

بسمه و زيتونه

**BASMEH & ZEITONEH**  
RELIEF & DEVELOPMENT

# **Basmeh & Zeitooneh** Annual Report 2019

**Basmeh & Zeitooneh**  
Annual Report 2019

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## Statement By CEO

Dear friends and partners,

The year 2019 marked an exceptional milestone in our organization's life. In its age of maturity, Basmeh & Zeitooneh was making sure to improve the quality of its services as well as its work environment. We have been engaged throughout this year in an immense internal workshop to develop our processes, procedures, and manuals. And what an amazing learning journey it's been!

In our quest to fulfill the highest standards in the sector, we have introduced several documents such as the Employee Handbook, which aims at facilitating the onboarding process for new recruits by providing all the necessary information to get them better acquainted with the organization and its culture. As for our protection team, it has refurbished the safeguarding policies in its continuous effort to create a safe environment within the organization for both our beneficiaries and staff members. These projects, as you will discover throughout the following pages, are only a fraction of what took place in 2019.

The transformative workshop Basmeh & Zeitooneh underwent wasn't limited to manuals and policies alone, but rather extended to the programmatic side too. This meant rearranging all of our new and existing projects under the banners of four main programs – education, protection, livelihood, and civil society support – that reflect our four strategic priorities for the next three years. These changes were mandatory to allow us to focus more on our strengths in order to carry on despite all the challenges and difficulties we are increasingly facing in this part of the world.

As you are all aware, we ended 2019 with a political and financial crisis in Lebanon that left us in a precarious position, where hundreds of thousands of our project funds were withheld by the bank. As a result, our staff members had to carry the burden through their salaries in order to keep the beneficiaries of our projects unaffected.

Despite the difficulties, the year brought several positive developments like the launch of a new operation in Erbil, Iraq; the expansion of our education portfolio to 2,100 students; and the introduction of an innovative Cash for Work project that mobilizes workers from the Lebanese hosting community and the Syrian refugee community to clean debris from sections of the Litani riverbed.

As always, we remain committed to serving our community, and for this we are immensely proud and thankful for the support and trust we keep on receiving from our friends and partners. I wish to thank every single one of you for believing in our organization's work. I'm certain that with the authenticity of our supporters and partners, we can ride any wave of disruption that may come our way.

I now wish to invite you to celebrate our joint achievements throughout the pages of this report. You have my word that the coming year will bring some developments for Basmeh & Zeitooneh that will make us all proud.

Sincerely,

Fadi Hallisso  
Co-founder and CEO

# Intoduction

## Our Vision

To foster a constructive society that lives with dignity.

## Our Mission

To empower individuals through working among the most vulnerable and marginalized groups to fill the gaps in development assistance and respond to the most urgent relief and developmental needs that contribute to the advancement of society.

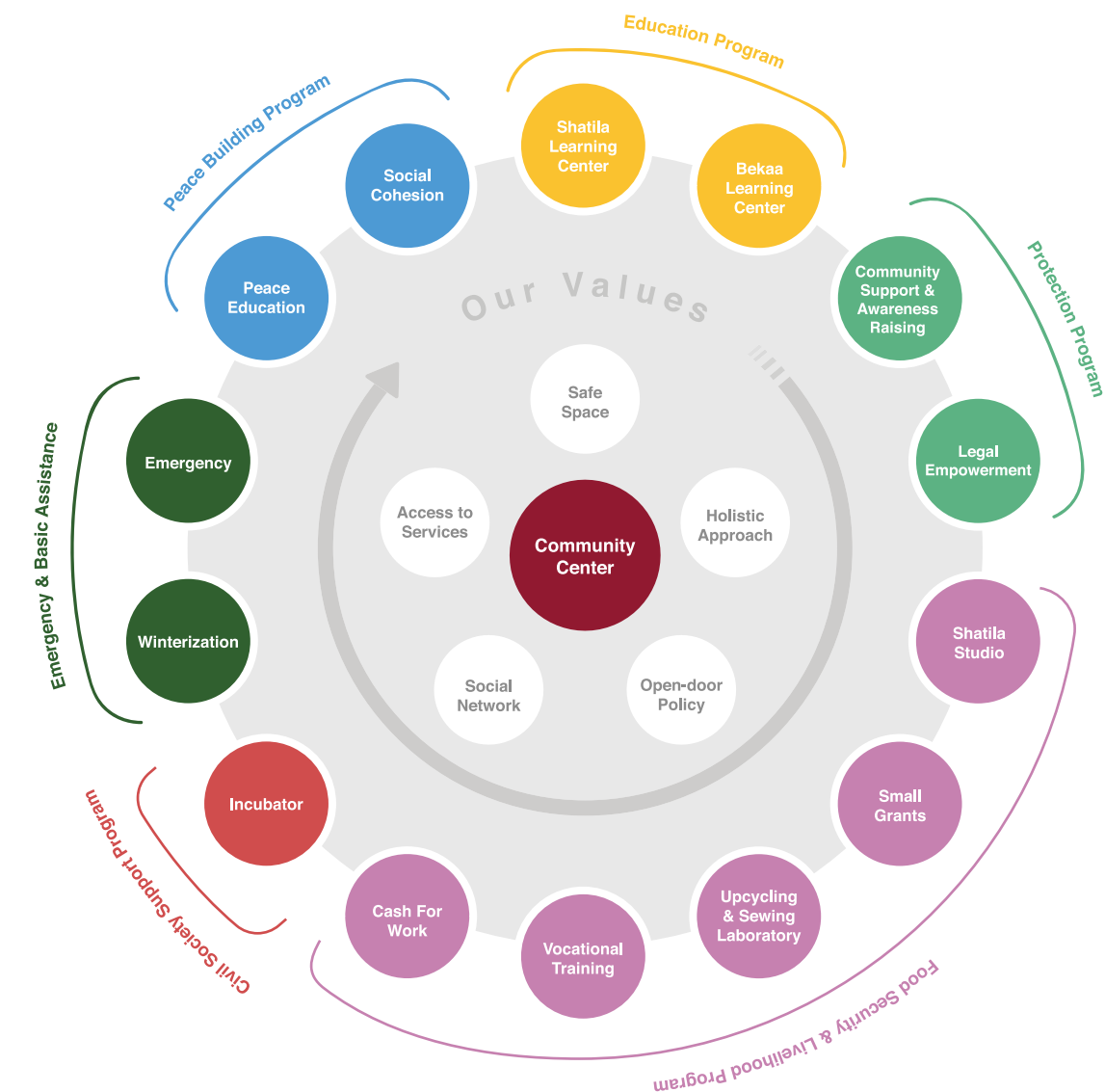
## History & Approach

Basmeh & Zeitooneh (B&Z) is a registered non-governmental organization dedicated to serving Syrian refugees and vulnerable populations living in Lebanon and Erbil, Iraq. It began in 2012 as a small group of volunteers responding to the needs of refugees in Lebanon. Since then, we have been working on providing these communities with education, protection, livelihood and relief services. In addition, we have expanded our reach to include vulnerable host communities while working in areas with the highest concentration of refugees.

