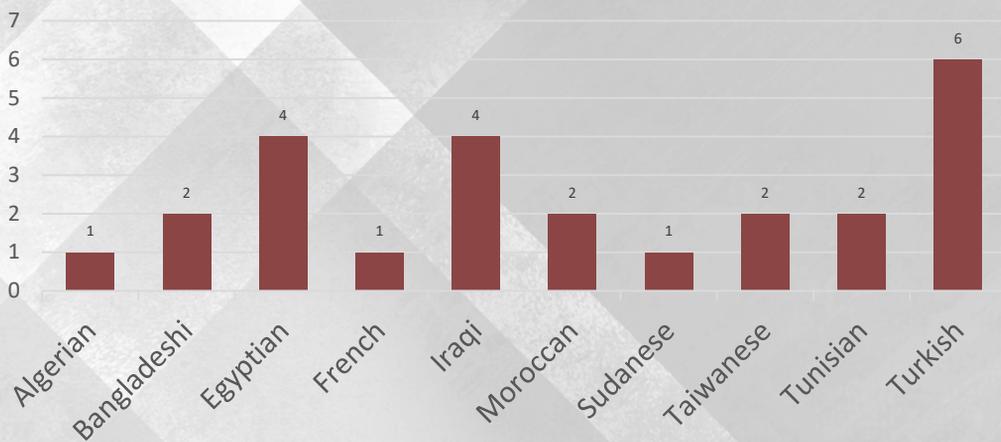
Apprentices report directly and work under the supervision of their supervisor. MF provides flexible working hours. Most of the participants have an education in human resources and business management. This Apprenticeship allows participants to take time to understand their role, tasks and the work 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 NUMBERS: 2,921 students

There is a lot that distinguishes us. It is what makes us who we are!

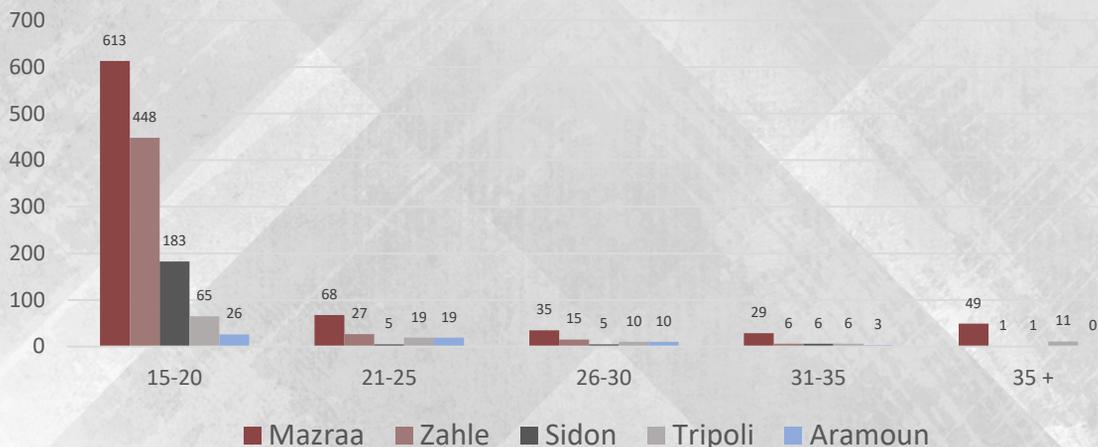
**Nationality Diversity:** The VTP welcomes students from diverse nationalities as it believes in the power of cosmopolitanism and the necessity of

being a melting pot. By hosting students from across the world, the VTP ensures that its services are being universally accessed.



