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ZAMZAM
FOUNDATION

ORGANIZATION PROFILE

2020



ABOUT ZAMZAM

VISION



We envision a day when there is no more poverty in the Horn of Africa and every person's dignity is protected, especially those affected by human and natural crises.

MISSION



To provide people affected by human and natural crises in the Horn of Africa with emergency relief, educational programs, clean water and food security, health care, protection for children and orphans, sustainable socio-economic programs, and to promote peace-building and effective governance, while integrating our values of respect, impartiality, quality, accountability, advocacy and innovation in all our work.

CORE VALUES

RESPECT

We are committed to treat the people we serve with dignity and to listen to them for solutions that work for them.

NONPARTISAN

We believe in serving all people who are in need with impartiality and in an equitable manner.

QUALITY

We strive to meet our objectives, serve our beneficiaries and satisfy expectations of all stakeholders to the best of our ability.

ACCOUNTABILITY

We are committed to being responsible and transparent in all our activities.

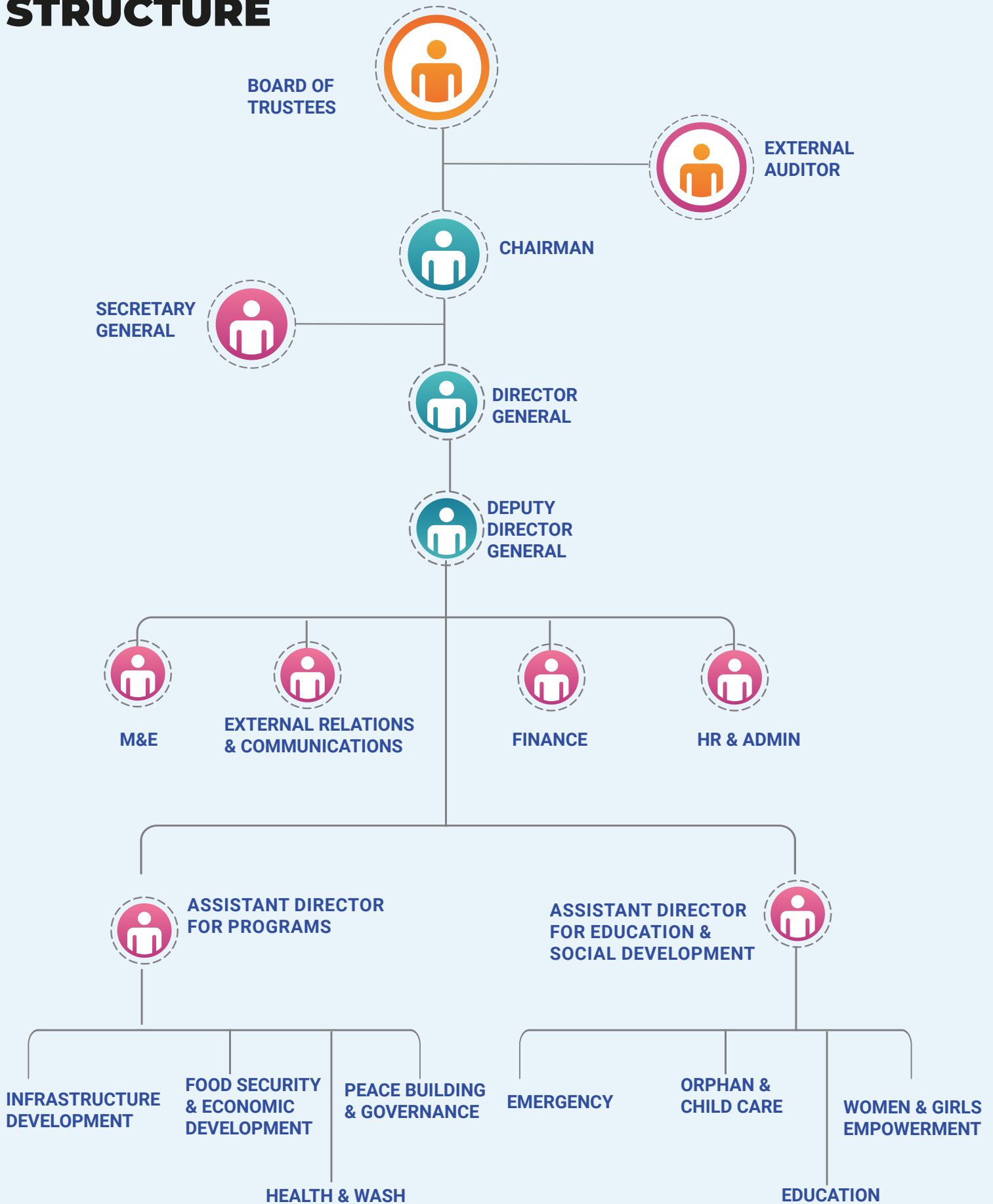
ADVOCACY

We seek to ensure that the most vulnerable people in our society are able to take part in decisions that affect their lives.

INNOVATION

We are a learning organisation dedicated to seeking appropriate and effective interventions for poverty and enhancing the standard of living in the Horn of Africa.