Despite the rapid development of the organization, we maintain a grassroots and participatory approach through which participants' input and feedback are sought throughout projects' designs and implementations. Our aim is to provide accessible, holistic solutions that empower and build the capacity of marginalized communities. We utilize our community centers to serve as focal points for the local neighborhood and transfer the knowledge to the affected communities where B&Z believes vulnerable people should have the power, knowledge, and ownership to lead their chosen dignified lives.

Our range of programs follows an approach that upholds human dignity and reduces the need to navigate through a complex international humanitarian system to meet basic needs. Thus, the programs are aimed at building and developing skills, enhancing psychological well-being, and increasing individual and communal capacity in order to increase the agency and independence of those who have been marginalized.

# Our Community Centers



# Organogram B&Z ORGANIZATIONAL STRUCTURE 2020



## We Work In Lebanon

### Mount Lebanon

- Nabaa
- Shatila
- Bourj Al-Barajneh

### North Lebanon

- Al Qibbeh

### Bekaa

- Bar Elias



## We Work In Kurdistan region of Iraq Erbil



## We Work In Turkey

● Gaziantep



In Turkey, we are registered under the new name GÜLÜMSEME VE ZEYTİN, and it has its separate Annual Report.

## Our Funds

1,623,039.46 \$  
Education Program  
39%

248,296.83 \$  
Peace Building Program  
6%

51,154.99 \$  
Advocacy  
1%

203,932.63 \$  
Capacity Building & Admin Support  
5%



711,467.92 \$  
Food Security & Livelihood Program  
17%



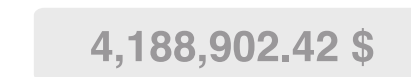
683,703.98 \$  
Protection Program  
16%



488,758.78 \$  
Emergency & Basic Assistance Program  
12%



178,547.83 \$  
Civil Society Support Program  
4%



4,188,902.42 \$

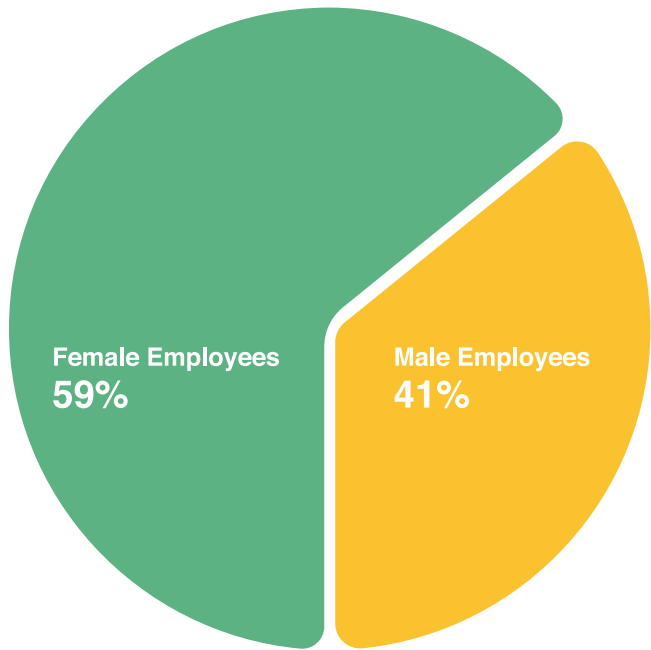


## Our Team

Basmeh & Zeitooneh values the diversity of its employees and recognizes that our work is best accomplished through the collaboration of individuals from a myriad of cultures. Our organization is committed to sustaining an equal opportunity recruitment process by selecting successful applicants based on competency, integrity, and passion for B&Z's mission.

B&Z's approach relies on open communication, transparency, and honesty between the staff to maintain a friendly and welcoming environment. We invest our efforts in offering flexible working hours, staff-care weekends, retreats, and two long holidays per year.

**Our organization consists of 204 employees and volunteers.**



## Organizational Development

Some of our most significant achievements in 2019 were:

- **Creation of the Employee Handbook**  
This handbook governs the working conditions, obligations, and rights of employees at B&Z. It constitutes a framework under which staff members and the management of B&Z must endeavor to follow the policies, procedures, and guidelines in the most constructive and positive manner.
- **Payroll Accounts**  
Employees now receive their salaries through a bank transfer instead of checks or cash, which allows them to manage their money more efficiently.
- **Performance Appraisal**  
We updated our performance appraisal to better cater to employees' needs. The new form enables staff and their line managers to score their performance over the past year based on specific competencies.
- **Capacity-Building Plan**  
In conjunction with the Performance Appraisal form, B&Z drew a capacity-building plan that allows all managers to maintain regular contact with their staff for mentoring, coaching, and supervising purposes, a step that enables our staff to be further supported. Our training included workshops, staff-care weekends, in-house training, seminars, and more.
- **Nursing Unit**  
We have established a nursing unit under the learning centers, where nurses provide essential first aid that may be needed.

- **Safeguarding**

B&Z's protection program developed a structured safeguarding policy in addition to other supporting policies and procedures (gender policy, sexual exploitation and abuse policy). As a child-safe organization, we continuously work towards ensuring children and their families are free from any form of abuse or exploitation. Procedures are also in place to protect any child and adult whose rights have been violated.



# Programs





# Education Program

1,161

Children enrolled during **Scholastic** year 2018 - 2019

1,945

Children enrolled during **Scholastic** year 2019 - 2020



B&Z first launched its Education Program in 2014 to accommodate Syrian refugee children unable to access a safe and inclusive formal education within Shatila Camp. In our first year, we had 300 students, a number that has now risen to 1,380.

Our first academic year, 2018-2019, debuted with 700 students after the opening of our summer school in Bekaa. As for the Shatila Learning Center, its expansion allowed us to finally accept 680 additional students from our extensive waiting list. This incredible milestone was made possible through the support of the Luminous Fund and Shih Wing Ching Foundation Limited.

B&Z aims to serve refugee children in a safe and inclusive learning environment where the well-being of the children is of utmost importance. That's why we have an incredible support team for psychosocial aid that includes a nurse, a social worker, and a case manager.

Our goal is to involve the parents in the learning center as well as their child's education by conducting awareness sessions along with parent-teacher meetings.

Currently, B&Z's Education Program operates in three areas in Lebanon: Beirut, Mount Lebanon, and Bekaa. In Mount Lebanon, we have the Shatila Learning Center that serves 1,200 students aged 5 to 16 years, with 656 and 582 students of the same age group in Bekaa and Nabaa, respectively.

B&Z is accredited by the Lebanese Ministry of Education and Higher Education (LMEHE) to implement the following non-formal education programs:

- **Basic Literacy and Numeracy – BLN**
- **Youth Literacy and Numeracy**
- **Community Based Early Childhood Education CBECE**
- **Learning Support**
- **Special Needs Education**

Our remedial and BLN classes in Nabaa, which are in their second year and encompass 582 children, provide educational assistance to vulnerable children and adolescents, specifically Syrians, through two mechanisms. The first one targets out-of-school children and helps them partly compensate for the skills and information required in English, Arabic, and math, while the second takes the shape of a remedial class for children already attending schools but in need of support in specific concentrations.