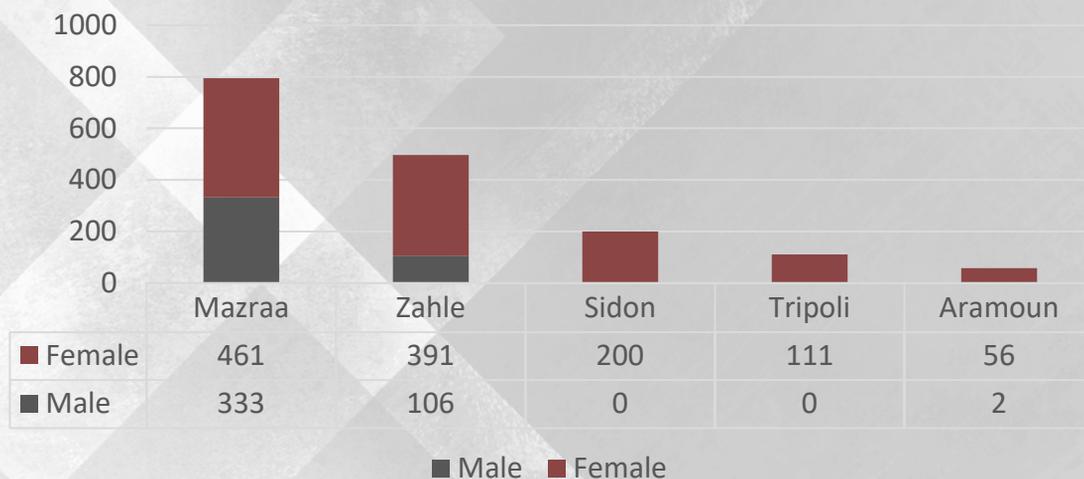
**Age Groups:** Starting from the strong belief the VTP possesses in the talent, vocational training at the Foundation has been a magnet that attracted candidates from multiple age groups. The most popular age group is the 15-20 group, where most youth in this category are

looking for opportunities to invest in their talents and expand upon them. The numbers gradually decrease as we move to other age groups, yet each course offered by the program hosts students from every single age group. The Chart below shows the distribution of age groups per area of work.



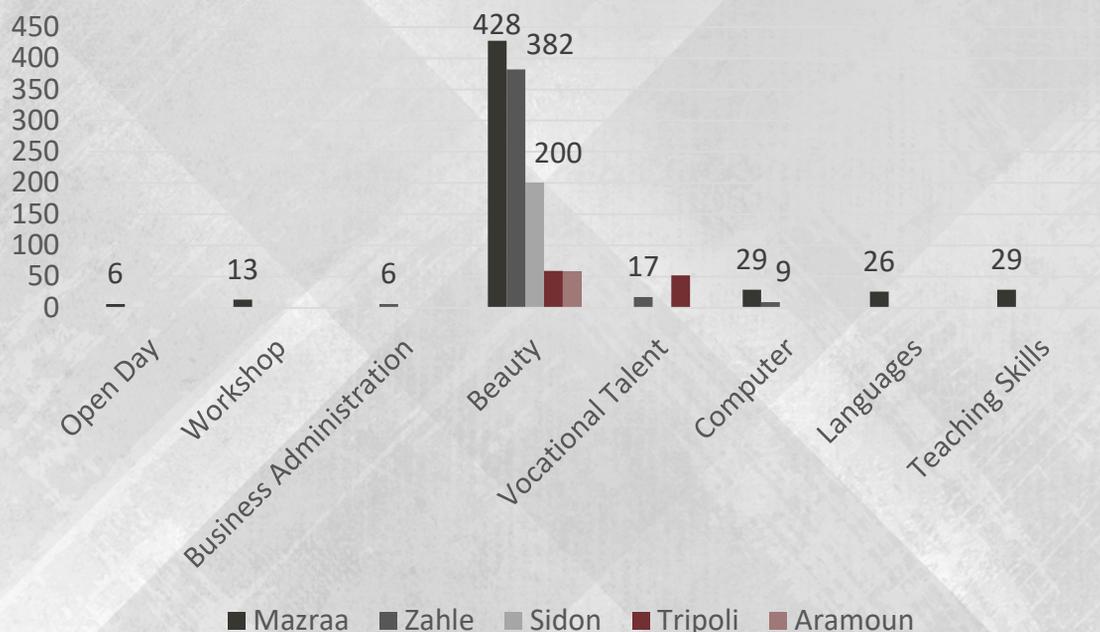
**Distribution of Gender:** The VTP is adamant about ensuring gender equality in its courses. Whilst true that most of the

beneficiaries are female, male candidates are present most notably in the Mazraa and Zahle centers.