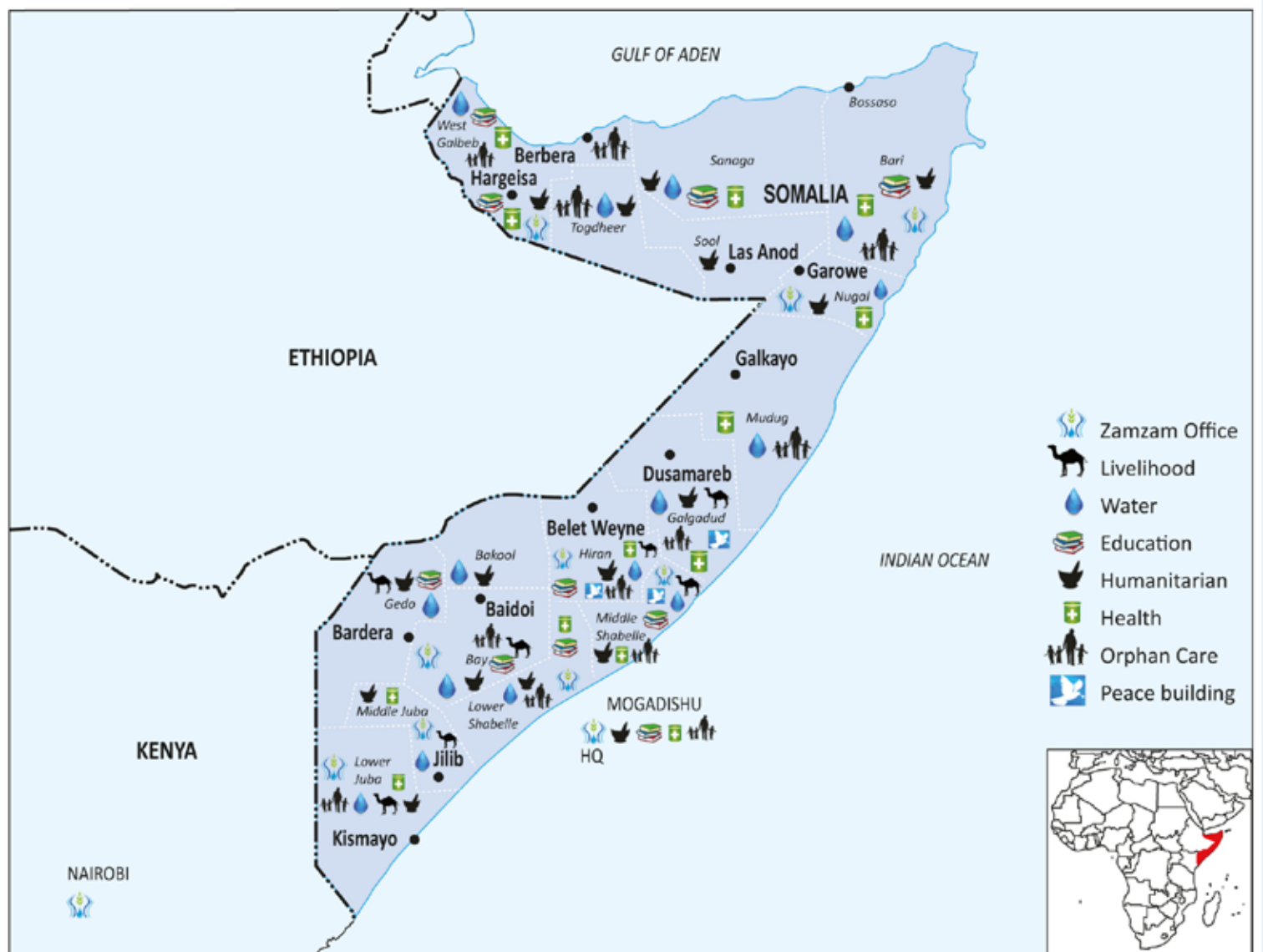
ORGANIZATION STRUCTURE





زمزم
ZAMZAM
FOUNDATION

THE AREAS WE WORK IN



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STRATEGIC AREAS



**EDUCATION
AND SOCIAL
DEVELOPMENT**



**HEALTH, WATER,
SANITATION AND
HYGIENE**

**LIVELIHOOD,
RESILIENCE,
ECONOMIC
DEVELOPMENT
AND EMERGENCY**



**PEACE-BUILDING
AND GOVERNANCE**



Omar Jama

DIRECTOR GENERAL, ZAMZAM FOUNDATION

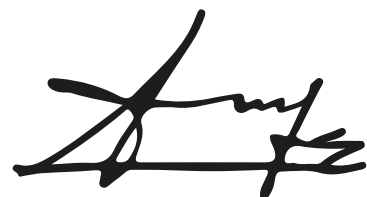
MESSAGE FROM THE DIRECTOR GENERAL

I am pleased to have this opportunity to express my deep gratitude to the Board of Trustees, our partners and supporters, field workers, management staff and volunteers for the successful accomplishments of emergency, humanitarian services and development work for the Somali people.

At this strategic period, we are focusing our energies on further developing the innovative and sustainable solutions that we initiated ten years ago. While always ready with emergency relief, Zamzam Foundation had transitioned to social and infrastructure recovery and rebuilding. In the next five years (2020-2024), Zamzam Foundation will focus on reconstruction and re-development in education and healthcare services, income generation and food security, safe water and sanitation, youth employment/vocational skills training, as well as innovation, research and development initiatives. I call upon our partners, donors, supporters and well-wishers to join us in moving forward with our vision to bring more people out of poverty and into self-sufficiency.

Zamzam Foundation is at a significant crossroad. In the process of developing our strategic plan for the next five years (2020-2024), we have had the chance to look back and reflect on the work that we accomplished since the founding of our organization about 28 years ago. Zamzam Foundation was launched in 1992, in response to the devastating civil wars that resulted from the collapse of the central Somali government in 1990 combined with a severe drought and diseases which claimed hundreds of thousands of lives. Millions more were at risk of perishing from man-made disasters and environmental catastrophes, and the terrible effects are unfortunately still being felt three decades later as new challenges arise every day.