In Erbil, Iraq, B&Z provided reading and writing courses to 37 young internally displaced persons (IDP) residing in Baharka Camp. Our center offered BLN courses to both in and out of school children. Those in school were provided with homework support and BLN to improve their education level while ensuring continuous learning despite their displacement. Those out of school and unable to receive any form of education due to their situation and age were provided with BLN.

All of our teachers received crucial training for subjects such as Teach Like a Champion, Child Protection Policy, Non-Violent Education, Interactive Learning, and First Aid.



### **Feedback on Education Program**

The significant improvement in our students' education level can be numerically translated to 79% of pupils passing their final assessments. This result is compatible with parents and teachers' feedback during Focus Group Discussions (FGDs) regarding the students' academic performance and behavior.



## SLC

During the academic year 2018-2019, we started with 700 students at the Shatila Learning Center. For the academic year of 2019-2020, we are excited to announce that we have a total of 1,200 students. To accommodate for this increase, we have renovated our educational center to ensure we provide education to as many children in the Shatila Camp as possible. At our center, we focus on five basic subjects: Arabic, English, mathematics, science, and geography.

We also have an Arts & Cultures (A&C) center at Shatila where we teach activities such as music and various life skills that interweave arts, which enable children to grasp multiple lessons including the principles of protection. These activities are crucial in developing vital skills in communication and self-expression. The A&C center also held photography and writing workshops led by artists from around the world.

Over five years ago, the A&C center established the B&Z Choir for children, which has participated this year in the Beirut Chants Festival and presented a mix of Syrian and Palestinian musical heritage.

Despite the protests that have been erupting across Lebanon since October 2019, which have led to road blockades and inaccessibility to the center, our teachers and staff went above and beyond to remain available by renting homes closer to Shatila or staying with friends.

## BLC

The academic year started in November 2018 with 700 students supported by Rotary Deutschland and BMZ after the August summer session had successfully enrolled 200 students in its preparatory classes.

We surmounted many challenges in order to run BLC. We converted a residential building into a school; reconstructed a playground; recruited 36 teachers; bought tables, chairs, and textbooks; and contracted a bus company that runs 11 shuttles, day and night, to register 700 children, the majority of whom had never been to school before.

Several meetings were held to assess the academic year and the difficulties we faced, which were represented in the location of the building in addition to the high-cost of transportation. After a long period of search and negotiation, we were able to secure a much more suitable building in Bar Elias that's closer to our community center. The year 2019-2020 started fresh with both returning and new students joining our classes.

## Success Story

Two Syrian sisters, Mariam and Iman, were tissue-box street vendors whose father had suffered from a heart disease while working a low-income job. The girls were educationally deprived and at risk of abuse and exploitation due to working in the streets.

After a social worker took notice of the duo, he cooperated with their parents and the school administration to officially register them as students. The school offered them a safe space where they received an education, formed friendships, and participated in extracurricular activities.

A home visit was also carried out to assess the social situation of the family. After having received the relief program for food assistance, the mother was able to better support and nourish her family. The sisters were also provided with psychological support sessions by the social worker, through which they were familiarized with self-protection and how to deal with the possible dangers encountered on the streets.

Over time, Mariam and Iman have gained confidence, are now able to build friendships, and are doing great at most of the subjects, based on their teachers' report.







# Protection Program

4,795

individuals benefited from our protection services



B&Z assists women and children in both development and emergency contexts. Since humanitarian crises make children even more vulnerable, our work addresses the immediate and long-term child protection consequences of emergencies.

## Our Protection Approach

B&Z has been working since 2015 on strengthening the resilience of vulnerable women and children by increasing their awareness around Gender Based Violence and Child Protection. Endeavoring to create the most sustainable model possible, we started working through a community-based approach in 2016 to:

- Engage different community groups in reducing vulnerabilities of boys, girls, and caregivers, mainly through peer education, safety identification, and referral mechanisms.
- Engage different community groups in identifying risks that women and girls are facing or at risk of facing inside their community and work to mitigate that risk.

In 2019, B&Z's approach switched to one that's more focused on every child's right to be protected and cared for in a family-like environment. We promote the ethical and meaningful participation of children in all stages of our programming, while addressing discrimination and poverty to reach the most vulnerable children. Changes in legislation, policies, services, and social norms – and increased investment in child protection – are necessary to prevent and respond to all forms of violence. B&Z is guided by the UN Convention on the Rights of the Child.

## Community Support and Awareness Raising

- **Case management**  
This continues to be one of the major components of B&Z's protection program working with women and children at risk along with survivors of domestic, gender-based, or sexual violence.
- **Psychosocial support**  
Focused psychosocial support sessions based on the International Red Cross curriculum and the inter-agency curriculum include yoga, self-defense, and theater.
- **Community events**  
Six community events were held in Bekaa and Shatila's learning centers, targeting more than 1,000 students aged between 6 and 17 years.
- **Parenting skills**  
We employ training for caregivers of children registered at the Bekaa Learning Center.



## Resource Development

From October until the end of December 2019, the Population Council supported B&Z in the training and implementation of the Girl Roster in Shatila and Bourj Al Barajneh Palestinian refugee camps for safe spaces programming. The purpose of this exercise was to capture actionable information about the status and experience of girls and young women in the refugee settings of the Shatila and Bourj Al Barajneh camps in South Beirut to define the parameters of the intended program, including:

- **Key target population(s)**
- **Program content and assets needed**
- **Potential mentors**
- **Effective methods of recruitment**
- **Potential venues**

From our community center in Baharka Camp in Erbil, B&Z provided psychosocial support services to 95 women and children as part of our protection program in Kurdistan. Our intervention reached internally displaced children and adults through key protection activities including provision of psychological support services, child protection, and Sexual and Gender Based Violence (SGBV) awareness raising.

For women, a specialized social worker organized group and individual sessions aimed at helping them understand and cope with their experiences, grow social networks within their new environment, and strengthen their resilience to face future challenges. The additional 1:1 sessions ensured the privacy of the beneficiary and worked on a more individualized approach.

For children, we provided psychosocial support through recreational activities like soccer training, gymnastics, and art sessions in Baharka. The social worker also identified cases that required individual sessions and had caregivers contacted to be part of the therapy.



## Feedback on Protection Program

The implemented protection activities built beneficiaries' resilience and created positive change within their community. Several beneficiaries emphasized how their participation played a significant role in enhancing their behavior and relationship with their surroundings, which allowed them to communicate more effectively and find common ground when faced with daily conflicts. They also expressed how these activities helped them reduce their anger, with the coping capacity surveys showing that on average, 80% of the participants felt their coping skills had improved.