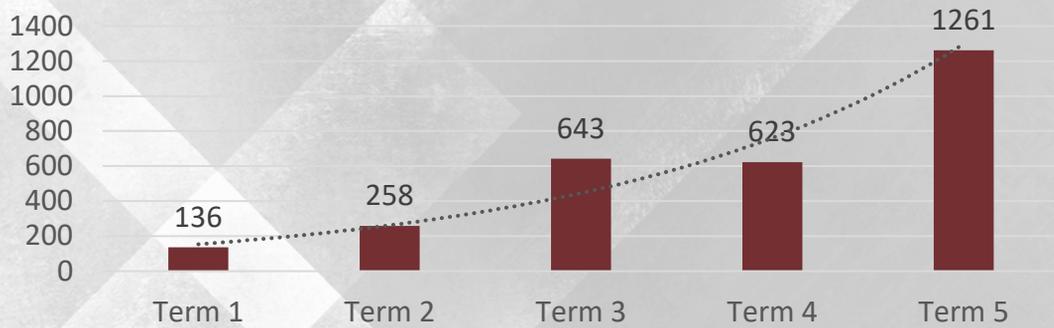


**Specialty Diversity:** The courses offered by the VTP are diverse in their nature. Data shows “beauty” as the most popular program where several specialty

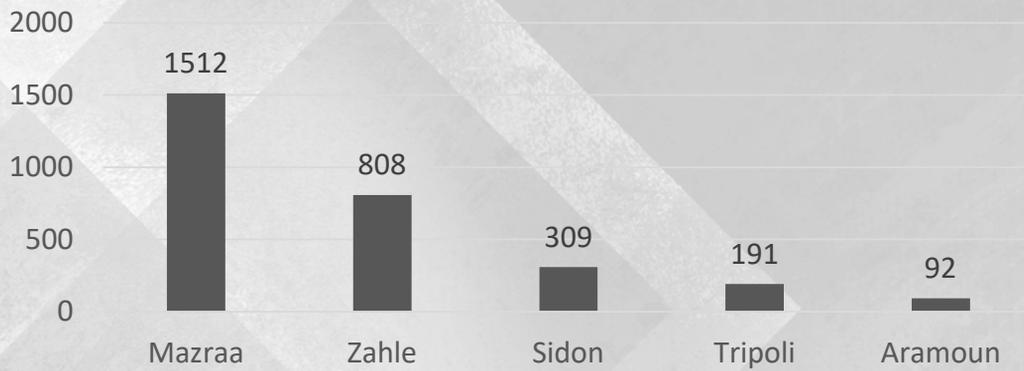
courses are offered. This course is heavily attended in all centers. The Mazraa center however contains the largest population of beneficiaries. It also is home for all other programs within the VTP.



## Enrollment trends through terms



## Beneficiaries count per branch



## Performance assessment of beneficiaries



## NOTABLES

### Online Classes

Due to the ongoing COVID-19 pandemic, training services were transformed to online delivery accommodating the needs of beneficiaries in our communities. Coordination, trainers, and administration staff prepared well for this transition by contacting all trainees and trainers to prepare them for online classes. Throughout the year, educational videos

were created to assist in the online delivery of the material, and several prominent online platforms were utilized most notably Microsoft Teams. At the start of the second term, the Foundation adopted the hybrid model of delivery, where classes were alternated between online and in-person as per government regulations.

### Community Outreach

Starting from the belief that the community is the cornerstone of the Foundation's operations, several outreach initiatives were put forward throughout the year. Several meetings were held with local and international NGOs where several partnerships were discussed on multiple issues. Potential partnerships with

reputable NGOs in education, vocational training, and personal development were initiated and numerous beneficiaries from undeveloped communities were center to this effort. Hair Dressing and Make up classes were also opened in collaboration with Atfal El Jalil Association. **15** trainees did both classes at their center.



# STAFF PROFESSIONAL DEVELOPMENT

Investing in time and lockdown challenges, the vocational training program focused on guiding and providing its team with trainings, webinars, and workshops to attend. This included webinars, skills development provided by ITC – ILO, project

management funded by LHDF and implemented by Bioforce and other online training sessions provided by “Save The Children” and other entities. The chart below shows the total numbers of calls, walk-ins and registrations in 2021.



## PROJECTS & Networking

### Youth Functional Skills Project (YFS) ANERA:

This project invited 40 trainees to participate in developing their functional skills in English, finance, and IT level 1 and 2. The project was covered over the course of 150 hours.

### Lebanon Humanitarian and Development NGOs Forum (LHDF):

The cooperation of the VTP with prominent entities was witnessed on multiple occasions during this past year. Close coordination & meetings with LHDF and Ministry of Social Affairs were conducted to find a strategy to assist vulnerable host community with MOSA financial support card applications.