We would like to thank Zamzam board, & staff, community members, partners and funders for participating in and supporting our journey in service for the vulnerable people of Somalia. Zamzam Foundation looks forward to the next five years as we implement our Strategic Plan 2024. With your help we are confident that we will be successful in our mission and continue to be an organization that we can each take pride in.



BACKGROUND AND HISTORY

Zamzam Foundation is a non-governmental and not-for-profit organization founded in Mogadishu in 1992 with a mission to provide people affected by human and natural crises in the Horn of Africa with emergency relief, educational programs, clean water and food security, health care, protection for children and orphans, sustainable socio-economic programs, and to promote peace-building and effective governance, while integrating our values of respect, impartiality, quality, accountability, advocacy and innovation in all our work. We have since grown to become the largest national humanitarian and development organization in Somalia with almost three decades of experience providing relief and socio-economic support services to those most affected by the joint forces of conflict, war and recurrent climatic shocks. Our organization's headquarters are in Mogadishu, with field operation offices across the country and international offices in Kenya and Turkey.

Even as Somalia is witnessing a rebirth in development, reconstruction and peace-building, recurrent climatic shocks (droughts and flooding) and protracted civil war have left the Somali people and society in critical need of assistance at all levels. Decades of political instability and erratic climate changes have left vast populations, especially in rural areas, living in extreme poverty with high morbidity and mortality rates. The demand for basic necessities for survival are very high.