## Legal Empowerment

Our legal activities support people to claim and exercise their rights through information, counselling, legal assistance, collaborative dispute resolution, capacity building, and advocacy. B&Z's legal work also feeds into our advocacy unit as both programs work together to advocate at all levels, including international bodies, to pursue the goal of promoting respect for the rights of people affected by displacement.

The legal program focuses on three thematic areas:

- Legal identity, including obtaining the civil and identity documentation necessary to access rights and services
- Immigration and refugee laws and procedures, including refugee status determination and legal residency.
- Government legal procedures and policies for registration of Internally Displaced Persons (IDP) when access to rights and services is dependent on such registration.



### Feedback on the Legal Project

The impact of the legal empowerment project was displayed in the pre- and post-surveys along with the participants' 1:1 interviews, which exhibited an increase in their ability to take actions by implementing legal services and working towards justice. There was a noticeable increase in beneficiaries' awareness regarding registering their civil status and individual residency rights. This program has helped the most vulnerable populations with their specific legal issues – 92.5% were provided with the needed information they had requested; 72.5% of this group have now successfully resolved their legal issues.

## Success Story

At the age of 33, Hiba found herself the sole caregiver for her children after she lost her husband. Living in Shatila camp, the traumatized mother received no help and was unable to support her young ones.

Based on one of her friend's recommendations, Hiba visited B&Z's clinical psychologist and received life-altering psychological counseling and resources. Her involvement with psychosocial support (PSS) sessions allowed her to access protection resources that dramatically enhanced her well-being and allowed her to face challenges with confidence as well as find daily sources of solace.

After a year and a half of PSS sessions, Hiba can now handle stress and harmlessly communicate with her children. The mother is finally comfortable expressing her feelings and innocuously managing her anger without causing harm to herself or children. We are overjoyed to report that Hiba is one of the most effective members in the women's group as she's continuously supporting others and helping in any activity related to children's protection. Her vast experience in understanding the importance of protection, whether of parents or kids, pushes her forward as a member.









# Food Security & Livelihood Program

**465** Individuals and **97** Households

Benefited from our **Food Security and livelihood** services



B&Z has continued to prioritize its food security and livelihood sectors since the early stages of its establishment in Lebanon. In 2014, it began supporting micro, small, and medium enterprises (MSMEs) through its community centers by providing vocational and technical trainings that are essential for their success.

B&Z first identified which MSMEs to support through targeting the most vulnerable areas in Lebanon as indicated by internal and external assessments. Within our community approach, we focused on Northern Lebanon (Akkar and Tripoli), Eastern Lebanon (central Bekaa and Mount Lebanon), and Beirut (Bourj Al Barajneh, Shatila camp, and Nabaa). In the aforementioned targeted areas, poverty knows no bounds and affects both the host and the refugee communities. This strategic framework was developed through conducting a livelihood and labor market assessment in the most vulnerable areas in Lebanon, primarily affected by the Syrian crisis. The assessment consisted of mapping and assessing the livelihood projects and opportunities available in the North, East, and Nabaa areas of Beirut.

Within the sustainable livelihood framework, B&Z's programs focus mainly on strengthening the identified income assets (and the five key categories of livelihood capitals), in addition to influencing the policies and actions of structures. The purpose of this is to reduce vulnerabilities and achieve the most stable livelihood outcomes.

Last year held tremendous challenges in the food security and livelihood sectors in Lebanon. Within nearly a decade, a population influx – equivalent to 25% of its native residents – had both the Lebanese host communities and the hosted refugees dramatically suffer. On one hand, the poverty rate among nationals is thought to have risen, and on another, the majority of Syrian refugees struggle to even meet their basic food needs. The economic and financial crises that emerged during the last quarter of the year did nothing but accentuate this problem.

In response, B&Z diversified its Food Security & Livelihood program by engaging short- and long-term income generation through agriculture projects and Cash for Work, our Food for Assets program. The purpose of this engagement is to rehabilitate public agriculture and infrastructure projects to mitigate the challenges that arose throughout 2019.

In Erbil, B&Z provided vocational training and skills for 23 IDP women who increasingly became more successful in the labor market and began generating an income to support their families. These successes grew their confidence and sense of accomplishment, which substantially increased their overall well-being. Some of the courses we offered within this sector included sewing, crochet, handcrafts, and makeup.

B&Z's food security and livelihood program addresses issues regarding production, access, and income in a way to anticipate and prevent future outbreaks of malnutrition. Projects designed to promote agricultural production and the activity of local markets support MSMEs initiatives. In short, their goal is to improve a vulnerable community's access to sustainable sources of food and income.

## Cash for Work

In September 2019, B&Z debuted a Food for Assets (Cash for Work) program with the support of the Norwegian People's Aid (NPA) to rehabilitate public irrigation infrastructure in central Bekaa, Bar Elias, and West Bekaa's Al Marj village. The program aims at supporting 400 beneficiaries secure their households' food needs as well as encouraging local small-scale farmers ameliorate their agricultural production to improve their livelihoods.

The Cash for Work program benefits participants and their communities in multiple ways. One is through pushing them to earn enough money to secure basic aliments, while another is via engaging beneficiaries from both host and refugee communities, which are in partnership with local authorities, in hopes of mitigating possible rising tensions which often result from high competition over income generation opportunities and employment.

A main challenge that severely affects agricultural production is the supply of irrigation water. The irrigation channels usually get blocked with dumped solid waste, which halts the flow of the water supply during dry seasons and causes floods throughout rainy ones. These challenges limit agricultural productions significantly, thus, negatively affecting small-scale farmers' income.

Due to the success of our Cash for Work program, we are set to continue with it throughout 2020, with the second phase launching in 2021.

## Upcycling and Sewing Laboratory

In 2019, a project supported by Arcs Culture Solidali was launched in Nabaa, Beirut. Throughout January to July, the sewing laboratory provided 30 women with a two-phase project that included skill-focused training on crochet and sewing as well as practices of upcycling clothes, with all tools supplied. At the end of the project, each participant received a sewing machine as an opportunity to fill the gap of their family's clothing needs and/or work as a freelance tailor within their neighborhood.

The project's objective was to provide technical skills that would empower these women to seek work opportunities in order to secure a sustainable income. What was unexpected, though, was that the impact went beyond only strengthening the technical skills of the participants. The training actually increased their self-esteem and gave them something to look forward to by aspiring them to work for a sustainable income. The laboratory was a safe and welcoming space as well, where the women bonded with those from similar backgrounds.

In November 2019, the sewing laboratory picked up again with the same group of women to offer them the tools needed to launch micro income-generating activities. As for this year, the participants have been making use of the opportunity to complete training on micro-entrepreneurship, which includes the development of business plans and accounting. Each participant will receive a small grant and some guidance on procurement and production so that they eventually initiate their own business.



## Shatila Studio (The Women's Workshop)

The year 2019 was a pivotal one for The Women's Workshop. What was the first-ever donor-funded project for B&Z morphed into its first social enterprise. During this twin-digit year, we decided to become completely independent, and so we funded this project to be self-sufficient. This move allowed the talents and skills of our brilliant artisans to flourish.