**Mercy Corps:** Multiple meetings were held with Mercy Corps representatives to discuss possible collaboration in Mount Lebanon branch (Aramoun). Points discussed were related to the use of premises and outreach of students that could benefit from their running projects.

**We Can:** The VTP legacy on this year can be seen through the “We Can” project. The WE CAN project in partnership with URDA Tripoli funded by COSPE is a vocational training project implemented in Tripoli for a target of 100 beneficiaries. Beneficiaries are divided into different specialties focusing on sewing and tailoring, baking, cooking, hair dressing and makeup, and food processing. The project was concluded in October with 100 beneficiaries successfully completing the training.

**Remote Sessions:** Remote sessions have been conducted over the past year on several subjects due to the COVID-19 pandemic. Courses were offered in Educational Technology, Beauty Academy, and Life Skills. Training programs were conducted in partnerships with other entities most notably the Regional CSR Network.

### Ministry of Social Affairs:

Collaboration with the Ministry of Social Affairs (MOSA) was done on several occasions mainly regarding legalizing documentation and approving joint programs that aim at financially assisting individuals. This collaboration also led to a meeting with the Minister of Social Affairs Mr. Hector Hajjar.



## DISTINGUISHED Activities

### Word UN Agreement Training with CSR Global Network:

Three days training by the CSR Global Network virtually via Zoom, the training covered information on the UN Global Agreement, raising Awareness on importance of agreement and CSR, and triggering collaboration among NGOs.

### SDG Leadership Training Forums:

The training program was held in partnership with the Regional CSR Network, with an open invitation to local community in Lebanon. The training combined around 290 attendees from the Arab Region, including 70 from Lebanon.

### Developing Innovative Community Initiatives within UN Framework:

The training program was held in partnership with the Regional CSR Network, with an open invitation to local community in Lebanon. It was preceded with a recognition for Ms. May

Makhzoumi as a CSR Ambassador and announcing Beirut as the Socially Responsible Arab City for 2021 represented by Makhzoumi Foundation.

**Beirut Codes:** Beirut Coding works on introducing Youth and Children to coding and equip them with one of the most demanding 21st century skills. CODE24X24 trains 24 university students on coding (Micro: Bit or Minecraft), and each team of young trainers will train 24 kids on coding, afterwards kids will be divided into teams to create coding projects

### Online Digital Literacy Courses (Save the Children):

Collaboration with the SCI in online digital literacy course. Online digital literacy for 28 trainees were ended via Microsoft teams divided in 3 classes for 50 hours each class.

The collaboration was culminated by the “Elite Center for the Korea” Ambassador visit, and the Elite Center for the India Ambassador visit.



## REFLECTION

The Vocational Training Program has helped numerous beneficiaries find a different path towards success. By empowering individuals to discover their talents, the VTP ensures that every individual has a chance to launch a career. Starting from this conviction, and to expand the scope of the services offered, the VTP and its staff take pride in the statistics of this past year and the number of beneficiaries they helped. The numbers do not only reflect the quantity of assisted individuals, but also the number of success stories.

The number of beneficiaries is scattered over the five centers with the Mazraa and Zahle centers having the largest concentrations. Those who are engaged in training courses showed a high percentage margin in performance assessments, where 936 students scored in the “very good” range. This number shows the

efficacy of the VTP and the courses it endows. The demographics of the beneficiaries in relation to their academic level lends great emphasis on the popularity of the VTP program. The data shows that beneficiaries in the 15-20 age group constitute the prime candidates of the VTP. Their educational level is concentrated in the elementary, intermediate, upper intermediate and college levels. Other age groups are represented as well, yet in smaller percentages compared to the (15-20) age group.

The above data shows that the nature of the VTP operation is highly desired among beneficiaries in general and youth in particular. This desire is reflected in the advertising operations of the program where multiple strategies are implemented to export the message of our service.



# 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](http://www.makhzoumifoundation.org)

*“No One has ever become Poor by Giving”*

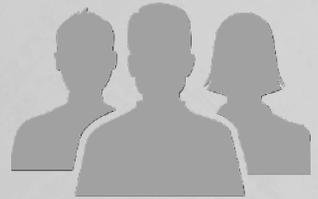
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