The need for emergency survival support and sustainable social and infrastructure development has never been greater and is crucial to ensure the survival of Somalia and prevention of future conflict. Our programs are focused on serving the most vulnerable and marginalized people in the Horn of Africa, namely children, adolescent boys and girls, women, persons with disabilities, people from minority clans and other marginalized groups and internally displaced persons (IDPs). The sectors we work in are humanitarian relief, health care, education, orphan and childcare, economic development and sustainable livelihood, water and sanitation as well as peace-building and governance.

Zamzam Foundation is ISO-certified and has membership in various regional and international humanitarian consortiums and networks. It also has consultative status with the Organization of Islamic Cooperation (OIC)'s office for the coordination of humanitarian action.





HISTORICAL TIMELINE



Zamzam Foundation is established against a backdrop of turmoil, crumbling state institutions and crippled social services as Somalia slides into instability. A severe drought ravages the country and gunfire rocks the cities and millions of Somalis fall victim to the natural disaster and violence. Starvation, illness and death of thousands of people leads to a United Nations intervention mission dubbed 'Operation Restore Hope'. As hundreds of intellectuals, business people and wealthy Somalis flee the country, the most vulnerable are left behind without any safety net.

1992 - 1996

We are among the first responders to the deepening humanitarian crisis, stepping in to provide crucial food, water and healthcare aid for thousands of conflict and famine victims in our operational service areas. We organize medical convoys and missions carrying critical medical support to the countryside and remote villages.

Our focus is on humanitarian relief and establishment and provision of critically needed social support services following the collapse of Somalia's public institutions. In response to rising unemployment, we establish a modest cottage industry, setting up textile workshops that accommodate workers who lost their jobs at the national factory. Zamzam also plays a major role in the establishment of a vocational training centre for women that is run by the women's development organization, Hadi Women.

1997 - 2001 We focus on education which is a core pillar of Zamzam Foundation's activities. We begin by establishing primary and secondary schools in different regions of Somalia. The importance of education in Somalia cannot be over-emphasized. Several years after the collapse of the public education system, young Somalis are staring hopelessly into a bleak future punctuated by illiteracy, poverty and stagnation. Zamzam sets out to change this scenario by setting up schools in Mogadishu, Beledweyne, Lower Shabelle and Baidoa. We also celebrate our 10th anniversary by developing a long-term strategic work plan that will have a lasting impact on the lives of Somali people.

2002 - 2006

We are committed to the development of stronger, community-based educational and health institutions. With help from our local and international partnerships, we establish projects such as the Al-Fajr Model Schools and the Arafat Hospital, both considered the largest of their kind in the country since the collapse of the Somali state. The organization becomes well-known for its strategically-located and life-saving boreholes and artesian wells that facilitate the availability of safe and clean water to communities in need across Somalia. Zamzam emerges as one of the most successful pioneering service organisations and becomes the largest and fastest growing local development organization in Somalia, reaching millions of people through its varied sectors each year.

We embark on institutional development and system strengthening. This is a significant milestone in our journey; we have accumulated a wealth of practical experience and renew our vision and commitment to a career in humanitarian service and development. Our organization is a trailblazer in the establishment of transparency and effectiveness in humanitarian service delivery to vulnerable and destitute people in Somalia. This raises our profile in regional and international humanitarian platforms and makes us a reference point for those interested in humanitarian work in the region.

We strengthen our internal systems through the development of appropriate policies and procedures. Zamzam Foundation becomes an active member in a number of local and international humanitarian platforms with increasing participation in international humanitarian conferences. The organization has been the recipient of Excellence in Volunteering awards, including the Sharjah Award for Volunteerism.

2007 - 2011



2012 - 2017

Two decades into our work, we focus on sustainability and community development. With a clear vision and an acute awareness of the real needs of real people gained after many years, we embark on the development of targeted projects which help people while enabling them to become active agents of change in their own lives and communities. We believe that real community development occurs when the people who live in it are involved and leading it.



2018 - 2019

We continue investing in people through training and support for farmers, small and medium-sized entrepreneurs, youth, women and other marginalized communities. We also focus on institutional strengthening through strategic planning, staff development and streamlining of programming.

2020-2024 Strategic Plan Forging Ahead

Zamzam Foundation commissions a strategic plan to guide the organization on strategic objectives for the next five years.