This journey received tremendous support from AlFonar Venture Philanthropy as well as our collaborators Northwestern University, who played a major role in the preparation of our social impact deck by investing time getting to know more about our work in November 2019. We also forged a relationship with Giving Women, who worked with us to set our basic business pillars for our social enterprise and marketing tools.

The Women's Workshop is thrilled to announce the launch of its Nivine Collection, inspired by the classic Palestinian cross-stitch embroidery and various collaborations with designers all over the world. We're at the beginning of our exciting journey and look forward to sharing our successful Social Enterprise Shatila Studio in 2020's annual report.

## Small Grants

In 2019, B&Z further backed its five-year history in supporting MSMEs by implementing two cycles of the Small Grants project in Bekaa and Bourj Al Barajneh camps. We created 72 micro-enterprises and contributed to the empowerment of local communities with the aim to help participants secure their needs, overcome poverty, and become the central decision-makers in their lives.

The three project phases were:

- **Market Assessment:** A labor market assessment was conducted in the camp to understand market dynamics, available opportunities, supply/demand, and challenges the project might face.
- **Selection of Participants:** This was based on experience as well as social and health situation.
- **Participants' Training:** Participants wrote their business plans after having received extensive training. All 73 beneficiaries received grants and were overseen by our teams to make sure they were ready to launch their own business.

The Small Grants team in Bekaa ran 133 site visits to people who had previously taken in-kind grants from B&Z to establish their businesses. During these visits, the accounting and management trainers conducted coaching sessions to help beneficiaries mitigate the challenges they had been facing. The team concluded that 60 businesses were financially supported to grow further.



### Feedback on Small Grants

The impact of the two Small Grants cycles in Bekaa and Bourj Al Barajneh was noticed through baseline and endline surveys along with FGDs. We found that 90 to 100% of beneficiaries believed they had acquired the necessary knowledge to run their businesses, with about 76% of the businesses running successfully enough to financially support their owners.

# Vocational Training

During 2019 and under the initiative of capacity-building and needs' assessment of the beneficiaries, B&Z conducted several basic literacy and numeracy (BLN) training sessions in Shatila targeting caregivers, youth, and adolescents.

We provided basic literacy for caregivers so they would be able to assist their children with schoolwork, and English and computer courses to the youth to multiply their internship opportunities amongst local and external stakeholders or their ability to work within the community at large.



## Feedback on Vocational Training

The impact of the vocational training was noticed through the pre- and post-surveys, FGDs, and final exam results. Out of all participants, 85% noticed an improvement in their overall literacy knowledge, with everyone noting a dramatic increase in their ability to read and write. As for the computer and coding sessions, participants were thrilled to have gained skills that allowed them to apply for external internships and hunt for jobs. Caregivers also emphasized how these sessions helped them support and engage with their children while doing homework.

# Success Story

As a mother of five, Fatena arrived in Lebanon from Syria in 2015 with a husband who suffers from a chronic disease that forbids him from holding a full-time job. Intermittently working and receiving a low wage, the 36-year-old's husband is unable to support his family, who for the longest time depended on insufficient and occasional aids from humanitarian NGOs in the form of food baskets, medicines, and rent. The family of seven coped negatively with this situation and was forced to borrow money to buy basic needs; the couple even considered letting their 12-year-old son work with a car mechanic to support them financially.

Fatena learned about the Upcycling and Sewing Labratory at B&Z through a poster in her neighborhood and saw it as an opportunity to gain new skills. After coming to our center to register, she discovered that her children can attend peacebuilding activities, with her 3-year-old being taken care of at the nursery. This process facilitated her attendance after knowing her children would be in safe hands as she participates in the workshop.

Fatena ended up attending the training and receiving a sewing machine, which allowed her to work from home and upcycle her children's clothes, especially that she ordinarily couldn't afford to buy them new ones.

At the end of the cycle, Fatena applied for a job opportunity shared with her by the workshop's coordinator and received the position thanks to her newfound skills. She now works as a part-time tailor and is receiving a sustainable income that allows her to secure her family's basic needs along with paying back the cumulated debt.









# Civil Society Support Program

96

Participants from 12 different **organizations** received support





In 2018, B&Z initiated its Civil Society Support Program that aims at assisting civil society and community-based organizations and equipping them with the necessary skills and knowledge to enhance efficiency among local actors. Stemming from our belief in the crucial role of civil society in the advancement of communities in all social, economic, political, and environmental aspects, B&Z implements capacity-building projects that target small organizations that need support to ensure a sustainable future development. The projects are built on a three-year holistic approach, where organizations are provided with a set of tailored training workshops followed by ongoing mentoring sessions, allowing organizations to utilize and expand upon the knowledge and skills gained throughout the training period.

In addition to training and mentoring, target organizations are provided with grants to implement projects responding to the needs of their communities, designed based on the expertise they acquired throughout the program. Another direct objective is to stimulate and encourage networking by facilitating joint workshops where organizations learn the importance of information-sharing in order to build better responses in addressing the needs of their communities.

The program aims at supporting startups, grassroots civil societies, and community-based organizations to take the leading role as active agents of change. We believe that gaining the required skills and knowledge will enable these organizations to be advocates for change at the policy-making level. The effect of empowering local CSOs and CBOs will positively reflect on the local communities. When these organizations play their active role in the community, they can act as the liaison between authorities and people; they will serve as the people's voice in decision-making processes and enhance the accessibility to power holders, which will reflect on the response to the community's needs.

B&Z truly believes in the role of civil society organizations in the advancement of communities because we have learned from our own experience. B&Z started with a small number of volunteers with ambitious goals and visions to become a well-established local organization driven by a community-based approach and a wide range of policies, systems, networks, and partners. In light of B&Z's own experience, we have learned that change takes time to progress and this program was designed with this understanding at the forefront.

## Incubator

In 2019, B&Z began the Incubator Project under its Civil Society Support Program. With this project, B&Z provides select organizations with training workshops based on each organization's capacity assessment results. To ensure we support these organizations on structural and strategic levels, the project strives to equip organizations with tailored capacities to improve their institutionalization, localization, and strategic development. Through this development process, we believe they will be able to fulfill their mission and operate safely in sensitive and conflict-affected areas, allowing them to serve their communities.