The strategic plan will guide and inform our development and funding partners, investors, beneficiaries and other stakeholders of the work we are doing and foster strong linkages and partnerships with them to achieve maximum results and impact. It will also set out a clear framework for accountability, mechanisms of achieving the stated objectives as well as ensuring that sustainable impact of our programs will be measured, critiqued and/or appreciated.





1

EDUCATION


Education is the cornerstone of any nation. Challenges confronting the education sector are the direct consequence of protracted emergencies over the past two decades stemming from conflict, drought and flooding. Together, the multi-pronged emergencies have had a significant impact on the education systems and on the lives of children and youth in Somalia. The challenges facing the sector are daunting, including lack of access and widespread inequity. In addition, the education provision is of low quality, mainly due to the high number of unqualified and untrained teachers, multiple curricula, poor education infrastructure and weak capacity for service delivery.

ZamZam Educational projects provide: classroom furniture, teaching materials and teaching assistance to schools that are not able to cover operational costs.

Zamzam Foundation's work in the education field in Somalia has been ongoing for over twenty-eight years. Grassroots, innovative and future-oriented, Zamzam is a pioneer in the construction of quality school infrastructure which contributes to an enhanced learning environment for students.

The Al Fajr and Anatole schools are among the most prominent schools in Somlaia, equipped with modern scientific laboratories, providing practical experience for students in the arts and sciences including physics, chemistry and biology. Zamzam also provides teachers with relevant teaching support aid and materials.






Zamzam Foundation has established over 120 schools across Somalia, 20 of which it manages directly. Since 2018, about 15,000 students have studied at these schools, receiving quality education and a chance to dream of a brighter future. Given the dire need for skilled workers at a time when the country is at the start of a significant rebuilding and redevelopment period, Zamzam Foundation has highlighted the importance of technical and vocational training and has successfully established two Technical and Vocational Education (TVET) Training institutes and one entrepreneurship incubator in Mogadishu.

1 **120+**
SCHOOLS
Across Somalia

2 **20**
SCHOOLS
Across Somalia
Managed directly
by ZamZam

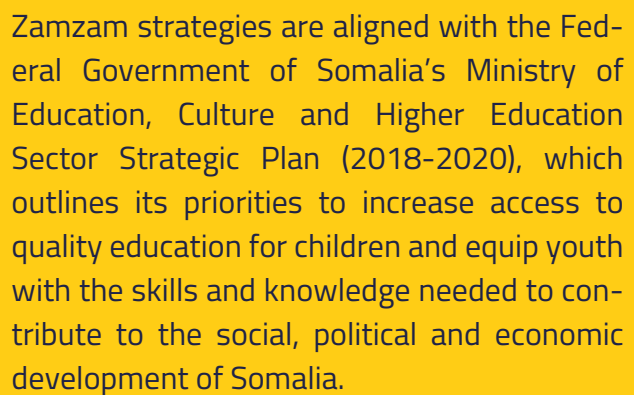
3 **15,000**
STUDENTS
Receiving quality
education and a
chance to dream
of a brighter future





Financial assistance is provided to students who need it to enable them to go through the education system without the risk of dropping out of school. A prime focus of the financial assistance is orphan students.

To inspire bright students to expand their horizons, Zamzam runs education scholarships to countries such as Yemen, Pakistan, Sudan and India, which are granted annually and cover all expenses. Recipients of these scholarships have returned to Somalia and contribute actively to the development of their country.



Zamzam strategies are aligned with the Federal Government of Somalia's Ministry of Education, Culture and Higher Education Sector Strategic Plan (2018-2020), which outlines its priorities to increase access to quality education for children and equip youth with the skills and knowledge needed to contribute to the social, political and economic development of Somalia.





IN THE NEXT 5 YEARS, ZAMZAM FOUNDATION WILL IMPROVE ON THE FOLLOWING AREA:

- ✔ **Create self-sufficient programs**
Improve on quality education - primary, secondary and tertiary institutions - managed by Zamzam Foundation
- ✔ **Invest in relevant vocational training skills**
- ✔ **Provide scholarships and support school talent management – for students in fields such as innovation, arts and culture**
- ✔ **Create an endowment (Waqf) portfolio for the education sector to increase income generating activities for sustainability**
- ✔ **Mobilize resources from private sector, international NGOs and diaspora/individual donors**
- ✔ **Enhance the social welfare program**



2

HEALTH

Public health in Somalia has been impacted directly (civil unrest and violence) and indirectly (diseases and/or malnutrition) from both man-made and natural disasters, most acutely since the collapse of the central Somali government in 1990. Most susceptible to the constant threat of concurrent droughts, food insecurity and civil unrest have been the most vulnerable in society, namely women, children, old people and people living in poverty. Malnutrition in Somalia is at a crisis level, and it has been projected by the Food and Agricultural Organization (FAO) that over 900,000 children were faced with acute malnourishment in 2019, a quarter of them likely to be severely affected.

For over two and half decades, Zamzam Foundation has worked to improve the health of vulnerable populations in Somalia through the establishment of local health facilities, providing sustainable health services, increasing access to basic health amongst the poor and saving lives through provision of emergency medical services. Zamzam Foundation was instrumental in the establishment of Arafat Hospital, one of Somalia's largest health institutions.



Zamzam Foundation has also placed urgent emphasis on the importance of maternal healthcare and has included a major Obstetrics and Gynecology unit within Arafat Hospital. Integrated Maternal and Child Health Care and Nutrition Services Provision facilities set up by Zamzam in various communities across Somalia continue to act as primary points of assistance for women with children in the hopes of reducing the mortality rate for mothers and children under five years of age.





Tuberculosis treatment is another main focus of Zamzam Foundation's work. TB is a major killer in Somalia, claiming numerous lives each year. Zamzam has been able to offset some of these fatalities by setting up more than 12 testing, treatment and referral centers in the country. Health, well-being and social development is closely tied to access to safe water, sanitation and hygiene. In the case of Somalia, erratic rainfall, protracted conflict and lack of adequate water sources have created barriers to access.

20

Static health facilities supported throughout Somalia

8

Primary health care, one hospital

12

TB Treatment Centres



IN THE NEXT 5 YEARS, ZAMZAM FOUNDATION WILL IMPROVE ON THE FOLLOWING AREA:

- ✓ Expansion of the program into different regions in Somalia
- ✓ Improve the gap in funding/sustainability investment in health infrastructure such as building and equipment
- ✓ Recruitment of staff such as nurses improvement on organizational capacity such as sanitation and hygiene programs
- ✓ Improve emergency responses to health issues and the organizational response to these emergencies
- ✓ Improve information management of health sector

Lack of adequate health care combined with limited access to water are key issues associated with high incidences of malnutrition and outbreaks of waterborne diseases which claim hundreds of Somali lives annually.



ONLY
45%

SOMALIS HAVE
ACCESS TO
IMPROVED WATER
SOURCES

3

WATER, SANITATION & HYGIENE (W.A.S.H)

Health, well-being and social development is closely tied to access to safe water, sanitation and hygiene. In the case of Somalia, erratic rainfall, protracted conflict and lack of adequate water sources have created barriers to access.

Inadequate access to water, lack of sanitation and poor hygiene have helped to accelerate the increasing rate of disease in Somalia. A strategic, comprehensive approach is required to set up a sustainable water availability system in order to meet the urgent needs of vulnerable populations that are already suffering from other challenges.



Zamzam Foundation has drilled thousands of artesian wells, open surface wells and boreholes from the time of its inception to serve communities and their livestock in various regions of the country.

A healthy population contributes to economic development through increased productivity and lengthened working life. It also reduces expenditure on the already stretched resources spent curbing the outbreaks of epidemics and diseases. Hence the justifications to invest resources in all interventions that are preventive in nature is the first step in guarantying a healthy and economically active population and labor force.

3000+

WATER WELLS DRILLED

In most communities, the water quality is compromised by the absence of governance structures at the community level to ensure that the water sources are protected and managed in line with sound water management practices. The government officials also lack knowledge on how to support communities to adopt and stick to good attitudes and practices that impact on the quality of life.

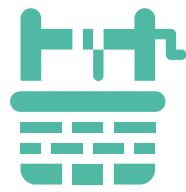
A strategic, comprehensive approach is required to set up a sustainable water availability system in order to meet the urgent needs of vulnerable populations that are already suffering from other challenges. From the early stages of Zamzam Foundation's existence, WASH has represented one of its core programs, designed to alleviate the need of communities through sustainable access to clean and safe water. Zamzam has emphasized investment in sustainable water sources, believing this to be a major solution for the recurrent droughts in Somalia.