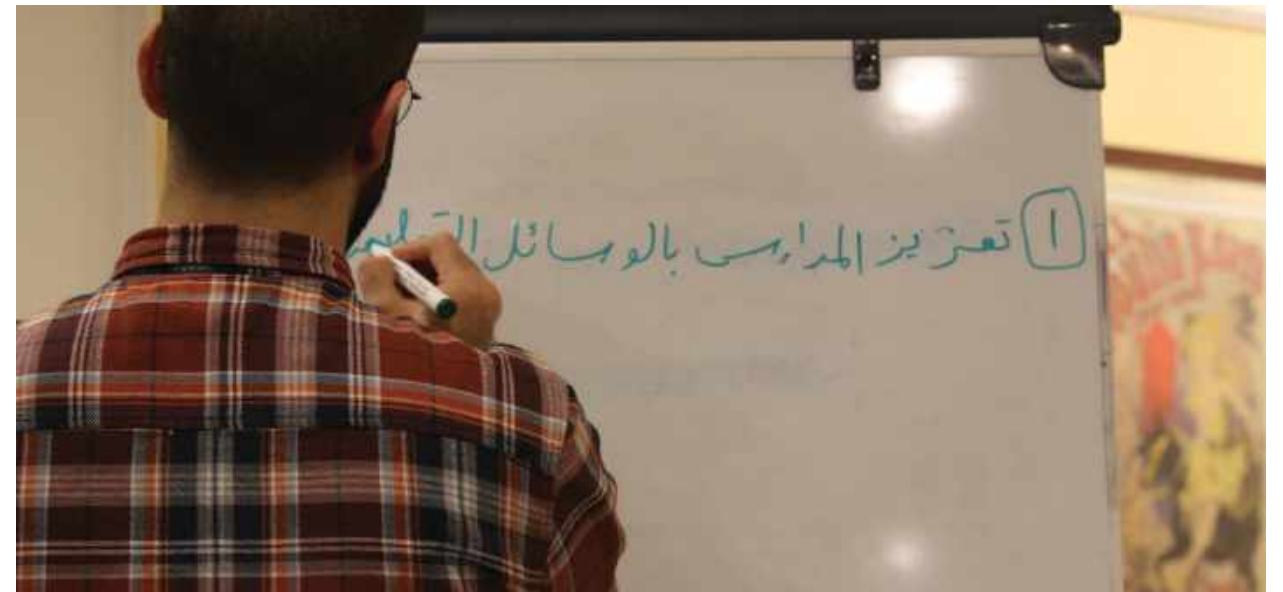
Another component of this project is the coaching sessions. We provide mentorship for the organizations to ensure they synthesize the knowledge and skills acquired in ways that enhance their organizational capacity in responding to the needs of their communities. After completing the training and coaching sessions, organizations are invited to submit project proposals in which they reflect their understanding of the contexts they operate in and respond to existing and emerging needs. Each organization is then provided with a sub-grant that's used to empower the organization's structures as core-funding and to implement the proposed project.

The hub in Beirut covered five organizations, while the second hub in Erbil covered eight. Three training curriculums were developed for each group that dove into a myriad of courses. Each hub participated in three training workshops for six days. After the training workshops, organizations received tailored coaching sessions for their needs where they received specific support to ensure they utilized the acquired knowledge and skills. Concluding this phase, organizations were invited to submit project proposals that work to enhance community participation and societal change.



## Feedback on Incubator Project

A total of 96 staff members from 13 different organizations received training courses that increased their knowledge and skills. These firms gained a clear understanding of their organizational structure and were encouraged to develop clear visions, goals, and policies. They also obtained a deeper understanding of their strengths and weaknesses, which will help tremendously in their development. Additionally, joint workshops helped in stimulating networking between organizations and enhancing the exchange of specialties and lessons learned.







# Peace Building Program

**5,016**

**Individual** benefited from our **Social Cohesion** activities

**469**

**Children and youth** enrolled in our **Peace Education** activities





B&Z founded its Peace Building unit in 2015, under which the Peace Education curriculum was developed with the support of experts in peacebuilding, playback theatre, and PSS fields. This curriculum was first adapted to respond to the emerging intra- and inter-conflicts that affected the well-being, protection, and coping mechanisms of children, youths, and their parents. The sessions within the curriculum targeted the different communities within the areas we operate in.

These sessions focused on a child's internal struggles and difficulties, interaction with others, and the community at a wider level. The Peace Education program tackled subjects such as resolving conflict in peaceful ways; acceptance and tolerance regardless of nationality, religion, and political divides; and sensitive topics such as early marriage, child labor, and children's rights, to only name a few.

In 2018, this initiative became B&Z's peacebuilding unit that encompasses a wide range of projects such as community initiatives, youth engagement, youth leadership, and conflict analysis within the community. B&Z established this unit to bridge peace, cohesion, and acceptance between contentious communities by utilizing a conflict-sensitive approach.



### M&E Unit Feedback

About 5,016 individuals have benefited from B&Z's Youth Empowerment and Community Engagement project's activities, which involved renovating a park and a small football field in Al Qibbeh, Tripoli, right where two streets in conflict intersect. This creates a unique ability to contribute to the alleviation of inter-communal tensions. In addition, 469 children have benefited from the Peace Education program, which helped them participate in activities with children from diverse backgrounds and nationalities. The program also assisted them in developing healthy mechanisms to resolve conflict in a peaceful way.

## Peace Education

The project aims at improving children and youths' psychosocial well-being by strengthening their relationship with themselves, others, and their surrounding environment. This curriculum helped them further develop their cognitive, behavioral, and emotional skills through a process of interventions that moved from an individual level to a relational and then community-based one. The sessions ended with a social initiative created by each group of participants to tackle via artistic means of expression (i.e. drawing and exhibitions, playback theatre and performances, and music) one of the acquired protection and peace messages they had learned.

In 2019, the Peace Education project was implemented within Lebanese, Syrian, and Palestinian communities in Tripoli and Nabaa. This project had limited seats in Nabaa (150 students) and Tripoli (250 students,) but due to the high demand on behalf of the participants' caregivers in Tripoli, we were able to reach beyond our target. The noticeable impact materialized in 90% of the participants feeling their acceptance and tolerance of those from different backgrounds had increased along with their ability to resolve conflict in peaceful ways.

## Social Cohesion

Two social cohesion projects were implemented in 2019:

- Youth Engagement in Qibbeh, Tripoli
- A conclusion of the 'Future Together Now' project in Bar Elias, Bekaa.

The Youth Engagement project aimed at addressing the root causes of tension between Jabal Mohsen and Bab Al Tabbaneh, and the refugee and host communities. This project was structured by forming a committee of 16 youths, a municipality representative, and three adults from within the community.

Through a Peace Education workshop and a conflict analysis training with our partner organization House of Peace, B&Z helped the communities identify the underlying causes of tensions. Through the community-based interventions, they established designated roles that allowed them to be agents of change within their communities. This project had a substantial impact on the community, which inspired them to build a park between streets that were historically conflict-ridden.