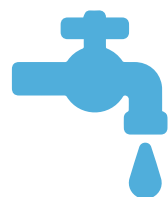


120
Fully-equipped
boreholes.

3000
Shallow
wells



2M+
People have
Access to
Clean Water.





7

ECONOMIC DEVELOPMENT AND SUSTAINABLE LIVELIHOODS

The Somali community is largely dependent on agriculture, livestock and income from remittances. The food security situation has been deteriorating in many rural areas to recurrent droughts. Recurring and drastic climate changes and armed conflict in Somalia have led to the displacement of large populations and disruption of agricultural production as many farmers have been forced off their farms. This will ultimately result in low food production, escalating food prices and dropping of livestock prices resulting in rural unemployment. All these will have direct and indirect consequences for the households in the form of losing their livelihoods and being displaced.

This sector is among the priority sectors for Zamzam Foundation for the next five years. This is because the capabilities, assets, incomes and activities of people have a lot of implications on the income security, food security and resilience of the community, households and individuals. Supporting and encouraging the local production of food is the best type of help to achieve food aid, especially in situations of acute need among farmers, pastoralists and IDPs who have lost their crop or livestock due to drought, floods and/or displacement.

Zamzam Foundation and its partners provide farmers with a generous supply of farm inputs like seeds, farm tools and heavy equipment support for land preparation and canalization. Farmers are also provided with continuous training. We are committed to the construction and rehabilitation of major canals and irrigation systems to support farmers in Lower and Middle Shabelle and Hiiraan regions of Somalia. Zamzam Foundation provides income generation programs and re-stocking for disadvantaged populations and women-led families living in poverty. It is our firm belief that poverty can be ended through long-term and sustainable food security and economic growth programs. Thanks to our donors and partners with their generous support, Zamzam Foundation has been able to reach thousands of families with livelihood interventions and income generating initiatives.



70%

**OF THE TOTAL POPULATION
ARE UNEMPLOYED
ACCORDING TO UNDP -
SOMALIA HUMAN DEVELOPMENT
REPORT, 2012**

Many social ills are also becoming more rampant, a consequence of having a large population of unemployed youth who constitute 70% of the total population according to UNDP - Somalia Human Development Report, 2012. As far as addressing the issue of income security, Zamzam Foundation will pay more attention to training the youth and equipping them with skills through technical and vocational education and training (TVET) so that they are equipped to start income generating activities at an individual and/or group level.



IN THE NEXT 5 YEARS, ZAMZAM FOUNDATION WILL IMPROVE ON THE FOLLOWING AREA:

- ✔ More funding for the sector
- ✔ Contribute to youth empowerment/ employment
- ✔ Investment in TVET and skills-building infrastructure
- ✔ Investment in farming
- ✔ Support value chain related livestock, farming etc.
- ✔ Support animal health such as vaccination and deworming'
- ✔ Invest in Natural resource management (NRM)



5

SOCIAL SERVICES & PROTECTION

The effects of drought, famine and armed conflict on children in Somalia have been devastating. Including the loss of many young lives, Somali children live with severe long-term effects on their development, arising from psychological trauma and lack of proper nutrients at critical stages of their lives.

Decades of civil war and conflict have left many children in Somalia uprooted from their homes or deprived of their parents or both at the same time. Whereas traditionally children would be cared for by other family members, this has not been the case due primarily to the breakdown of family structures amidst civil unrest and migration caused by drought or violence. Hundreds of thousands of children have been left alone to fend for themselves, mired in poverty and exposed to all kinds of risks and dangers.

Orphan and Child Care Program.

Founded to meet the needs of vulnerable children whose parents lost their lives in the conflict. The program is primarily engaged in establishing orphanages and providing health care, education, financial support and other in-kind support to the host families looking after orphans. It has expanded over the years and now manages and sponsors over 12,000 orphaned children across the country.



Orphaned and other groups of highly vulnerable children and families continue to be primary beneficiaries of Zamzam's seasonal projects such as the provision of gifts during the two Eid holidays.

Zamzam Foundation also has a special Ramadan project where food is distributed to orphans and other children and families in need. In addition, Zamzam Foundation has invested in numerous income-generating projects and social development programs to provide a livelihood for poverty-stricken families.