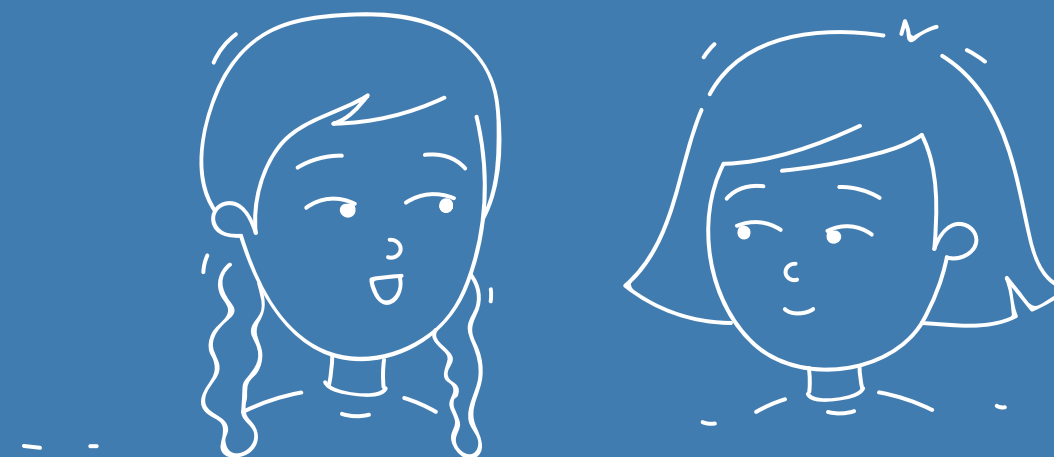
The 'Future Together Now' project started in 2015 and concluded in 2019 with feedback workshops that highlighted the main impacts that were seen. Earlier projects included: the establishment of a water fountain accessible for all, a recycling project, and the 'We Love Bar Elias' campaign — all aimed at uniting different communities. The positive conclusion of this initiative was shown by the transformation of the once hostile community to a peaceful one. All of these projects have been in collaboration with different volunteer groups and individuals such as our friends at Shaba Bethebb El Kheir and local governance who assisted in helping these communities act upon their agency towards peace.

## Success Story

Samah, a 12-year-old Lebanese girl from Qibbeh, was attending one of the Peace Education sessions with children from Syrian, Lebanese, and Palestinian backgrounds. At first, Samah failed to express her feelings towards her multinational peers, so we sat her down to resolve this mistreatment. It turned out she had misinformed, deep-rooted aversion towards Syrians.

The facilitators took this as an opportunity to constructively discuss similar issues surrounding diversity with the children. They conducted a session and organized activities surrounding the principles of acceptance, forgiveness, and friendship, a peacebuilding training that proved helpful for both Samah and the other children.

The facilitators emphasized the importance of communicating and expressing emotions in a healthy way, which allowed the children to practice sharing and listening respectfully. After a few sessions, Samah realized that you cannot judge or hate another person just based on their nationality.







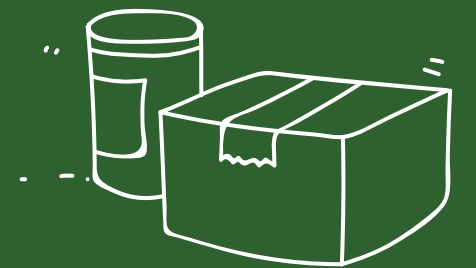




## Emergency & Basic Assistance Program

**2,300**

Household benefited from our Emergency and Basic  
Assistance services





As part of our annual Basic Assistance response during 2019, B&Z targeted 1,000 House Hold (HH) Syrians, Palestinians, and Lebanese living in Shatila camp, North Lebanon (Tripoli and Akkar), and informal settlements. We provided them with winterization kits that consist of mattresses, blankets, carpets, and fuel for heaters.

Last year, we collaborated with Endless Medical Advantage (EMA), a team of Syrian professional doctors working in the Bekaa Valley who use their mobile clinic to raise awareness on certain diseases, examine refugees, and distribute medications. We were fortunately able to fund them with more than \$5,000 to purchase needed medications. EMA also aided us in conducting physical exams, distributing medicine for the students in the Learning Center of Bekaa, and coordinating with parents along with B&Z's nurses to ensure the children's medical issues were taken care of.

The first activity conducted by B&Z in Kurdistan was in February 2019 when we distributed meat portions to 1,300 families in Khazer Camp and winter kits to 174 families in Mamizawa.



## Advocacy

Throughout 2019, the Advocacy & Research Unit has worked towards translating B&Z's local knowledge, which is informed by continuous engagement with vulnerable communities in Lebanon and Turkey, into concrete advocacy requests from policymakers, governments, donors, and other stakeholders. The communities that B&Z works with are structurally deprived of their basic rights. We endeavor to mainly recruit local staff in the community centers to allow us to estimate the legal, physical, and material protection needs. The Advocacy & Research Unit aims to be the liaison between the field and the policy level to ensure that the people it works for are at the core of any discussion.

### **The main objectives of the Unit include:**

- To work towards the adoption, implementation and enforcement of laws and policies that guarantee the basic human rights of people that have been forcibly displaced and are now living in marginalized areas in Lebanon and Turkey.
- To support and amplify the voice of people in Lebanon and Turkey who are negatively affected by the Syrian crisis.
- To improve the access to information and services for those who are negatively affected by the Syrian crisis.
- To enhance awareness in the international donor community on key issues faced by displaced people in Lebanon and Turkey.
- To play a leading role in networks of civil society organizations and think tanks, both Syrian and non-Syrian.
- To amplify our voice and be more effective in reaching law, policy, and decision-makers at the local, national, and international level.

**A few of the key themes and achievements of 2019 are shared below:**

### **Access of Syrian Youth to High Quality Education**

Building on the advocacy and research efforts done over the last two years, coupled with its role as a civil society organization that monitors crucial policies and their effects, the Advocacy & Research Unit conducted a follow-up study on the progress – or lack thereof – of the implementation of the Reaching All Children with Education (RACE) plan by the Lebanese Ministry of Education and Higher Education (MEHEL) and international donors.

The findings of the study showed that most of the RACE II priorities for improving the quality of public school education are not being implemented in public schools in Beirut, and that the exemptions provided for the enrolment of Syrian students are generally not applied. In response, B&Z disseminated a report called “Implementing the Reaching All Children with Education Plan: Beirut Second Case Study”, including a series of recommendations for the MEHE and RACE stakeholders, while long-standing partners contributed to the dissemination and lobbying efforts including amplifying B&Z's voice to extend our reach and influence.

Moving to a more practical approach, the Advocacy Unit and partner organizations started the development of a hands-on project aimed at addressing the obstacles facing 7th, 8th, and 9th grade students in public schools. The intermediate students, who are at the highest risk of dropping out, are now able to do the online interactive program aligned with the MEHE curriculum, which increases their likeliness of passing the Brevet exam.

## Refugee Protection Watch

In the context of an increasingly hostile environment for refugees in Lebanon and an overall lack of access to durable solutions for Syrian refugees, the unit conducted an exploratory study in 2019. It focused on capturing the main reflections and concerns of Syrians with regard to being displaced in Lebanon, what they consider the largest obstacles to return to their home country Syria, and their access to information about and views on longer-term solutions to end their displacement.

The resulting report, “Drivers of Premature Report. Syrians’ Reflections on their Displacement in Lebanon”, and conversations with partner organizations led B&Z to co-establish the Refugee Protection Watch (RPW) project with respected partners 11.11.11., PAX, ALEF for Human Rights, and Upinion. The aim of the project is to jointly undertake data collection through innovative methodologies, research, and advocacy on protection issues facing Syrian refugees in Lebanon, and the conditions for safe, voluntary, and dignified return.

One of the core elements is to ensure that the views of displaced Syrians are at the core of policy discussions on displacement and return. The multi-year project was introduced and well received by interlocutors in Beirut, Amman, Brussels, and The Hague, which has increased the structural engagement planned for 2020 and beyond.

## Localisation - Protection of National Humanitarian Aid Workers

Another key advocacy priority has been the promotion of protection of national humanitarian aid workers. It is essential to take concrete steps towards creating protection mechanisms and harmonized duty of care standards for those at the frontline of the humanitarian response: the national aid workers.

This group constitutes the backbone of any humanitarian response and is essential for the sustainability of services and the success of both short and longer term humanitarian and developmental interventions, but they are also exposed to the highest risks. Hence their protection and involvement in all stages of humanitarian planning, including risk management, are crucial. This theme is linked to the wider localization and risk-sharing agenda and is at the forefront of discussions across different forums, however, practical solutions and progress on the ground are still lagging behind.

Therefore, the Advocacy & Research Unit has conducted research into the gaps and barriers that national agencies face in protecting and fulfilling duty of care towards their employees in conflict and fragile areas, and how partnerships with international agencies play into this. The research enabled B&Z to engage in evidence-based lobbying efforts and make concrete recommendations on how to approach risk management and remove barriers to enabling duty of care and risk management for staff of downstream partners. Besides lobbying in various platforms and with several state delegations, including UNSC members, UN, and EU interlocutors, and INGOs, B&Z together with partner organization HI, presented the findings of the study to the penholders of the UNGA Resolution on the Safety and Security of Humanitarian Workers and the Protection of UN personnel. Through this process, B&Z also recommended the resolution to become more inclusive while focusing on staff employed by national agencies.



**Presence in regional and global networks**

Besides conducting targeted and closed-door lobbying, B&Z structurally participates in regional and global conferences and networking events, such as the UNHCR MENA NGO and Civil Society Consultations on Displacement held in Amman, and Majalat, a platform created by a number of networks with the aim to uphold continuous dialogue between the civil society of the South of the Mediterranean and the European Union.



## Fundraising Campaigns

### Norma Storm

In January 2019, a devastating storm hit Lebanon and affected more than 8,000 refugees living in settlements. The temperatures hit freezing levels, heavy rains flooded and destroyed tents, while dense snowfalls covered tents and blocked their entrances almost entirely.

In response to this grave emergency, B&Z launched an online fundraising campaign and raised \$30,000 USD that were poured into the most heavily affected areas, Tripoli and Bekaa. Through this fundraising campaign, we provided: heat fuel for 1,162 families, 2,400 blankets and mattresses, winter clothes for 89 families and 161 children, 38 medical care cases, food distribution for 650 individuals, temporary shelters for 150 families, and 32 tent-coverings to provide better protection from water and snow.

Additionally, B&Z offered a water suction device to Al Hariri and Al Jammal camps in the Bekaa area and installed a new water system. We also worked in collaboration with several local NGOs to provide hot meals and transportation for families who were relocated to other camps due to the destruction of their tents.



### Everest for Education

In March 2019, Saudi-born Lebanese Nelly Attar and her Egyptian friend Sherif Elabd went on the challenging mission of climbing Mount Everest, the highest peak in the world, all while fundraising for Basmeh and Zeitooneh's Education Program.

The two courageous ambassadors spent seven weeks on this journey, and years before that preparing for it. After weeks of uncertainty, during which they faced the threat of extreme dehydration, they finally made it to the top.

Coming back from this outstanding journey, Nelly and Sherif visited our Learning Center in Shatila Camp and spent a day with our students dancing, playing, and sharing with them exciting stories about their experience.





## Bike for Syria

A passionate young Belgian man named Tom Ceril cycled 5,000km from Belgium to Lebanon passing through The Netherlands, Germany, Austria, Slovakia, Hungary, Serbia, Bulgaria, Macedonia, Greece, and Turkey to fundraise for Basmeh & Zeitooneh.

Tom arrived in Lebanon in January 2019 after a five-month cycling journey and volunteered with Basmeh & Zeitooneh for a month in the Bekaa community center. With the money he raised, a portion was dedicated to medical emergencies while the rest went to improving the situations of the camps that had flooded during winter.



## Remember Ramadan

Each year, B&Z launches a fundraising campaign during the holy month of Ramadan to collect Zakat money, Iftar dinners, and Eid clothes for the children to help them celebrate.

Ramadan is a month during which family members come together over great feasts, do charity work, and spend time with their loved ones. In the past eight years, however, and after the Syrian crisis first began, a great number of people fled the country and have been living in challenging circumstances, deprived of family gatherings and Ramadan spirit altogether.

Through the #RememberRamadan campaign, B&Z helped secure food baskets for families in Shatila, Nabaa, and Bekaa. In the North, we distributed vouchers to 200 children across Tripoli to help their parents buy them Eid clothes. B&Z is always hoping to retrieve as much of that holy spirit as possible.



# Become an Ambassador

## Who are B&Z's Ambassadors?

Basmeh & Zeitooneh's ambassadors are dedicated and passionate about changing people's lives. They believe that together we can make a difference in the lives of many women, men, and children who have been displaced, traumatized, and abused. Ambassadors inspire others to come together and get involved to support the communities that we work with. It is our wish that, one day, there will be a Basmeh & Zeitooneh Ambassador in every major city around the world.

### B&Z's Ambassador Role

- Become familiar with our mission, values, and humanitarian work.
- Promote B&Z's mission with your community by spreading the word and highlighting our efforts.
- Follow us on social media, share, get other people to engage.
- Raise donations by organizing small events in your community, like small parties, dinners, garage sales, or any other creative idea!
- Create fundraising campaigns on social media to help support our programs.

### Benefits

- Join a community of like-minded people.
- You can include it in your CV.
- Actively help to support the Syrian refugees.

## Rewards

- Raise \$5,000 USD: Spend a day in one of our community centers plus one free item from Shatila Studio.
- Raise \$10,000 USD: Spend a day in our center plus three free items from Shtalia Studio.
- Raise \$20,000 USD: Spend a day in one of our community centers, receive three personalized items from Shatila Studio, a free painting from the Art Therapy Workshop, and a 'Thank you' note on our media platforms.
- Get 5 people to commit to make monthly donations: Get one personalized item from Shatila Studio.
- Get 10 people to commit to make monthly donations: Get two personalized items from Shatila Studio.

### To Become a B&Z Ambassador

contact us: [com@basmeh-zeitooneh.org](mailto:com@basmeh-zeitooneh.org)



## Our Donors & Partners



A **big thanks** to all our campaign supporters and those who donated clothes, blankets, funds and time - it is hugely appreciated by the whole team!



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