IN THE NEXT 5 YEARS, ZAMZAM FOUNDATION WILL IMPROVE ON THE FOLLOWING AREA:

- ✓ Awareness-raising of the work of Zamzam related to this activity
- ✓ Diversification of funds by establishing an endowment for social welfare activities
- ✓ Link orphanage program with education program
- ✓ Improvement of nutrition and health of the supported orphans
- ✓ Create employment for orphans 18 years and above
- ✓ Sponsorship for talented and persons with disabilities
- ✓ Enhance child protection





7

SUPPORT TO WOMEN & GIRLS

Zamzam Foundation recognizes the leading role of women in the Somali family and society and as pioneers of peace and stability. In periods of natural disaster or civil strife, Somali women play a pivotal role in family welfare and survival; it is through their resiliency, hard-work and strength that millions of people survive in the aftermath of disaster. Due to war and natural disasters, many women in Somalia have become the main breadwinners of their families. Even though women are creative in the ways that they earn income, in general they do not have the skills to expand their businesses further. Women-headed families and children are also among the most vulnerable groups during emergencies.



Zamzam Foundation has prioritized the empowerment of women and has developed specialized skills-training and income-generation programs such as the establishment of markets, handcraft, tailoring, kick-start grocery shops, livestock restocking and management of small mills from the time of their inception.

Zamzam will continue to support women and girls in order to facilitate their role as productive and proud contributors to their communities.





Women in peace-building - Women play a critical role in peace-building initiatives in Somalia. Zamzam's team is working to help strengthen the capacity of rural women's groups, to bring unity amongst all the existing women's groups and help establish an umbrella women's body to strengthen the voice of women in various locations. A strong women's voice will strengthen the peace process and make it easier to implement the peace accords that are signed with opposing clans and groups.



7

PEACE-BUILDING & GOVERNANCE

With the total disintegration of the Somalia's political and civil infrastructure, people have been left to care for themselves. While the problems are many and complex, Zamzam Foundation recognizes that the Somali people share, to a large degree, many commonalities such as language, religion and shared history, which can be a strong basis upon which to build a new kind of social and political infrastructure.



Zamzam Foundation is working on the premise that among the key causes of conflicts in Somalia are limited access to natural resources such as water, grazing rights, farming land and competing interests over their control. Zamzam Foundation expects to bridge the gap between the Non-State Actors (NSA) and the local controlling authority by utilizing project design, the LPI's conflict transformation methods, combined with local expertise and resources in the targeted areas. Uniquely designed peace-building projects utilize post-conflict social transformation techniques while at the same time enhancing community development initiatives, awareness and educational programs in nonviolent approaches.

The high costs of human loss in conflict spurred Zamzam Foundation to become engaged in post-conflict transformation and peace-building through joint, inter-clan resource management projects. Zamzam's approach to peace-building and conflict management is to focus on quick impact interventions that increase security, and economic activity. These quick impact interventions differ from mainstream development initiatives in that they take place in conflict and post-conflict environments where certain traditional development considerations – such as needs assessments that include extensive consultations with beneficiaries – are counterproductive. This is due to the unstable and under-resourced environments in which the interventions take place. Somalia's newly liberated areas are characterized by high levels of inter-clan tension and a lack of basic public services. Therefore, Zamzam's theory of change is based on working with the local authorities to boost their legitimacy among the communities they serve, further cementing the stabilization effect of the interventions.

Zamzam has established effective networks with access to key actors within the Federal Government of Somalia (FGS), the Somali diaspora, civil society, private sector and local and regional administrations. Zamzam always identifies and consults with key community stakeholders – clan elders, civil society organizations such as women's and youth groups, and the commercial sector – who represent the interests of the beneficiaries in the community at large. To this end, Zamzam has been working with global partners including the Life and Peace Institute (LPI) - an internationally recognized peace-promoting organization - and the Somali Stability Fund.

In this regard, Zamzam intends to invest and improve on the following



Conflict sensitivity programming to be integrated with other projects such as water sector etc.



Improve staff capacity for the program by training the staff and employing conflict and governance experts



Inclusion of women, youth and minority clans/groups, engagement of youth, in peace



Building and governance initiatives
Increase program coverage of other regions in Somalia



Collaboration with government agencies
Seek more funding for peace-building and governance





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